

Symonds Green Health Centre

Where Patients Come First!!



Welcome to the Autumn / Winter Newsletter 2019

Survey

Thank you to everyone who completed the GP's Patient's Survey on our practice which was carried out in July.

*Nearly 89% were satisfied or very satisfied with their experience of the GP Practice

*Nearly 11% used the extended access service locally in the last 12 months and nearly 54% were aware of it

*Nearly 73% of respondents were able to get a same day appointment

*More than 83% said they had a great deal or a lot of trust in the GP or Health Professional they saw or spoke to

*Some top themes about what people like include friendly staff, caring attitudes and flexibility in accessing appointments. Some themes about what people disliked include that it is sometimes hard to get an appointment, when people can make appointments and talking with receptionists about the reason for calling

You said!! We listened!!

At our Patient Participation Group meetings on 4th and 14th November lively discussions were held on the themes identified as part of the Patients Survey and the following were actioned as a result of this;

- ❖ Introduced more on-line appointments
- ❖ More on-line appointments are released on the day
- ❖ Promoting our extended access appointments on our website and in our surgery
- ❖ Promoting our continuity of care by aiming to remain a small practice that knows its patients by taking note of comments from the survey and those made in our suggestion box at the surgery
- ❖ To try to be as flexible as possible in trying to accommodate our patients individual health needs e.g. longer appointments for people with more complex needs

Brian Watkins

We would like to pay tribute to Brian Watkins who produced our Newsletter over the last few years and sadly passed away in June. Brian worked tirelessly for the Patient Group and really enjoyed preparing different articles for all the patients and staff to read.

On-Line Appointments

We are pleased to announce the increase in availability of on-line appointments for patients to access our clinicians at the surgery. There are 4 on-line appointments for Doctors from Monday to Thursday and 2 for the Nurse every Tuesday.

www.symondsgreenhealthcentre.co.uk

Flu!!

We are currently in the midst of our Flu campaign for this winter. If you haven't been vaccinated yet please contact the surgery and we will make every effort to fit you in as soon as possible.



On Saturday July 6th we held a Charity coffee and cake morning at the surgery. We raised **£60.18** for **Garden House Hospice** and **£25.76** for **Macmillan Nurses**. Many thanks to everyone who contributed and attended.

Earlier in the year we held 2 walking events around the local area. We also held an evening event discussing diabetes, mental health issues and addiction which was very well attended by patients and staff alike.

At **2pm on Friday 29th** November a representative from the Patient Group will be in the surgery to discuss any areas of the Patients Survey you may wish to bring up.