

Lea Surgery

Local Patient Participation Report 2012-2013

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 held a patient participation group meeting on the 08/08/2012 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 325 patients and the results were then analysed.

We held a follow-up patient participation group meeting on the 17/10/2012 where we discussed the results of the patient survey report. All the members were given a copy of the patient survey summary form.

We discussed the new reconfiguration of the telephone system and it was agreed that the patients found the new system more efficient and effective.

Our patients are happy with the opening and closing hours. Waiting times are fair to good on consultations. The ability to phone through to reception has been addressed with all the staff, and agreed that phone calls must be given priority. The phone is the most popular way to contact the surgery at present.

Our patients are happy with the practice website and the way it is presented. We are constantly updating our site, with helpful information for our patients to access.

It was agreed that our patients overall were quite happy with the results of the patient survey.

Opening hours of the practice where you can come in to meet us or telephone to book and 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