

CANBURY MEDICAL CENTRE AND BERRYLANDS SURGERY

WINTER 2025 PPG PUBLIC REPORT

Published March 2025

Introduction

In January 2025 our virtual Patient Participation Group (made up of 22 patients with a mix of demographics), completed a survey about the practice. There were 11 questions, some questions were multiple choice, while others gave room for members of our PPG to write suggestions and submit more lengthy feedback.

We are really pleased with the outcome of this virtual PPG. It provided positive and constructive feedback as well as some good general insight into patients' thought patterns.

After reviewing the results we decided to make an action plan based on the results we received on 3 of the 11 questions. The 3 areas were selected for development; we would like to improve the comments and scores received and believe the 3 areas will have the most direct impact on patients.

Detail on the questions, response and our action plan is listed below.

Question 2: At every practice there is room for improvement. If the surgery could improve ONE thing, what do you think this should be?

The main themes in response to this question were:

1. Consistency of care.

5/22 patient feedback said they would like to see the same doctor consistently.

2. Contact preferences.

8/22 made suggestions relating to contact preferences. This included: 'Make booking simpler for those without internet' and 'Be able to contact surgery (via accurx) outside the surgery open hours'.

3. Other.

9/22 patients provided positive feedback, gave suggestion that are already live or gave no feedback at all. For example: 'My wife and I are very happy with the health centre so no improvements come to mind', 'home visits' and 'telephone appointments'.

Action plan following this response:

1. Feedback was given to the care coordinating team that patients are keen for consistency of care. A new rule for triaging was introduced: if it is an ongoing issue the patient needs to be booked in with the clinician who they last spoke to about the issue. The only exception to this rule is if the patient expresses, that they do not want to see that clinician again or the wait time exceeds the level of clinical urgency.

2. The feedback that was received regarding contact preferences was discussed at length by the management team. We believe as a practice we offer multiple options for patients with access issues. We must close requests for medical appointments at 18:30 to ensure patients do not have any expectation of hearing back from us during the hours we are closed. This was agreed by the clinical partners to ensure patient safety is maintained.

Question 5: Canbury Medical Centre and Berrylands Surgery use a triage system to ensure patients are booked in with the most appropriate clinician in the safest time. Do you think this reasoning is clear and understandable on our website and phone calls?

63.6% - YES

31.8% - NO

4.5% - 'Not sure'.

Action plan following this response:

Although this result is mainly positive, we want ALL of our patients to understand why we use a triage system. Given this, the following pop up was added to our website via Accurx on the 'request an appointment page':

As a surgery we use a triage system to ensure patients are booked in with the most appropriate clinician in the safest time frame. Please provide as much detail as you can on the form so that your request can be properly assessed.

Question 9: Generally, do you have any thoughts on your experience when ringing the surgery that you'd like to share?

13/18 patients' feedback was positive. Or the patient commented that they 'never ring'.

3/18 patients listed negative but miscellaneous reasons why they don't like calling the practice. For example: 'the practice has lost the family feel'.

2/18 patients' comments were related to not wanting to give details of why an appointment is being requested over the phone to someone 'non-medical'.

Action plan following this response:

Although this result is mainly positive, we want patients who ring in to feel like they are getting the best service.

Given this, we updated our phone lines so that these are the pathway options patients have.

'If you would like to request an appointment, please press 1.
If you would like to cancel an appointment, please press 2.
If you have a prescriptions enquiry, please press 3.
If you are calling about test results, please press 4.
or if you have a general enquiry, please press 5.
If you would like to hear these options again, press the hash key. If you do not select any option your call will be put through to our reception team.'

If a patient selects option 2 'prescriptions enquiry' they will be transferred directly to a member of the care coordination team, who are trained to deal with prescription enquiries and are best suited to provide help or information where needed.

Conclusion

We are really pleased we have re-engaged our PPG. The plan going forward is for the virtual PPG to be contacted annually as a minimum, for feedback and suggestions on our current service. The PPG will also be contacted on an ad hoc basis when the surgery is planning to make significant changes.

**We would like to say a huge thank you to those who participated. We are grateful for time taken, the detailed response given and the excellent suggestion that came from many.
The feedback has been invaluable.**