

Useful Information And How To Contact The Patient Participation Group (PPG)

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Patient participation is a unique partnership between patients (represented by the ppg) and the practice in order to find ways of improving and providing high quality care and services.

If you have any comments/suggestions please write to the chairman Peter Hughes c/o the surgery or contact him via email at: peter.j.hughes@protonmail.ch

Please note, however, that the PPG can only deal with general issues, not with confidential details of a patient's details and encourages patients to do everything they can to reduce administrative burdens on the practice.

The practice's website is: www.sheppertonmedicalpractice.co.uk where not only you can book appointments and see test results but with information such as how to renew prescriptions, contact the

Resident pharmacist, collecting medication from a local pharmacy, apply for a sick note and much more. Should you wish to contact the practice the phone no. is 01932 220524.

LIVI is a new service for consulting a doctor via a smartphone where medication can be prescribed but also you can be referred to specialists. You can register at: www.livi.co.uk

A Patient Cancer Support Group has been set up and it's open to all cancer patients, carers and family members. The group meets on the second Tuesday of every month at the practice at 1.30pm. In a very informal and relaxed atmosphere. For more information, please contact Andy Anderson his email address is: andyanderson66aa@gmail.com

If you need transport for doctor's or hospital appointments you could book this in advance, free of charge, through Shepperton care on 01932 2540604 between 9.15 – 12.15 or you could find more information on the practice's website under "wellbeing" section.

Summary of our Questionnaire 2019

Thank you to the 169 people who completed the questionnaire. The results were analysed and discussed by the patient participation group, who saw all the individual comments as well as the statistics.

Patients had very positive views of the time they spent with the doctor or nurse. 96% felt they were given the time and attention they needed, 88% were given full explanations of treatments (and all of those understood the explanation). Of course, we would like to see 100% satisfaction, but questionnaires can't give the full picture of individual experiences and some of those not given an explanation may well be continuing with long term medication.

As there have been changes with the appointments system, it was unsurprising that this was the source of most of the comments we received. Many were critical, just under half found it difficult or very difficult to make appointments. But views were mixed and a third of those responding found the system easy or very easy to use. Getting through to the practice on the telephone was a particular cause of frustration. We understand that there just aren't enough resources to meet the demand for appointments. If patients used other ways of getting sound medical information, like pharmacists or LIVI where appropriate, it would be easier for those who really need to see the doctor to do so. The telephones have been upgraded and the Practice is continuing to work on making services accessible.