

**FALKLAND HOUSE SURGERY**

**PATIENT PARTICIPATION GROUP**

**PATIENT SURVEY OCTOBER 2024**

**A BRIEF SUMMARY**

**Key aim of the survey:** The survey was carried out for The Surgery Team, primarily to provide information about the aspects of the work of the practice that patients most valued and aspects they felt could be improved.

**How it was carried out:** A questionnaire was designed. 242 patients completed this either on paper or on-line during a four-week period in October 2024.

**What happened next:** Patients’ responses were analysed in detail and four major themes were identified: the local nature of the practice; the quality of the practice staff; medical provision and appointments.

**What we found out:**

* The small, local nature of the practice was highly valued because: the surgery was close to patients’ homes; patients felt they were known personally and that they received continuity of care because the practice had only two doctors who were both longstanding.
* The staff as a whole were praised for their approachability, supportiveness and professionalism. Several patients did record that they would like a woman GP.
* The quality of medical provision was valued. Most often mentioned were on-going care and quick referrals and the surgery’s vaccination and repeat prescription services. Patients felt the availability of blood tests at the surgery could be improved.
* Issues around appointments raised the most suggestions for improvement, especially: shorter waits for non-urgent appointments; more face-to-face appointments with GPs; less reliance on the 8.30 am telephone call system and various concerns about ‘hubs’. Patients noted that these issues often related to NHS policy and resourcing rather than primarily to Falkland House’s own decision-making.

**WHAT NEXT?**

* Read the full Survey Report on the Falkland House Website: click on the Patient Participation box.
* Appreciate the strengths of the Falkland House Practice that are recognised by patients.
* Watch out for responses from the Surgery Team and the PPG as we recognise the issues raised by patients and work together to address them, as well as helping patients understand more about how the changing world of General Practice affects them.
* Join your Patient Participation Group and get involved with the next steps.

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