

The Chineham Medical Practice Reading Road, Chineham, Basingstoke RG24 8ND



Patient Satisfaction Survey Results 2008/2009

Every year we take part in a Patient Satisfaction Survey to check how we are doing. This year the survey was between November 2008 and December 2008.

The results showed that our **patient satisfaction had improved since last year** and our Practice scored better than the average GP Surgery in 16 out of 19 categories.

LAST YEAR'S SURVEY & ACTION TAKEN

After last year's survey, we made a number of changes to improve the service we give you.

- Our practice staff have participated in 'patient experience' training.
- Many of our doctors introduced "catch up" slots to reduce the time you have to wait in the surgery for your appointment
- We tried to keep you informed if your Doctor was running more than 20 minutes late.
- We have offered late evening, early morning and Saturday morning appointments to you since July 2008.
- More doctors have been made available to answer telephone queries on busier days like Mondays, Wednesdays and Fridays.

We hope these changes have helped us to improve your experience at our Surgery.

THIS YEAR'S SURVEY

From the results of this years' survey we have learnt that our patients are **very or completely satisfied with our service 83 percent of the time.**

WHAT WE DO WELL

- Our highest priority is the **quality of our clinical care.** More than half of the questions in the survey are about the care you receive from the doctor or nurse during your appointment. We are delighted that we scored above the national level in **all** of these categories.
- Our **telephone service scored more than 10% above the** national average for the third year in a row. We are committed to maintaining a convenient telephone service which works for patients and enables doctors to address problems efficiently without taking up extra appointments.

- We always make **same day appointments** available to patients if they are **urgent** and do our very best to offer an appointment with any doctor within 48 hours

WHAT WE NEED TO DO BETTER

>From the feedback we have also learnt that there are number of things which need improving and we will do our best to look at these again over the next year:

- We scored just below the national average for satisfaction with the time you wait in the waiting room for your appointment. Many of our doctors have introduced catch up slots to reduce your waiting time and our receptionists will let you know if one of us is running more than 20 minutes late. We would also remind you that appointments are booked every 10 minutes and therefore only 1 significant problem can be dealt with fully in that time. We hope to improve our waiting times in partnership with our patients.
- The satisfaction with our receptionists is high at 74% but is marginally below the national figures (75%). Our Practice is committed to providing a friendly and efficient service to you and to achieve this we are taking part in a Patient Experience programme to look at all aspects of your dealings with our practice even before you get in to see the Doctor or Nurse. Watch this space!
- We scored just below the national figures for satisfaction with continuity of care, meaning that you feel you do not always get to see the same doctor or the doctor of your choice. Most of you who know us are aware that many of our doctors and all of our nurses work part time. Therefore, although we continue to run personal lists we cover each others' work on days when our colleagues are away. We work very closely as GPs and meet up regularly for education and updating. We are satisfied that as a practice although we cannot guarantee that you will see the same doctor at short notice, you will always receive the same high standards of care, whoever you see.

Please continue to give us your feedback throughout the year it will help us to improve your experience at Chineham surgery.

HPV Vaccinations

The HPV vaccine is being offered to all girls aged 17-18, born between 1.9.90 - 31.8.91. The Vaccine helps to protect against the two main types of virus that cause 70% of cervical cancer. Regular smears and condoms are still advised. For effective protection you will need 3 injections. 1st given on an agreed date, 2nd a month later and 3rd 6 months later. For further information speak to your GP/Practice Nurse, look on www.nhs/hpv or call the HPV helpline on 0845 602 3302

New Babies

Congratulations to Dr Rachel Yarnton who gave birth to her second child, a baby boy, in January 09. We look forward to welcoming her back to work at the end of her maternity leave.



Staff News

We welcome Kathryn Nicholls to the Practice. She has joined our nursing team as a trainee Practice Nurse and will be working at the Practice until the end of this year.

From April 3rd we also welcome Dr Sophie Hallam to the Practice. She is a qualified doctor but in training.

We are pleased to announce that Dr Chiranthi Wijewardena who came to the Practice as a GP Registrar, is now joining us permanently as one of our team of doctors

Repeat Prescriptions

Please remember when ordering repeat prescriptions to allow 48 hours for collection from the Practice and 72 hours if collecting from a chemist.

Extended Hours

MONDAYS: 6.30 – 7.30

ALTERNATE TUESDAYS: 6.30 – 7.30

ALTERNATE SATURDAYS: 8.30 – 10.00

These will be pre-booked routine appointments only. Any emergencies or problems that cannot wait until the next day must still be dealt with through **Hantsdoc on 01189 365 592**



Baby Clinics – a plea from our Practice Nurses to all mothers of babies & children having routine immunisations.

The current immunisation schedule takes longer due to the extra vaccines given and it would be much appreciated if you could keep to the appointment time we send you.

It helps to keep the clinic flowing and running to time.

Complaints & Feedback

We are always happy to receive your feedback, positive and negative, about any aspect of the Practice. Please contact Mrs Janet Lewis, our Practice Manager, by phone or letter and she will do her best to address any concerns.