

# Lea Surgery

## Local Patient Participation Report 2011-2012

The Lea Surgery patient participation group consists of 7 members. 4 out of the 7 are over 65. 3 are from ethnic minorities and 4 are caucasian. 1 patient suffers from disabilities and 1 patient suffers from a learning disability.

We have put a link on our website inviting our patients to participate in the patient participation group. We have also tried to actively recruit patients to ensure that the patients are representative of a variety of categories as described above.

We had a discussion in a group meeting and it was decided that the practice would do a general patient survey.

The practice conducted this survey using the GPAQ questionnaire. This questionnaire was given to 157 patients and the results were then analysed.

We held another patient participation group meeting on the 23/01/2012 where we discussed the results of the patient survey report. All the members were given a copy of the patient survey summary form.

We looked at the handling of the incoming telephone enquiries by various team members.

We submit the practice patient survey summary result as statistical evidence.

We aim to reconfigure the telephone system so that the front desk receptionist is not the first person to answer the telephone enquiries. This is to ensure that the front desk receptionist can concentrate on patients attending the surgery.

We have tried to improve the distribution of the workload in the reception and admin area so that the receptionist can concentrate on the patients attending the reception desk or on the telephone.

Opening hours of the practice where you can come in to meet us or telephone to book an appointment are:  
Monday, Tuesday, Wednesday, Thursday and Friday from 08.00-20.00pm  
Saturday 09.00-17.00 and Sunday 10.00-17.00

Clinical surgery hours are:  
Monday, Tuesday, Wednesday, Thursday and Friday 08.00-12.30 & 12.30-19.30  
Saturday 09.00-12.30 & 14.30-17.00  
Sunday 10.00-12.30 & 14.30-17.00