

February 2016 newsletter from Park View Health Partnership

Patient survey results

The latest patient survey carried out by Ipsos MORI compares our practice data with that of Horsham and Mid-Sussex Clinical Commissioning Group. The results reflect information gathered by postal returns in quarters 1 and 3 of 2015. 5785 questionnaires were sent out to Horsham and Mid-Sussex practices, 246 of which related to Park View Health Partnership. 123 responses for Park View Health Partnership were received and used in the following statistics.

Overall, Park View Health Partnership patients rated the experience of this practice at 89%, above the national average and the Clinical Commissioning Group average. 85% of patients find it easy to get through on the phone, and 90% say that they find our receptionists are helpful. Patients seem to be well aware that they can book appointments and order repeat prescriptions online and many of you do so. These figures are well above the Clinical Commissioning Group and national averages, showing what a technologically aware group our patients are. However, Park View Health Partnership patients are not so well informed about being able to access medical records online, again similar to Clinical Commissioning Group and national averages. Large numbers of patients don't use the online services that Park View Health Partnership offers.

Eighty per cent of patients feel that they were able to get an appointment to see or speak to a GP or nurse when they wanted to. This is below the Clinical Commissioning Group and national average and reflects the lack of appointments available because of the lack of nurses and GPs for which we have been trying to recruit. However, the appointments you did make were convenient – 95% of patients had a suitable appointment - above both the Clinical Commissioning Group and national average. Your experience of making an appointment was good and again above average. Patients surveyed seemed very happy with the practice opening hours, well above the Clinical Commissioning Group average.

Fifty per cent of patients felt they didn't normally have to wait too long to be seen. We feel that this may be a reflection of the sometimes long waits at the daily one urgent problem 'sit and wait' clinic. This 11am clinic sees all patients who book into the clinic, and the clinicians see patients in order of need. At appointments 95% of you had confidence and trust in the GP you saw or spoke to. However, only 75% of patients had trust in the nurse that you saw. This was quite a shock to the Park View Health Partnership team as we pride ourselves on our high quality nurses. If you are able to give any feedback on this, please contact the [Practice Manager](#).

The practice inspection

The Care Quality Commission advised us that Park View Health Partnership would be inspected on Tuesday 12 January 2016. This is a full day's inspection and one of many that are currently being carried out in the area. Patients were asked to complete confidential feedback cards in the week leading up to the inspection, and our thanks for taking the time to do this if you did so. You may have also been contacted to represent the patient group during the inspection day.

However, because of the junior doctors' strike on that day, the inspection was postponed and has not been rebooked as yet. We are unsure whether further feedback will be required from patients. If you would like to give your views about the practice to inspectors as a patient representative, please do contact the [Practice Manager](#) or the practice and we will advise you of the date of the planned visit. Inspectors will also speak to patients in the waiting area to gather feedback.

Patient registration

You may be aware that we have not been registering patients for six months because of appointment capacity issues and our list has been closed. Although we have still not been able to appoint a nurse, we do have a new GP joining us in May 2016. We have opened our registration list again, but patients are asked to remember to cancel appointments in good time if not required. Unfortunately, at the time of writing, our nursing team is short staffed because of illness and this will have an impact too over the next few weeks.

We wish a somewhat belated happy new year to all our patients and readers, and hope that 2016 has started healthily for you. Some of the staff at Park View Health Partnership are counting their steps; competing with each other and comparing their results with those who have been 'stepping out' for over a year now. The aim is to take 10,000 steps a day and we always have our pedometers on us. We are fortunate to have such a large building to walk round!