

PATIENT SURVERY 2012/2013

Edgecumbe Doctor 360

Yellow = patient response

Green = Dr self appraisal

Patient feedback summary:

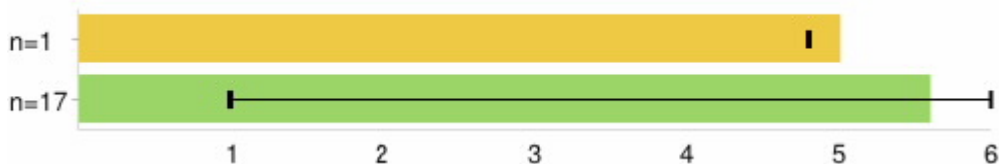


How effective in:

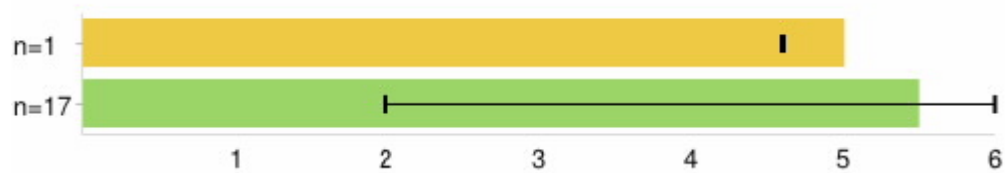
- making you feel at ease



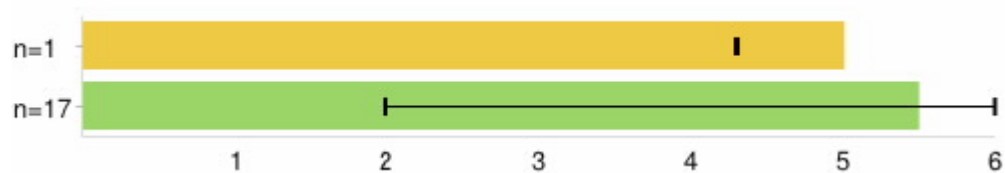
-being polite and considerate



-speaking to you in a way that is easy to understand



-giving you enough time



The survey results show that patients feel the care of their GP to be of a high standard. Previous areas that were shown to be in need of review from 2011/12 survey have been addressed and are reflected in the new action plan. Meetings throughout the year with the PPG, Anita Ladd Practice Manager and the GP Partners have supported the work towards the PPG re-establishing itself

NEW PPG Mission Statement:

School Hill Patient Participation Group

Your Patients Participation Group is keen to let all patients know that we:

- are re-vitalising ourselves;

- see our purpose is to meet regularly, communicate with our fellow patients, and on your behalf with our doctors;

- will provide information and seek views in order to pass on your concerns;

- will aim to organise social and fundraising events, sometimes jointly with neighbouring practices.

We want to work with the practice staff and you in helping us all understand how to cope with the new clinical commissioning structure.

Areas that the core PPG members –

Chair – Ken Whitehouse

Eleanor Stanley

Diana Roden

Rose Egger

Michael Kennedy

Wish to focus on for 2013/14 are included in the below action plan:

Action Plan 2011/12 and 2012/13

Areas mutually agreed as priorities for action and intervention:

Priority for Action Time	Proposed Changes be involved	Who needs to Frame
Telephones Completed 2012	New telephone	Anita Ladd

Building Ongoing	To actively look Premises that would Better suit our Disabled patients, Provide good access And meet the requirements Of the new CQC registration	GP Partners Practice Manager The PCT
New BP Machine Summer 2013	Waiting room BP machine	Anita Ladd
PPG area in reception Spring 2013	Mailout to all patients From PPG with Missions Statement And paper copy of new Survey Monkey survey which will also be online.	PPG Anita Ladd
Long Term Conditions Summer 2012	Seminars to be presented to PPG By GP Partners	GPs

NAME PRACTICE ADDRESS

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JOB TITLE

Practice Manager

PRACTICE NAME PCT

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Drs Lamb, Way, McIntyre,

Hum, Patel & Wallek