

GIFFARD DRIVE SURGERY

www.giffarddrivesurgery.co.uk

Practice Report on Patient Participation DES 2011 to 2014



YEAR 3 REPORT

YEAR 3 Report

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Introduction

Giffard Drive Surgery is participating in a national three year project to collate information and feedback from our patients. The Reports for the work undertaken from April 2011 to March 2012 and from April 2012 to March 2013 are already available and have been published on our website. **This is the Report for the work undertaken from April 2013 to March 2014.**

You are able to read the full survey results for last year's report on our website (under the Practice reports July 2011 and March 2012). As was the case with the report for last year (2012-13) this year we have combined the two reports within this one document.

The Practice already has in existence a Patient Participation Group (PPG - face to face group) in the form of the *Giffard Drive Patients Group*. This group was established in January 2001 and has worked tirelessly to help the Practice find out what its patients need and want from their GP surgery. The members of the *Giffard Drive Patients Group* often help find out the views of their fellow patients through face-to-face surveys carried out in the waiting room and talking to patients about their wishes for the surgery. The Patient Group are also an integral part of our annual Flu Clinic team, providing refreshments and support for the patients attending these clinics.

We have a strong and active Patient Group, with a number of new members joining us over the past year. The key positions on the Patient Group are currently held by Mr Rob Mellor (Chair); Mrs Hilary Bellamy (Vice Chair); Mr Bill Wright (Treasurer) and Mrs Julie Bates (Secretary). Our representative(s) for the Rushmoor & Hart Patient Participation Group, which includes representatives from all 24 member GP Practices of our local Clinical Commissioning Group – the North East Hants & Farnham Clinical Commissioning Group (NEH&F CCG) are Mrs Marilyn Saker supported by Mrs Bellamy and Mrs Bates.

Many of you will have bought raffle tickets for our Christmas and Easter raffles, held by the Patient Group to raise money to help benefit the Patients of Giffard Drive Surgery. To date the Patient Group has raised over £11,200 with your help, and the following is a list of some of the equipment they have purchased with this money for the use of patients at Giffard Drive Surgery:

- Freestanding Blood Pressure Monitor in Waiting Room
- Nebulisers for loaning to patients
- A Dermascope to diagnose skin conditions and lesions
- An electric patient couch in the Nurses' Treatment Room
- Patient chairs
- Music System for the Waiting Room
- Patient Information Screen for the Waiting Room

In addition to the PPG, the Practice also set up a Patient Reference Group (PRG – Virtual Group) in 2011 and has been recruiting to both these Groups throughout the past three years.

We invite all of our patients to give feedback via this virtual group and we consider you to all be members of the PRG already. In order to ensure your views are heard, simply complete a membership form either via our Surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete. All patients can take part in the surveys at any time as you will see them published on our website as well as in the waiting room.

The *Giffard Drive Patients Group* (PPG) meets about once every two months at the Practice, and the meeting dates are publicised on our information screen at Reception. The Virtual Group (PRG) receive annual surveys from the Practice via email, post or can access copies in the waiting room and a link that can be accessed via our website at www.giffarddrivesurgery.co.uk

The results of the surveys are shared with all of our patients using a variety of media including our Practice website, notice boards in the Surgery and email updates.

It is important to be clear at this stage of the structure of the groups which are as follows:

The Patient Reference Group (**PRG**) is a virtual group. The PRG responds to Practice surveys and actively helps us with two-way communication on ideas about how to improve our services and understand patient priorities and issues.

The Patient Participation Group (**PPG**) is a committee of patients who meet at the Practice regularly to support the Practice with patient communication, service development and to collate and interpret PRG feedback and play an active part in survey design and results. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

The project incorporates the plan detailed below:

Giffard Drive Surgery Practice Report on Patient Participation DES 2011 to 2014

Year 1	Actions	Date achieved	Date planned
Step 1	Establishment of a Patient Participation Group (PPG)	Winter 2001	
	Establishment of a Patient Reference Group (PRG)	Autumn 2011	
Step 2	Discuss and prioritise areas of interest to be raised with the PRG (via pre-survey to current PPG group) and further meetings with PPG to collate results and agree subjects and questions for future surveys	Summer 2011	
Step 3	Views collated through first local survey	January 2011	
Step 4	Results of survey discussed with PPG & PRG	February 2012	
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)	March 2012	
Step 6	Report publicised and copy sent to PCT	March 2012	
Year 2			
Step 1	PPG and PRG already established – on-going PRG recruitment throughout the year	See Year 1	
Step 2	Agreement of areas of priority with PRG & PPG	Summer 2012 Dec 2012	
Step 3	Views collated through second local survey	Jan - Feb 2013	
Step 4	Results of survey discussed with PRG & PPG	March 2013	
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)	March 2013	
Step 6	Report publicised and available on our website	March 2013	
Year 3			
Step 1	PPG and PRG already established – on-going PRG recruitment throughout the year	See Year 1	
Step 2	Agreement of areas of priority with PRG & PPG	Summer 2013 Dec 2013	
Step 3	Views collated through second local survey	Jan - Mar 2014	
Step 4	Results of survey discussed with PRG & PPG	March 2014	
Step 5	Action plan in response to survey results agreed with PPG & PRG (as required)	March 2014	
Step 6	Report publicised and available on our website	March 2014	

Giffard Drive Surgery encourages patients to make their views and opinions on the services the Surgery provides known and the best way to do this is to join either one of these Patient Groups. If you do not have the time to give to a meeting every two months, we would ask you to join our virtual group in order to help us best determine the future of YOUR Practice and the services we can provide for you.

The *Giffard Drive Patients Group* (PPG) meets regularly at the Practice, and the meeting dates are publicised on our information screen at Reception. Should any patient wish to join this group, please leave your details with the Practice Manager and the Group's Chairman will contact you.

To join the Patient Reference Group (the Virtual Group (PRG)) simply complete a membership form either via our Surgery website at www.giffarddrivesurgery.co.uk or complete a form available from Reception to make sure that you are contacted directly each time a survey is ready for you to complete.

CUF, Giffard Drive Surgery
March 2014

Step 1**Develop a structure that gains the views of patients and enables feedback – Patient Reference Group (PRG)**

As detailed in the last years' reports, Giffard Drive Surgery has had a website in place for a number of years at www.giffarddrivesurgery.co.uk, and already has a strong patient participation group (PPG) (known as the *Giffard Drive Patients Group*), in existence (established in 2001) as well as a Patient Reference Group (PRG) (started in 2011).

- The PPG was set up in January 2001 and has been meeting every 2-3 months since that time. We currently have around 12 patients on our PPG, with an AGM being held every April, during which the posts of Chair; Vice-Chair, Treasurer and Secretary are nominated and voted in. The PPG consists of a range of patients; both retired and working, with an approximately 60:40 split between male and female patients aged between 32 years and 89 years. Some of these patients have chronic conditions and are aware of the work involved in providing good patient care for as many people as possible.
- The PRG work stream began in August/September 2011, and continued throughout the whole of 2012-2013 with a concerted effort being made to speak to as many patients as possible encouraging them to join the PRG. This was repeated during the whole of 2013-2014, with increased efforts being made to encourage patients to join the PRG.
- Recruitment to the PRG during 2013-2014 was much more positive than in the previous year (2012-13); but still did not reach the same number of new recruits as we achieved during our first year (2011-12). We did, however, manage to encourage more new members to join the actual Patient Group itself, which was a very positive result.
- As was the situation last year, we have been advised that we cannot simply send out surveys to those patients who already access our website to order prescriptions online, as this would be classified as sending out unsolicited mail and would fall foul of the Data Protection Act (and under the patient confidentiality guidelines), i.e. we are using our knowledge of the patients email address through their prescription requests to ask them about unrelated matters.

The DES requires the practice to develop a structure that gains the views of patients and enables feedback to take place as per the project plan. This development is laid out in the report that follows.

The Practice Profile

For its size, the Practice profile of patients is very consistent. We have just over 8,350 patients and for this exercise we have used several tools to understand our Practice profile including: technical searches using our EMIS LV computer system, GP partner feedback, GMS statement Correction Factor Reports as well as the information collected from the PPG/PRG pre-survey and sign-up forms.

As a Practice we make every effort to gain as much information about our patients as possible so that we can understand their needs and requirements. Information is requested when registering a new patient, on booking appointments as well as through feedback requests via patient surveys, comments box and a website feedback page.

Demographic and patient profile information as at January 2014

- Male patients – 4148
- Female patients – 4204

The age break down of these patients is very close throughout all age groups until the top group of aged 75+ and over where we have 334 women and only 230 men.

The average distance to the Practice from patient residences is just 1.5 km.

The Practice has a number of patients in residential and nursing home accommodation, currently totalling 15.

As a Practice, we have attempted to include as many different target groups as possible, including those with chronic diseases, such as Diabetes; COPD; those with learning disabilities and we ensure that these patients (and their carers) are included in searches as part of our target groups. We also ask the Midwives to encourage our pregnant patients (we can boast approximately 100 births per annum) to join our PRG.

- We enclose PRG application forms with the majority of the letters sent out by the Practice to patients inviting them to come in for blood tests; reviews for their chronic diseases, medication reviews; and any other type of communication (where it is felt that the inclusion of the recruitment form is appropriate).
- Application forms for the PRG are available in the waiting room and notices are up both as hard copies in the waiting room and on the rolling information screen to be found in our waiting room inviting patients to join.
- Receptionists; Nurses and GPs have been trained to encourage patients to join the PRG and explain the process for this.

GP feedback from our Partners, salaried GPs and GP Registrars has also been collated over recent months. Discussion has taken place during Practice meetings to identify our Practice profile and it has been agreed that currently our ethnic minorities and “at risk” groups are comparatively very low.

We do, however, have a growing Nepalese population (with around 20-25 new Nepalese patients registering with the Practice every month. We continue to make improved efforts to engage with this section of our patient population and are talking to leaders within the Nepalese Community on how best to do this. We are working in conjunction with other local surgeries who also have a growing Nepalese patient population and are developing appropriate patient pathways for this group of patients.

As stated in the 2011-12 report, “we have already taken part in a Skype Translation project initiated by Hampshire County Council. As part of this project we held joint clinics with Nepalese students (specially trained & checked for their suitability working with patients) based in Southampton via a Laptop Computer using the Skype face to face communication programme to enable our GPs to speak to those Nepalese patients with little or no English via the on-line interpreter. Both the patients and the GPs involved found this a very useful communication tool, although very time-consuming (each appointment taking around 30 minutes!). This Project won an NHS Technology & Innovations Achievement Award and was praised highly. We are in further discussions with the project co-ordinator to ascertain if it can be used as a regular tool within the Practice”.

In the 2012-13 report we mentioned *“Following in-depth discussions, it was agreed that it would be easier for patients to have access to interpreting help onsite at the Surgery and to this end we have been successful in recruiting a Nepalese speaking member of staff who aids the GPs and Nurses with interpreting skills when necessary.”* This new member of staff has been such a successful addition to our team, both in normal day to day work as well as aiding our Nepalese patients with their clinical problems during GP and Nurse appointments; we have recently recruited a second team member with Nepalese language skills. This ensures that we have access to interpreting skills for our Nepalese patients on as many days as possible. We have not been able to access additional funding for employing specialist interpreting staff, so have funded this from our own general staff budget, as we believe it is in the best interests of ALL our patients for our clinicians to be able to speak direct to our Nepalese patients through an interpreter rather than having to rely on the NHS Telephone interpreting service, which is not available all the time. Also, face to face interpreting is much quicker and safer, making sure we do not have to use up lengthy appointments which can be better used in order to see a greater number of patients.

Although encouraged to do so, many patients are not keen to share their ethnicity with the Practice, despite being asked to do so on their New Patient Registration Forms when joining the Practice and also on many other opportunities when completing survey feedback forms within the Practice. Our broad ethnic breakdown of patients is as follows: White British = 91%; White Other = 1%; Nepalese = 6%; Asian = 1%; Black British = 1%.

The methods used to invite members to join the PRG

- Practice Website – www.giffarddrivesurgery.co.uk
- Notes on the bottom of repeat prescriptions.
- Patient rolling information screen in waiting room.
- Within the new patient registration pack handed out when a new patient registers with the Practice.
- We enclose PRG application forms with the majority of the letters sent out by the Practice to patients inviting them to come in for blood tests; reviews for their chronic diseases, medication reviews; and any other type of communication (where it is felt that the inclusion of the recruitment form is appropriate).
- Application forms for the PRG are available in the waiting room and notices are up both as hard copies in the waiting room and on the rolling information screen to be found in our waiting room inviting patients to join.
- Receptionists; Nurses and GPs have been trained to encourage patients to join the PRG and explain the process for this.
- Midwives, DNs, Health Visitors and other associated Practice staff are also asked to encourage the patients to join the PRG.

Size and establishment of the PRG

Continuing our campaign started in 2011 to sign up members to the PRG, we now have 49 patients formally signed up to the group by December 2013. (compared to 33 in December 2012). This represents just under 0.6% of our total Practice list (which is up from 0.4% last year). Of all the members who completed a membership form, most confirmed their email address, gender, age (or date of birth) and ethnicity.

The male : female split of this group is 34% : 64% (2% of respondents did not give their gender).

A total breakdown of the PRG demographic is provided at Page 11 of this Report.

A total of 382 surveys were completed this year (both via the website and as hard copy responses). This means the PRG membership, counting those patients who formally signed up and those who responded by returning a paper copy of the survey to the Surgery, represents around 4.6% of our total Practice list.

These methods of invitation and communication have continued throughout the two years this project has been running, with the information on the screens, in leaflets etc. being updated as necessary.

The response to PRG membership, it is felt, is quite representative of our overall Practice population, although extra efforts will be made to try and recruit some younger members and those of a different ethnic background (especially some from the Nepalese Community).

Some patients are less keen to use PCs or internet based communications. With this in mind the Practice offers all of the patient material in paper form and patients are offered details and communications to be sent to them by post or to collect from the waiting room or main reception.

All of our communications media are on-going with all PRG information, website pages and notice boards being updated and circulated on a continuing basis.

Step 2**Agree areas of priority with your PRG**

The existing Practice PPG agreed to continue to support the Practice in creating PRG surveys, advising on questions and collating and interpreting the results as required.

Following in depth discussions with the Patient Group at a number of meetings during the year, it was felt that asking patients' views on the ease of accessing the different NHS services available to them would form the basis of a useful survey for this report. Ideas were also generated from:

- GP Partners' feedback following Practice meetings asking for ideas on this subject
- A management review of prominent topics within complaints and comments received at the Practice over the past year
- Staff feedback following staff meetings asking for ideas on this subject
- National GPAQ Survey website and other Patient Participation DES survey informed professionals

In addition to the other engagement efforts being made, the Practice Manager and Office Manager and members of the PPG talked directly with patients in the waiting room on many occasions.

Following analysis of the questions raised from the sources mentioned above, it was agreed with the PPG to discover how the patients of Giffard Drive Surgery felt about the appropriate use (or otherwise) of the various NHS services available to them, such as:

- We wanted to ask the patients about their knowledge of their own **Surgery's Opening Hours**;
- We included questions about our **Extended Hours** on a Saturday or Weekday evening;
- We asked if patients knew **Pharmacists** can **advise** on simple medical problems;
- In addition, we decided to ask about **online prescription ordering** again, to see whether the use, or indeed, knowledge of this service had increased from the previous year;
- We wanted to know about patients' knowledge of the newly introduced **111 Service** (which replaced NHS Direct last Spring);
- The use of the local **Out of Hours Service** and its ease of access (following the new system of calling 111 for all NHS queries that did not require a blue light response (i.e. a 999 call);
- In particular, we also wanted to know how many of our patients knew about the **A&E services** based at Frimley Park Hospital, our local secondary care provider, and how many had actually accessed this service;
- We also asked the **Friends and Family Question** with regards to Giffard Drive Surgery (i.e. *Would you recommend Giffard Drive Surgery to your friends and family?*).

This would also be a useful way of assessing how many patients within our Surgery use the internet and are aware of our website and other means of electronic information available for advice with their medical problems.

The main questions we decided to ask in this year's survey can be grouped under the following headings:

- Surgery Opening Hours and Extended Hours & Usage thereof
- Online Repeat Prescription Ordering & Pharmacies
- Information about Giffard Drive Surgery Website - www.giffarddrivesurgery.co.uk
- Knowledge of NHS Direct and PatientDirect.co.uk websites
- Awareness & Experience of 111 Service; Out of Hours Service; A&E Service

These questions were discussed at length with the PPG at their meeting on 15 October 2013 and finalised at the meeting held on 19 December 2013; it was agreed the 2014-13 survey would concentrate on these main points.

*CUF, Giffard Drive Surgery
March 2014*

Step 3***Collate the views through the use of a survey******3.1 - The method used for the survey, the date the survey was issued and the period in which feedback took place***

Following agreement of the PPG with the aims of the survey, similar methods to the previous year were used to design and layout the survey. This year we again utilised the software available within our website to develop the survey and make it available to patients online, as well as in hard copy in our waiting room.

The planning stage for the design and layout of the full survey (as part of Step 3) was started with the Practice Manager and Office Manager utilising the knowledge they have gained at the seminars attended during the previous year on this subject, as well as our experience with the previous two years' surveys.

In mid-December a draft of the second full PRG survey was circulated to the Practice PPG for consideration and further discussion by email prior to a second draft being discussed at an ad-hoc PPG Meeting held at the Practice on 19 December 2013 (after the Christmas Draw for the Patient Group Raffle).

As mentioned previously in this report - We have been advised that we cannot simply send out surveys to those patients who already access our website to order prescriptions online, as this would be classified as sending out unsolicited mail and would fall foul of the Data Protection Act (and under the patient confidentiality guidelines), i.e. we are using our knowledge of the patients email address through their prescription requests to ask them about unrelated matters.

This advice resulted in us initiating an extended manual survey gathering exercising; asking as many patients as possible in the waiting room between January 2014 and March 2014 to complete our survey by hand. The invitations to participate in the survey were also sent out to our existing PPG and PRG members via email, asking them to go onto our website and complete the survey electronically.

The following project plan was agreed with the PPG:

- To circulate the survey for the period of 8-10 weeks as this would "catch" the patients coming into the Surgery for bi-monthly repeat prescriptions, as compared to the 4-6 weeks' timeframe during the last survey collection period.
- It was agreed to use the online survey functionality available within the Practice's website; however, some PPG members continued to feel that this was slightly impersonal, so a hard copy simple tick-box survey was also used to capture patients' views.
- The survey was to be distributed from 9th January 2014 to 21st March 2014 inclusive.

3.2 - The method and rationale used to agree to the questions (these should reflect the areas of priority agreed with the PRG), also the date and how the practice demonstrated to the PRG that the methodology chosen to support the survey was credible

The questions were designed to answer specific areas of interest raised following feedback meetings with the PPG and Practice Staff members, as well as after canvassing the views of patients within the waiting room. These were in particular the areas of:

- Surgery Opening Hours and Extended Hours & Usage thereof
- Online Repeat Prescription Ordering & Pharmacies
- Information about Giffard Drive Surgery Website - www.giffarddrivesurgery.co.uk
- Knowledge of NHS Direct and PatientDirect.co.uk websites
- Awareness & Experience of 111 Service; Out of Hours Service; A&E Service

The detailed questions to be asked on this survey were discussed with the Giffard Drive Patient Group at their meeting on 15 October 2013 and refined using sample questions available from professional patient survey organisations such as:

- Ipsos Mori GP Patient Survey;
- NHS In Patient Questionnaire, Picker Institute Europe;
- The National Survey of NHS Patients, National Centre of Social Research;

- The General Practice Assessment Questionnaire;
- Fr3dom Health, Fr3dom Health Ltd;
- NHS Patient Feedback survey.

These were then agreed and finalised at the PPG meeting on 19 December 2013.

3.3 - Survey results - An analysis of the number of patients surveyed and the number of responses together with the themes emerging from patient feedback

Giffard Drive Surgery currently has 49 patients on its PRG which is 0.6% of its total patient population. This is a slightly higher number than last year (up from 0.4%). We found that during 2012-13 giving patients a longer period in which to complete the survey was more successful, so we used this same practice for the 2013-14 survey, collecting survey responses over two-and-a-half months (8-10 weeks). We had a total of 382 responses (from both the PRG and ad hoc PRG patient members - i.e. those approached directly in the waiting room); which represents 4.6% of our total patient population. The Survey was available in the Surgery for completion there and then, or to take away and return within the specified time-frame of ten (10) weeks from beginning to end of the survey period (9th January 2014 to 21st March 2014); as well as being emailed to the PRG members and also being available on our website. All 49 patients were emailed with the survey; however, a total of 77 patients responded via email, whereas 305 completed a paper survey, either whilst in the Practice or at home and returning this to the Practice (via post or personally); bringing the total responses to 382 (representing 100% of the registered PRG, or a 4.6% of the actual patient population of the Practice). A 30% response rate is seen as a fair representation within the NHS survey standards.

The PPG agreed to help us upload the survey results onto the website, and during this exercise a member of the Patient Participation Group collected the hard copy surveys completed throughout the week and uploaded them onto our website using a Practice PC one afternoon each week. This meant that the survey results were being uploaded in a timely manner and developing trends in the survey responses could be analysed on a weekly basis during February/March 2014. It also enabled us to be able to target specific groups of patients to respond to the survey the following week (such as attempting to encourage more Nepalese patients to complete the survey).

The survey had a total of seventeen (17) questions. Ten (10) of these questions relate to the themes agreed by the PPG and PRG. The final one (1) question at the very end of the Survey asked the *Friends & Family recommendation question*. The remaining four (4) relate to the demographic profile of the survey respondents. We asked patients to complete two (2) comment fields. For the first of these comment fields the patients were asked for their comments on any of the NHS services mentioned during the survey. The second comment field, at the end of the survey, simply asked patients for any other comments they would like to make about their GP Practice. The responses to these questions are analysed over the following pages. Step 4 will discuss the findings and identify areas for change.

The 4 questions relating to the patient demographic profile of our survey respondents show a fairly equal spread of patient types with regards to their age (see page 11 onwards of this report), although the gender split showed that the responses were 2 women to every man (64% women compared to 34% of men responding, which is the same ratio as in previous years). We have a predominantly white population in this locality, with an 89% response from this group, and our highest ethnicity being the Nepalese population (4%). More than half of those patients who completed the survey said they occasionally (51%) used the Surgery and 21% stated they rarely used the Surgery, with 24% stating they come to the Practice regularly.

Our Patient Group itself shows a similar breakdown with a male female ration of 35% : 65%.

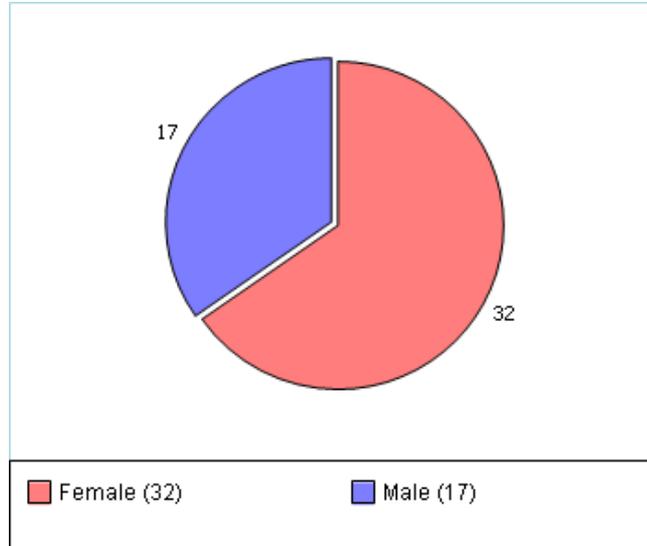
Giffard Drive Surgery - Patient Survey Results -2013-14

PPG & Survey Results Report - Patient Reference Group 2013-14

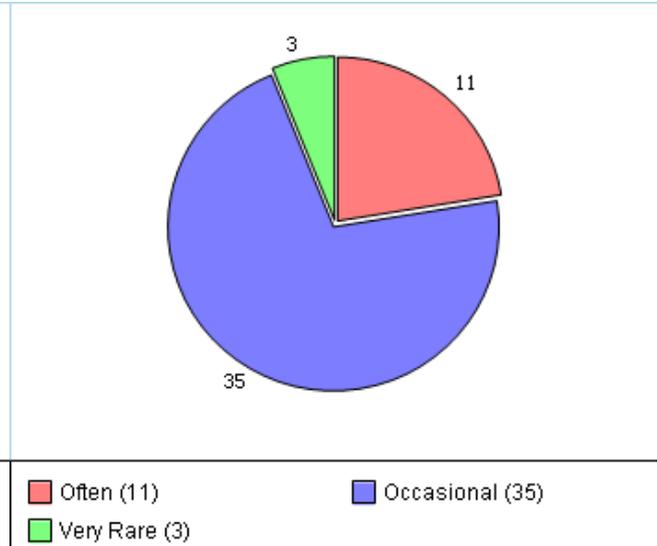
The patient group comprises 49 members

Distribution Details

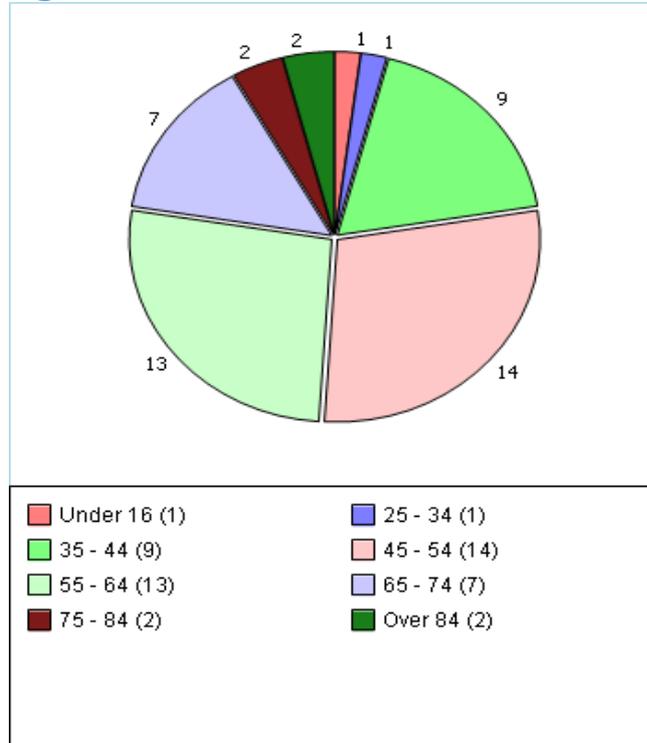
Gender



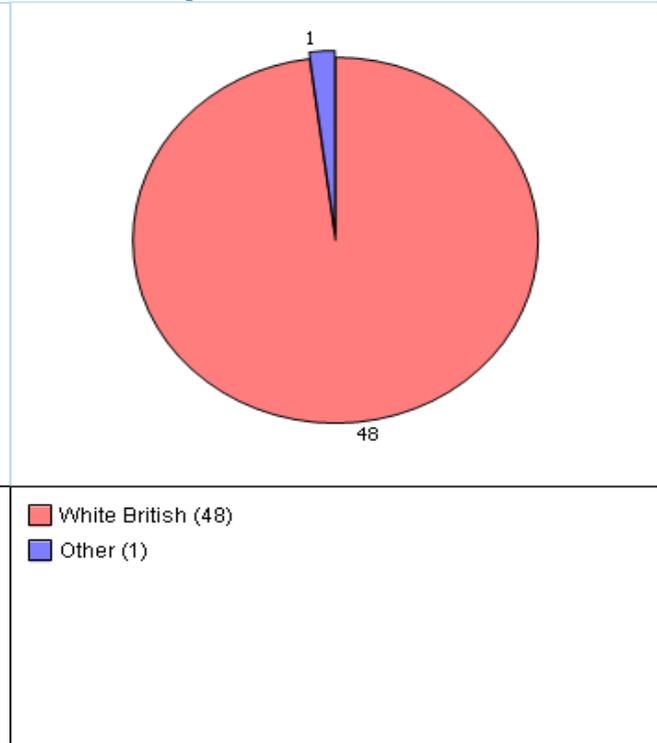
Attendance



Age



Ethnicity



Survey Results

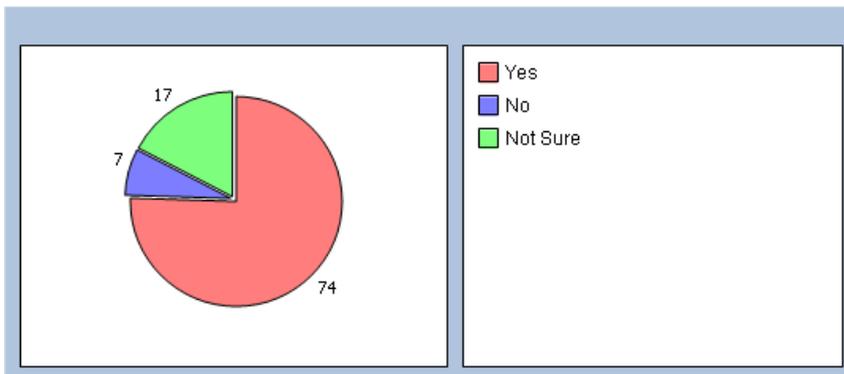
Giffard Drive Surgery Patient Survey 2013-14

Number of Responses: **382**

Many thanks for agreeing to take part in this short survey to help us understand how much our patients know about the various NHS Services designed to reduce pressure on A&E and to help you find the right service.

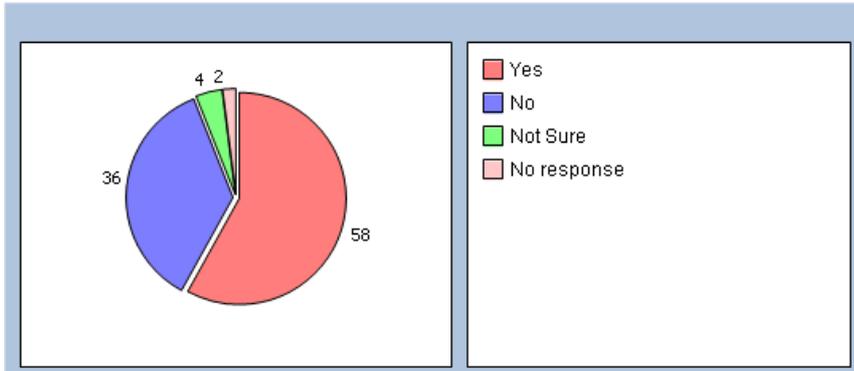
Q1. Do you know your Surgery Opening Hours ?

Yes **74%**
 No **7%**
 Not Sure **17%**



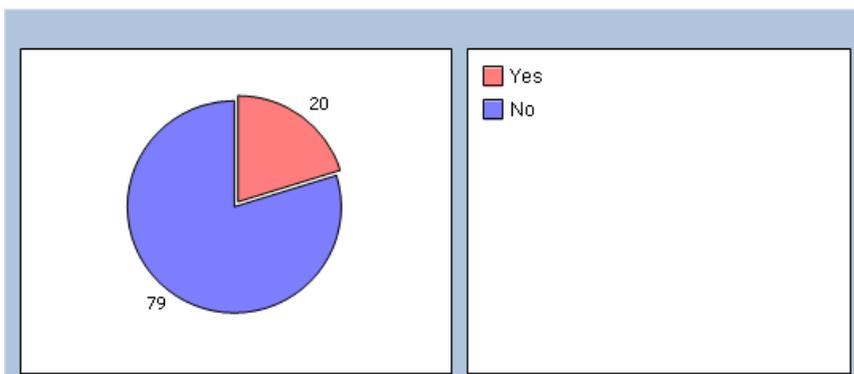
Q2. Are you aware we open on alternate Saturdays and an evening in the week ?

Yes **58%**
 No **36%**
 Not Sure **4%**
 No response **2%**



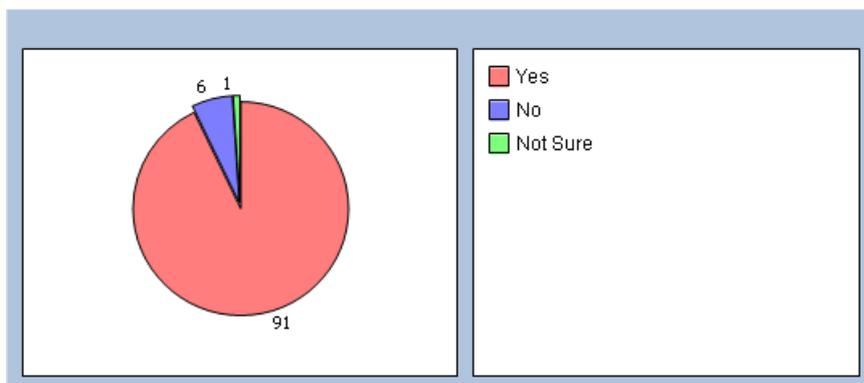
Q3. Have you ever visited a GP or Nurse on a Saturday or during evening hours (after 6.30pm) ?

Yes **20%**
 No **79%**



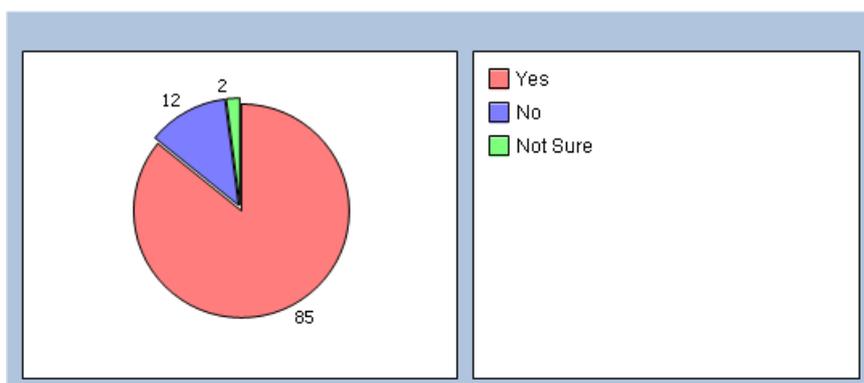
Q4. Are you aware that the Pharmacy can help advise you on simple medical problems ?

Yes **91%**
 No **6%**
 Not Sure **1%**



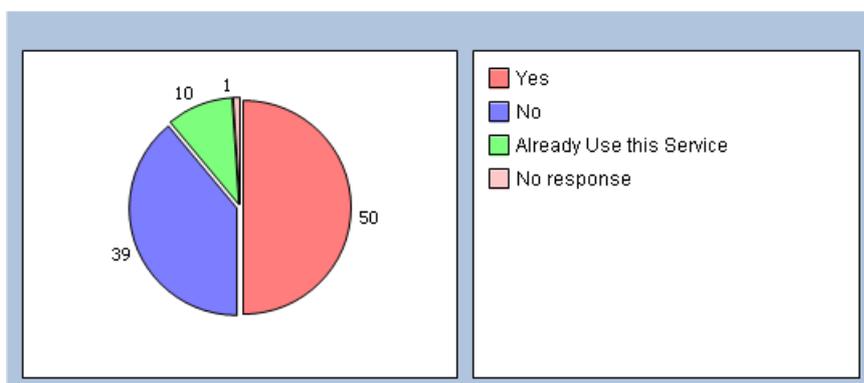
Q5. Are you aware the Pharmacy can help you order and collect repeat prescriptions ?

Yes **85%**
 No **12%**
 Not Sure **2%**



Q6. Did you know you can order repeat prescriptions on the Surgery website - www.giffarddrivesurgery.co.uk ?

Yes **50%**
 No **39%**
 Already Use this Service **10%**
 No response **1%**

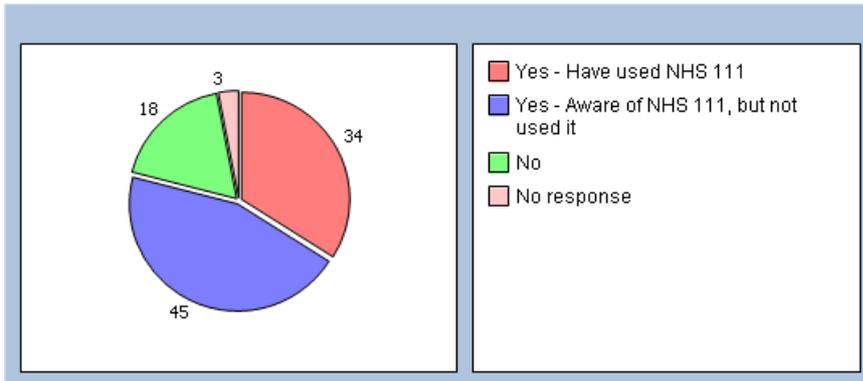


Q7. Are you aware of the NHS Choices (www.nhs.uk) or NHS Direct websites (www.Patient.co.uk) which can provide valuable information for patients ?

Yes - NHS Choices **56%**
 Yes - Patient.co.uk **18%**
 No **3%**
 Not Sure **35%**

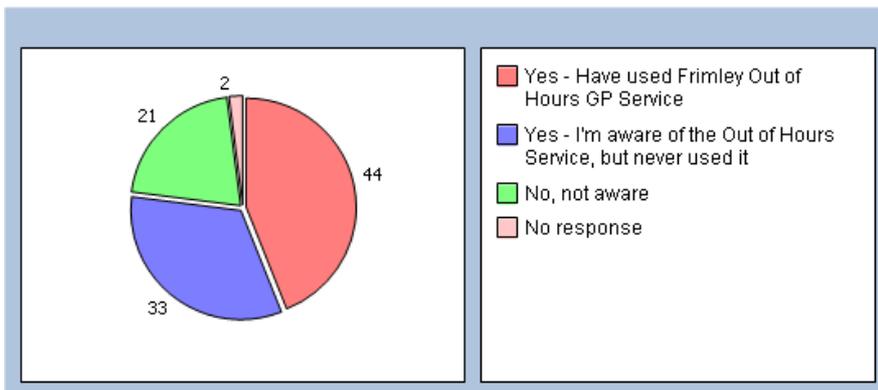
Q8. Are you aware of the NHS 111 Service and if yes, have you ever used it ?

Yes - Have used NHS 111 **34%**
 Yes - Aware of NHS 111, but not used it **45%**
 No **18%**
 No response **3%**



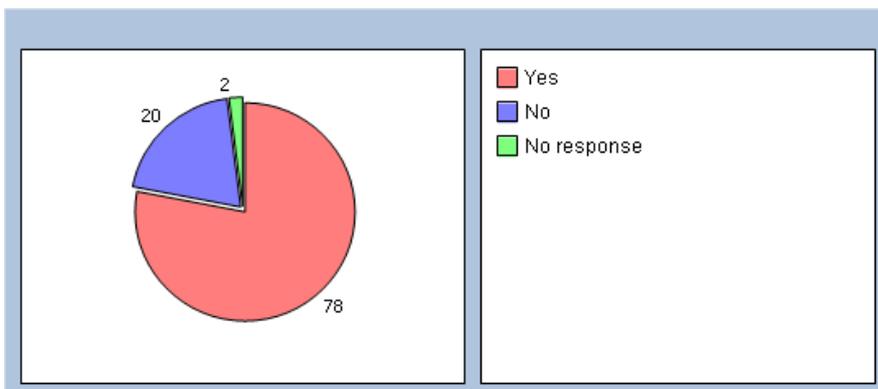
Q9. Are you aware of the Frimley Out of Hours Service which deals with problems you would usually see your GP about, and if yes, have you ever used this service ?

Yes - Have used Frimley Out of Hours GP Service **44%**
 Yes - I'm aware of the Out of Hours Service, but never used it **33%**
 No, not aware **21%**
 No response **2%**



Q10. Have you ever used the A&E Service at Frimley Park Hospital ?

Yes **78%**
 No **20%**
 No response **2%**



Q11. Do you have any comments on any of the Services above ?

These are detailed and analysed below. We received a total of 44 comments in this section. We have broken down the comments received into the main service areas, as follows:

Giffard Drive Surgery Comments (8 comments)

1. Didn't know about Saturdays.
2. Didn't know about weekends or evening opening of Surgery.
3. No, but good that Surgery is open in the evening and weekend.
4. Very good + very helpful. Never been disappointed here by staff or service.
5. Very good for the Surgery to be open on Saturdays (Alternate).
6. Was told about repeat prescriptions online but not when it started.
7. Will now use repeat prescription ordering service on the website now made aware of it!
8. Would be good to be made aware of services/opening hours, maybe by email/ text.

Pharmacy Comments (1 comment)

9. Although I have used the Pharmacy service for simple medical issues I do not feel that confident with the advice they give

111 Comments (5 comments)

10. 111 sent out paramedic who failed to diagnose ear infection in my son. He ended up quite ill. Very unhappy with the service. Paramedic dispatched as he was considered high risk but ended up receiving lesser standard of care!
11. 111 service allocated me to wrong region so 1.5hrs late I did receive a call from doc but they couldn't help. They sent us to A+E anyway in the end. Would use again though.
12. The elderly do not find the NHS111 easy to use.
13. The only way to contact Out of hours GP service is through 111 which delays and confuses the process and in the first time I used it their procedure of set questions dispatched an ambulance when it wasn't necessary and could have been better used elsewhere.
14. The out of hours GP service has been fantastic when I have had to use it with my children. We were able to be seen (and treated) very quickly. Likewise, both the Paediatric A&E at Frimley Park and the main A&E provide, in my opinion, extremely good care. I have found NHS 111 to be good regarding my children (perhaps because we tend to err on the side of caution with children). I am not quite convinced that they are as helpful/accurate with adults. On two occasions I was given advice to just stay at home and I'd be ok, on one occasion I definitely needed the GP's help and on the other, I required treatment in A&E. While I do understand the idea and reasons behind telephone triaging, I still feel that in many cases a face to face assessment approach is a better approach. The patient.co.uk website is an extremely useful tool for reference.

OOH Comments (4 comments)

15. Have used the out of hours for children and found it much better than using A and E for less serious situations.
16. I would be interested in the 'out of hours GP Service Frimley' but don't know anything about it.
17. Out of hours GP are usually very quick, thorough and efficient.
18. Out of hours sometimes, you do not see a doctor, so it was a waste of time to go out of hours GP.

A&E Comments (7 comments)

19. 3 Hour waiting time
20. A&E at Frimley is very under staffed although the staff are great.
21. A&E was good. Just took a long time to be seen.
22. A&E were brilliant in looking after me last year.
23. Excellent A/E Service (although had a very long wait!) Also had to wait over 2 hours for a 111 call-back
24. My husband used A&E which we could not fault - excellent service.
25. Very long waiting times in A&E, it would easier if GPs had an emergency clinic

Overall (*12 comments*)

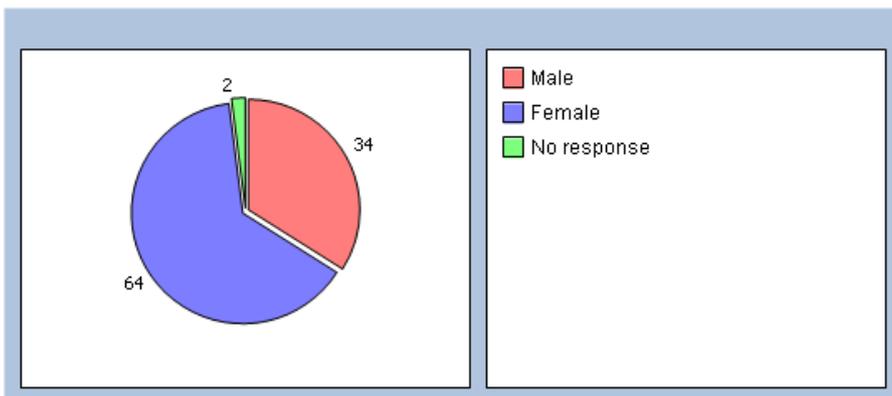
26. All excellent services.
27. All the above services are very good
28. All very good.
29. People abuse A and E. Things/problems they have had for days and could have spoken to pharmacists or 111.
30. Do not have any comments on any of the services above.
31. Found them very helpful.
32. Informative.
33. The 111 does not seem as effective as old Out of Hours service. Seems to be very long wait at A&E. GP Surgery good, but sometimes not enough appointments.
34. No, all good.
35. No, Thank you x
36. No. Thank you. All ok.
37. Years ago.

7 of the 44 total responses simply said "Not Applicable"; "None", "Not Used" or similar.

To help us analyse your answers, please tell us a few things about yourself:

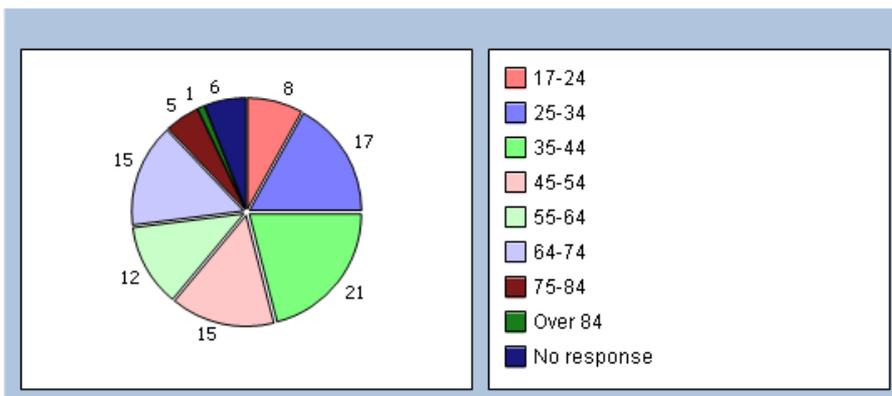
Are you male or female?

Male	34%
Female	64%
No response	2%



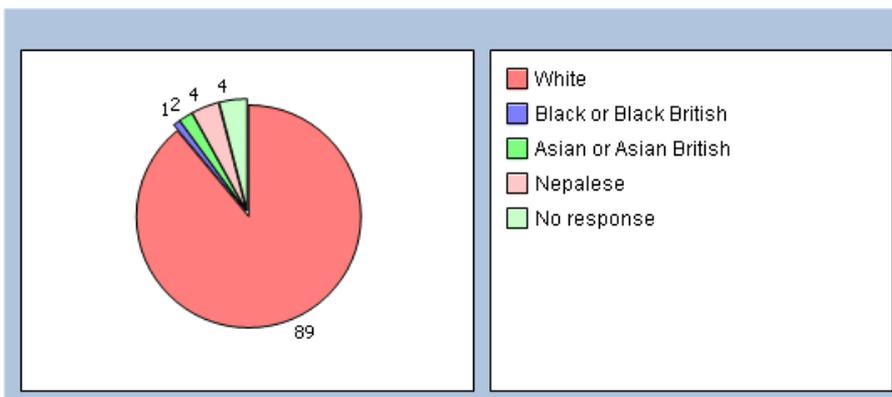
What age are you?

Under 16	0%
17-24	8%
25-34	17%
35-44	21%
45-54	15%
55-64	12%
64-74	15%
75-84	5%
Over 84	1%
No response	6%



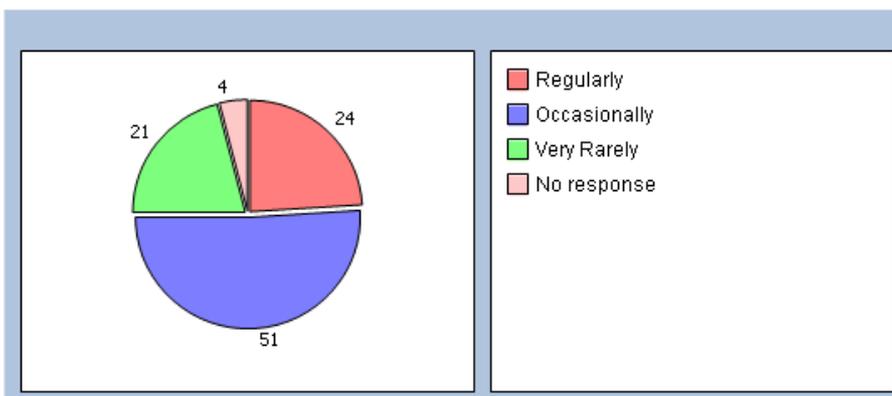
What is the ethnic background with which you most identify?

White	89%
Black or Black British	1%
Asian or Asian British	2%
Mixed	0%
Nepalese	4%
Chinese	0%
Other ethnic group	0%
No response	4%



How often to you come to the Practice?

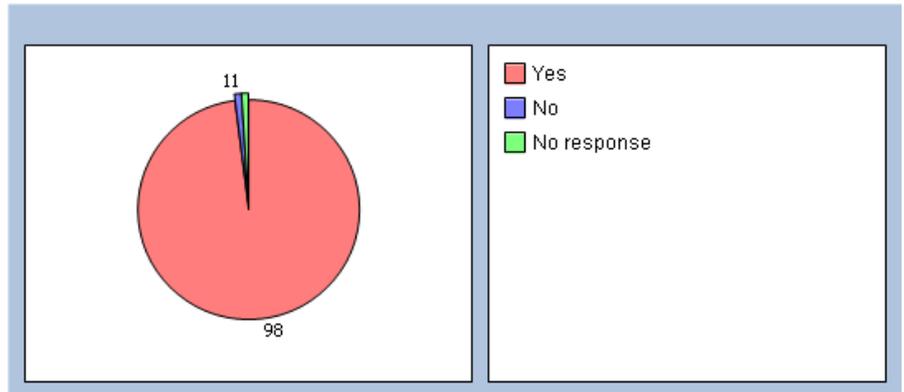
Regularly	24%
Occasionally	51%
Very Rarely	21%
No response	4%



Finally,

“Would you recommend the Service you receive at Giffard Drive Surgery to your Friends and Family ?”

Yes **98%**
 No **1%**
 No response **1%**



Please add any other comments you would like to make about your GP Practice:

The main feedback as to satisfaction with the service confirmed that the majority of patients were happy overall with the Practice’s service, with a total of 79 comments being made under the final comments questions, 75 of which were extremely positive, only one (1) of which were negative about a particular member of staff (not named), and two (2) commenting that the waiting time for an appointment is too long (both to make one and actually waiting to see the clinician) and one (1) stating they find it difficult to see their own GP and are booked in with other GPs.

Not all patients who completed the survey filled in the comments field(s).

Statistically this means that just under **95%** of our patients are **extremely happy** with the service they receive at Giffard Drive Surgery. This is the same percentage is in the 2012-13 Survey, which means we are maintaining the same high standards as in previous years.

1. All the staff are very friendly and very helpful. The Doctors are all very kind.
2. Always found all staff helpful and understanding.
3. Always helpful.
4. Always running late.
5. Best GP practice in the area.
6. Brilliant Doctors Surgery!!!
7. Brilliant surgery and good reception area, clean and Bright. Helpful receptionists.
8. Come regularly for blood test due to necessity of taking Warfarin.
9. Difficult to actually get appointments at short notice i.e. when you really are unwell and have tried all other self-medication. Have to call at 8 am on the day and keep on ringing as constantly engaged not sure what can be done.
10. Efficient, friendly practice.
11. Excellent service. Just one thing, a few of the receptionists need to be a bit more friendly. I appreciate that it’s a hard job and difficult situations but some can be quite rude. This related to one of my family members.
12. Excellent Surgery, can always get an appointment with 48 hours
13. Excellent surgery. Always very helpful and always been able to be seen when needed. Thank you.
14. Excellent! From reception staff to medical staff Giffard Drive is one of the best surgeries in the area. 10/10 Keep up the good work
15. Excellent. Receptionists are much more friendlier and polite then in the past.

16. Fantastic surgery, delightful reception staff, lovely doctors and nurses and I visit regularly due to having 2 small children.
17. Fine service, no problems.
18. First class
19. For a very busy surgery it is always run efficiently and with a caring compassionate manner.
20. Friendly, helpful family practice.
21. Giffard Drive have always provided a satisfactory service and all the doctors are helpful and easy to approach
22. Giffard Drive Surgery is one of the best in the Farnborough Area
23. Giffard Drive Surgery operates effectively, whilst short notice appointments can sometimes be difficult, by and large TRIAGE works well and staff are flexible to assist.
24. Happy with service.
25. I am very pleased with the GP.
26. I come to the surgery when I need to consult a doctor.
27. I find your appointment services one of the best. To be able to speak to, or a Doctor on a day of need is much appreciated. I always praise this surgery on this point when speaking to those with less services at their surgeries. Thank you.
28. I have always been impressed with the service I receive at Giffard Drive and have always had appointments for myself and family without any problems.
29. I have always found my GP welcoming and friendly, with a willingness to refer for better investigation if necessary.
30. I have been a patient here since 1972 and have always appreciated the professional and helpful way I have been looked after. The receptionist staff are efficient and kind.
31. I have been a patient here since I was born and have always felt a fantastic and efficient service has been given.
32. I have been very impressed with Giffard Drive surgery service since we moved. Massive improvement on previous GP - very happy! thanks.
33. I have never had problems booking an appointment at Giffard Drive.
34. I think the Practice is brilliant, they are always available when I need appointment or advice, especially for my daughter
35. It's the best 100%
36. I've always found it to be a great GP practice.
37. My Dr. is Dr Teo. He is by far the best doctor I've ever had.
38. No complaints at all.
39. No complaints. Good care given
40. No, all good.
41. Outstanding levels of service, Dr. Redman saved my life in September last year!
42. Parking can be hard.
43. Quite impressive and effective.
44. Quite impressive and helpful.
45. Staff and the doctors very helpful and caring.
46. Thank you for your good service!
47. Thank you, very pleased with the service Giffard Drive Surgery provided and the helpful staff.
48. The practice is excellent. Have been very good with me when I needed help.
49. The practice is very good and the doctors very knowledgeable. It's always clean and welcoming. Staff are friendly.
50. The receptionist is extremely rude and unhelpful in your time of need

51. The staff are always very friendly and helpful here. You are always greeted with a smile.
52. They are all friendly when you go into the practice.
53. Try not to come to the GP too often but always receive good service from reception in helping me with appointments.
54. V. Good. Thank you to all.
55. Very caring and friendly Surgery
56. Very difficult to be seen by my assigned GP, is almost someone else each visit.
57. Very friendly and helpful staff. My Dr, Dr. Warr is so good to me.
58. Very good practice. Cannot compare with others but suggest better than most.
59. Very good service and usually get an appointment when required.
60. Very Good.
61. Very good. Took years to find such a practice. From the reception through the Nurse to my GP.
62. Very happy with the Practice and it is fortunate to have some extremely good doctors. As a patient, it is very reassuring to know that all the doctors are very empathetic, as well as knowledgeable. In my experience, I have been treated as a whole person, rather than just a symptom or two, it is so important as a patient to feel that you are truly being listened to. I like very much that I can see my physiotherapist at the surgery - as someone who doesn't drive, it really helps that this service is easily accessible. I suppose the only real negative point that comes to mind is trying to schedule an appointment. While I may feel that a problem is not urgent enough to necessitate a same day appointment, it is very frustrating to find that my only other option may be a two week wait. I work for the NHS so I am acutely aware of all the stress on just about every resource, but, as a patient, it would be ideal to be able to schedule a suitable "non-urgent" appointment within a week or so.
63. Very happy with the practice.
64. Very Happy, I can pick up scripts from Morrisons.
65. Very helpful surgery, although that is dependent on the surgery staff.
66. Very pleased with the service. Helpful and always tries to be accommodating when trying to get an appointment. Doctors are lovely.
67. Very understanding, nice, very helpful.
68. We have been with the surgery for 48 years and have never had reason to complain. We consider that we are lucky to be part of the BEST SURGERY IN FARNBOROUGH!
69. Whenever I visit the Surgery I always come out completely satisfied
70. When it has been necessary to contact the surgery I have found the staff and doctors very helpful
71. A well organised Practice in my opinion.
72. Am very impressed with Giffard Drive and all its staff
73. I am a temporary patient at this surgery. But am pleased with the help and support the people here have offered and given me.
74. The service received to date has been excellent.
75. Very good + very helpful. Never been disappointed here by staff or service.
76. Very good Service
77. Very helpful Surgery, doctors and staff - Thank you
78. Very satisfactory.
79. Very useful and helpful at times.

Themes Identified and Conclusion

The main feedback as to satisfaction with the service confirmed that the majority of patients were happy overall with the Practice's service, with a total of 79 comments being made under the final comments questions, 75 of which were extremely positive, only one (1) of which were negative about a particular member of staff (not named), and two (2) commenting that the waiting time for an appointment is too long (both to make one and actually waiting to see the clinician) and one (1) stating they find it difficult to see their own GP and are booked in with other GPs. Not all patients who completed the survey filled in the comments field(s). Statistically this means that just under **95%** of our patients are **extremely happy** with the service they receive at Giffard Drive Surgery. This is the same percentage is in the 2012-13 Survey, which means we are maintaining the same high standards as in previous years.

On analysing the questions relating to:

- Knowing the Surgery's Opening Hours and Extended Opening Hours (Questions 1-3);
- Awareness of Pharmacy able to advice on simple medical problems (Question 4);
- Ordering Repeat Prescriptions (Questions 5-6);
- Awareness of useful NHS advice websites (Question 7);
- Awareness of 111 and Out of Hours Services (Question 8-9); and
- Have you ever used the A&E Service at Frimley Park Hospital (Question 10).

a number of observations were made, which required further discussion and evaluation. These are detailed under Step 4 below, including the agreed action plan, to be put into practice as soon as is viable.

We also analysed the opportunistic final question of the survey – asking for any comments patients wished to make about their GP Practice. As mentioned above, these comments were primarily very complimentary and showed the patients are happy with the service they receive from Giffard Drive Surgery; however the negative comments will also be evaluated and, if deemed necessary, additional staff training will be put in place to improve any perceived short-fall in the current service provision.

As a single line question, we also asked the Friends & Family Question, as advised by NHS England:

Would you recommend the Service you receive at Giffard Drive Surgery to your Friends and Family?

98% of all respondents answered this with a resounding YES; 1% said NO and 1% did not answer this question. This means that at least 98% of our patients feel that we provide an excellent service and would, indeed, recommend the Service they receive at Giffard Drive Surgery to their Friends and Family. We see this as a very positive endorsement of our work here at the Practice. Thank you to all our patients.

These six themes will be discussed under Step 4 and the agreements reached regarding changes and service development will be communicated to the PRG/PPG and the PCT as part of Step 5 of this project.

*CUF, Giffard Drive Surgery
March 2014*

Step 4

Provide the PRG with the opportunity to discuss the findings and reach agreement with the PRG on changes to services

4.1 - The method used for those discussions and the date that discussions took place

The discussion with the PRG/PPG at an ad hoc meeting held on 25 March 2014 highlighted general satisfaction with the broad data feedback, however, the Group felt they should wait until their next full general meeting to be held on 7 April 2014, in order to receive a full report and analysis, as they wanted to be able to think about it in more depth prior to their next full meeting in April 2014.

At the meeting on 25 March 2014, the Giffard Drive Patient Group received the full analysis (as detailed in the preceding pages), as well as notes of all the comments received in the free text question boxes.

Four main themes were identified from the evaluation and discussion that centred on Step 3 of this project:

- Awareness of the Surgery's Opening Hours and Extended Opening Hours (Questions 1-3)
- Awareness of Pharmacy able to advice on simple medical problems (Question 4)
- Ordering Repeat Prescriptions (Questions 5-6);
- Awareness of useful NHS advice websites (Question 7)

The other two themes of this Survey – assessing how aware patients are of the various NHS Services outside of their GP Surgery were identified And the results of these questions will be passed on to the CCG (North East Hants & Farnham Clinical Commissioning Group), to help in their analysis of patients' needs in future commissioning of health services in the area.

- Awareness of 111 and Out of Hours Services (Question 8-9); and
- Have you ever used the A&E Service at Frimley Park Hospital (Question 10).

We asked about Patients' awareness of the 111; Out of Hours and A&E Services provided when their GP Surgery is closed. Only 18% of patients were unaware of the relatively new 111 service; although a slightly higher figure – 21%, were unaware of the GP Out of Hours service (OOH), which means in the region of 80% of all our patients are aware of the other NHS services available to them when their GP Surgery is closed. This is a very positive finding. 78% of all respondents have used the Frimley Park A&E Service at some point.

All the comments and feedback we received about these three services will be fed back to the individual service as well as to our local CCG (North East Hants & Farnham Clinical Commissioning Group – NEH&F CCG), in order to help promote the scope and importance of the 111 and Out of Hours Services locally, as well as provide valuable market intelligence in the form of patient feedback about these three services. Together with the other 24 Practices in our CCG Giffard Drive Surgery has been asked to try and reduce unnecessary A&E attendance by encouraging patients to use their local GP Surgeries; as well as the 111 and OOH services. This is one of the reasons we and our Patient Group decided to base this year's survey around the general level of patient awareness and knowledge of current NHS services available to them.

4.2 & 4.3 - The suggested areas for change (if appropriate). The rationale for agreeing areas where a change is appropriate and/or not appropriate and the changes that have been agreed with the PRG (these two sections have been linked together as it is more efficient to identify the areas for change and state the agreements reached with each area accordingly).

In order to address the four themes identified via the Survey that are listed above, the following actions have been taken by Giffard Drive Surgery. Each point outlines the discussion held with the PPG/PRG and a rationale behind the changes that can or cannot be delivered. These include:

- Awareness of the Surgery's Opening Hours and Extended Opening Hours (Questions 1-3);
- Awareness of Pharmacy able to advice on simple medical problems (Question 4);
- Ordering Repeat Prescriptions (Questions 5-6);
- Awareness of useful NHS advice websites (Question 7)

A. Awareness of the Surgery's Opening Hours and Extended Opening Hours

74% of all respondents answered that they know the Opening times of the surgery, which means that 26% were unsure about the opening times of their local GP Surgery. We have agreed that we need to make sure ALL patients are aware of our opening times and to this end will ensure that larger posters advertising our opening times are hung in the waiting room and on the external doors. The relevant areas in the Practice brochure and Practice website will be redesigned to highlight our opening times and especially the times and dates of our extended hours opening (currently our extended hours are on alternate Saturdays and Thursday evenings).

B. Awareness of local Pharmacy Advice Service for simple Medical Problems

91% of patients answering the survey stated that they are aware that their local pharmacy can help advised on simple medical problems. Only 6% of respondents did not know this, and 1% were unsure. We will work together with our main local pharmacies to continue reinforce this important message; however following discussions with our Patient group, it was agreed that no particular programme needs to be introduced to promote this service, as it already appears to well known by our patients. .

C. Ordering Repeat Prescriptions**C.1 Online Repeat Prescription Ordering**

The Practice has operated an online repeat prescription ordering service for a number of years, and this was an opportunity to see how many patients are aware of this service, especially comparing the results to those of last year's survey, where a similar question has been asked. Unfortunately the numbers of patients stating they were aware of this service or already used this service has gone down (a total of 60% already using or aware of the service as compared to a total of 82% in last year's survey. A new poster/advertising campaign will be held within the Surgery over the next 12 months, both as posters in the waiting room; slides advising how to access this service on the rolling screen within the waiting room and by messages on the repeat prescription counter slips. Reception staff will be trained to explain the service to patients and encourage them to utilise this service, if at all possible.

C.2 Repeat Prescription Ordering via a Pharmacy

85% of our patients are aware that they can order their repeat prescriptions via their local pharmacy. This compares favourably with the 77% aware (or already using) this service as was established in last year's survey. This proves that the local Pharmacies remain very successful in making patients aware of this service and also in encouraging patients to use this service. Giffard Drive Surgery has a good relationship with our local pharmacies and we have a smooth-running system in place with the majority of these pharmacies where they drop off and pick up prescriptions on a daily basis. The pharmacies call us if there are any queries or issues relating to particular prescriptions or if a patient's requirements have changed.

As was reported in the 2012-2013 Report, the only issue we, and most other local GP Surgeries have, is that sometimes patients simply cross all prescriptions on their repeat slip and the pharmacy acts upon their instructions and orders ALL prescriptions ticked. This is often not necessary, and can lead to a wasteful stock-piling of medication in patients' homes. We stated that we would run another poster/advertising campaign, within the Surgery during 2013-14, both as posters in the waiting room; slides advising how to access this service on the rolling screen within the waiting room and by messages on the repeat prescription counter slips. This advised patients of the benefits of using the pharmacy services to order repeat prescriptions, but also advised them of ensuring that they order only medication they require in order to avoid waste. As the increased awareness of our patients shows, our campaign was successful.

D Awareness of useful NHS advice websites

D.1 Are you aware of the NHS Choices (www.nhs.uk) or NHS Direct websites (www.patient.co.uk) which can provide valuable information for patients?

56% of all respondents were aware of the NHS Choices website (www.nhs.uk) and a further 18% were aware of the Patient.co.uk (formerly NHS Direct) – www.patient.co.uk website – which are both very useful websites for providing simple and in-depth information on a variety of medical conditions and self-help solutions for aiding patients to look after their own health, as well as advise them when to seek the help of a doctor. The GPs of Giffard Drive Surgery regularly advise patients to look up information on these websites when explaining their medical diagnoses to their patients. We already include links to these two websites on our website, as well as national health news matters. We will ensure posters and slides advising how to access these websites are advertised on the rolling screen within the waiting room. The website addresses will also be included within the redesigned Practice Brochure.

4.4 – The areas of significant service change that will impact on the contractual arrangements and whether this change has been agreed with NHSH (if appropriate)

Although each of the four themes identified raised areas for further Practice development, none of the items raised currently impact on the Practice contractual arrangements. Neither NHS England nor the NEH&F CCG have been notified as there are no changes to the Practice which affect funding or contracts. Internal service redesign are the areas identified by the respondents and these will be addressed and communicated accordingly to all of our patients using the variety of media available to us.

*CUF, Giffard Drive Surgery
March 2014*

Step 5**Agree action plan with PRG and seek PRG agreement to make changes**

Although each of the four themes identified raised areas for further practice development, none of the items raised an impact on the Practice contractual arrangements. NHS Hampshire has, therefore, not been notified of any changes as detailed in Step 4 above, as there are no legal or contractual areas affected by the results of this survey at Giffard Drive Surgery.

No.	Problem Identified	Change Identified and/or Viability	Time Frame for change	Communications Plan
Raising Awareness of the Surgery's Opening Hours and Extended Opening Hours				
1.	Awareness of the Practice's Opening Hours needs to be raised amongst our patients	All patients to be asked at least once if they know their Surgery's Opening Hours. Reception Staff to remind patients of our current opening hours (08:30 – 18:30 Monday to Friday; with the phone lines open from 08:00 in the mornings).	On-going throughout 2013-2014	Info Page on Website; Slides on Info Screen in Waiting Room ; Noticeboard updates Included in letters & on repeat prescription slips
2.	Awareness of the Practice's Extended Opening Hours needs to be raised amongst our patients	All patients to be asked at least once if they know their Surgery's Extended Opening Hours. Reception Staff to remind patients of our current extended opening hours (08:30 – 12:30 alternate Saturday mornings and 18:30 – 19:15 alternate Thursday evenings).	On-going throughout 2013-2014	Info Page on Website; Slides on Info Screen in Waiting Room; Noticeboard updates Included in letters & on repeat prescription slips
Ordering Repeat Prescriptions				
1.	Ensure Patients are aware that they are able order repeat prescriptions online via our website	A revised advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.	Already in place (and has been for some years) On-going throughout 2013-2014	Info Page on Website; Slides on Info Screen in Waiting Room; Noticeboard updates Included in letters & on repeat prescription slips
2.	Ensure Patients are aware that they are able order repeat prescriptions via their pharmacy	A revised advertising campaign is to be set up within the Surgery to remind patients that this facility is available, and has been for a number of years.	Already in place (and has been for some years) On-going throughout 2013-2014	Info Page on Website; Slides on Info Screen in Waiting Room; Noticeboard updates Included in letters & on repeat prescription slips
Raise Awareness of useful NHS advice websites				
1.	Encourage use of NHS Choices Website www.nhs.uk	Patient Awareness of the availability and usefulness of specially commissioned websites for patient use and education is to be encouraged and promoted. GPs are keen to expand patients' awareness of these websites to improve health outcomes in the long-term.	On-going throughout 2013-2014	Info Page on Website; Slides on Info Screen in Waiting Room; Noticeboard updates Included in letters & on repeat prescription slips
2.	Encourage use of NHS Direct Website www.Patient.co.uk	Patient Awareness of the availability and usefulness of specially commissioned websites for patient use and education is to be encouraged and promoted. GPs are keen to expand patients' awareness of these websites to improve health outcomes in the long-term.	On-going throughout 2013-2014	Info Page on Website; Slides on Info Screen in Waiting Room; Noticeboard updates Included in letters & on repeat prescription slips

CUF, Giffard Drive Surgery
March 2014

Opening Hours & Extended Opening Hours

Giffard Drive Surgery advertises its Opening Hours widely; as follows:

- On the surgery website – www.giffardrivesurgery.co.uk
- On the NHS Choice website – www.nhs.uk and choose Giffard Drive Surgery in the “search” box
- In our Practice Brochure – **Giffard Drive Surgery Practice Brochure**
- Using posters on our Doors;
- in the Waiting Room and on our
- Electronic Notice Board (rolling information screen).

The opening times for Giffard Drive Surgery are as follows:

Normal Surgery Opening Times

Mondays – Fridays : 08:30 am – 18:30 pm

Extended Hours Opening Times

Alternate Saturdays : 08:30 – 12:30

Alternate Thursday evenings: 18:30 – 19:15

*Pre-booked appointments only
and for general enquiries; collecting prescriptions; and making appointments*

Surgery staff are available all day during our opening hours, and you can contact our duty doctor via our duty reception staff from 08:00 – 08:30 in the mornings via the Practice telephone by-line system (Option 1 when calling at this time). Our telephone by-line service is also available during the lunch-period 12:30 – 13:30.

Giffard Drive Surgery - Telephone By-Line Number 01252 541666

The Surgery is CLOSED on Sundays

When the Surgery is closed,
patients are advised to call **111** for non-urgent calls
and **999** for life-threatening emergencies.

Giffard Drive Surgery -  01252 541282