***Highcroft PPG***

**Patients’ perceptions of a good GP surgery**

**The Facilities:**

All areas of the surgery are thoroughly clean, well-ordered and well-maintained.

Hand hygiene facilities are provided, especially near touch-screens.

Chairs are comfortable and well-spaced.

There is clear signage and floor plans in plain language to reduce patient anxiety.

There is an area or room where patients can speak in privacy.

There is up to date information on waiting times and where there is a long delay they are told the cause if possible. (e.g. patient collapsed at surgery entrance)

Parking nearby, especially important for the frail or patients with reduced mobility.

Toilets are close to waiting room and easily accessible.

**Meet and Greet staff:**

Receptionists are empathetic, friendly and cheerful.

They are genuinely interested in patients and are warm and reassuring.

They give full attention to patients and are aware of their needs.

They initiate help rather than wait to be asked.

They understand that ill or anxious people may not be as considerate and clear-

minded as they would otherwise be.

They take time to listen and understand.

They endeavour to be helpful.

They do not assume that the patient has medical or geographical knowledge.

They develop their key role in creating a caring and compassionate atmosphere.

They are keen to improve their own and team standards.

They encourage use of self-check in but support when needed.

**Health Promotion**

Noticeboards that are carefully maintained, up-to date and informative.

Take-away pamphlets for patients on medical matters and other services.

Nurse-led clinics for chronic conditions with efficient recall procedures.

**Appointments**

There are a variety of appointments available:

Emergency: within say three hours

Routine or monitoring: up to 3 months ahead

Urgent: within 48 hours

Non-urgent: within 5 days

Early morning or evening for those with work or other commitments

There is:

Easily accessible online booking

Efficient telephone systems that require only one call and tell you your place in the

queue.

There are levels of triage starting with receptionists trained to recognise emergency and urgency, through to a specially trained nurse or doctor.

**Medical care** *(Only our first thoughts. We need to consider GMC statements etc)*

All clinical staff are empathetic, friendly and cheerful.

They are genuinely interested in patients and are warm and reassuring.

They give full attention to patients and are aware of their needs.

They understand that ill or anxious people may not be as considerate and clear-

minded as they would otherwise be.

They take time to listen and understand.

They endeavour to be helpful and initiate help rather than wait to be asked.

They do not assume that the patient has medical knowledge.

They develop their key role in creating a caring and compassionate atmosphere.

They are keen to improve their own and team standards.

They engage with the patient, in partnership, offering advice, information & support.

They refer patients, irrespective of budgetary considerations, if they need:

specialist diagnosis or confirmation of diagnosis

or do not feel safe to treat them in primary care.

They see the safety and well-being of the patient as paramount.

They communicate effectively with other sectors in a timely manner.

They have fail-safe mechanisms to ensure proper follow-up and monitoring

They provide a continuity of care.

They provide care beyond surgery hours and will make home calls when needed.

They are strive for excellence through continuous improvement.

They actively welcome constructive patient feedback and see it as an opportunity to

review and improve their practice.