

Falkland PPG Newsletter



Autumn 2024

Welcome to the latest Patient Participation Group (PPG) newsletter, for Falkland Surgery

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Falkland On-line

Don't forget that the surgery has its own Facebook page where you can get up-to-date information as well as post your own comments

And there's also the website of course:

www.falklandsurgery.co.uk

Surgery Open Evening

The PPG AGM & open evening is on 18 Nov at 7.00pm in the surgery waiting room.

Dr Leigh Williams will talk to the meeting and be available to answer questions, as will the practice manager, Mark Betkowski. Tea & coffee is available and there will be a raffle too. If you are able to attend it would be helpful if you can e-mail us at: falklandppg@gmail.com just so that we can manage numbers.

The Digital World

It's impossible to ignore that almost everything in our lives has become more bound to the so called "Digital World". Whatever we do seems to be tied to the Internet: on-line banking, shopping, buying tickets for travel or entertainment, eating out.....it's all being done using our phones, tablets or computers.

Falkland Surgery and the NHS already provide a range of on-line services and around half of the 14,000 Falkland patients are using many of them. And so our intention is to work with those who would like to learn more by providing the knowledge, help and tools needed to obtain assistance in the most effective way - for the practice and for you.

What are we talking about? Well, any service that is available digitally, from describing the symptoms of a problem, requesting appointments to see a doctor or other healthcare specialist, to ordering repeat prescriptions.

How will we do this? Our plan has two main parts. Firstly we will be publishing articles on the 3 most commonly-used applications, **e-consult** which enables you to raise a concern with a Doctor, the **NHS App** which allows for a number of services including re-ordering of prescriptions, and the **Falkland website** which also offers a range of ser-

vices. These will give you a guide to the Application, and details of additional resources for help with any problems.

Part two of our plan will be providing face-to-face surgeries over the next few months to allow people to come and learn from experienced users to familiarise you with the Applications.

Watch this Space!

National GP Patient Survey

Patients at Falkland surgery find it easier to contact the GP practice than nationally, and feel they get a good service, but they are less likely to get a choice of who they see and when, according to the national GP Patient Survey that takes place every year.

Because, for each practice, it is a relatively small sample size, there is quite a large margin of error (roughly 11 percentage points above or below the given figure). However, some differences are big enough that we can be quite confident (95%) that there really is a difference between Falkland and the country as a whole.

Some of those questions where there was a clear difference were:

- More people find it easy to contact the GP Practice than nationally (71% as against 48%).
- More people than the national average thought the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment (96% as against 87%).
- More people than nationally knew what the next step would be after contacting their GP practice (92% as against 82%)
- More people than nationally felt their needs were met during their last general practice appointment (97% as against 90%)
- Fewer people get to see or speak to their preferred healthcare professional when they would like to than nationally (23% as against 40%).
- Fewer people than the national average were offered a choice of time or day when they last tried to make a general practice appointment (29% against 53%).
- Fewer people than the national average say they have had enough support from local services or organisations in the last 12 months to

help manage their long-term conditions or illnesses (53% as against 68%).

On other issues it was not possible to say for sure if Falkland was different from the national average. For instance,

- 45% said it was easy to get through on the phone (national: 50%);
- 80% find the reception and administrative team at this GP practice helpful (national: 83%);
- 68% describe their experience of contacting their GP practice as good (national: 67%); and,
- 97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment (national: 92%).

You can find much more information at <https://gp-patient.co.uk/>.

Wash Common Community Festival

The PPG had a stand at the Festival, which was held on the 28 Sept at the Cricket Ground, next to the Bowlers Arms. It was a lovely day, calm, dry and sunny - we ran a tombola and a children's game to attract visitors to our stand which were very successful and so we were kept very busy throughout the afternoon.

Many of the attendees were patients of the Surgery and we handed out quite a few of our leaflets, some visitors also stopped by to chat about their experiences at the Surgery. The games raised £118.20 for PPG funds, and we signed up a further 15 patients to receive our newsletters. A tiring but very successful day in raising awareness of the PPG

Can you help the surgery improve?

Every GP surgery must have a Patient Participation Group, (PPG) Our main role is to provide feedback from patients to the practice to help them improve. This is essential to ensure the right things are being done in the right way, for the right people, to make everyone's lives better and easier. We are always looking for people to get involved with the PPG to help us do more. We have a committee of 10 people that meet every other month, but if that is not your thing, there are lots of other ways you can get involved - manning stands, helping at flu clinics, or going out and listening to patient views.

If you would like to get involved with the PPG, why not email falklandppg@gmail.com.