**SIMMONDLEY MEDICAL PRACTICE ANNUAL REPORT & AUDIT**

We bid a sad farewell to Dr Bhatt on 31st December 2012, who retired from the practice 2012 after

30 years of dedicated service to his patients. It is a well-deserved retirement but he will be greatly missed by both staff & patients.

The practice would like to take this opportunity to thank the members of the PRG - Patient Reference Group- for planning & organising a very successful retirement party for Dr Bhatt at Glossop Cricket Club. Thank-you also to all our patients who attended. A great time was had by all.

Our PRG has gone from strength to strength this year & now has 19 members. It meets every 2 months & is happy to welcome new members. If you would like to join & help to shape our future plans, please leave your name & contact details at the surgery & these will be passed to the PRG secretary.

Great change lies ahead for primary care with the abolition of Primary Care Trusts & the introduction of Clinical Commissioning Boards so your views are important.

Last year we surveyed approximately 200 of our patients to find out what aspects of our Practice could be improved. Our Patient Representative Group (PRG) collated the responses and decided on the top three priorities. The practice was asked to:-

1. **Improve the décor of the waiting room and de clutter the walls**

2. **Improve confidentiality at reception**

3. **Address the problem of delays when clinicians were running behind with their appointments.**

These are the results of the follow up survey carried out in February 2013 to ascertain whether or not improvements have been made. These were collated by the PRG, who wrote the following report:-

**Survey Results**

Out of 110 patients 103 said that they had noticed a change in décor. **93.6%**

Out of 110 patients 104 have noted a change in confidentiality at reception. **94.5%**

 Out of 110 patients 103 have noted a display of notice, or verbal communication if the clinicians are running late. **93.6%**

Out of the 110 patients who filled in the questionnaire 36 people added comments.

|  |  |  |
| --- | --- | --- |
| 1. | **Positive comments** | **28** |
| 2. | **Negative comments** | **7** |
| 3. | **Indifferent comments** | **1** |

**Summary of Comments**

**Decor**

Positive comments about the décor **8**

Negative comments about the décor, to summarise (Don’t like the colour scheme)

**3**

Happy with décor as it was **1**

**Confidentiality**

|  |  |  |
| --- | --- | --- |
|  | Positive comments | **0** |
|  | Negative comments, to summarise. (Reception should be made more private) | **3** |
|  | Indifferent comments | **0** |

**Clinicians Delay**

Positive comments, to summarise. (Had not experienced delays in appointments or had been

|  |  |  |
| --- | --- | --- |
|  | informed) | **3** |
|  | Negative comments | **1** |
|  | Indifferent comments | **0** |

Some patients added comments that they were new to the practice or did not call in often enough to comment on the decor or have experience in delays of the clinicians.

**General Comments**

**18** patents felt it necessary to comment on the friendliness, professionalism and wonderfulness of the staff at the Medical Practice.

To quote a few:

‘10/10 All very nice’

‘Excellent service’

‘I am very happy with the service provided, especially when booking appointments I have always been able to get in very quickly, and staff are always friendly, professional and helpful.’

‘Over the years we have received wonderful service from this practice.’

**Suggested Improvements**

Saturday morning surgery **1**

More availability to access female Doctor **1**

Automated door opening or door holder for front door, and, lower section of reception for wheel chair access. **1**

We will continue to listen to suggestions for improvement & as a practice we appreciate your support & comments.

We still have an issue with inappropriate parking at the beginning & end of the school day. The car park has on occasions been full & this is particularly distressing for our disabled &/or wheelchair

patients. Unless you are coming inside the surgery could we ask that you do not park on the surgery car park. We would appreciate your help with this.

THANK-YOU.