

PPG Chairman Report 2011-12

However, I have looked at the survey and my initial analysis is as follows:-

1. More than 50% of the criteria are within 3% of the benchmarks - pretty good by any standard.
2. Of the remaining nine criteria, five were within 5% of the benchmark and two more within 6%.
3. Clearly initial contact, together with surgery and doctor accessibility is highly rated - this is excellent for the '1st point of contact' patient experience in setting the right mind set for the patients.
4. The largest % down areas against the benchmarks is a) the waiting times and b) the external access to the doctors for phone advice:-

However in respect of a) I suspect this is more than offset by the fact that patients are not rushed once they see the doctor. Any 'grumble' about waiting is, I would suggest, soon negated and dispersed by the patient experience of feeling 'looked after' once they have the doctors unrushed time and attention and this I feel is reflected in the high %'s in the benchmarks 10a-10h. I would strongly suspect that patients, if surveyed to a greater depth in the questions (i.e. 'would you prefer a slightly longer wait to ensure a better consultation period'), would invariably be more than prepared to have a longer wait if it meant a longer more satisfying consultation with the doctor.

With regard to b) this area will always be difficult in balancing available time the doctors have. This lower % could possibly be countered and resolved by giving and publishing a set time period when patients can obtain doctors' advice on the phone (when not seeing patients in surgery times), or, the possibility of the practice nurses acting as an initial triage filter.

Overall I would suggest that taking into account the significant community diversity in the 'practice's' area these figures should not be too much to give concern and I believe can be reasonably justified for the reasons I have highlighted above. I would be more than happy to present and deal with any issues that arise from this survey to any other operating/funding body.

Hope this helps,

Regards,

Malcolm Houghton-Le- Chappel