

**Kings Lane Medical Practice - Patient Participation Group
Patient Engagement 23rd October 2014**

Members of our PPG talked to patients in the waiting room on 23.10.14, with regards to being part of our virtual PPG. We also took this opportunity to ask some questions of patients with regards to their experiences at the practice

		11 Responses received	
		Response	Percentage
Q1	How often do you attend surgery?		
	Weekly	0	0
	Monthly	4	36
	Every few months	4	36
	Occasionally	2	18
	Other	1	10
Q2	Are you happy with the patient experiences your receive at this practice?	Response	Percentage
	Yes	10	90
	NO	1	10
	<u>Comments</u>		
	Would prefer to see a doctor I have seen before, but generally happy.		
	Wonderful.		
	Always.		
	No clock on the wall - perhaps reception could let patients know if running late.		
	Not really - remember the old days! How can you have a nominated doctor when all of them are part time		
	Very happy with every aspect of care.		
	Would like to see a doctor of my choice.		
	Some concern about seeing doctor of choice.		
	Waiting time is a concern. Missing walk-in centre not acceptable to have to wait long hours at hospital when surgery is open.		
Q3	Have you seen our new updated website?	Response	Percentage
	Yes	3	27
	No	6	55
	No Answer	2	18

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Q4	Do you have access to a computer and the internet?	Response	Percentage
	Yes	6	55
	No	3	27
	No answer	2	18

General Comments

Time Keeping.

Mostly happy but needs more information about husband's condition PSP and information about support groups.

Would quite like to attend meetings.

Feel confident in the surgery both myself and my wife.

Good that you text message re: appointments.

Too many part-timers - perhaps not enough commitment from individual GP's who only work 1-3 days.

Would like walk-in centre back - appointments not adequate

Missing walk-in centre very much. OK on the whole, practice much better than used to be. Receptionist are great.

Would like to see a doctor without things being assessed.

7 out of the 11 responses (64%) have given their consent for us to e-mail them with information relating to Patient Participation (PPG)