

NORVIC FAMILY PRACTICE

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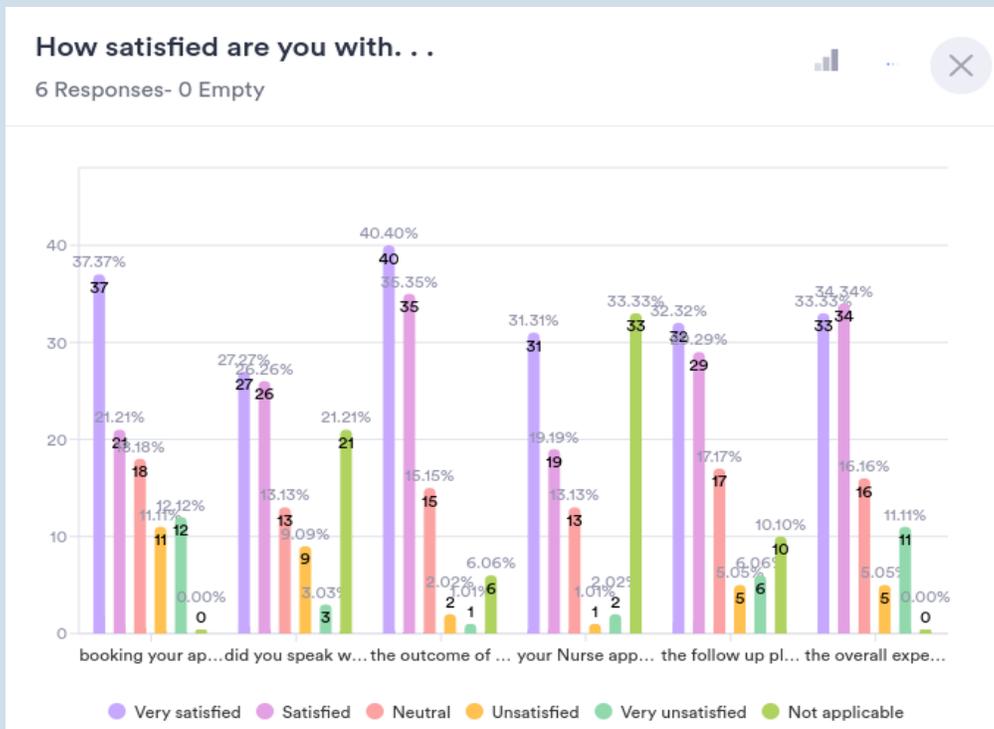
WHAT NOW

Thanks to those who took the time to respond to the PPG Patient survey. To those who were unable we appreciate you may have been busy and we look forward to your input for future surveys. Results are published in this newsletter.

PATIENT PARTICIPATION GROUP SURVEY

The PPG sent out 553 (361 females and 192 males) survey requests to patients following appointments at the surgery for a 4-week period over April and May 2021. There were 99 completed responses; 72 females and 27 males.

Most surveys sent to patients between ages of 40-59 (216), this group also provided 43 responses received (19%). 20 of the over 60s responded of the 139 requests sent (14%). Surveys could not be sent to patients without mobile numbers registered with the practice.



The chart represents the satisfaction responses. The first bar from the left showing responses regarding booking appointments; 58% being either very satisfied or satisfied, while 42% were either neutral, unsatisfied or very unsatisfied.

Those who encountered a doctor expressed 75% very satisfied/satisfied experience with the consultation. 50% very satisfied/satisfied with the Nurse and 61% were very

satisfied/satisfied with the follow plan following their appointments. For the overall experience, 67% expressed very satisfied/satisfied. There was also opportunity for comments from the groups who expressed dissatisfaction of any degree and we highlight the common themes below.

Themes

1. Access to the surgery by phone and online to book appointments.
2. Communication with staff.

3. Information and signage at Victoria health centre.

What are we doing?

1. We are delivering approximately 850 patient appointments weekly between doctors, nurses and Healthcare assistants.
2. Telephone access now provides a call waiting system, more patients are getting through to us, however we are working on improving on this with more call handlers.
3. Introduced online appointment bookings to reduce pressure on telephones for those who are digitally excluded.
4. Laminated sign with a mobile number to text when patients arrive Victoria health centre for face to face appointments.
5. Online triage coming soon.



What can our patients do to support us?

1. All contact with the Surgery does not require an appointment with a doctor, the reception can help sign-post you to the required staff.
2. We encourage use of other means of communication; online booking, email, online triage (Pilot in June 2021). Don't rely on telephones alone.
3. Our staff are committed to your care and work extremely hard to deliver a good service, please be kind to them.
4. Keep your telephone numbers and email address up to date.
5. If an appointment is no longer required, please cancel as someone else could benefit from the opportunity.

“We are committed to listening, informing, evolving, educating and adapting in challenging times.” Norvic Family Practice.

OPEN

NHS

To protect you from coronavirus, your GP practice will try to help you remotely and then see you face-to-face if needed.



Follow the advice at [nhs.uk](https://www.nhs.uk). · Contact your GP practice online or by phone to be assessed and receive help. If a face-to-face appointment is clinically necessary, this will be arranged. Measures will be in place to minimise the risk of coronavirus. #HelpUsHelpYou



5 steps to mental wellbeing

1. Connect with other people.
2. Be physically active
3. Learn new skills
4. Give to others
5. Pay attention to the present moment

[Read more](#)

The **Norvic Patient Participation Group** is actively seeking members. Meetings are held virtually on Zoom, so you can make a huge difference to the local healthcare delivery from the comfort of your home.

Email your interest to Norvicppg@gmail.com.

Want more information? [Check here](#)



Healthwatch Sandwell has an invaluable resource for patients and healthcare staff. [Please read reports](#)

[Using digital technology in Primary Care Services](#) comes highly recommended as it highlights challenges experienced in the local area and how patients and primary care providers are working towards bridging the gaps in health inequalities and difficulties accessing technology. Summary of this is available in PDF format on the [PPG page of the Norvic Family Practice website](#).

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