

Results of patient survey 2013

Many thanks to the 172 people who responded to our two-week long survey recently.

The questions posed were: "Would you recommend this surgery to your friends or family?" and "If not, what could we do differently that would change your mind?"

Altogether, 172 people completed the survey over a two week period. 134 responses were at Polegate and 68 at Hampden Park, roughly a 60/40 split, which is about the same as the split in the practice population between the two sites.

171 people would recommend the practice to friends or family. Two positive comments were received in that number: "Absolutely! Best surgery around." and "Nothing" You are great!"

1 person at the Polegate end of the practice would not recommend us. The comments included with that response were: "Nurses to do bandages etc. Car park needs sorting!"

I am not sure what needs to happen to the car park. The surface was replaced relatively recently by the land owner (we rent the premises). I imagine this reflects the fact that the car park is often full whilst the surgery is empty. I am unsure what we can do about that. Any suggestions appreciated!

As for the nurses doing dressings, we made a business decision a couple of years ago not to undertake this work when the District Nurse wound care clinics were decommissioned at short notice. We are relatively light on nursing hours compared to many practices and we were concerned that we could not provide the service in a safe and robust fashion should we have a sudden absence of nursing appointments (staff sickness for example). Generally speaking, there is nothing that our nurses do which we could not do ourselves if necessary. Wound care and leg ulcers are something we could NOT pick up though. Additionally, the resources on offer were inadequate to recruit extra nursing staff without running at a significant risk of financial loss. The CCG have commissioned Downland's surgery to provide this service for our patients and this arrangement seems to work well.

Thank you again to all those who took part. If you would like to get involved with our patient group, which we run via a google group, please ask the reception staff for details. If you decide to get involved, I will send you an invite by email.

Dr Russell Brown