

**'How do you view the service provided by the Practice'**

**STRENGTHS**

Members of the PPG were asked: What does the surgery do right & what works well?	Practice response
<ol style="list-style-type: none"> <li>1. In-house services clinics etc</li> <li>2. Good attitudes of staff</li> <li>3. 'Sitting' in town centre</li> <li>4. Providing on line communications</li> <li>5. Consultation by phone by doctors</li> <li>6. Supporting the Leg Club</li> <li>7. Information screens work well</li> <li>8. Passing on information</li> <li>9. I can usually get an appointment with a convenient doctor</li> <li>10. No obvious problems that I am aware of, works well for me</li> <li>11. Doctors and all staff put me at ease</li> <li>12. Friendly helpful staff</li> <li>13. Doctor / patient interaction e.g doctors come to consulting room door to call in next patient</li> <li>14. Well laid out reception</li> <li>15. Calm atmosphere in waiting rooms</li> <li>16. Wide range of clinics</li> <li>17. On line booking for appointments and prescriptions working well</li> <li>18. Good notice boards with useful information / leaflets and who's who of staff</li> <li>19. Patient Liaison facility very useful if unsure who to speak to</li> <li>20. Admin managers very welcoming and appreciative of help given by volunteers as appropriate. Good to feel involved and useful.</li> <li>21. Very willing to give added time to your appointment</li> <li>22. PPG acts as a hub for other organisations in the towns and nearby villages</li> <li>23. Stability of staff</li> <li>24. If you have a long term condition you can keep to the same health professional – continuity is very important</li> <li>25. Having the Pharmacy next door</li> <li>26. Having the dental practice on site</li> <li>27. PPG has a good rapport with admin staff</li> <li>28. RUH says we are very generous with medication</li> <li>29. Nurses always make you feel at ease</li> </ol>	<p>We are delighted with this feedback and are always grateful when someone takes the time to let us know what we are doing well, thank you!</p> <p>Praise is shared with everyone in the practice as it reinforces what we are doing right but we ensure that we never 'rest on our laurels' and always use praise as something we aim to maintain and indeed build upon.</p> <p>In the February 2014 Annual Patient Survey patients were able to leave 'any other comments' at the bottom. Of the 504 patients who completed the survey 89 took time to provide the surgery with positive feedback.</p> <p>During the last year 41 patients have taken their valuable time to get in touch with the practice 'ad hoc' to share with us any praise, their comments include:</p> <p><i>"I'd also like to say what an amazing job the ladies on the front desk do. They are always so helpful and kind, no matter how flaky I'm being. Nothing ever seems too much trouble for them, and they'll go out of their way to get things done. It really does mean an awful lot, especially when you're not feeling your greatest!"</i></p> <p><i>"I have recently swapped Practices from a Practice in Trowbridge and can't tell you how pleased I am that I made the move and wish I had done it long ago. Your staff are all so lovely, nothing is ever too much trouble for them. It is a pleasure to be greeted by a receptionist who smiles at you and doesn't have a Rottweiler attitude! I now feel valued and my health cared for, something that I haven't felt for a very long time. I am now going to get the rest of my family to switch over to your Practice. A big thank you to you all."</i></p> <p><i>"Just a little note to thank you for your exceptional help last Thursday evening. When I got off the train I was feeling very poorly and received 1<sup>st</sup> class service from your receptionist and GP. Started to feel better after a couple of hours and the antibiotics are clearing up the rash on both my legs. Kind regards and thank you once again."</i></p>