



Burwell Surgery Patient Participation Group - Summary of PPG Survey 2016

Burwell Surgery's Patient Participation Group Survey was in two parts for 2016. The first focused on the new proposals the government intends to implement across the country by 2020, the new scheme aims to give people easier and more convenient access to GP services. The second asked our registered patients to comment, rate and suggest how we could improve the services we currently provide.

We received a record total of responses, over 200 (for both) and we would like to thank you all for taking the time to complete them. All comments have been noted and help towards improving the quality of services we provide now and will continue to provide when the new scheme the government wish to implement is applied.

Part 1: We have been able to address some recommendations immediately, for example, the passing of messages from reception to GPs is now streamlined to ensure all messages are sent electronically; this helps us track any unanswered messages. As well as face-to-face reviews, we are looking to offer over the telephone or electronically if clinical appropriate and preferred by the patient. Hours of opening will be determined by government policy; we will continue to influence and make any recommendations to the appropriate government departments to ensure the needs of our patients are heard. Our Survey showed that continuity of care outweighed the choice of being offered an appointment at any time and/or anywhere.

Part 2: Focussed on how we are doing now. We took the opportunity to not only ask whether or not people were satisfied, but also we asked them why. We are pleased to say people who completed the survey, reported they are highly satisfied across all services that we deliver.

This means that the surgery has improved in the areas that were identified as needing improvement from our last survey, and that the other areas have maintained their existing high standards. Importantly though, we now know why people were satisfied.

The other questions in the survey asked if respondents were aware of all the services Burwell Surgery offer, and they were.

We asked if there were services that we should be providing, or patients would like to be provided and the answer was yes – we have discussed these areas with members of the PPG, and where appropriate, suggestions now form part of the PPGs 2017 Action Plan.

Overall, Parts 1 and 2 of the survey were very positive, and we were given some good ideas for what people would like to see displayed in the surgery.

We feel that we continue to have excellent engagement with our patients, which is in line with our CQC inspection outcome and we thank you all for helping make this possible.

If you would like to get involved in helping us, why not join our Patient Participation Group (PPG). We meet on a quarterly basis, third Tuesday of the month, 7.00 pm – 8.30 pm here at Burwell Surgery. Please ask at Reception on how to join – you can also opt to become a virtual member.

Burwell Surgery
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