

**NENE VALLEY MEDICAL PRACTICE  
PATIENT PARTICIPATION GROUP SURVEY November 2014**

On behalf of the Patient Participation Group (PPG) and the Surgery we thank all those patients who completed the 2014 shorter Survey. This shows that 93% of patients know appointments can be made and prescriptions can be ordered on-line; 94% got an emergency appointment with a Doctor or Nurse when needed; and 99% considered that the doctor or nurse treated them with respect. We appreciated the positive comments that many of you made, and also the recognition of improvements made since the last Survey.

Achievements

1. For some time we have been concerned about parking on the road immediately outside the Health Centre gates. Our negotiations with the City Council has led to a special parking area opposite for non-health-centre vehicles, and the expectation that double yellow lines will be put in place.
2. We noted concerns that, although the outer doors were now electronic and made for easier entry, the inner doors caused difficulty. During the past year these heavy doors have been replaced by another set of electronic doors, making full access easier.
3. During the year a new telephone system has been installed. This has made contact with the surgery much easier and, although fine-tuning is constantly happening, on average calls are answered within 38 seconds.

We have carefully analysed the results and comments, and recognise that some concerns remain which we will try to address, and have drawn up an action plan to deal with these.

Action Plan

1. The electronic sign calling patients for treatment will be moved to just under the television screen, so that patients will no longer have to turn their heads to check for their names.
2. Some negative comments about the phone system have been noted, so we will examine this to see how the appointments system can be further streamlined.
3. We will encourage greater use by patients of booking appointments and ordering prescriptions on line, and give demonstrations of how this can be done.
4. We will examine the possibility of siting the self-checking screen in a more convenient place.

The Patient Participation Group thank the Medical and Administrative Staff for their continued hard work and support of patients. The Partners and the PPG thank all patients for their co-operation. We believe that by working together we can continue to improve the service for all patients. For information about the Patient Participation Group, please see the notice board in Reception, or look at the Web Site [www.nenevalleysurgery.org.uk](http://www.nenevalleysurgery.org.uk)

9.2.2015