



# HIGH STREET MEDICAL PRACTICE 2013 LOCAL PARTICIPATION REPORT

## Results of local Survey 2013

This is the third addition of our Patient Panel report. High Street has a Patient Panel Group representing the views of our 5000 or so patients. It has been running for almost two years now and we used to have 6 members. At the moment our group needs MORE MEMBERS, so if you are interested in shaping your future, assisting with surveys, having an opportunity to be involved in the running of the practice, and can attend four meetings a year, then PLEASE ask for a form at reception.

### **YOUR SURGERY NEEDS YOU!!**

Following on from the Department of Health National Survey which can be found at [www.gp-patient.co.uk/results](http://www.gp-patient.co.uk/results), our practice had some very encouraging results. However, it was apparent that quite a large number of patients were not aware that the practice has a website or if they were aware, they did not know you can make appointments and order prescriptions on-line! We therefore decided to carry out a survey in October of this (to coincide with the flu clinics) to ask patients to complete a survey.

### Results of Survey

100 Questionnaires were completed. The Questions were:

1. Did you know that at our practice you can access the Practice on-line via our website?
2. If you answered No, would you like a form to register for on-line services?
3. If you answered Yes, do you use the website to request your prescription on-line?
4. Do you use the website to book appointments on-line?

The Results are:

1. 28% of patients WERE aware we had a website, and 72% of patients were NOT aware we had a website
2. Of the 28% who were NOT aware, only 6% were interested in registering for on-line services.
3. Of the 28% who WERE aware of the website, only 19% used it to request prescriptions on-line.
4. 16% of patients did book appointments on-line.

As a Practice we need to make patients aware of the website and encourage them to use it, and together with the Patient Panel members we now have an action plan to raise awareness. By reading this newsletter please help us to increase our figures!!

Issue 3

5th December 2013

- ***Surgery Opening Times:***  
*We are open from 8am until 6.30pm Monday to Friday.*  
*In addition, we also operate an extended hours clinic on a Monday evening from 6.30pm until 7.30pm with the Doctors and also the Practice Nurses. These appointments are bookable in advance.*

### PATIENT PANEL

**A big thank-you to our patient panel members once again for your assistance with the survey and also the flu clinics!**

**If you would like to have a say in the way in which we shape the appointment system, are responsive to your needs why not join our patient panel? We meet about 4 times a year and take part in surveys etc... If you are interested please ask for a form at reception.**

## Inside Story Headline

This story can fit 150-200 words.

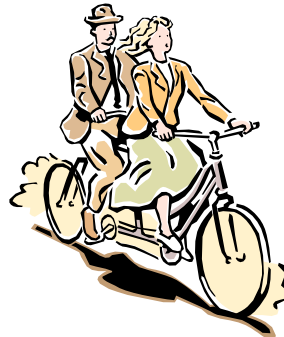
One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you’re finished writing your newsletter, convert it to a



*Caption describing picture or graphic.*

Web site and post it.

## Inside Story Headline

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new employees or top customers or vendors.

*“To catch the reader's attention, place an interesting sentence or quote from the story here.”*

## Inside Story Headline

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you’re trying to convey.



*Caption describing picture or graphic.*

Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.

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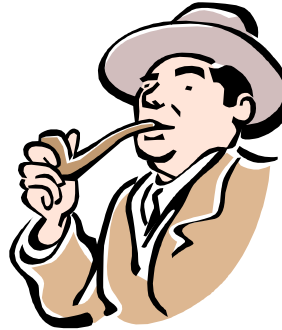
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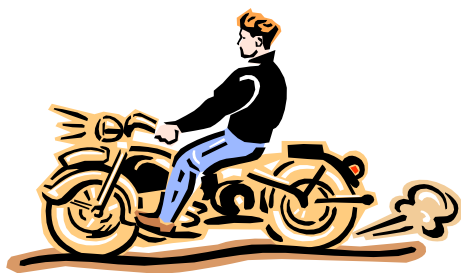
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## High Street Medical Practice

The Health Centre  
Winsford  
Cheshire  
CW7 2AS

Phone: 01606-862767  
Fax: 01606-550876



*This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.*

*It would also be useful to include a contact name for readers who want more information about the organization.*

**We're on the  
Web!**

**example.microso  
ft.com**

## Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers.

You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your

newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity

auction.

If space is available, this is a good place to insert a clip art image or some other graphic.



*Caption describing picture or graphic.*