



The Desborough & Hazlemere Surgery NEWSLETTER

December 2019

www.desborough.gpsurgery.net

Your Doctors

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Reception Opening Times

8.30 to 6pm
Monday to Friday

Out Of Hours

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

'Patient Experiences'

The NHS is always striving to measure patient feedback. This enables them amongst other things to know what is working and what is not. If you could take a moment to visit one or ideally both the websites below and leave us some feedback (good, bad, constructive etc.) it would be most appreciated.

www.nhs.uk/Service-Search/GP/LocationSearch/4
search by location for Hazlemere or Desborough GP surgery

www.iwantgreatcare.org/reviews/search
search by location or surgery name for Hazlemere or Desborough GP surgery

Today's News

PATIENT PARTICIPATION GROUP (PPG): 2019

Hello. My name is Ken Tyson and I am Chair of the newly formed PPG for Desborough and Hazlemere surgeries.

We exist to strengthen the relationship between you, the patients and the practice to help provide modern, high-quality healthcare services.

So how do we do this?

Well, we take a patient's perspective on all activities; we help to improve communications between the practice and patients; we influence the development of services; we promote health matters.

We are a group of 10 members, including a practice doctor (there is a GP present at all our meetings), the practice manager (Alan Dunham) and patient representatives. We have a wide range of experience and skills between us. Some are, or have been working in healthcare, some have worked in business, some are simply patients who want to help the practice get better.

As an example, I am now retired from working at very senior levels in international business. But I have lived in High Wycombe for over 40 years, all that time being a patient at Desborough surgery.

So what are we working on at the moment?

Well, we have just conducted the second of our patient surveys at both premises. There is a summary of our findings included in this Newsletter. We are updating the website with new pages and sections. There is a PPG page, which will grow over the weeks and months ahead. We have set up a Self-Care and Knowledge Library with real, practical advice for patients with diagnosed conditions to help manage and understand how to cope. The initial conditions are diabetes, asthma, high blood pressure (hypertension) and polycystic ovary syndrome (PCOS). If you suffer from any of these, take a look at <https://desborough.gpsurgery.net/self-care-knowledge-library/> The included conditions will be added to over time.

We are updating our news and noticeboard sections to let you know what is going on. And I promise that these will be kept up-to-date and current. And we hope to launch soon a patient forum and patient feedback section so that your voice can be heard directly.

We have chosen to make the website changes on a "rolling basis", with new sections being added to the existing content progressively. So do please keep coming back to see what else is new.

PPG Patient Survey - November 2019

- In November this year our designated PPG Patient Relationship Officers, Claire Baldock and Zariat Hussain, carried out a patient survey at both the Hazlemere and Desborough Road Surgeries. The aim of the survey was to find out about the experience of patients with the current appointment booking systems and to assess their enthusiasm for the on-line facility and a possible future App-based triaging and booking portal. Patients were approached while in the waiting room prior to their appointments and it was heartwarming to see how willing people were to help with this exercise.
- Patients were asked how they had made their appointments that day. Many had booked by telephone by ringing after 8.30am in the morning and very few had experienced any difficulty in doing that. In fact, the surgery is proud to report that 24 of the surveyed patients had received a "same day" appointment.
- Patients were also asked whether they were aware that appointments for the Doctor or Nurse could be made through the website online and if not, whether they would like to register to use this facility in the future. Currently, 25% of all appointments are made available online but the take-up has been less than hoped for. The surgery would like to encourage higher use to reduce pressure on the telephone receptionists first thing in the morning. Our survey showed that more than half the patients asked would, in principle, like to try the on-line system. Contact details were taken from interested patients to facilitate registrations.
- Finally, the introduction of a new NHS telephone app was discussed with patients. This allows the patient to receive advice about their symptoms from a virtual nurse and, should a GP appointment be recommended, it would be possible to book an appointment directly with the surgery through the app. Again, over half the patients interviewed thought this option would be useful, especially among younger people.
- The information obtained from this survey has been very helpful to the surgery in working to improve patient experiences. Following the success of this, our PPG is planning further patient surveys on other topics to obtain information which can be used by our surgery to benefit patients.
- The PPG would like to thank all those patients who kindly participated in our survey in November.

Coming soon...

Keep an eye out for our next newsletter and information on PPG Social events, including a fundraising Quiz Night.