

## Judges Close Surgery

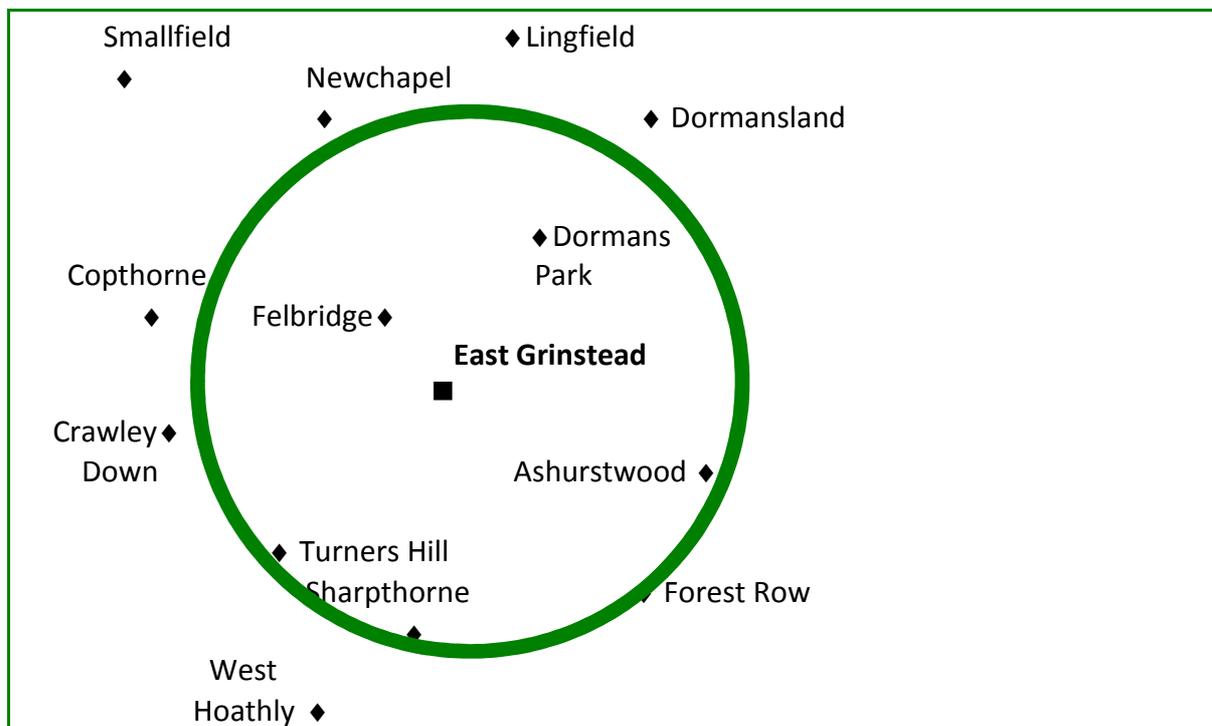
### DES Patients Participation Survey 2014/2015

#### Practice Introduction



Judges Close Surgery is located in the centre of East Grinstead and offers an open list to residents within the agreed boundaries as detailed below and as agreed with NHS England Patients who wish to register with the Surgery but live outside the designated area are also welcome. However, the Surgery is unable to offer the full range of services ie home visits etc. It also offers treatment for patients visiting the area on a temporary basis .

#### THE PRACTICE DESIGNATED AREA



The Surgery has approximately 7600 patients. It is a purpose built structure erected in the 1960's. The building has been extended since this time to meet the needs of patients with disabilities. The three Partners, Dr Kathryn Brooks, Dr Mark Lythgoe and Dr David Murphy ensure all staff, both clinical and administrative, are fully trained in order to provide the most effective and efficient services for our patients in a secure, safe environment. Training updates are held for staff as and when necessary. All GPs have GMC registration and Practice Nurses have NMC and RCN registration. The Surgery also employs 3 part-time Phlebotomists and one part-time Health Care Assistant.

The Practice aims to ensure that all patients feel assured that staff, whether clinical or administrative, are working to provide the best care possible and that patients and/or their carers are fully involved with their care and treatment. All staff endeavor to treat each and every patient and their carers equally, fairly and with respect. It is a forward-looking practice, striving to embrace new ideas while continuing to provide a personal service in a calm and relaxing atmosphere.

**The Surgery opening hours are:**

Monday, Wednesday & Thursday 08.00am to 18.30pm

Tuesday 07.30am to 19.10pm

Friday 07.30am to 18.30pm

There are various clinics held during the lunchtime (12.30 – 14.00) details available on request at reception.

Pre-bookable appointments are available during the extended opening hours on Tuesday 7.30 – 8.00 and 18.30 – 19.10 and Friday 07.30 – 08.00.

Telephone access to the Surgery is available from 08.00 – 18.30 Monday – Friday. Patients are able to book appointments using the following access routes:

-  Face to face
-  By telephone
-  Online access

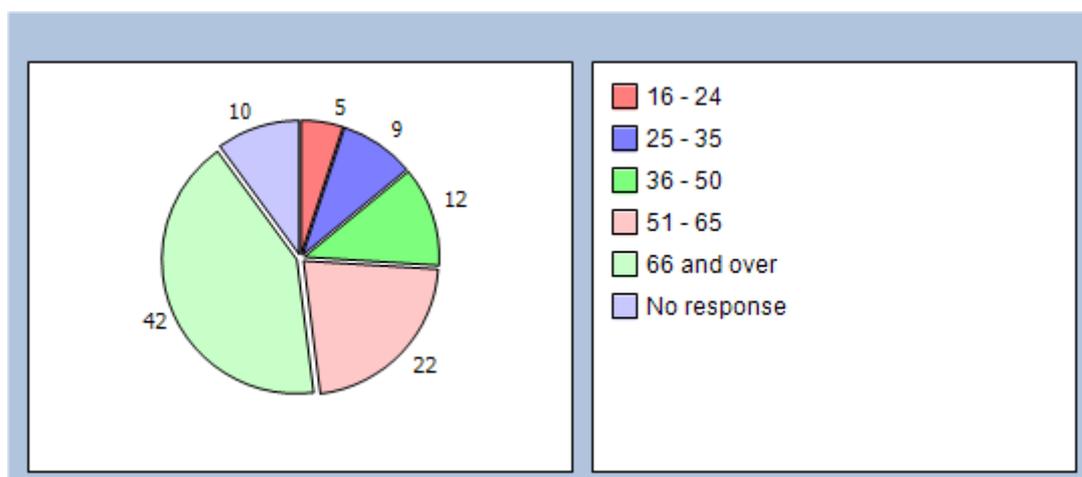
## Judges Close Surgery Patient Reference Group and Patient Participation Virtual Group

The Surgery has a Patient Reference Group established in October 2011 and has 110 patients participating. The Patients Participation Group has been established 3<sup>rd</sup> February 2000 and holds meeting on a regular basis. At the this year's PPG AGM it was agreed that a representative from the PPG would come into the Surgery and help patients use the automated check-in system. Both groups are valued by the Surgery as a medium to convey the thoughts of patients.

This year the Surgery decided to devise their only questionnaire via the website. The questions were emailed to members of the PRG for comment prior to commencement and a meeting with the PPG was held at the Surgery on Thursday 12<sup>th</sup> February to establish their views before the survey was made available to patients to complete both on line via the website and in paper form in the Surgery. It was carried out over a two week period (23<sup>rd</sup> February – 6<sup>th</sup> March inclusive) and a total of 287 patients provided feedback on the Survey. A break-down is shown below.

Age	% Number of Responses
Under 25	5%
25 – 35	9%
26 – 50	12%
51 – 65	22%
66 & over	42%
Blank	10%

Gender	% Number of Responses
Female	56%
Male	38%
Blank	6%



## % Patient waiting time to get an appointment with a Doctor or Nurse

Same day	27%
1 – 2 days	36%
3 – 4 days	29%
Longer	13%

- ✚ 84% of patients questioned believed that the waiting time was acceptable.
- ✚ 93% of patients felt that the Doctor or Nurse listened to them during the consultation and involved the patient with the decision making with their care.
- ✚ 83% of patients rated Reception staff as excellent or good.
- ✚ 71% of those surveyed knew that the Surgery was open from Monday – Friday between the hours of 08.00 – 18.30 but only 12% were aware of the later closing times and 10% were aware that the Surgery is open during the lunch period.
- ✚ 76% asked were aware of the facility to order repeat medication and make appointments on line.

### **Friends & Family Test**

The Surgery made the decision to incorporate part of the Friends and Family test within the survey. 80% of patients who responded said they would be likely to recommend Judges Close Surgery to others. Those patients who said they would be unlikely to recommend the Surgery said that access and parking were a major factor.

### **Review of 2014 Action Plan**

The new telephone number has been installed and up and running for a year. Patients seem happy with the new number.

### **2015 Proposed Action Plan**

Although 76% of patients said they knew about our on-line facility, it is believed the Surgery should promote this further. Details to be given to all new registrations when attending the Surgery.

It was also felt that the Surgery needs greater publicity regarding the Surgery opening times. Therefore it is proposed that posters are displayed in the Surgery, details to be shown in the Practice Booklet and on the website.