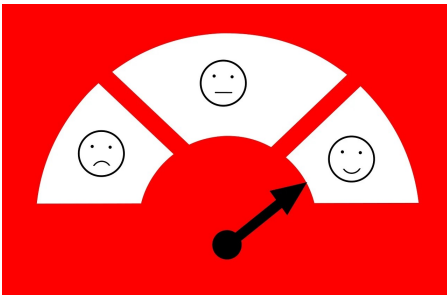


Waterfront Practice - Patient Participation Group

Newsletter

Email address: waterfrontsurgerypg@outlook.com

Waterfront Practice - Patient Participation Group Survey 2023



The Waterfront Practice PPG conducted full-scale patient surveys from 2017 to 2019 and published a detailed analysis of the results.

In March 2020 the format of a revised patient survey to reflect the focus of the NHS National Patient Survey 2020 was agreed but the COVID-19 pandemic with all its necessary public health restrictions made this project impossible to run. We are pleased that the Waterfront Practice PPG has now been able to undertake its own patient survey once again this year to compare with the results of the NHS National Patient Survey 2023.

One important aspect to stress is that the Waterfront PPG is responsible for the format of the survey and the analysis of data – it has always been an independent review of the practice. The Waterfront Surgery PPG Survey 2023 took place over four weeks in August 2023 – our thanks to the 156 patients who completed the electronic survey form on-line after visiting the surgery to see a GP or healthcare professional.

The results are available on the practice website and a printed copy is also available in Reception, posted next to the PPG Noticeboard above the check-in screen.

One area worth mentioning in this newsletter is that the NHS National Survey found that only 16% of those who completed the survey got to see or speak to their preferred GP. The PPG Survey showed that 50% of patients completing the survey in August usually saw or spoke to their preferred GP which offers a more reassuring measure.

Without being too complacent it is reassuring to note that 94% of patients in the PPG Survey were satisfied with the appointment offered and 96% had both confidence and trust in the healthcare professional they saw and felt their appointment needs were met.

Less reassuring is that each month the PPG monitors the number of appointments with GPs and the healthcare team that are not kept - in September there were 211, including a significant number of 'no shows' for the doctors. Every 'no show' means that another patient who might have benefitted from seeing or speaking to someone on that day has been denied the chance. **PLEASE if you are not able to attend - for whatever reason - let Reception know by phone, text or email** and give someone else the opportunity of seeing or speaking to a GP, Physician Associate or Practice Nurse.



Phone
01384 481235

Doctors

Dr Tung Chung

Dr Krishna Kanhaiya

Dr Dalvinder Ratra

Dr Nishi K Sharma

Practice Manager

Louise Bunce

Physician Associates

Sharifa Myers

Nida Vansushan

Practice Nurse

Amanda Sutton

GP Assistant

Roseanna Tranter

If you have any practical suggestions for improving services...

Please let us know by email : waterfrontsurgeryppg@outlook.com

New members are always welcome. Your views and ideas are valued! If you can't come to our monthly meetings then consider becoming a 'virtual member' and keep in touch by email

**HELP US LOOK AFTER YOU!**

No-one likes to think about being ill but as we get older then the chances of developing serious health conditions will almost inevitably increase.

A **free NHS Health Check** can help reduce the risk of developing potentially life-threatening conditions such as heart attacks, strokes, kidney disease, type 2 diabetes and dementia. Spot signs of serious health conditions early and there are ways to lower their risk - healthcare professionals at the practice can help you to get specialist support if needed.

You can have an NHS Health Check if you're aged 40 to 74 and you have not had a stroke, or do not already have a pre-existing health condition. **Please book an appointment with the practice nurse** - the check only takes about 20 to 30 minutes.

YOUR HEALTH DUDLEY - A NEW YEAR'S REVOLUTION!

Looking to improve your health and well being this year? Check out the help and support offered by 'Your Health Dudley.' Support for the whole family - focus is on healthier lifestyle choices with coaches to guide you over 6 - 12 months. Group support, face-to-face sessions, online and phone, one to one guidance.

**It's not a 999 Emergency but you need help fast...**

In October 2023 more than 2.2 million people attended A + E making it the busiest October on record.

Do you really need to see a GP? Or would an appointment to see the Practice Nurse or a highly-trained Pharmacist be more appropriate? If privacy is a concern then the Pharmacy even has a private interview room so any questions you have can be discussed in strict confidence. If you are anxious about paying for any medication the pharmacist might suggest - for those under 16, over 60 or on benefits these would still be free of charge.

Remember that NHS 111 is available 24 hours each day and can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if needed. You can also get help or advice online using your smartphone, tablet or computer.

Please only contact the surgery for essential care. The Practice Manager has been working closely with the Waterfront Reception Team to fine tune the questions and responses which are asked when patients phone to get an appointment in an attempt to direct you, where appropriate, to the Practice Nurse, Health Care Assistant, Physician Associate or a GP.

