

WILLINGHAM & LONGSTANTON SURGERIES

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Patient Survey Report 2014 We looked at the results of our recent Patient Survey at our monthly practice team meeting in February. Questionnaires were handed out to patients attending for a doctor consultation at Willingham and Longstanton surgeries during November 2014. The results were analysed and collated and comparisons made with the results from the NHS England postal survey. 28 individual comments from patients were listed. We were pleased to note that the Practice scored above the national GP Patient Survey benchmarks in all the core questions and by a considerable margin in most cases and the feedback from patients was very positive. A few patients asked for longer opening hours. A copy of the Report is available in reception at both surgeries.



Patient Participation Group Our Patient Group met on Thursday 26th February. We looked at the results of the recent 2014 Patient Survey and the group members were very satisfied with the findings. We also looked at the Friends and Family Test questionnaires for December, January and February to date. All responses said that they would recommend the practice to friends and family apart from one who was neither likely nor unlikely to and one don't know. The free text box produced some very positive comments with some suggestions which we have discussed and where possible actioned. The FFT results are also available in reception for you to read.

The provisional date for the next Patient Group meeting is Thursday 21st May 2-4pm. We welcome new members and in particular would like to encourage some younger members and young mums to come along to the group or join our email list. The Patient Group new email address is now live: ppgwillingham@outlook.com Emails are read and responded to by the Chair or Secretary.



Text reminders for appointments If you would like to receive a text reminder the day before your appointment at the surgery please make sure we have your up-to-date mobile phone number. We will need your consent to send you a text reminder. Our system will also let you know if you have missed an appointment. Don't forget you can register to book and cancel appointments on line. Ring reception for details.



Pharmacy News Would you like to know more about your medication and how it works for you? Neil our pharmacist can offer a free Medicines Use Review which takes about 15 minutes. Please ask in pharmacy for details.



On line repeat prescription ordering If you would like to register for this service please ring Dispensary on 01954 260073 for more details of how this can help you and the dispensary staff.



Carers Support Meeting The next meetings are on Wed 8th April and Wed 6th May 2.00-4.30pm at Willingham Surgery. Come along for a friendly chat and learn about what support is available to you. Ring Karen at the surgery for details.



Hearing Help Service (formerly CAMTAD) Next dates Wed 15th April and Wed 20th May.



Acknowledgements Our thanks go to friends and family who made donations to our Surgery Equipment Fund in memory of Joseph Little. We are now able to order a new Doppler machine and attachments to replace an older model. This is used to monitor circulation in the legs and also to monitor the baby's heart during pregnancy.