



THORNABY & BARWICK
MEDICAL GROUP

PATIENT PARTICIPATION GROUP:

FEBRUARY NEWSLETTER

TOP STORY: Over 50 Missed Appointments Every Week

In the results of the latest Patient Participation Group Survey it has been revealed that 40% of respondents thought there are 41-50 missed appointments each week. The remaining 60% of respondents correctly identified the actual number of missed appointments each week as over 50.

However, the most surprising fact is that, on average, there are actually 85 missed appointments each week!

In the August 2011 newsletter we outlined the actions the practice takes in dealing with missed appointments and described our system where we review missed appointments on a daily basis. Patients who regularly miss booked appointments are contacted and the costs and pressure on appointment for other patients are brought to their attention. Patients who then continue to miss further booked appointments can then be removed from the registered patients list."

TBMG doctors can only ask patients to please keep a note of your appointments and that you contact the Reception of your surgery, as soon as possible, if you are unable to make your appointment.

December PPG Survey Results

In addition to the news of the high number of missed appointments each week 80% of our respondents will be surprised to find out that Emergency Appointments are actually an extra appointment scheduled into a GP's booked surgery.

TBMG Patients may also be surprised to hear that in the period between April 2011 and September 2011 over 7000 Out Patients appointments were missed (correctly identified by 40% of survey respondents) and over 2000 new referrals to see a hospital doctor were missed (correctly identified by 60% of survey respondents).

However, you may be pleased to know that all respondents knew that emergency appointments are i) for patients with urgent medical attention or ii) for patients whose symptoms have changed or their illness has become suddenly worse.

Let me know your thoughts on these results at matthew.lovell@nhs.net.



PATIENT FEEDBACK

Patient feedback consisted of many messages of support and there was an emphasis on the necessity for emergency appointments, especially for young children.

Whilst it is very important to seek medical attention for unwell babies and children, we feel that it is also important to treat all of our patients equally and we always provide access to a doctor or our Nurse Practitioner if the patient or their care giver feel that their condition means that they need to be seen urgently.

There were also messages of support for the quality, care, professionalism and bedside manner of some of the doctors within the practice. This is very pleasing to hear and we hope that this is also the opinion of all our patients.

Patient Representative Group

- *Would you like to have you say on the services provided by TBMG?*
- *Have you been surprised by the results of the Patient Participation Group surveys? Maybe by:*
 - *The cost of hospital services?*
 - *The number of missed appointments by patients, whether at the surgery or after a referral to a hospital appointment?*
 - or even*
 - *That many respondent were unable to identify all the methods by which it is possible to obtain a repeat prescription?*
- *Are there any key issues or priorities you would like to see raised?*

If so, e-mail me at matthew.lovell@nhs.net or request a form from Reception and become a Patient Representative for TBMG.

In brief there is very minimal time commitment and we simply require your views, opinions, input and feedback on the activities and outcomes of the Patient Participation Group.

All correspondence is done via email or letter so you can do as much, or as little, as you wish and in your own time.

ONLINE REPEAT PRESCRIPTION REQUESTING

We are pleased to say that we now have 553 patients registered to order their repeat prescriptions on line. If you would like to register for this easy to use repeat prescription ordering service please ask at Reception for details and a password. You can also find details on our web site at www.tbmgs.nhs.uk

We are in the process of designing future surveys. Please let us know an area, or topic, that you would like to know more about by emailing matthew.lovell@nhs.net.

Please note that the Thornaby & Barwick Medical Group Patient Participation Group (PPG) has no links to the provision of any clinical services. The e-mail address provided is purely for the purposes of registering to receive e-mail updates regarding the PPG, enquiring about the Patient Representative Group (PRG) and suggesting survey themes.