

**Survey emailed to 45 PPG patients: July 2019. Number of Responses: 17**

**Patient Participation Group Summer 2019 Feedback**

- **We invested in a new phone system January 2019**
- Have you found it has improved getting through to the health centre by telephone? **64%**
- Have you found that your calls are answered more quickly and you no longer here the engaged tone? **64%**
- Have you found the message when you ring up helpful? **58%**

You Said	We asked
	<p><b>We invested in a new phone system January 2019</b></p> <p>Have you found it has improved getting through to the health centre by telephone?            Have you found that your calls are answered more quickly and you no longer here the engaged tone?            Have you found the message when you ring up helpful?</p> <p><b>If you do use our dispensary and do you think we could improve it?</b></p>
	<p><b>We Did</b></p>
<p>Fine by me as it is</p>	<p>We did have a number of issues- especially when it rained!</p>
<p>Have no problems with requesting via Internet but would be easier if could request 3 months at a time for repeats as tend to forget and leave it until running out of meds before renewing repeat script. With online pharmacies offering delivery and reminders can see this is avenue I'd use in the future once able to do so with electronic prescribing enabled.</p>	<p>We have moved to 28 days due to the Department of Health guidance as below:</p> <p>“A 28 day repeat prescribing interval is recognised by the NHS as making the best possible balance between patient convenience, good medical practice and minimal drug wastage”.</p> <p>Nationally and locally it has been estimated that about 10% of medicines prescribed are wasted. One study found a 28 day prescribing policy reduced the amount of medication wasted by one third.</p> <p>What are the benefits of 28 day prescribing?</p> <p>Companies already manufacture a large number of medicines in 28 day patient calendar packs. These packs have patient information leaflets inside and ideally they should not be broken into.</p> <p>The government is encouraging companies to manufacture more medicines in this type of packaging. It can allow you to check or monitor that you have taken your medication.</p> <p>It will reduce the amount of medicine which is currently wasted when medicines are stopped or changed. It will also reduce the</p>

	<p>amount which is wasted when partly filled containers are thrown away.</p> <p>It will be easier for the doctor to review all of the repeat medicines each patient is taking and also easier for the doctor to see if a patient is not taking any of their medicines</p>
<p>I only use the dispensary rarely, but have always found the staff to be very helpful and quick to respond</p>	<p>Thank you -our dispensary staff are very helpful and have the timely clinical support of the GPs.</p> <p>We do open at 8.00am in the morning. If you did need to pick up your prescription between 1.00pm – 2.00pm or after 5.00pm, you can arrange for prescription to be collect from Reception up until 6.00pm</p>
<p>If I didn't think keeping the chemist in Modbury was important I would use the dispensary. I used the dispensary once recently and was aware that they had limited space for the amount of prescriptions they had to deal with. More space might help them, though I know that would be difficult.</p>	<p>The dispensary is very fortunate to have 4 deliveries a day for the drugs . This means that we do not need to keep a large stock as often drugs that are ordered in the morning arrive in the afternoon.</p>
<p>Ordering medicine is fine. We collect from the chemist.</p>	<p>We can dispense to patients that live more than a mile from a pharmacy.</p>
<p>The dispensary could liaise better with the doctor when requests are made for different brand. Also could do with handling other online queries rather than referring back suggesting reception or doctor contact.</p>	<p>As with all pharmacies there can be drug shortages that require a different brand to be used. The dispensers can deal with some medication queries however any other health related queries have to be dealt with by the clinical staff.</p>
<p>The dispensary works very well for me, no problems and very efficient thank you.</p>	<p>Thank you</p>
<p>Yes only by completing order quicker, but dispensers always seem very busy.</p>	<p>Yes we do have a very busy dispensary. The dispensary has to work within very strict procedures to ensure patient safety. There are a number of steps to go through before a prescription can be issued. This also may result in a discussion with a GP if there is a query.</p>

<p>Continued excellent service from the whole Health Centre team - thank you</p>	<p>Thank you- We do like to gain feedback from patients to ensure we maintain a safe and effective service and improve if we can.</p>
<p>Have not used the phone system due to being profoundly deaf! Would like to be able to book an online appointment. As it is I have to travel to</p>	<p>A number of appointments can be booked on line. However sometimes they cannot. Our receptions are very happy to assist with appointments for you by email. Please do email</p>

<p>the surgery and book personally.</p>	<p>and get in touch and we will do all we can to help whether that is helping you with the online service or booking an appointment by email.</p>
<p>Helpful receptionists.</p>	<p>We are very lucky to have such a great team of receptionists. They are very approachable and keen to help. The benefit of having a smaller practice is that our staff know most of our patients.</p>
<p>I feel this participation group could be more useful to the practice than just by completing the occasional survey.. Would it be possible to inform the group, how many members there are, what information the practice has been able to collect on various topics, eg over the last year and how the practice responded?? We know we are very lucky to have such a good practice in Modbury, but might it be worth asking if people have any other suggestions about how the group could be more effective?. .</p>	<p>We are very lucky to 45 members of the PPG which is larger than many other groups in the area. Patients who have difficulty getting to the surgery due to rurality, lack of transport or family commitments, infirmity can be part of the group using email as a contact or responding via our website</p> <p>We are now part a Primary Care Network, South Hams PCN which does include surgeries from Kingsbridge, Salcombe, Chillington and Dartmouth. We hope in the near future to be able to have an opportunity to arrange an event that patients will be invited to attend.</p> <p>We also always add an question to all our survey and Family and Friend questionnaires asking for suggestions. We are very happy to receive suggestions re the group and any keen volunteers. You cab join our group either by a form on our website or pop into the surgery for a form.</p> <p>Previously we have issues raised with us regarding the telephone system which we were very fortunate to be able to invest in a new one this January.</p> <p>Another topic was the car park. We are again very fortunate to be based in a council car park that patients can park in if our limited spaces are full.</p>
<p>I have not completed the tick boxes above because I have not telephoned the surgery during 2019 (since you have installed the new phone system.</p>	
<p>I try to avoid using the phone due to my hearing loss, and instead come in to make appts. So can't answer that one, sorry.</p>	<p>Please do try and use our online service to book or email our receptionist if you have a specific appointment enquiry we can help you with</p>
<p>It would be better if one could see same doctor on each visit, but we appreciate the difficulties.</p>	<p>As most patients are aware we have had GP absent for over a year and this impact has meant covering with a number of different locum GPs. We have received excellent feedback about their care. We do try and offer continuity and for that reason we have a small pool of GP locums that we use. They</p>

	<p>have become part of the team at Modbury and we thank them for working so hard.</p> <p>We are very happy to be able to announce that we have appointed 2 new GPs. Dr Heather Midgley will be joining in from mid Sept as a GP Partner. Dr Lucy Clarkson will be joining us as a salaried GP from the first week of September.</p> <p>To ensure we can offer appointments on the day we do not book all the appointments ahead. This does mean that on occasions that with an urgent request for an appointment that you may not see your usual GP.</p>
<p>We receive a Health Care that is second to none &amp; think we are very lucky to live within the Modbury Health Centre catchment Area We Find the Staff more than helpful &amp; always deliver our needs Well done to you all !!</p>	<p>Thank you for your feedback.</p>
<p>We are happy with the service our Health Centre provides.</p>	<p>We are always monitoring the care and service we offer .</p>
<p>When I hear all the stories on the news about the difficulty of seeing a GP I thank my stars that Modbury has a really well managed health centre and that the support staff are so friendly.</p>	<p>A very big thank you to all our staff and our patients!</p>
<p>Would like to give positive feedback on appointments as have found it easy to get appointment without a lengthy wait and be seen on the day when necessary.</p>	<p>We endeavour to offer to book ahead appointments, on the day and telephone calls.</p>
<p>Yes. Seem little opportunity for GP to discuss more than one medical problem at a time. This needs to be reflected when making appointments i.e go being put under pressure causing rushed decisions and further appointments when in fact patient could have been dealt with during one perhaps longer session. Maybe reception need to ask question and explain if more than allotted 10 minutes is required to resolve patients attendance need?</p>	<p>Yes 10 minutes does go very quickly. Patients are very welcome to ask for a longer appointment. As you can appreciate this request may result in a longer wait for the day you request.</p>