



HEALTH MATTERS

PATIENT PARTICIPATION GROUP PATIENT SURVEY, 2020-21 REPORT SUMMARY

Firstly, a big thank you to the 205 patients who responded to our survey this year. Covid restrictions made surveying our patients this year very challenging; footfall through the surgery was very much less than previous years and we appreciate that not all registered patients have access to the internet.

However, we thought it important to keep going with our Annual survey in some form as so that we can continue to get detailed feedback on our services - ie what is going well and suggestions for improvements. We hope the brief digest of the Survey's findings below will be of interest

We are very happy with the results of this survey in which 97% of respondents said they would recommend Northlands to friends and family.

The main highlights of the survey were:

- ♦ patients feel safe when they come to the surgery and appreciated the efforts made to run Covid-safe flu and Covid vaccination clinics

(continued overleaf)

**97% of respondents would recommend
Northlands to friends and family**

Thank You to All Our Patients

North Street
Calne
Wiltshire SN11 0HH
Tel: 01249 812141
www.northlands-surgery.co.uk

Covid Working: in line with NHSE guidelines, we are not currently offering evening appointments. Patients should only attend the surgery if they have an appointment and are kindly requested to wear a face covering (unless exempt) and follow our one-way system through the surgery. Thank you for your help with this.

Opening Times:

Visit the Surgery Monday - Friday:
8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.

Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

2.00pm - 6.00pm

Out of Hours Service: I I I

Our Doctors:

Dr R Leach MA BM BCh MRCP DR COG

Dr E Tully MB BCh BAO DFRSH MRCP

Dr N Ware MB BS BSc DR COG MRCP

Dr J Dalton BM MRCP DFRSH DCH

Dr N Abel BM BS MRCP

Dr E Simons MB ChB DFFP

Dr T Chambers BSc MBChB DR COG MRCP

Dr L Beynon BM DCH DR COG DFFP MRCP

Dr T Liva MD DFRSH DR COG MRCP

Trainee: Dr C Downing MbChB

Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake

Nurse Practitioner Emily Davies

Our Practice Pharmacists:

Stephen Inns MRPharmS; Abdullah Suleiman

MPharm; Katy Griffin

Our Mental Health Practitioner:

Esther Slee-Swanson

Our Care-Coordinator:

Steph Coulson

Our Community Connector:

Liz Denbury

Our First Contact Physios:

Tom Hirst

George Snelling

- ♦ patients are very happy with the care they receive from Northlands with staff rated highly in terms of being understanding, caring, helpful and welcoming. Additionally the vast majority of respondents reported that they were given sufficient time and felt involved with their care.
- ♦ the new telephone service has made getting through to the surgery much easier but there are still some issues to resolve. As an alternative to the phone, much can be done via System Online if you are registered for the service; eg view your record, obtain test results, complete questionnaires and order repeat prescriptions. If you do need to phone, please consider calling at off peak times where possible. The recorded message from Dr Ware guides you clearly through various options. Firstly, always call 999 in a real emergency. If you require assistance out of surgery hours, please use the 111 service which is free from landlines and mobiles. For new conditions you will be directed to the DoctorLink App if you have internet access. DoctorLink is a national triage system used by lots of surgeries in order to assist in directing you to appropriate care. It can be used 24/7
- ♦ patient services: our Practice team is expanding all the time and we will be highlighting the role of our Mental Health Practitioner, First Contact Physios and new PCN Pharmacy Team in future Newsletters. Services are slowly returning to normal and patients are encouraged to book smears and health check appointments as usual
- ♦ premises: we will review access for bariatric wheelchairs and the provision of bariatric seating. The surgery has recently taken delivery of two bariatric chairs which were kindly donated by Calne Lions. This means all our Treatment Rooms are equipped with bariatric seating

Our PPG will continue to work with the Practice Management to address any concerns raised in the survey and to make suggestions for changes and improvements. We will report back in future Newsletters. In the meantime, thank you for all the lovely comments which have been a great morale booster to staff during this long and difficult past year.

We are very grateful for the fantastic support we get from our patients (and could not have run the Covid vaccination clinics without our marvellous band of volunteers.)

Alison Ingham, Practice Manager