



LAUDERDALE PATIENTS GROUP

lauderdaleppg@hotmail.com

Dear Lauderdale patient.

The Patients Participation Group (PPG) would like to thank our fellow patients for helping us with this survey.

What will happen now! The PPG will agree an action plan with the surgery to help improve the things you want to improve.

1. Waiting Times - help support the Practice with the best way of letting patients know when the Dr is running late.
2. On line appointments- help demonstrate to patients how to book appointments.
3. Attend the surgery on Flu Jab days to help share our work.
4. Undertake on-line demonstrations on site at the surgery.
5. Produce a Patient Newsletter quarterly to keep you informed on our work and developments.

If you would like to participate in this group, please contact us using the above e-mail address.

Kindest regards

Lauderdale Patients Group

Chairperson – Frances Rollinson
Secretary – Caroline Wilson

With Support From Dr Neil Black and Practice Manager Moira Winning

LAUDERDALE PATIENTS GROUP

We have recently undertaken a brief survey in order to find out your thoughts on services the Practice offers and what improvements you would like to see. We conducted the survey with patients attending the surgery over a 4 day period. We had 113 survey questionnaires completed.

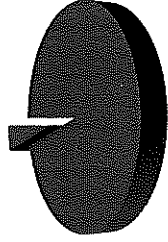
The main issues raised are detailed below and we have asked the Practice to provide answers/information regarding them.

For more information on the Lauderdale Patients Group and to participate please refer to the Practice web-site at: www.lauderdalemedicalpractice.scot.nhs.uk

Opening times. Although 95% of respondees were happy with the opening times, many commented that earlier/later opening would be beneficial for commuters. Are there any plans to extend the existing late opening surgery, and/or would the above phone consultations provide a workable alternative?

Practice response. Normal opening times are 08.00 to 18.00. Later appointments are available 1 day per week with the Doctors being rotated. These appointments are not available on the day and must be booked in advance. No extension to this is anticipated as the 'late surgeries' are underused.

Do you find the Practice opening hours suit you?

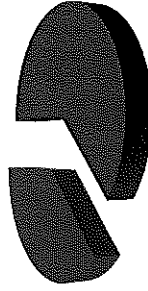


■ Yes - 108
■ No - 5

Waiting times. Approx 38% of patients felt they were not kept informed when their Doctor was running late. What could be done to improve this?

Practice Response. We agree Should be kept informed of waiting times when they arrive. We need to devise a system that allows reception staff to do this. Catch up slots are built into appointment schedules to minimise these delays. We anticipate a system will be in place by July 2017.

Are you kept informed if your doctor or nurse is running late?



■ Yes - 66
■ No - 41

Phone consultations. A large percentage (81%) thought the availability of telephone consultations would be beneficial. Can you please advise us of your thoughts on this, if it is feasible and if so when could it be introduced?

Practice Response. We agree stipulated times for patients to ring would be a good use of time. This is currently available to a limited extent. We will investigate the mechanics of this and aim to have this in place by September 2017.

If appointments were available for telephone consultations, would you find this useful?



■ Yes - 92
■ No - 14

Flu jab awareness. A few people commented on the lack of awareness and publicity around the flu jab 'surgeries'. What can be done to improve this?

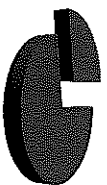
Practice response. We don't really know what else we can do. We publicise the flu clinics on all repeat prescriptions, send out text message reminders, advertise in the Courier and have a large banner outside. There are also posters in the local chemists.

On line Prescription ordering/appointment booking.

Following early teething problems with the system many people had given up trying to use it. How robust is the system now? Would it be possible to set up a 'dummy' system and have members of the PPG available in the reception area to give tutorials.

Practice response. We feel the on-line service has become more reliable of late. We would welcome input from the Patients Group to show patients how straightforward the system is to use.

Do you know about our on-line system for booking appointments and ordering repeat prescriptions?



■ Yes - 80
■ No - 20

Do you use the system?



■ Yes - 16
■ No - 84

Growth of Dunbar. Please can you clarify how the practice is positioned in maintaining the current excellent service with the ever increasing population of Dunbar.

Practice response. Currently we usually have 3 consulting rooms free which could be used by increasing sessional commitments of the current Doctors or employing additional Doctors. We have no plans to do either. The same points apply to practice nurse rooms. There are also rooms available upstairs.

Website. Many patients do not use the website as it is considered 'unfriendly'. Is it possible to re-brand/re-design the website?

Practice response. We agree the website needs freshened up and more information pertinent to the practice.

Do you know the Practice has a website?



■ Yes - 67
■ No - 33

Have you looked at it?



■ Yes - 38
■ No - 62



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