

Virtual PPG Feedback October 2020

Agenda

- We have received feedback from patients that they are struggling to get through to the surgery on the telephones, we are currently in the process of negotiating a new telephone deal, how has your experience been if you have tried contacting the surgery?
- How can we encourage patients to attend for routine cervical smears, mammograms etc? We have already added a notice to the website regarding this.
- We are part of Townships 1 Primary Care Network, this means we work closely with neighbouring practices to provide additional services. Information regarding this is on the website. How else can we promote this? And as patients would you be happy to attend another local practice if this means you can attend physiotherapy?

Feedback

- P1 happy with the telephone lines, no major problems experienced. Unfortunately the volume of the recorded message is very low. We have already looked into this with our telephone provider and we are unable to increase the volume.
- P1 encouraged promotion of screening on our website and more information posters in our waiting room.
- P1 also advised promoting working together with local practices on our website and mentioned that this would only be suitable for patients that can travel to other practices without any problems.