

Patient Participation Group 2014-15

Our Annual Report:

The surgery has continued to grow again this year which still indicates that patients are satisfied with the service we provide.

The main areas of concern this year have been:

The availability of appointments to see a GP urgently especially on a Monday morning:

Therefore after discussion it was decided that we would amend the ratio of Pre-Bookable appointments (those that can be booked in advance) and Same Day appointments (those that can be booked on the day to deal with medically urgent problems). Therefore urgent problems arising overnight and during the morning being dealt with during the morning surgery.

Extended Hours:

We were asked to review when we offer our extended hours. We therefore made a decision to open 3 Late Nights a month with a different GP on duty to try and accommodate patients who wish to see a particular GP and 1 Saturday a month with an increased number of appointments with the GPs working on a rota basis.

Telephone Access:

We appreciate that due to the practice growing we would have to consider the option of perhaps going to an automated service to be able to book appointments instead of offering the personal touch and speaking to all our patients.

We are currently exploring this option and hopefully a progress update will be available shortly.

There is also the option for patients to register for our online system where routine appointments can be booked with the GP. We are also thinking of including Nurse Appointments gradually but it may be for only certain types of appointment.

Please feel free to join our virtual group at any time by contacting the surgery by e-mail at:

BSCCG.westfieldsurgery@nhs.net