

OVERVIEW

The practice has had a Patient Participation Group (PPG) in place for a number of years and has in recent times added to the PPG by offering patients the option to join a Patient Reference Group (PRG).

Patients are invited to join the PPG/PRG as part of their induction pack to the surgery. The PPG has its own dedicated notice board advertising their presence and providing patients with the opportunity to read minutes of their regular meetings.

The 2014 PRG survey was made available electronically to members and to patients in the waiting room of the surgery.

The content of the survey was agreed at a meeting of the PPG on November 4th 2013

The results of the survey were published to the PPG for feedback during March 2014.

PRACTICE PROFILE

The practice population is as follows:-

Under 16	1984	20.68%
17-24	665	6.93%
25-34	885	9.23%
35-44	1252	13.05%
45-54	1518	15.83%
55-64	1267	13.21%
65-74	1063	11.08%
75-84	605	6.31%
Over 84	353	3.68%

A. The PPG/PRG profile is as follows:-

Under	
16	2.00%
17-24	4.00%
25-34	7.00%
35-44	11.00%
45-54	19.00%
55-64	25.00%
65-74	28.00%
75-84	2.00%
Over 84	1.00%

Every effort has been made to make the PPG/PRG profiled as representative of the practice population as possible by inviting new patients via the induction pack and targeting under-represented groups via reception contact with patients. Details of the PPG/PRG were expanded on the web site to promote more knowledge of the service provided by its members.

Dr Evans attended the AGM of the PPG/PRG and an open day organised by the PPG to promote knowledge of changes in local health services and to increase local knowledge of the work of the PPG/PRG. The open day was attended by Southern Health, various local hospital representatives, the Winchester and Andover locality lead, plus other health service providers.

The surgery continues to advertise and promote the PPG/PRG and attends its regular meetings. The PPG/PRG consists of 462 Members

B. Steps taken to ensure the PRG is representative

Details of membership of the PPG/PRG are issued to new patients and provided in prescription bags, reception staff were asked to promote the group in their daily dealings with the patients. The web site information about the PPG/PRG was enhanced and an email account set-up for the PPG/PRG by the practice. Details of the email account were added to contact details on the web site.

C. Steps taken to determine and reach agreement on issues which had a priority and were included in a local survey

The survey options were discussed at a meeting of the PPG/PRG in November 2013 and feedback sought through email contact. The survey was sent to all members of the PRG and copies left in waiting areas for patients to complete.

D. The manner in which the contractor sought to obtain the views of its registered patients

Views of our registered patients were requested by providing copies of the questionnaire to surgery staff to distribute to patients attending the surgery and via PPG/PRG email contact.

E. Details of the steps taken to provide an opportunity for the PPG/PRG to discuss the contents of the action plan

The content of the report was issued to the PPG/PRG via the web and emailed to members in advance of a meeting in March 2014 and comments fed back from the meeting. The content was discussed at the meeting which a GP partner from the practice attended.

F. Details of the action plan setting out how the finding of proposals arising out of the survey can be implemented.

The content of the report provided very positive feedback to the surgery of the issues raised. Of the areas highlighted as needing attention it was agreed to:

- 1) Review options for more preventative health care, mental health and men's health
- 2) Provide on line appointment access

- 3) Increasing the comfort of patients in the pharmacy by purchasing additional chairs for the pharmacy waiting area.

The preventative health issues fit well into the proposal to review the top 2% of patients at high risk of hospital admission as required under the new enhanced services for 2014/15, which the practice will take an active part in. We will need to discuss issues about mental health and men's health with the local commissioning group.

G. Summary of evidence including statistical evidence relating to the findings

95 replies were received and details of the replies are provided below:-

Twyford Surgery GPAQ - R (Version 4) PPG

Number of Responses: **95**

We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

Preferred Method of communication from the Practice and/or the PPG

Email 82%

Noticeboard 0%

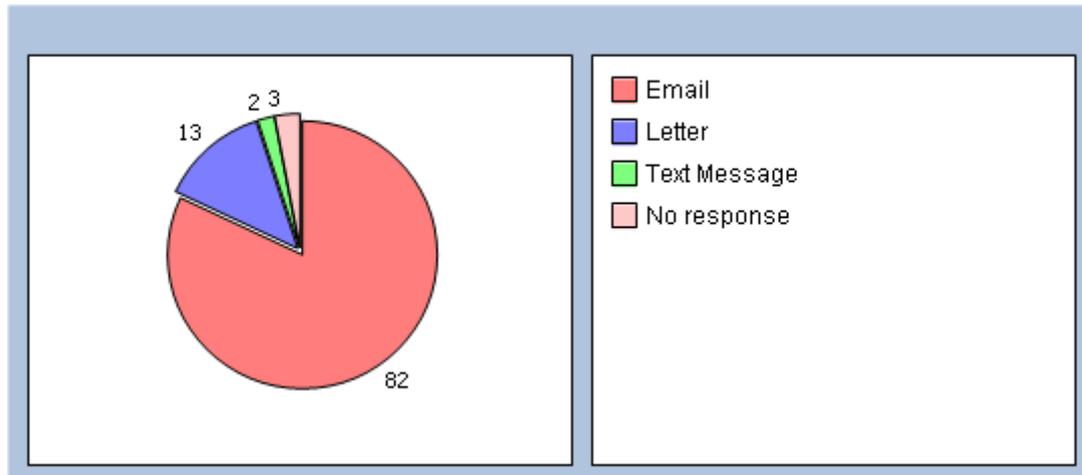
Regular open meetings 0%

Attendance at regular PPG meetings 0%

Letter 13%

Text Message 2%

No response 3%

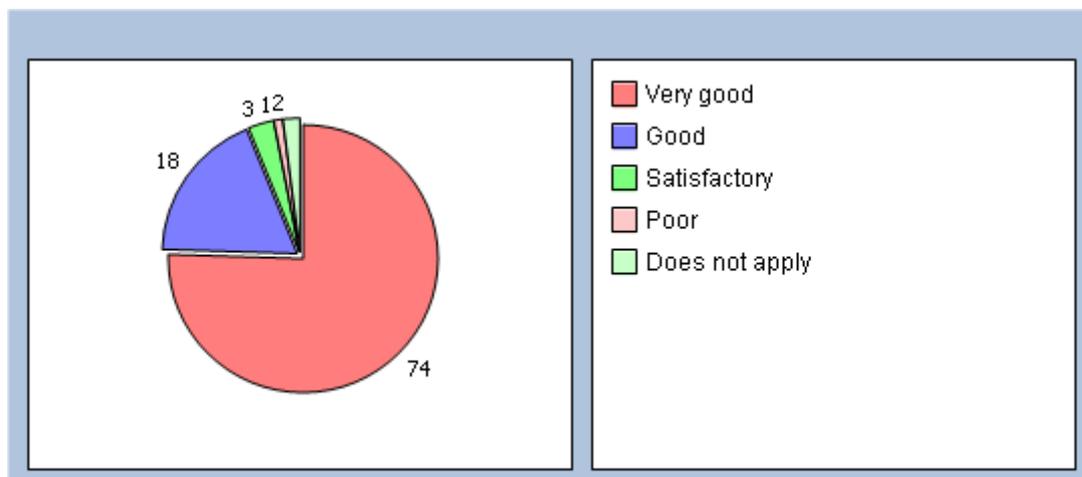


Please identify any areas of healthcare that you think the Practice/PPG should focus on:

About Your Visit to the GP

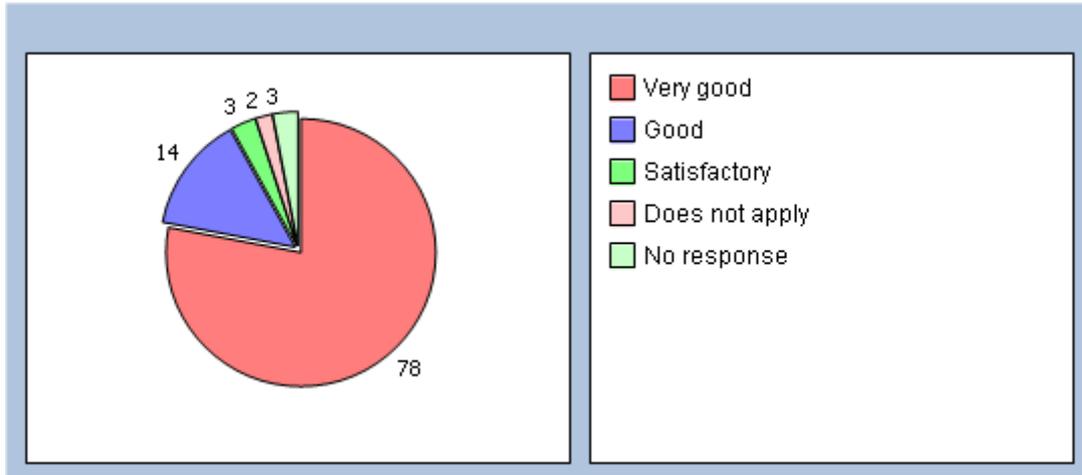
How good was the GP at Q1 Putting you at ease?

- Very good 74%
- Good 18%
- Satisfactory 3%
- Poor 1%
- Very poor 0%
- Does not apply 2%



Q2 Being polite and considerate?

- Very good 78%
- Good 14%
- Satisfactory 3%
- Poor 0%
- Very poor 0%
- Does not apply 2%
- No response 3%



Q3 Listening to you?

Very good 68%

Good 17%

Satisfactory 6%

Poor 2%

Very poor 0%

Does not apply 2%

No response 5%



Q4 Giving you enough time?

Very good 57%

Good 25%

Satisfactory 10%

Poor 1%

Very poor 0%

Does not apply 2%

No response 5%



Q5 Assessing your medical condition?

Very good 60%

Good 25%

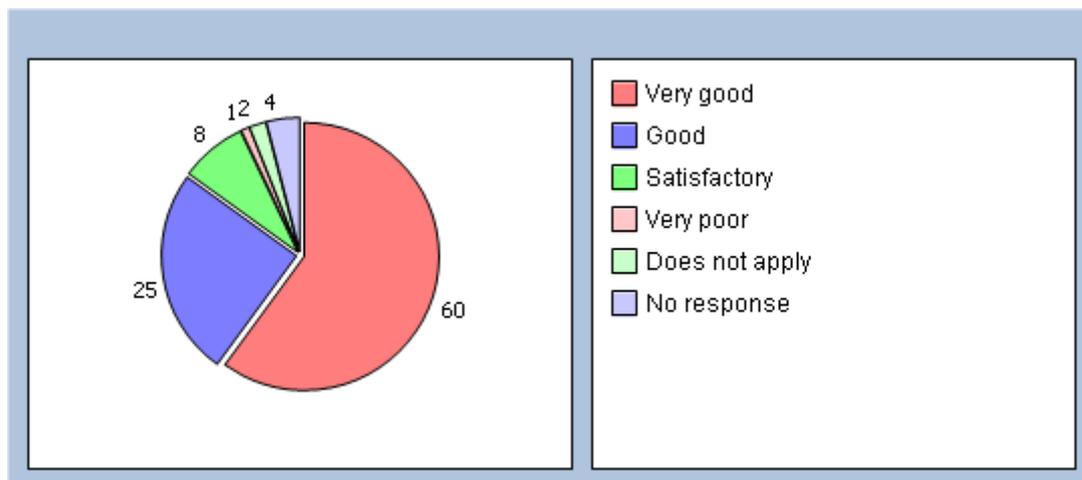
Satisfactory 8%

Poor 0%

Very poor 1%

Does not apply 2%

No response 4%



How good was the GP at:

Q6 Explaining your condition and treatment?

Very good 60%

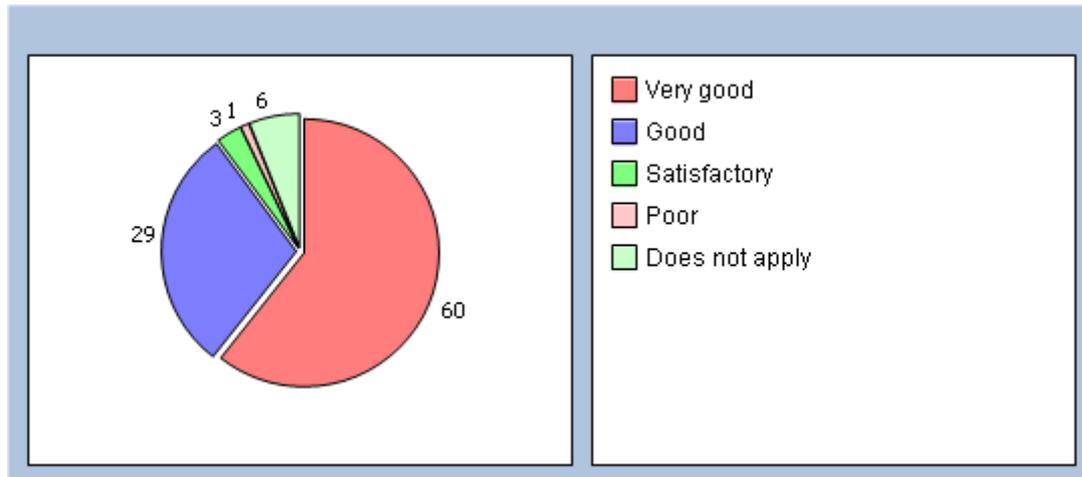
Good 29%

Satisfactory 3%

Poor 1%

Very poor 0%

Does not apply 6%



Q7 Involving you in decisions about your care?

Very good 57%

Good 24%

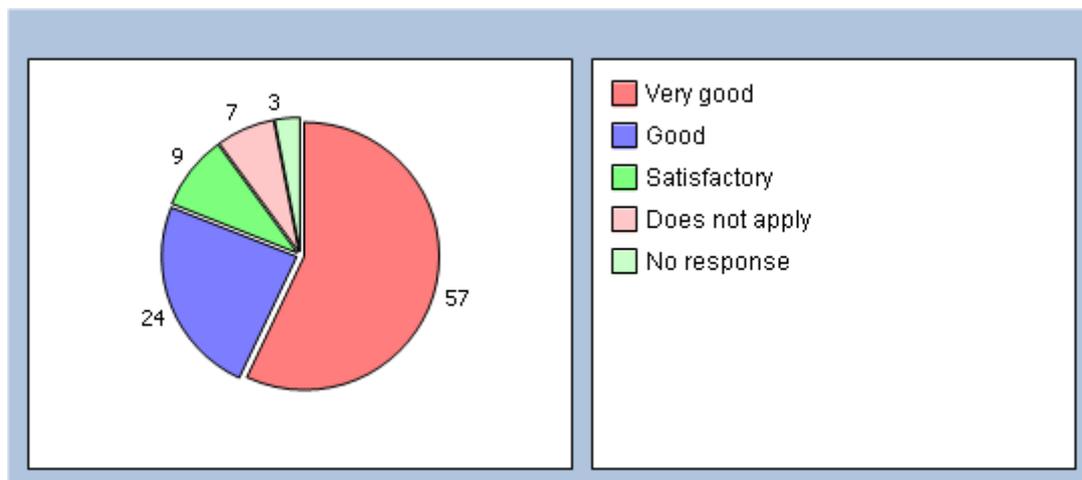
Satisfactory 9%

Poor 0%

Very poor 0%

Does not apply 7%

No response 3%



Q8 Providing or arranging treatment for you?

Very good 51%

Good 23%

Satisfactory 6%

Poor 1%

Very poor 0%

Does not apply 15%

No response 4%



Q9 Did you have confidence that the GP is honest and trustworthy?

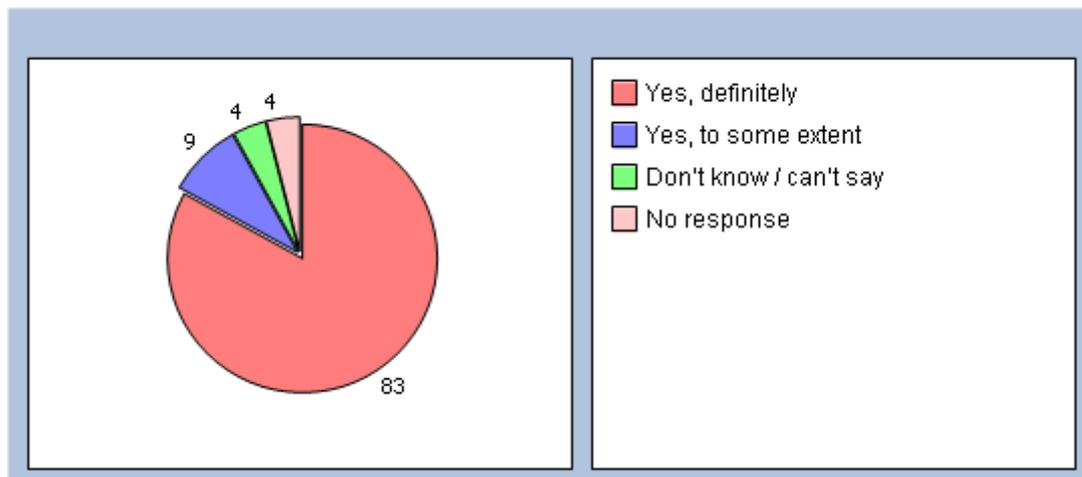
Yes, definitely 83%

Yes, to some extent 9%

No, not at all 0%

Don't know / can't say 4%

No response 4%



Q10 Did you have confidence that the doctor will keep your information confidential?

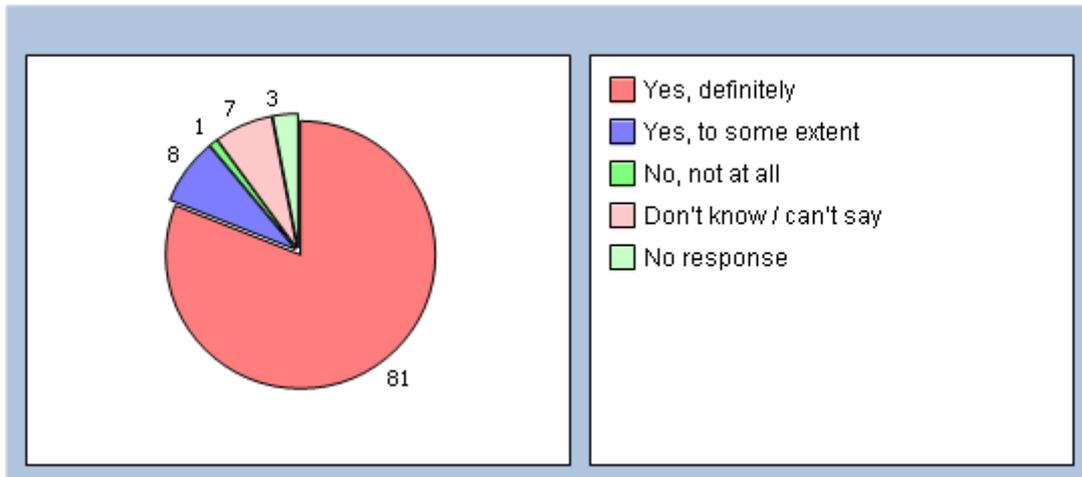
Yes, definitely 81%

Yes, to some extent 8%

No, not at all 1%

Don't know / can't say 7%

No response 3%

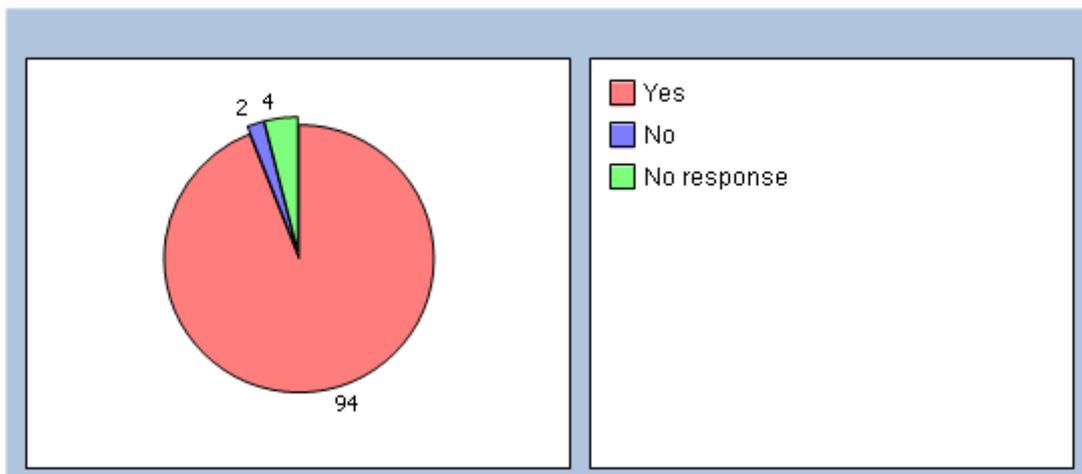


Q11 Would you be completely happy to see this GP again?

Yes 94%

No 2%

No response 4%



Please enter the name of the GP/Nurse you recently saw and add any additional comments:

About Receptionists and Appointments

Q12 How helpful do you find the receptionists at your GP practice?

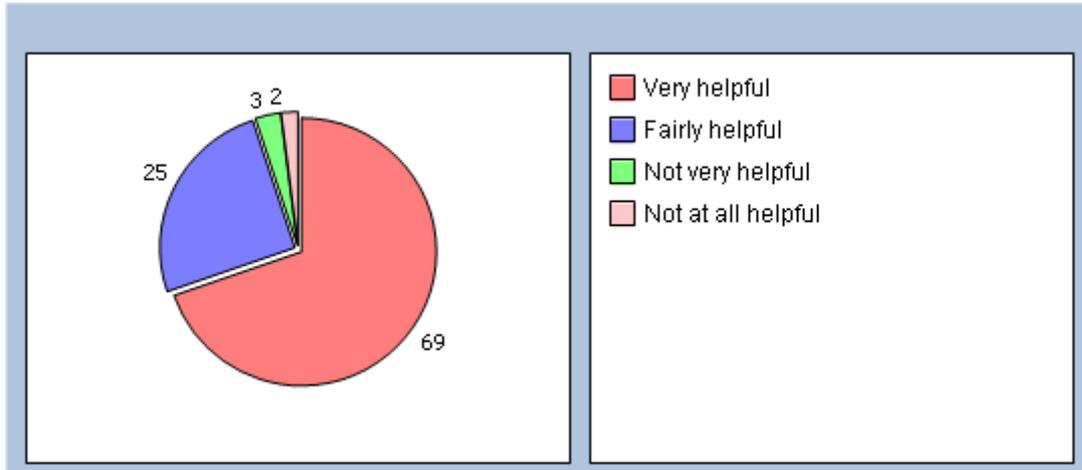
Very helpful 69%

Fairly helpful 25%

Not very helpful 3%

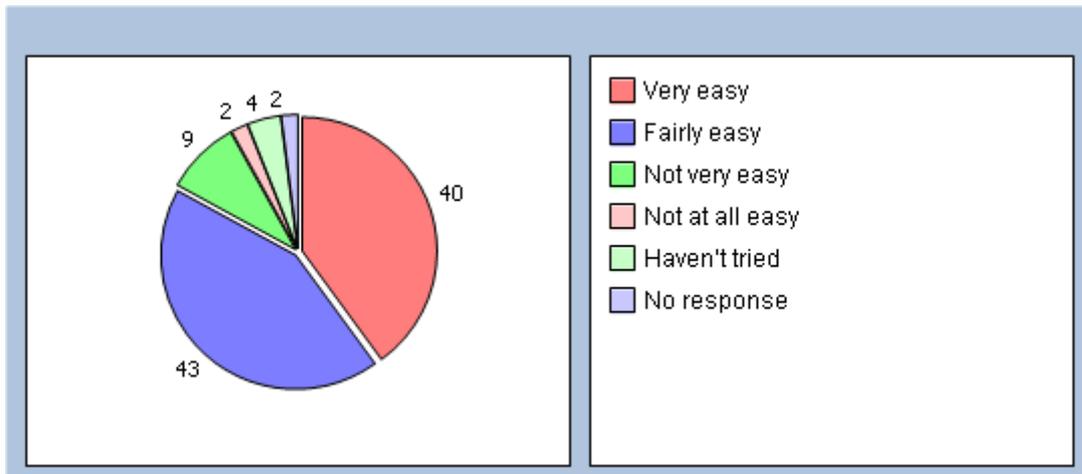
Not at all helpful 2%

Don't know 0%



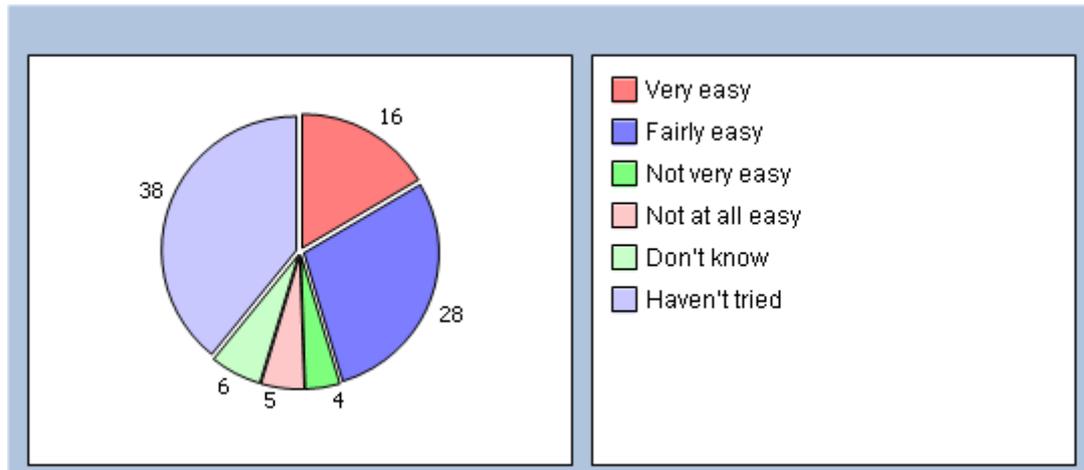
Q13 How easy is it to get through to someone at your GP practice on the phone?

- Very easy 40%
- Fairly easy 43%
- Not very easy 9%
- Not at all easy 2%
- Don't know 0%
- Haven't tried 4%
- No response 2%



Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- Very easy 16%
- Fairly easy 28%
- Not very easy 4%
- Not at all easy 5%
- Don't know 6%
- Haven't tried 38%

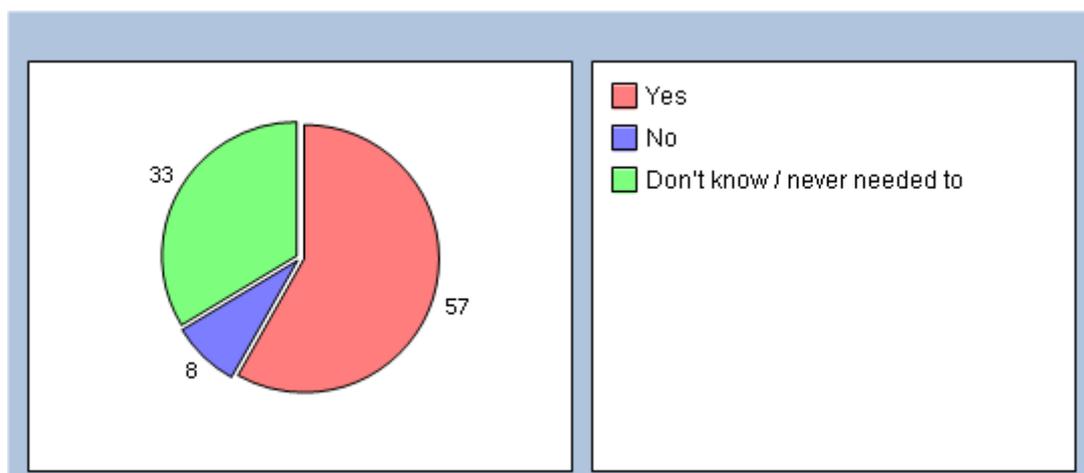


Q15 If you need to see a GP urgently, can you normally get seen on the same day?

Yes 57%

No 8%

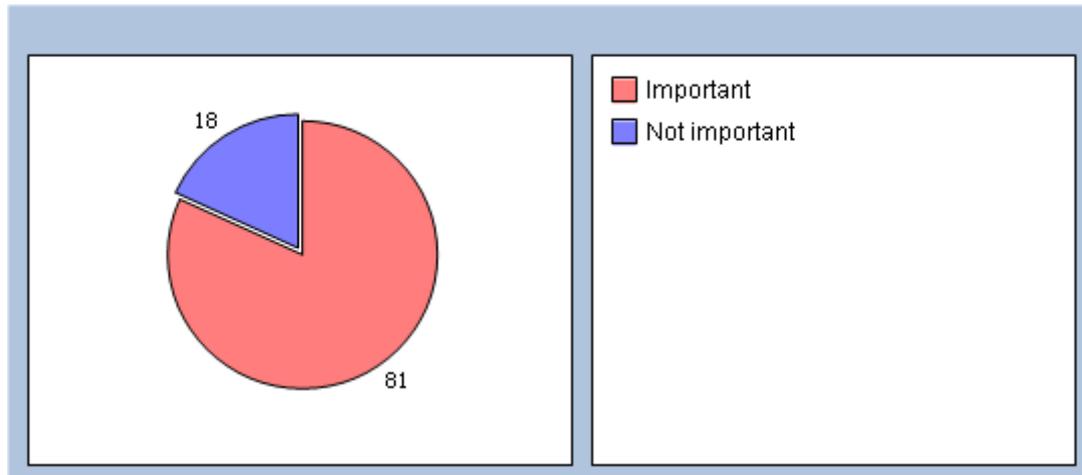
Don't know / never needed to 33%



Q16 How important is it to you to be able to book appointments ahead of time in your practice?

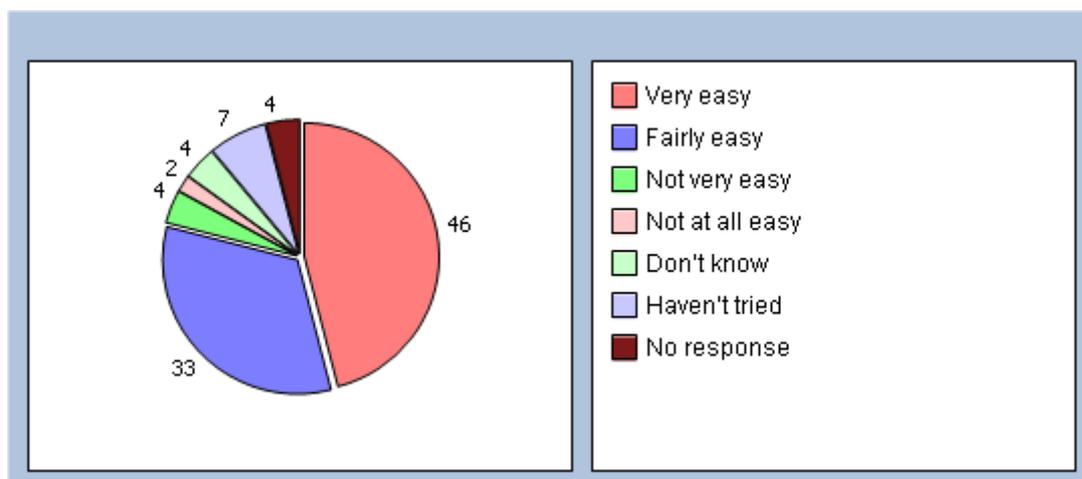
Important 81%

Not important 18%



Q17 How easy is it to book ahead in your practice?

- Very easy 46%
- Fairly easy 33%
- Not very easy 4%
- Not at all easy 2%
- Don't know 4%
- Haven't tried 7%
- No response 4%



Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)

- In person 25%
- By phone 93%
- Online 2%
- Doesn't apply 1%

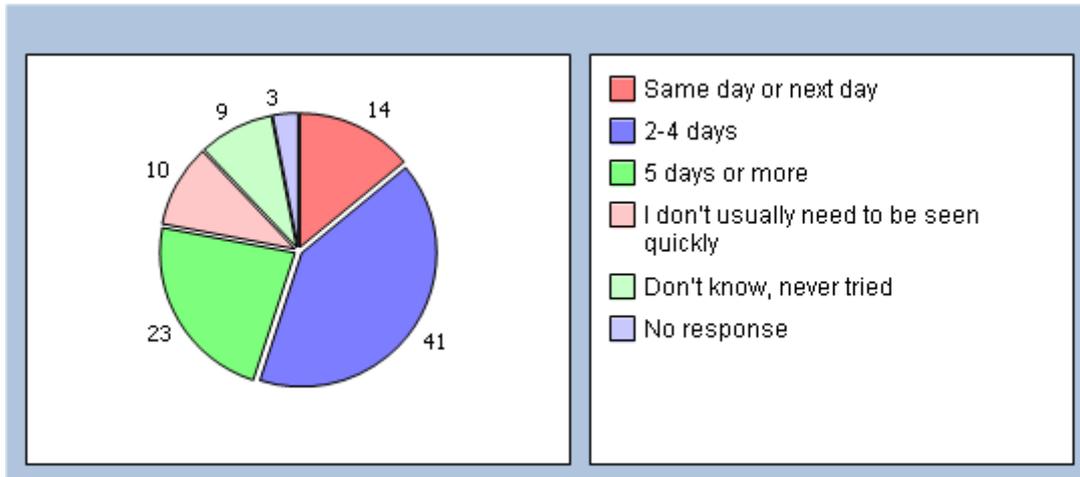
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

- In person 27%
- By phone 78%
- Online 52%
- Doesn't apply 0%

Thinking of times when you want to see a particular doctor:

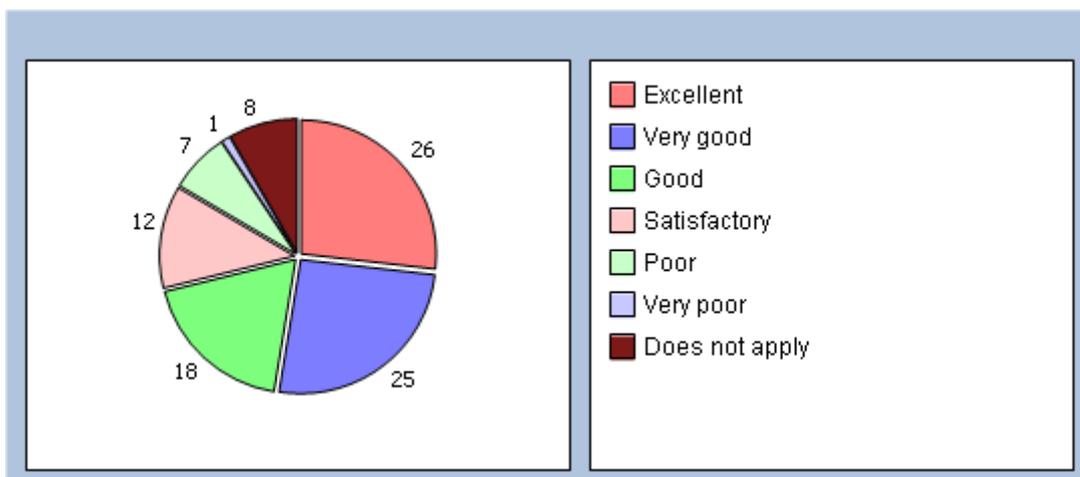
Q20 How quickly do you usually get seen?

Same day or next day 14%
2-4 days 41%
5 days or more 23%
I don't usually need to be seen quickly 10%
Don't know, never tried 9%
No response 3%



Q21 How do you rate how quickly you were seen?

Excellent 26%
Very good 25%
Good 18%
Satisfactory 12%
Poor 7%
Very poor 1%
Does not apply 8%



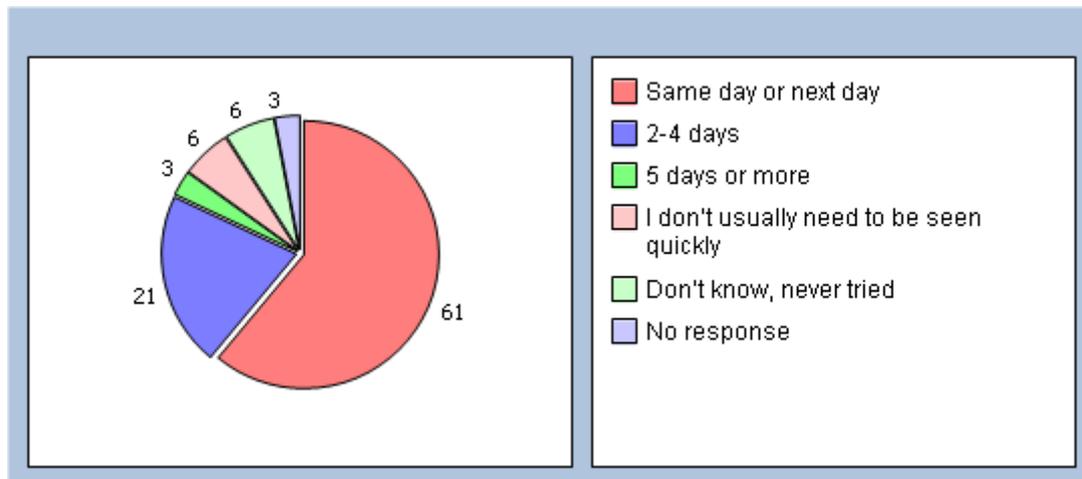
Thinking of times when you are willing to see any doctor:

Q22 How quickly do you usually get seen?

Same day or next day 61%
2-4 days 21%
5 days or more 3%
I don't usually need to be seen quickly 6%

Don't know, never tried 6%

No response 3%



Q23 How do you rate how quickly you were seen?

Excellent 40%

Very good 24%

Good 11%

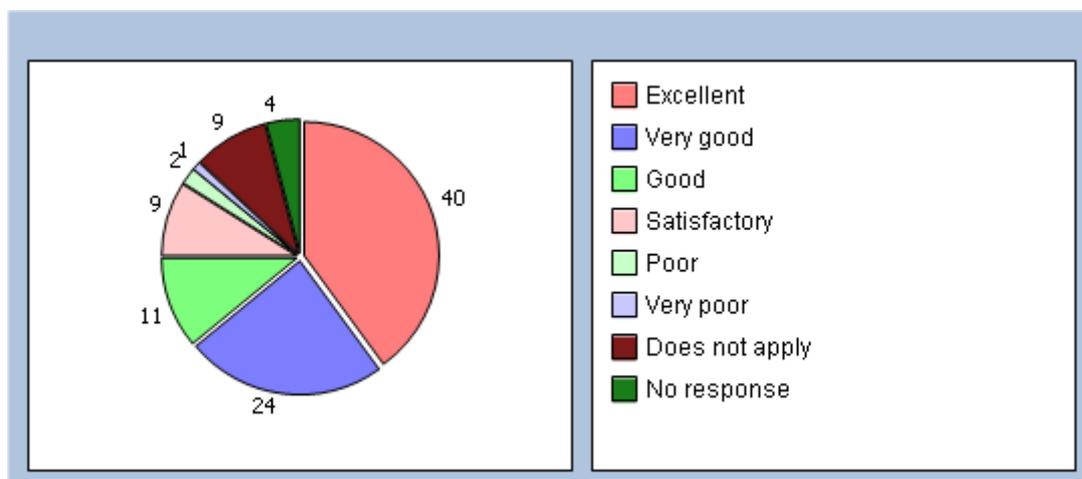
Satisfactory 9%

Poor 2%

Very poor 1%

Does not apply 9%

No response 4%



Thinking of your most recent consultation with a doctor or nurse

Q24 How long did you wait for your consultation to start?

Less than 5 minutes 17%

5 – 10 minutes 41%

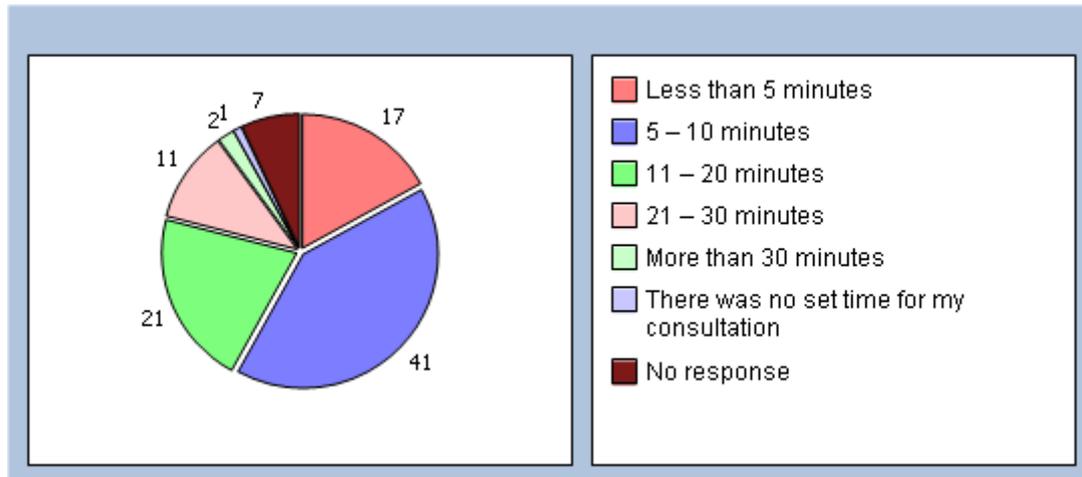
11 – 20 minutes 21%

21 – 30 minutes 11%

More than 30 minutes 2%

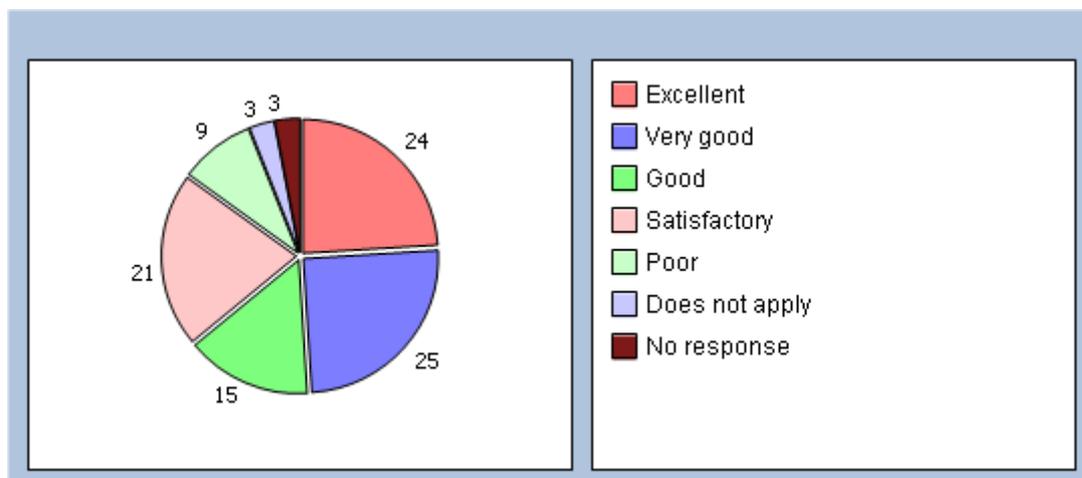
There was no set time for my consultation 1%

No response 7%



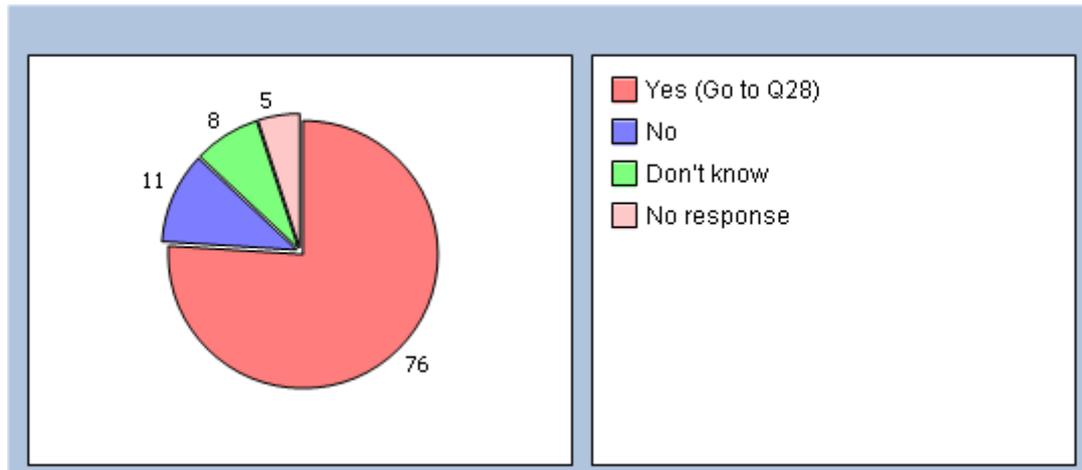
Q25 How do you rate how long you waited?

Excellent 24%
 Very good 25%
 Good 15%
 Satisfactory 21%
 Poor 9%
 Very poor 0%
 Does not apply 3%
 No response 3%



Q26 Is your GP practice currently open at times that are convenient to you?

Yes (Go to Q28) 76%
 No 11%
 Don't know 8%
 No response 5%

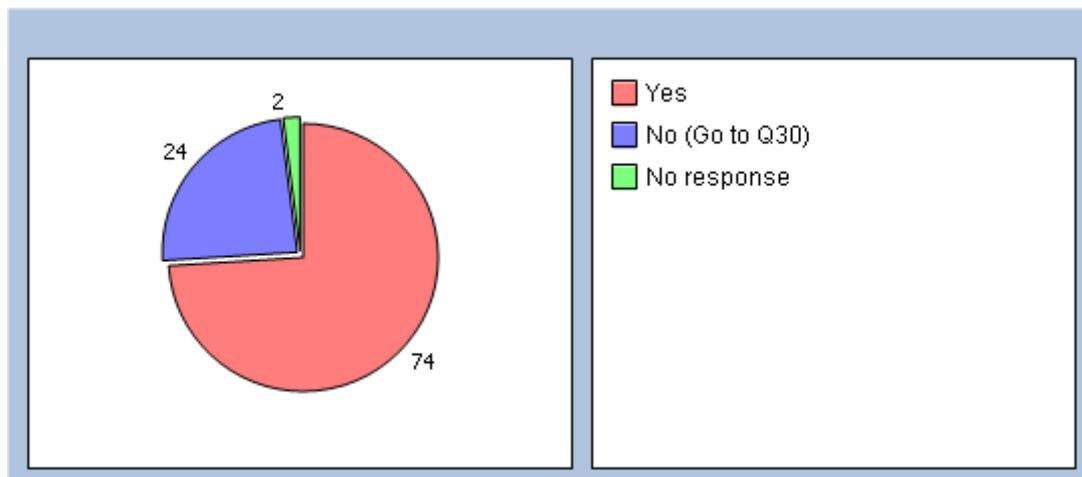


Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)

- Before 8am 7%
- At lunchtime 8%
- After 6.30pm 22%
- On a Saturday 22%
- On a Sunday 13%
- None of these 3%

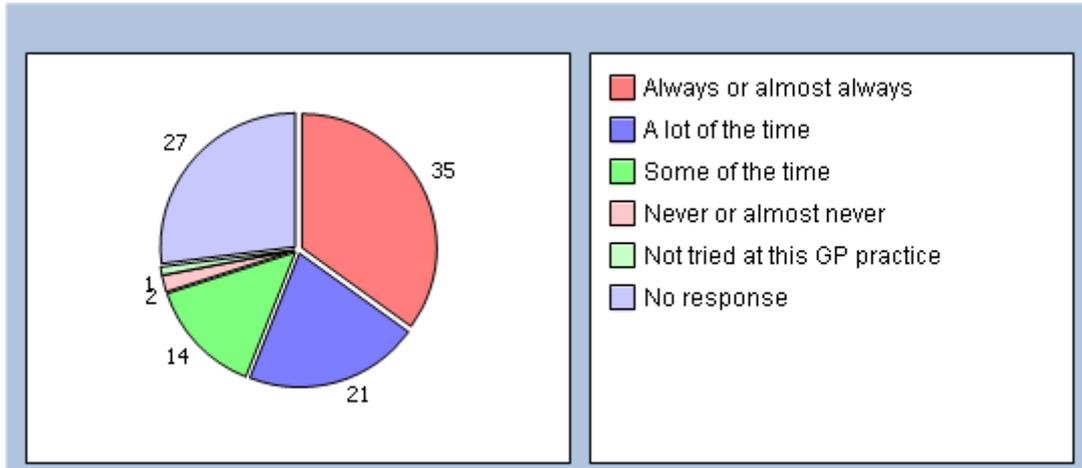
Q28 Is there a particular GP you usually prefer to see or speak to?

- Yes 74%
- No (Go to Q30) 24%
- There is usually only one doctor in my surgery (Go to Q30) 0%
- No response 2%



Q29 How often do you see or speak to the GP you prefer?

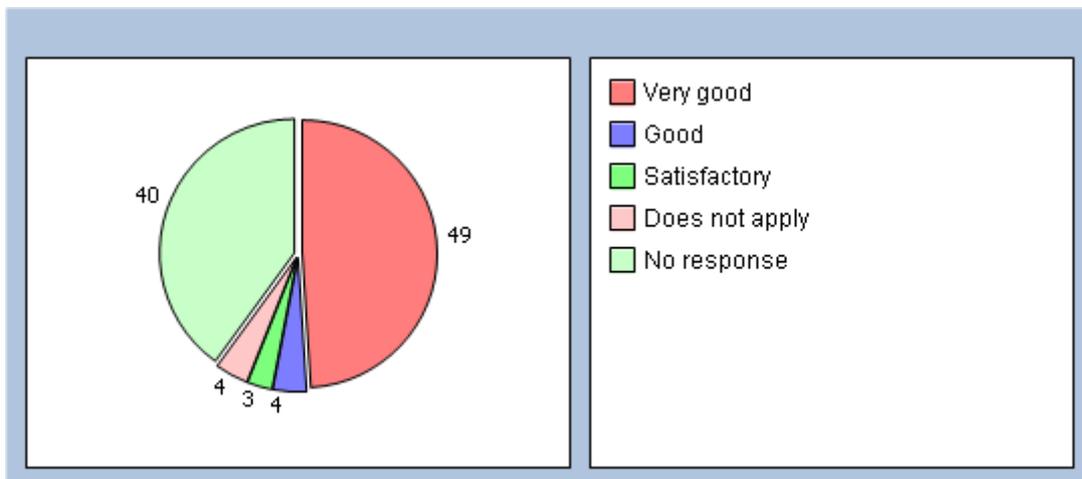
- Always or almost always 35%
- A lot of the time 21%
- Some of the time 14%
- Never or almost never 2%
- Not tried at this GP practice 1%
- No response 27%



If you haven't seen a nurse in the last 6 months please go to Q37. How good was the Nurse you last saw at:

Q30 Putting you at ease?

- Very good 49%
- Good 4%
- Satisfactory 3%
- Poor 0%
- Very poor 0%
- Does not apply 4%
- No response 40%



Q31 Giving you enough time?

- Very good 48%
- Good 4%
- Satisfactory 3%
- Poor 1%
- Very poor 0%
- Does not apply 3%
- No response 41%



Q32 Listening to you?

Very good 42%

Good 8%

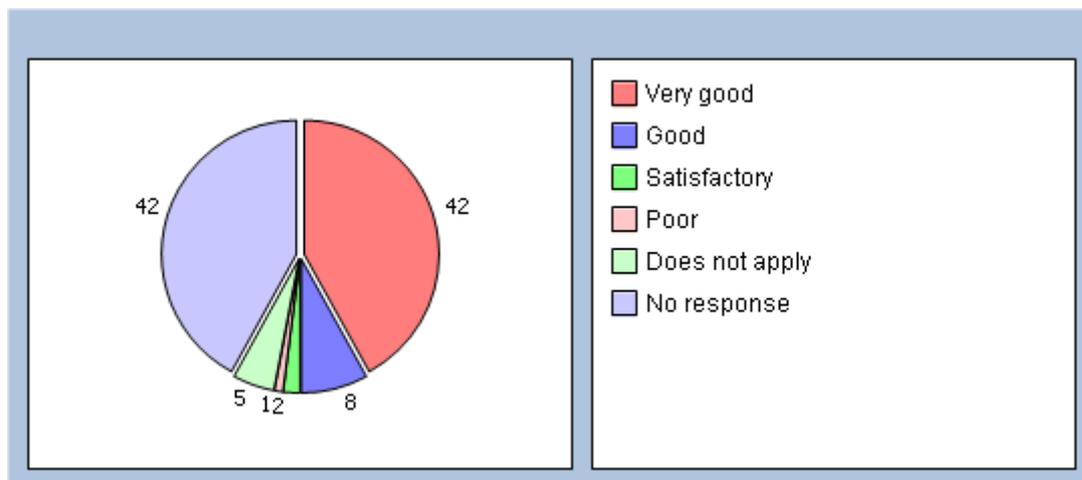
Satisfactory 2%

Poor 1%

Very poor 0%

Does not apply 5%

No response 42%



Q33 Explaining your condition and treatment?

Very good 32%

Good 8%

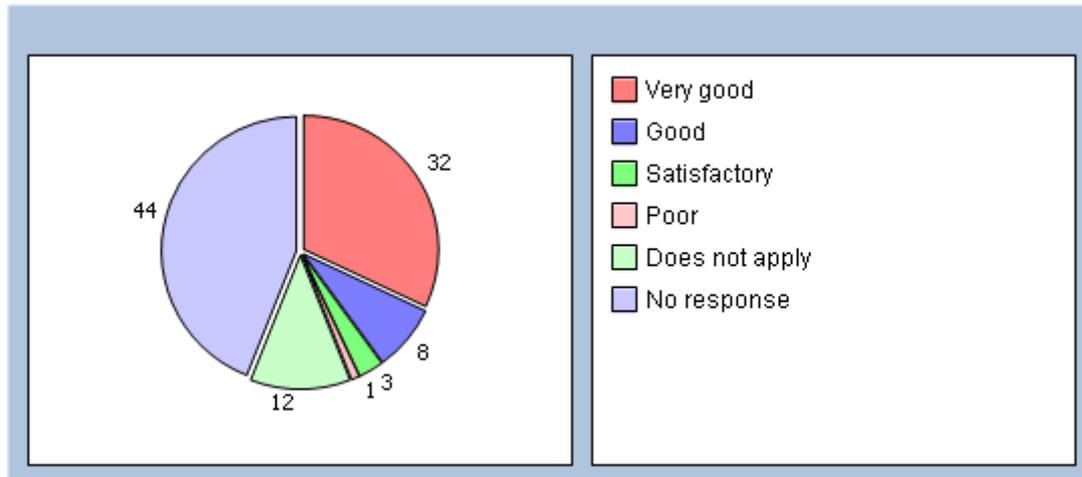
Satisfactory 3%

Poor 1%

Very poor 0%

Does not apply 12%

No response 44%



Q34 Involving you in decisions about your care?

Very good 30%

Good 11%

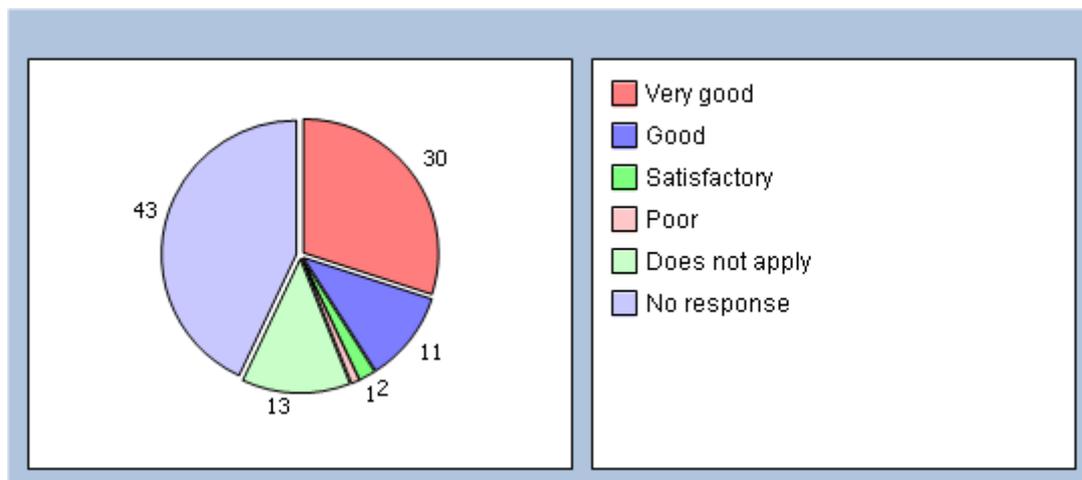
Satisfactory 2%

Poor 1%

Very poor 0%

Does not apply 13%

No response 43%



Q35 Providing or arranging treatment for you?

Very good 30%

Good 6%

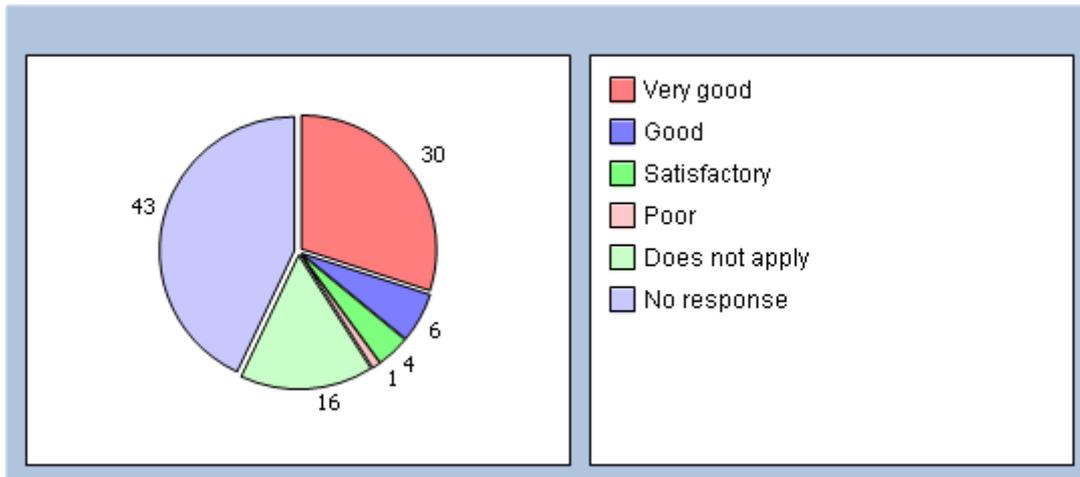
Satisfactory 4%

Poor 1%

Very poor 0%

Does not apply 16%

No response 43%

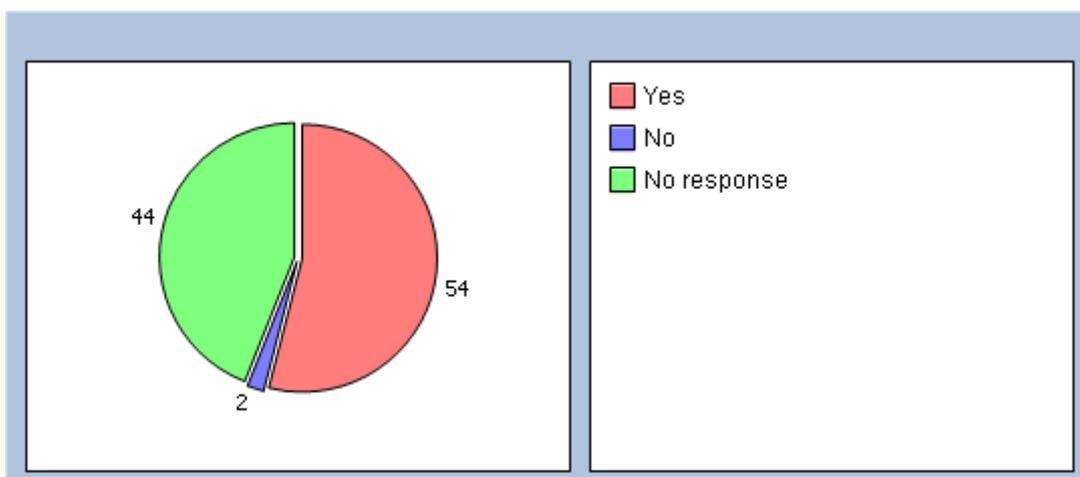


Q36 Would you be completely happy to see this nurse again?

Yes 54%

No 2%

No response 44%



Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

Q37 Understand your health problems?

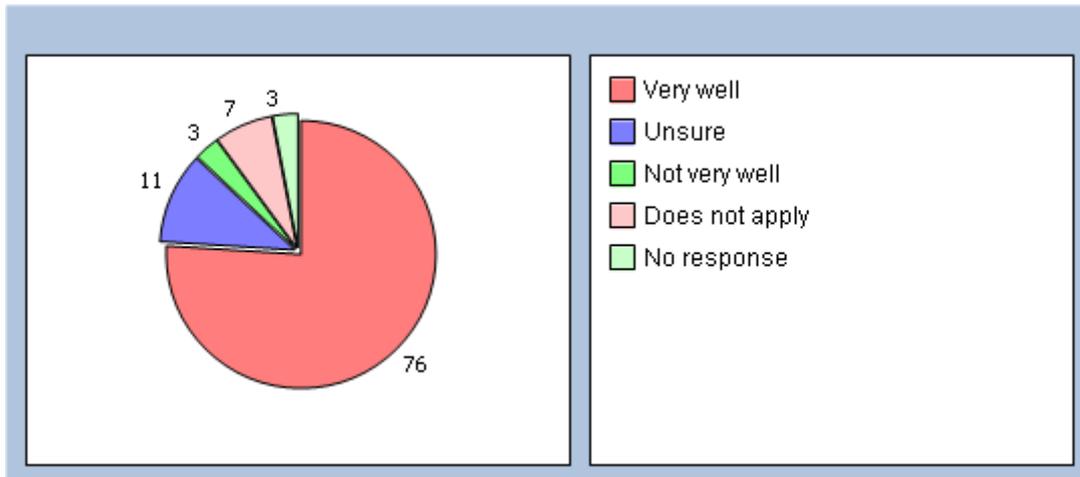
Very well 76%

Unsure 11%

Not very well 3%

Does not apply 7%

No response 3%



Q38 Cope with your health problems

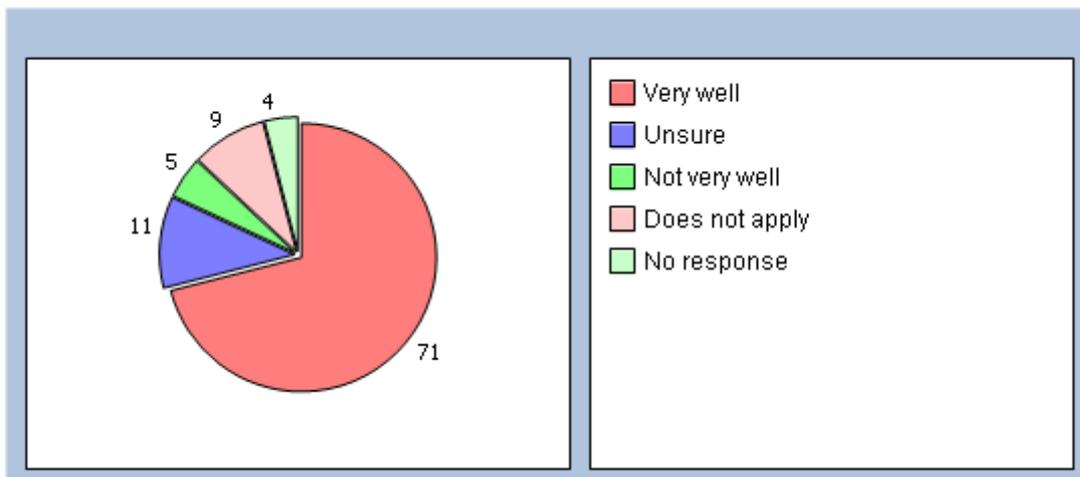
Very well 71%

Unsure 11%

Not very well 5%

Does not apply 9%

No response 4%



Q39 Keep yourself healthy

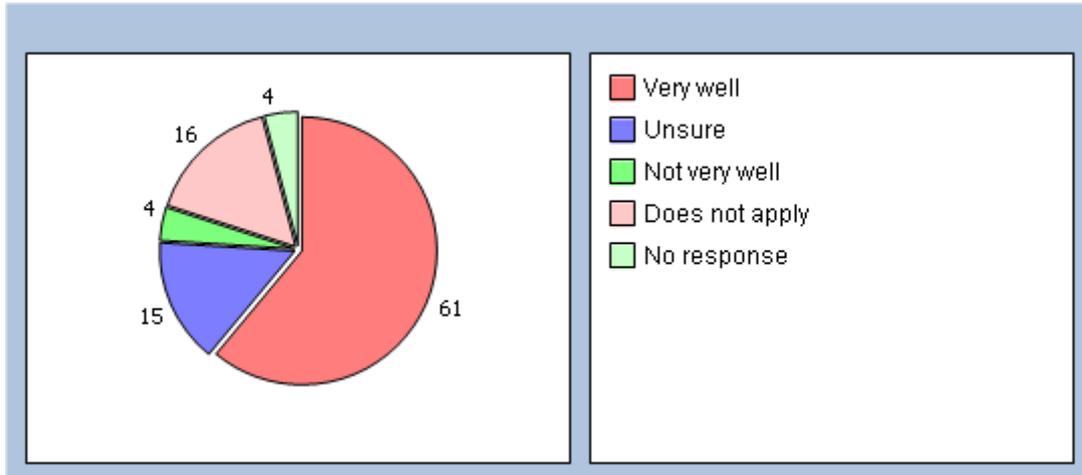
Very well 61%

Unsure 15%

Not very well 4%

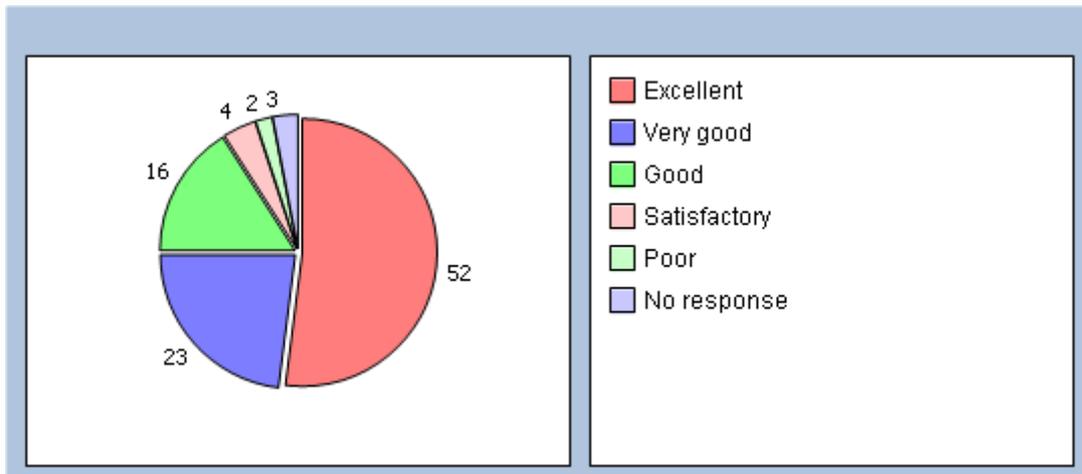
Does not apply 16%

No response 4%



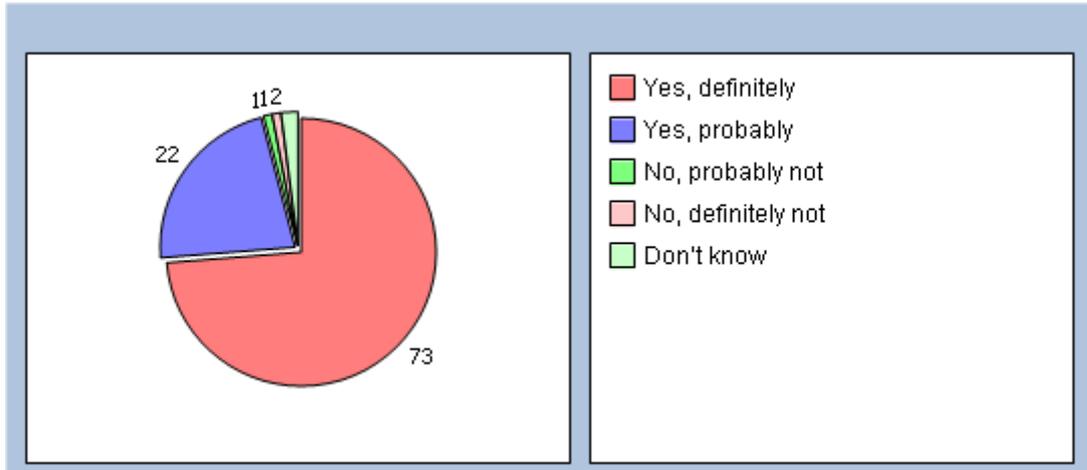
Q40 Overall, how would you describe your experience of your GP surgery?

Excellent 52%
 Very good 23%
 Good 16%
 Satisfactory 4%
 Poor 2%
 Very poor 0%
 No response 3%



Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely 73%
 Yes, probably 22%
 No, probably not 1%
 No, definitely not 1%
 Don't know 2%

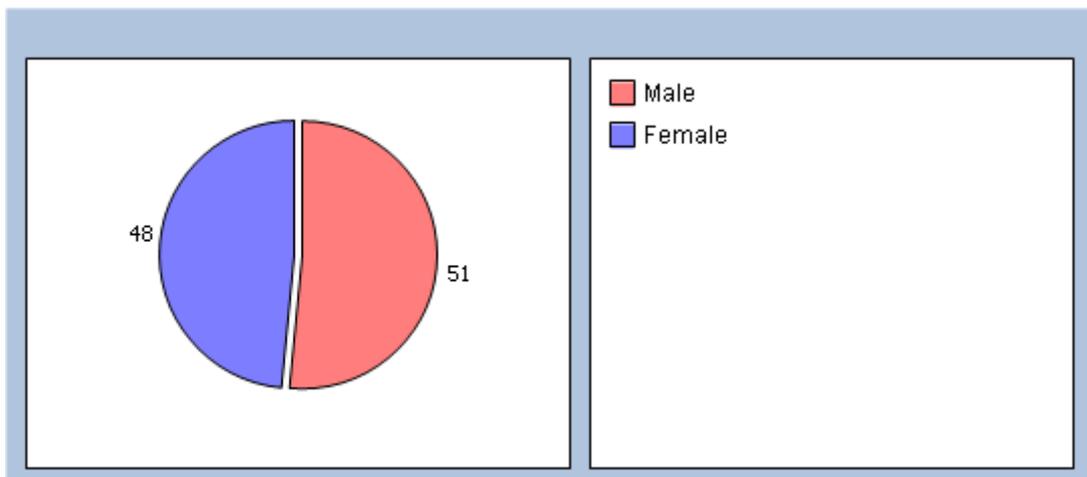


It will help us to understand your answers if you could tell us a little about yourself

Q42 Are you ?

Male 51%

Female 48%



Q43 How old are you?

Under 16 0%

17 to 24 1%

25 to 34 5%

35 to 44 10%

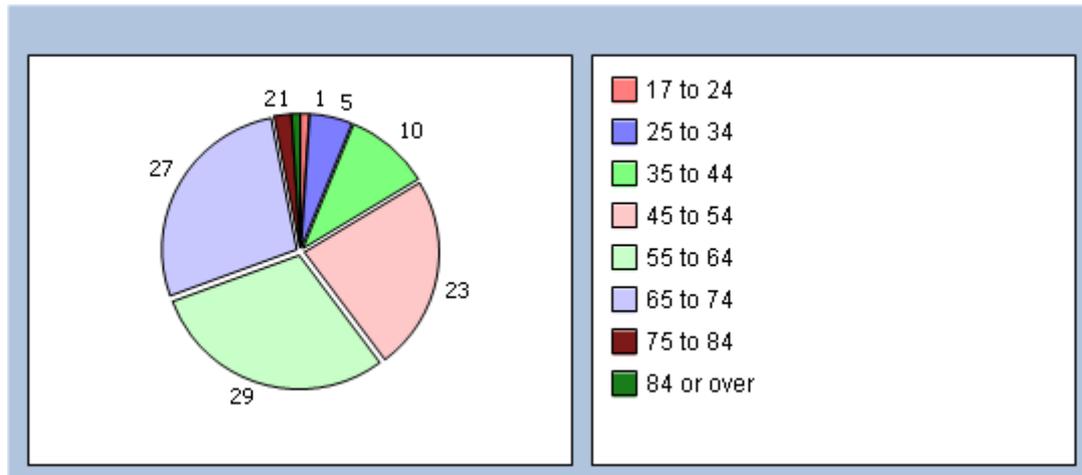
45 to 54 23%

55 to 64 29%

65 to 74 27%

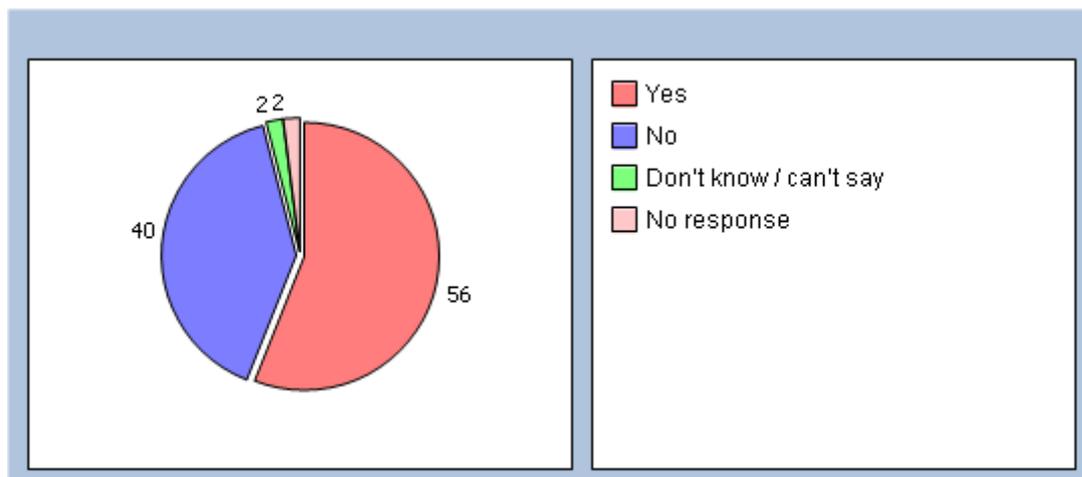
75 to 84 2%

84 or over 1%



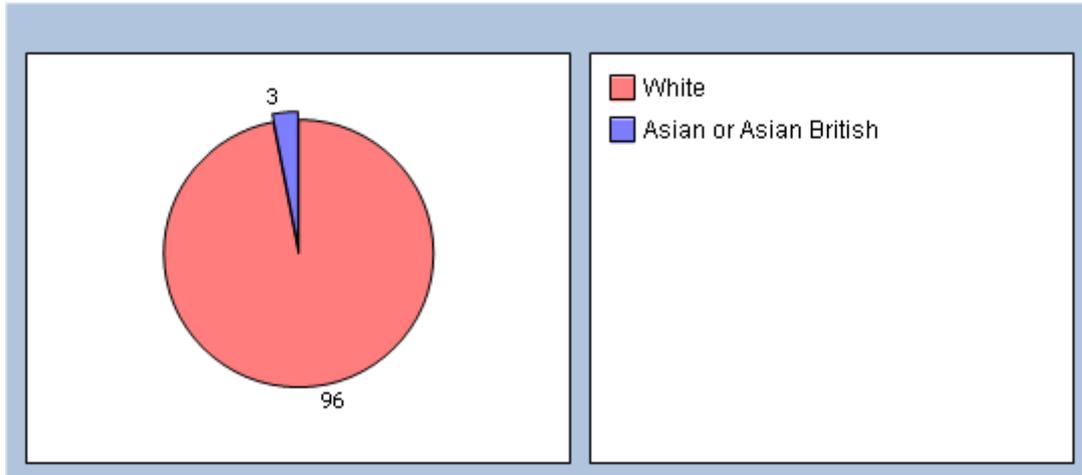
Q44 Do you have a long-standing health condition?

Yes 56%
 No 40%
 Don't know / can't say 2%
 No response 2%



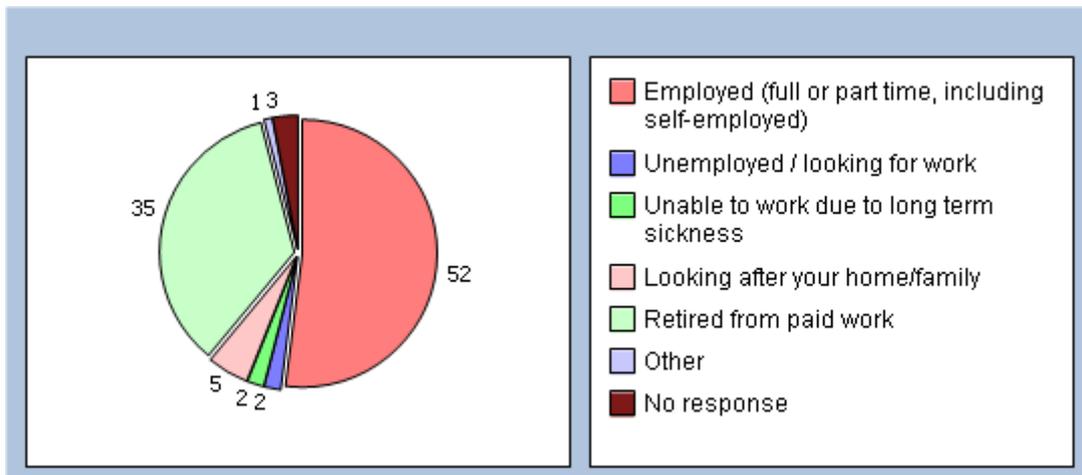
Q45 What is your ethnic group?

White 96%
 Black or Black British 0%
 Asian or Asian British 3%
 Mixed 0%
 Chinese 0%
 Other ethnic group 0%



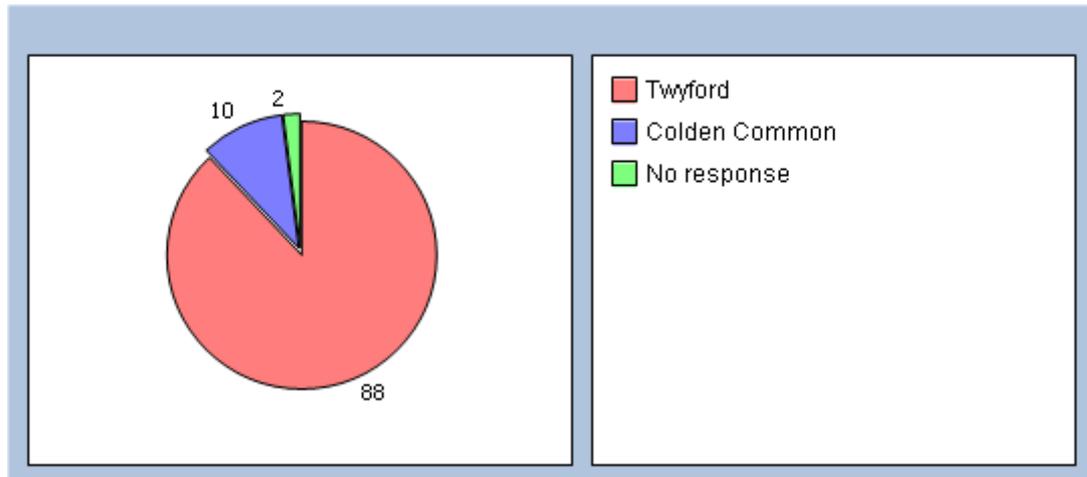
Q46 Which of the following best describes you?

- Employed (full or part time, including self-employed) 52%
- Unemployed / looking for work 2%
- At school or in full time education 0%
- Unable to work due to long term sickness 2%
- Looking after your home/family 5%
- Retired from paid work 35%
- Other 1%
- No response 3%



Q45 Which surgery do you usually use?

- Twyford 88%
- Colden Common 10%
- No response 2%



Finally, please add any other comments you would like to make about your GP practice:

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Comments:

Please identify any areas of healthcare that you think the Practice/PPG should focus on:

Patient Comments

>> Bi annual health check to include weight, cholesterol, blood pressure, diabetes etc
<<

>> Bigger car park <<

>> Care of the elderly/children/Pregnant women <<

>> Counselling Pysiotherapy Stroke Support <<

>> Current health risks i.e. flu epidemics. New clinic news, doctors starting and leaving. <<

>> diabetis <<

>> Home visits. <<

>> I am a new patient and as yet haven't been for an appointment, but when I have called I have always had a very good reception and all very helpful. <<

>> I think they generally do very well. Nothing instantly comes to mind. <<

>> Integration with primary/secondary/community care and local authority care. <<

>> Keeping all waiting times as low as possible <<

>> mens health <<

>> Metal health issues <<

>> None - the practise provides services across the areas I need -thank you. <<

>> None. All areas of healthcare fully covered by the surgery <<

>> Preventative health generally Acupuncture & Physio to supplement GP treatments
<<

>> Small surgeries <<

>> Specific health issues for groups such as older persons health and obesity. Would also like to see more focus on preventative health care with easier access to complimentary services such as chiropody for example. Having a focus on preventative with access to complimentary services could radically reduce future

demands on health care services, especially GPs as well as providing better management of existing conditions. <<

>> The biggest problem in my view is the difficulty of access to appointments, and the unhelpfulness of front line staff which makes getting and attending appointments a struggle and an unpleasant experience. I recently had an injury and it took me 3 attempts to get a medical appointment. I had to struggle to get through the reception staff. This kind of problem is causing people to use A&E as a front line service - which is inappropriate and more expensive. <<

>> The Male menopause <<

>> What is PPG? <<

Please enter the name of the GP/Nurse you recently saw and add any additional comments:

Patient Comments

>> ?? Doctor, Female, long dark hair and dark skinned(?), Unusual name with two syllabuls like Dhagmar!! <<

>> All the nurses and the doctor that left in Jan <<

>> Cannot recall. <<

>> Can't remember <<

>> Can't remember nurse's name. She gave me a flu jab last autumn. <<

>> Debbie Lock <<

>> Doctor Evans <<

>> Doctor Mike Davies Clare <<

>> Dr Davies <<

>> Dr Debbie Lock/Asthma nurse - cannot remember her name. Have not seen Dr Lock for some time now because I have been well so comments based on past experience. <<

>> Dr Evans <<

>> Dr Evans <<

>> Dr Evans was very friendly and listened to me and show compassion <<

>> Dr K Nightingale <<

>> Dr knightingale. <<

>> Dr Lock <<

>> Dr Lock as GP. The last nurse I saw ran the COPD clinic on 7th Feb. Tall, with dark hair. Don't know her name, but she was v good. <<

>> Dr Lock, and Jenny Haig Both were extremely helpful, friendly, efficient, and confidence-inspiring - as always. <<

>> Dr M Evans <<

>> DR M Roberts <<

>> Dr Mackeson, this was the first time I have seen this Doctor and not sure if spelling is correct! <<

>> Dr Mike Evans <<

>> Dr Miles Roberts <<

>> Dr Nightingale. She was lovely, not patronising and easy to deal with. For your surgery this isn't always the case. <<

>> Dr Paul <<

>> dr Paul <<

>> Dr Pratt <<

>> Dr Pratt Felt it mattered, that I was not just another patient wasting his time,-which I have felt with other Drs. <<

>> Dr Pratt, Superb diagnostics delivered in a very caring way. <<

>> Dr Rachman - excellent - although I appreciate that her time is limited within each consultation. Very understanding and pragmatic - total confidence in going to her about any health issue. She is my doctor of choice. <<

>> dr rachman <<

>> Dr Rachman and the asthma nurse <<

>> Dr Rachman extremely good with my son's skin condition providing me with a referral and continuing care at the practice. However I have seen 2 doctors (unable to remember their names)with my husband regarding a skin complaint and feel a bit like we have been fobbed off with creams for 5 weeks when NHS website says after two oral treatments should be prescribed <<

>> Dr Rackman, I could not ask for more from a Dr just wonderful at her job. <<

>> Dr Roberts <<

>> Dr Sharon Rachman <<

>> Dr. Miles Roberts <<

>> Dr. Miles Roberts. Always kind and supportive. Listens and treats me as though I can think and understand. This is very reassuring and helps me to feel confident and in control of my health care. <<

>> Dr. Powell <<

>> Dr. Rackman <<

>> I cannot remember the name of the Doctor <<

>> I can't remember but the above is applicable to all GPs I have seen at Twyford surgery <<

>> I have not visited the surgery for sometime and therefore cannot give a fair recent assessment. I have no complaints regarding my last visits from Dr Roberts and Dr Pratt <<

>> I have seen Dr Evans and Dr Pratt most recently but all doctors and nurses at the surgery are very professional and couldn't really be better. <<

>> I haven't <<

>> I havent seen a Dr for a while now <<

>> I see Dr Rachman who I would regard as the best GP I have ever met. <<

>> I'm sorry, I don't know the name of the doctor. I brought my son to the walk in clinic and I'm not sure of the name of the doctor doing the clinic. <<

>> Michael Evans <<

>> Miles Roberts <<

>> Miles Roberts <<

>> New young lady doctor. <<

>> No idea ...but east European I would have thought <<

>> Roberts I would have preferred to see one of the lady doctors but Dr Rpberts was the one who was on the drop-in session. Nothing against Dr Roberts - just I feel more

comfortable talking to a lady - I must be getting old, it never used to bother me! <<

>> Saw Dr Mike Evans last year when referred for ?glaucoma. <<

>> sorry forgot,new ????? <<

>> that is the main problem, never see the same doctor from one visit to the next <<

Finally, please add any other comments you would like to make about your GP practice:

Patient Comments

>> Also use Colden Common surgery. <<

>> Always happy with my contacts with the Surgery in all respects both when working in the Medical Profession and since retiring. <<

>> An excellent practice that is supportive to patients in every way. All staff are polite and helpful and nothing is too much trouble. Doctors are easily accessed as appointments with a particular doctor are rarely more than a days wait. The 'drop in ' surgeries, mean that a doctor will see you that day. Reassurance and advice are given by phone if appropriate. I consider myself lucky to be a patient at this GP practice as the professional attitude shown by staff in all aspects of patient care are an example of best practise. <<

>> Appointment line is often difficult to get through to requiring more than 1 attempt which is inconvenient when working full time. Waiting time often a little too long for arranged appointments. Walk in clinic very handy for unexpected visits. <<

>> As a health professional myself,I am aware of the enormous variation in standards in primary care. I have dealt with a vast number of practices and Twyford surgery is amongst the best I have ever experienced. <<

>> As I am new to this practice I've had difficulty answering many of the questions , but it seems to be a well organised surgery and having the pharmacy beside it helps I am waiting for my 'history' to be sent from my last surgeryseems to be taking a longish time ,,,,when it arrives I will make an appointment to see Dr Prat ...who is my designated Doctor and I'll be able to fill this questionnaire better then ! :-)) <<

>> Excellent facility. <<

>> good practice, need to offer better mental health services <<

>> Haven't needed to see either a GP or nurse yet. <<

>> Having the opportunity of going to either surgery is very useful. Parking can be difficult at Twyford. <<

>> Honestly can't think how you could improve your service other than have a doctor move in with us. We will soon have four generations at your surgery and you have looked after us amazingly well for 32 years. Thank you! <<

>> I am with the way keeps in touch and follows up on questions. <<

>> I dont have any complaints, I am completely satisfied with the service I get <<

>> I have always received excellent and kind attention from Dr Lock and indeed Dr Roberts. Have not seen many of the other Doctors except a few times, Dr Evans whom I'm sure is an excellent Doctor but his bedside manner is sadly lacking to the point where I would not wish to see him if I had a choice. Sad to say it but he has upset me a few times now. <<

>> I haven't as yet needed an appointment but have had to call the surgery and found everyone very helpful. <<

>> I think the practice is absolutely excellent, and particularly Dr Lock who is my GP. I consider myself very fortunate to live within the practice catchment area. <<

>> I wish you would do Flu Jab's at times for people who have to work <<

>> Inadequate parking at Twyford <<

>> It is very good indeed - thank you. <<

>> My answers are based on the Dr I have seen most recently(last 2 years). My answers would have been very different based on previous contact with Drs. <<

>> My GP always runs late but that is because of the time he spends with patients. I have full confidence in him. I also use the surgery for my work and find,the surgery extremely supportive. This includes the doctors secretary. <<

>> My wife and I have not long been with the practice having moved into the area. Compared to our last doctors surgery, Twyford/Colden Common is so much better from the friendly receptionists, doctors and pharmacy to booking an appointment when you want it and with whom you want it. <<

>> Only had one bad experience at this surgery when I first joined several years ago and the doctor told me I was obese in my introductory appointment which, although I was heavier than the recommended weight seemed like a particularly unhelpful thing to tell someone in their early twenties in that manner! <<

>> OVERALL A VERY GOOD SURGERY <<

>> Overall I am happy with the service from Twyford Surgery. <<

>> Please do something about your front line staff - this has been a problem for many years. The simplest thing would be to select staff who enjoy interacting with people

and helping them resolve their problems. I recently had problems with being told I had to have tests and not knowing what they were for. This area - caused by internal communication breakdown and poor records management - also needs to be fixed. <<

>> practice good at twyford, parking layout awful... <<

>> Prefer to be seen at Colden Common but find that for urgent appointments have to go to Twyford where parking is dire. It would be good to have a drop in surgery at CC - but I realise that there probably is not room to accommodate that. <<

>> Q13 it would depend on the time of calling. Easy to get through an hour after opening, but then all the appointments are taken. The installation of a queue hold system has helped. <<

>> Seems to be high turnover of staff at Twyford and keep seeing different doctor on each visit. <<

>> Superb practice. Dr. Lock is outstanding, with Dr Roberts close behind. That isn't a criticism of the other doctors, I don't know them. Jenny Haig is a v good nurse, as is the nurse I mentioned earlier who ran the COPD clinic on 7th February. <<

>> The actual services I get from my practice are very good - even excellent at times. But I have two main issues - the services are limited (or at least the ones that I need or my family needs) or the services are there but are difficult to access (times and availability - trying to speak to someone about medication is particularly difficult and the waiting times for medication can be lengthy). I also feel that more could be done on preventative health care - admittedly this does require patients to take responsibility for their own health care (and as a 'reluctant patient' I am the first to admit that this is not easy), but there needs to be a shift towards prevention and speaking for myself that means having face-to-face advice from a health care professional. <<

>> The pharmacy doesn't seem to run very smoothly at times when ordering repeat prescriptions. A few more chairs whilst waiting could help. Overall am very satisfied with the service I and my family have received over the years. THANKYOU! <<

>> The Practice are very good to me and do all they can to help. <<

>> The practice has always worked very well for me and in most cases have seen a doctor when I wanted to. Getting through on phone is not always easy and not sure what number to use (no general enquiry or pharmacy) <<

>> The Practice is first class and very professionally managed and organised. Bev in the pharmacy is outstanding in every way. Brilliant service Derek Willard. I am very happy to supply my name 13 2 14 <<

>> The reception staff are exceptionally helpful & friendly <<

>> There are communication issues between doctors and the administration team concerning follow up healthcare re blood pressure. The admin staff (im not including

receptionists) can be rude and insensitive. If time was taken to check whether a patient had had recent visits to other doctors at the practice or indeed hospital visits before contacting a patient they would avoid unnecessary stress to a patient. It is also very difficult to contact the pharmacy by phone or email. Also, asking receptionists not to discuss their personal affairs and grievances whilst working would create a more professional atmosphere in the surgery. We don't want to hear about their hair disasters or their bonuses. Care provided by the doctors I have seen has been excellent. <<

>> This is an excellent practice. I would like more evening opening. I am concerned about the resource implications of seven day working and while it would suit me to have access out of work time how can the practice sustain it? If they can fine - but I want them to make that decision not the DoH... <<

>> Very friendly and helpful in a calm environment <<

>> Very happy with the care and support that I have received and also my family have received throughout our time with the surgery. The whole team have been fantastic and delivered peace of mind for us. Many thanks <<

>> Very well run practice. Very good helpful doctors, nurses and receptionists <<

>> Whilst I appreciate, the advantage of having a Pharmacy on-site, please can someone do something about the stupid repeat prescription card system, to find your prescription, when you go to collect from Twyford. There is always a queue, which is understandable, when each person has the same argument, that they have allowed the right number of days between requesting & collecting. This is usually, from a very condescending individual speaking to a naughty child. I have now taken to having a print out of my repeat request, with me, so that I do not go through the pain, however, this still does not get me away from my repeat not being ready and having to wait for someone to make it up. At least they don't try and accuse me of not requesting it, anymore! <<

H. Details of the action required

The practice will be actively involved in increasing its development of preventative care and take an active part in CCG and Locality group initiatives intended to improve preventative care opportunities, which will be discussed with the PPG/PRG. We have successfully piloted the use of rescue packs and breatheasy for our COPD patients and will continue with this, endeavouring to see if the successful principles can be used for other patient groups. We currently provide on-line repeat requests and will review the availability of on-line appointment booking.

I. Opening hours of the Practice

	Twyford	Colden Common
Monday	08:30 - 19:00	08:30 - 12:30 13:30 - 18:00
Tuesday	08:30 - 18:30	08:30 - 12:30 13:30 - 18:00
Wednesday	08:30 - 18:30	08:30 - 12:30 13:30 - 18:00
Thursday	08:30 - 18:30	08:30 - 12:30 13:30 - 18:00
Friday	08:30 - 18:30	08:30 - 12:30 13:30 - 17:00
Saturday	08:30 - 11:30	<i>closed</i>
Sunday	<i>closed</i>	<i>closed</i>

Access to both of the surgery sites is in person and via telephone. Telephone lines are open from 0800-18.30 Monday to Friday and during opening hours on Saturday mornings.

J. Extended hours

The surgery extended hours are provided on Monday evenings until 19.30 and Saturday 08.30 to 11.30.