



## **TAMAR VALLEY HEALTH CENTRES PATIENT SURVEY 2014**

The tvhPPG contributed to the March 2014 annual patient survey conducted by the GP Practice operated from the Callington and Gunnislake Health Centres and also carried out a more limited survey of its own in November 2013. Several hundred patients answered the questions and many made individual comments about the quality of service provided by the Practice. Full details of the survey results and the Practice's responses are available on the Practice web-site at [www.call-gunn.org.uk](http://www.call-gunn.org.uk), but some major themes from the results are given in this brief summary.

### **KEY ISSUES FROM THE 2014 PATIENT SURVEYS**

#### **THE CLINICAL CARE PROVIDED BY THE PRACTICE**

The Practice has had a very high satisfaction rate in recent surveys. In 2014 approximately 80% of respondents considered that their clinical problems had been fully or mainly dealt with by the practice, but this very good ratio was a little lower than in 2013, with the slippage concentrated on the Callington Health Centre. The Practice reports that it has been struggling with a continuing problem with the recruitment of GPs (at one stage last year there was a shortfall of 2.5 full-time equivalent doctors with a particularly tight situation at Callington). This recruitment problem is causing concern at both national and regional level, but the Practice expects to be up to strength from April this year and this should help matters.

#### **APPOINTMENTS**

Over three quarters of patients reported that they could get the appointments they wanted, but nearly a third felt that the time they had to wait to get it was unacceptable. Here again, there were fewer complaints from Gunnislake than from Callington.

#### **RECEPTION ISSUES**

95% of respondents found receptionists to be helpful or reasonable, but behind this very satisfactory rate were a series of issues relating to the appointment making and receptionist service such as confidentiality of the surroundings and defensive attitudes. Receptionists are a buffer between patient and GP and are likely to be under pressure in current circumstances. The Practice plans to do more customer service training this year to see if this helps, but a more general review of this service could be desirable.

#### **PHARMACY SERVICES and the ANNUAL MEDICATION REVIEW PROCESS**

There have been some adverse comments about the way these reviews have been conducted, with a few patients preferring to be seen by a GP than by a pharmacist. The process may need to be better explained to patients who may not understand that the medication review is not intended to be a full medical check-up. Rather, it focuses on how well the medication is working and pharmacists are experts in this area.

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**PARKING**

A continuing problem with no obvious solution without the relocation of the Centres, but there is hope that the Council car park in Gunnislake could become more user friendly if ownership were transferred to the Town council.

**Don King**, Chairman of TVHPPG

**THE PRACTICE RESPONSE**

We are enormously grateful for the help and advice of the PPG and hope that many more patients will become actively involved.

It has been a very difficult period over the last few years with a number of GP retirements and other changes which have coincided with a national recruitment crisis. In addition, the practice has been struggling with computer problems which have been crippling at times and which are only now (April 2014) being resolved by the NHS providing a long-overdue upgrade to our NHS broadband (we cannot use commercial broadband for confidentiality reasons).

We are hoping that the improvements in doctor numbers - Drs Lindsay, Belam, Wisely and Rainsbury have joined us in recent months – will ease the pressures on appointments and look forward to a very health and happy 2014 for patients and practice team alike.