

Local Patient Participation Report

Survey was undertaken at Glenridding Health Centre and completed on 8th November 2011. Practice List size 744. Surveys completed 40.

The survey was discussed by the Patient Reference Group, who all agreed that overall the practice had performed well. With 93% of all patients ratings about the practice were good, very good or excellent.

Action Plan:

1. It was suggested that the female GP to be on the same day each week. To be discussed at the next Doctors meeting.
2. Home visits advertised better. To be discussed at the next practice meeting.
3. Computer screen - disclosing confidential information to patients. Doctors and Nurses to be aware and to make sure they are on the correct patient when the next patient arrives. Not to leave the screen on previous patient or on the appointment screen.
4. More appointments available. To be discussed at the next practice meeting.
5. Training days to include meeting with charities so that the practice staff were more aware of what was out there and available for patients. Lynn to get together Alzheimer's, Eden Carers, Diabetes, Age Uk at the next training day to find out more.
6. Home help in Glenridding to be encouraged. It was agreed to call a meeting with Social Services, Home Care Service, Patient Representative, Practice Manager and Doctors.