

Patient Participation Group Feedback

Introduction

This document summarises the feedback gathered from two patient engagement sessions conducted by the Patient Participation Group (PPG) at Moatfield Surgery. Patients attending nurse-led and phlebotomy clinics were invited to share their experiences and suggestions for improvement. The findings have been categorised into key themes, and actionable recommendations have been outlined to guide practice improvements.

Summary of Core Themes

1. Positive Feedback

The majority of patients spoke highly of the services provided by Moatfield Surgery, with particular praise for staff professionalism and the cleanliness of the facilities.

Patient Comments:

- “Top-notch service”
- “Would rate them 10/10”
- “Amazing staff – all so helpful”
- “Can’t fault the service they give”
- “The place is spotless – and that’s very hard to maintain” (Comment from a retired QVH domestic)

Additional Feedback:

- Excellent support for elderly parents and highly praised nurse-led clinics.
- Positive feedback on children’s appointment availability.

2. Communication and Appointment Clarity

Patients expressed a need for improved communication regarding appointment types and availability.

Key Points:

- Clearer communication about whether appointments are telephone-based or face-to-face.
- Frustration over long wait times for doctor appointments.
- Desire for better coordination of follow-up care and repeat medication requests.
- Many patients preferred the opportunity to see their “own” family doctor.

3. Perception of Practice Activity

Patients noted that waiting areas appeared quiet post-COVID, which led to a perception that the practice was less busy, despite being informed otherwise.

4. Accessibility and Signage

Observations highlighted the need for improved signage and navigation within the practice.

Key Points:

- Signage for waiting areas should be more visible with higher contrast.
- Clearer labelling of information leaflet racks.
- Better guidance for navigating the Courtyard waiting room.

5. Technology and Communication Improvements

Patients suggested leveraging technology to improve communication and information dissemination.

Key Points:

- Ability to email doctors and share photos to avoid unnecessary appointments.
- Ensure information screens are functional and display up-to-date practice information.
- Use screens to display which doctors are holding surgery that session.

6. Prescription and Medication Coordination

Some patients faced challenges with prescription requests and medication management.

Key Points:

- Delays in processing physical prescription requests.
- Difficulty coordinating repeat medications and blood tests, leading to patients running out of medications.

7. Car Parking

Occasional difficulties with car parking during busy times were noted.

8. Support for Vulnerable Patients

A specific case highlighted the need for better support for elderly carers.

Example:

- An 89-year-old carer for her 92-year-old husband with dementia expressed feeling overwhelmed despite having a hospice volunteer.
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