

**STANDISH MEDICAL PRACTICE  
RESULTS FROM PPG QUESTIONNAIRE 2012**

	<b>MALE</b>	<b>FEMALE</b>	<b>Does not specify</b>	<b>TOTAL</b>		
<b>Under 15</b>	1	0	0	1		
<b>15-20</b>	2	4	0	6		
<b>21-40</b>	15	31	0	46		
<b>41-60</b>	29	46	0	75		
<b>Over 60</b>	25	45	2	72		
<b>Does not specify</b>	0	0	4	4		
<b>TOTAL</b>	<b>72</b>	<b>126</b>	<b>6</b>	<b>204</b>		
<b>Ethnicity</b>			<b>Male</b>	<b>Female</b>	<b>Not specified</b>	<b>TOTAL</b>
<b>White British</b>			67	118	2	187
<b>White and Black Caribbean</b>			3	1	0	4
<b>White Irish</b>			0	1	0	1
<b>Asian</b>			0	1	0	1
<b>White</b>			1	2	0	3
<b>Does not specify</b>			1	3	4	8
<b>TOTAL</b>			<b>72</b>	<b>126</b>	<b>6</b>	<b>204</b>

**Standish Medical Practice**

**Results from PPG Questionnaire November 2012**

Completed questionnaires returned 204

Are you aware of the practice opening hours  
(Only 27 patients answered the question stating the opening hours)

YES	NO	NO ANSWER	NA
134	66	4	

Are you aware that the following services are available at the practice?

- 1) A confidential area to speak to a receptionist upon request
- 2) A phlebotomist at the practice to perform blood tests
- 3) Family planning (including implants & coils)
- 4) Weekly late evening surgery

YES	NO	NO ANSWER	NA
88	107	5	4
139	56	5	4
89	51	13	51
105	92	6	1
128	75	1	0

Do you look at our notice boards

If yes please tick the statement you feel most appropriate

- 1) They have useful information that I read when I come to the surgery
- 2) They have some useful information but I don't usually bother reading them
- 3) They have information that is of no interest to me
- 4) I'd like information about (please specify)

87			
28			
6			
0			

**Standish Medical Practice  
Results from PPG Questionnaire November  
2012**

Do you know we have a website?

I often look at it to find out information about the Practice & general health issues

I look at it only when I have specific questions about health issues

I only look at it to find out details about practice services

I've never looked  
at it

I don't use it or I do not have access to a computer

<b>YES</b>	<b>NO</b>	<b>No answer</b>
64	131	9
5		
7		
26		
16	13	
5	7	

## **Feedback from Patient Participation Group Questionnaire 2013**

### **Surgery times**

There is a walk-in open surgery every weekday morning for patients registered with us. Attend the surgery between 8.15am and 10.15am to ensure you are seen.

Surgery times in the afternoon vary but generally run between 3pm and 6pm every afternoon except Wednesdays. Afternoon surgery is appointment only but emergency cases will be seen.

From March 6<sup>th</sup> the surgery will close at 1pm on a Wednesday. Baby clinic will be on a Tuesday from March 5<sup>th</sup>.

Late evening appointments are available up to 8pm on Tuesdays.

### **New computer system**

We are having a new computer system later this year. It is planned for early May. This will bring a number of benefits to our patients in the longer term, but will involve some upheaval while it is installed. Please be patient with us during this time.

### **Confidential area**

We do have a room adjacent to the reception if you wish to speak to a receptionist regarding a confidential matter.

### **Blood tests (Phlebotomy)**

There is a phlebotomy service at the practice on a Tuesday and Friday. It is an appointment service.

We are adding posters to help you find the phlebotomist (for blood tests). The phlebotomy service is run by Wrightington, Wigan & Leigh Trust, and they run their own appointment system. These appointments are not bookable at our reception desk. The telephone number is 01942 773151.

### **Contraception**

Full services including emergency contraception, pill checks, depot-contraception, implants and coil fittings and removals are available at the surgery.

See any GP to discuss/commence contraception or to obtain same-day emergency contraception.

See Doctor Nadia Ghalayini to discuss implants and coil fittings or removals.

See Practice Nurses for routine pill and coil checks, and for all follow-up Depo-injections.

### **Other points from the patient questionnaire feedback**

Thank you to everyone who has completed questionnaires. Please find feedback on various points raised not covered above.

- If you are waiting to see a doctor for a child that is sick please bring this to the receptionist's attention, as sick children will be given priority.
- Online appointments & repeat prescriptions- when our new computer system is installed & running smoothly, these are areas we plan to develop.
- We will be adding information to our website for carers.
- We are arranging signs to show which GPs are in open surgery that morning.
- We have some additional notice boards to display information.
- We have altered the information displayed on the monitors for the patient call system.
- We do have appointments available to be booked in advance and for the same day (except Wednesdays)
- Please ask the receptionist to rewrite the number on your printed slip if it is not clear.
- We ask for 48 hours notice for routine repeat prescriptions. Emergency requests will be attended to immediately.
- The latest appointment time on Mondays, Thursdays and Fridays is 17.40 p.m. Late evening appointments are available up to 8pm on Tuesdays.

**Our website address is: [www.standishmedicalpractice.nhs.uk](http://www.standishmedicalpractice.nhs.uk)**

If you have any helpful comments or suggestions for the practice please put them in the box on reception.

Please ask the receptionist for a pen or paper if required.

**STANDISH MEDICAL PRACTICE**

**PPG questionnaire action plan January 2013**

- 1. Display the change in opening times of the surgery.**

Action by Mrs O'Brien

- 2. Feedback leaflets to be given to patients & displayed on website.**

Action by Dr Hall

- 3. Look at using monitors in waiting rooms to provide information & change current display.**

Action by Mrs O'Brien

- 4. Information regarding carers to be added to the website.**

Action by Dr Hall/Dr N Ghalayini

- 5. Arrange signs to display which GPs are in open surgery**

Action by Mrs O'Brien

- 6. Additional notice boards to be displayed.**

Action by Mrs O'Brien

- 7. Online appointments & prescriptions to be reviewed with new computer system later in the year.**

Action SMP