

**DIRECT ENHANCED SERVICE FOR PATIENT PARTICIPATION IN
PRIMARY CARE
YEAR END REPORT 2011-12**



WESTERN ELMS PATIENT GROUP

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EXECUTIVE SUMMARY

In 2011 an enhanced service was commissioned by the PCT to ensure that Surgeries involved patients by empowering them to make decisions about their care and the quality of services provided to them by the NHS.

Some surgeries were tasked with setting up a Patient Participation Scheme; however Western Elms Surgery was lucky in the respect that a group of volunteers had already been involved with the surgery for a number of years. They had assisted the surgery in implementing new services and raised monies for equipment to be bought for the improvement of patient care. Our main aim was to ensure that they were representative of the practice population and that is where our campaign started.

Once we had grown the group they embarked on their first patient survey. The survey was drawn up by the committee and they were responsible for getting as many responses as possible to ensure that patients understood their feedback would be listened to and they would be encouraged to share in decisions about the future.

This report outlines the path that was taken and the outcomes that the Patient Group will be concentrating on initially. It sets out how we will focus on continuously improving those things that really matter to patients.

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1. INTRODUCTION

The PCT commissioned an enhanced service in 2011 to ensure that patients were involved in decisions made for them regarding the quality of services that were provided. It was to ensure that patients were involved routinely in any changes to the services provided and to promote the proactive engagement of patients through the use of Patient Groups and surveys.

Western Elms Surgery is proud to say that they have had a Patient Group affiliated to the surgery since 2008. They have worked extremely hard over the years in trying to help improve services and by representing the views of the patients when decisions have had to be made. They have raised funds to purchase items that would further enhance the patient experience and have assisted in campaigns, such as the flu clinics, to assist patients who need support. The Group also arranges open evenings for patients to attend and meet with specialists in particular areas; to date we have had the pleasure of listening to Consultants in Diabetes, Rheumatology and Cardiology.

The key point of the enhanced service was to ensure that the patient group was representative of the patient population within the surgery. It was also necessary to formalise the existing group so that they could be even more independent than they currently were. Everyone involved has worked tirelessly in recruiting new members and recently officers were voted on to the committee. From the search for new members it very quickly became apparent that not everyone was happy or able to attend meetings but would happily give an opinion or receive information via the internet and email. They have become our virtual group.

For our first survey, the New Patient Group met to discuss ideas and about how things could be improved at the surgery. Prior to this it was a requirement that the Surgery participated in a nationally approved patient survey however as it was not surgery specific it was not always relevant. The Surgery wanted to use this survey opportunity to answer some very specific questions around appointments. The Patient Group wanted to ascertain how communication could be improved for everyone. This was an even higher priority since the campaign to grow the Patient Group had hit many obstacles. Many discussions ensued and the Survey detailed in this report was agreed by all concerned.

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2. METHOD

The campaign to enlist more members to the Patient Group began in May 2011.

May 2011	The Practice joined the National Association of Patient Participation Groups (NAPP) to assist in best practice. They provided literature, ideas and conferences to assist in the implementation of new PPGs
10 th May – 15 th June	Posters were put up in the waiting room trying to raise interest from potential members. 'A' frame displayed in entrance Appendix 2
1 st June – 15 th June	Posters were revised and also Posters put up in Polish Appendix 1. Flyers were put in GP surgeries to target patients with particular health needs.
13 th June	'Blogging' started on the website to try and attract members via this channel
15 th June – 1 st July	New virtual member poster in the waiting room. Flyers made available in the waiting room. Appendix 4
Sept – Oct 2011	Flu clinics started – PPG members attended and avidly recruited members both for virtual and actual PPG members. Appendix 3

We are proud to introduce our new Patient Group...



The Western Elms Patient Participation Group now consists of 3 appointed officers, 9 lay members and 297 virtual friends. Members who were previously on the committee but due to circumstances were unable to commit currently are encouraged to come to the meetings. They are held every six weeks.

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Following the recruitment of our new group The Patient Survey became a regular item on the Agenda.

Firstly, there were discussions in the PPG meetings surrounding which topics people might like to look at. The Surgery had some clear ideas about what information they would like to look into. The Surgeries priority was to look at the appointment system and to understand the perception of patients and in turn their priorities with regard to the type of appointments available.

As discussed in the introduction the whole recruitment procedure had highlighted areas of need within communication. Whilst email addresses and contact details are available to the surgery, prior to this there were confidentiality issues with regard to using them. Only those that had enlisted to be virtual members by giving the PPG their details were able to be contacted.

Three different questionnaires were drawn up. One was in the form of the old style GPAQ which was carried out annually. This is a long questionnaire and historically didn't get specific answers. The second had specific questions, was a lot briefer but still made it possible to identify areas of weakness. The third was three questions. Everyone on the PPG voted to adopt the second questionnaire.

All the members, all staff and all GPs at the surgery were invited to complete the questionnaire and feedback any changes / improvements they felt necessary, to see how effective the questions were.

<i>EXCERPT OF MINUTES FROM 30TH NOVEMBER 2011</i>		
6	<p>Surgery Initiatives</p> <ul style="list-style-type: none"> Survey – LT offered a choice of three pro forma's for the PPG to look at and amend or discard. Discussion around all three. The group decided on one. All to complete and return to LT via email or in person so we can assess if we are achieving what we want to achieve, by 16th December. LT to circulate in waiting room following this to trail with patients. GS to email out to virtual group at the beginning of January. Everyone in the group to email AP to offer times when they are able to come in the surgery and help carry out surveys with patients who are unable to do them. 	<p>Lisa Garrett Alan</p>

The relevant changes were made and the questionnaire was sent out by the Secretary of the PPG on the 16th December. Responses started to trickle in.

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From 1st January to 3rd February, the questionnaires were made available to everyone who came in to the surgery and were willing to participate. The Patient Group members sat in the waiting room to assist patients in completing forms as did members of reception.

The Practice Manager offered to consolidate the reports (all archived for any further verification) as it was assumed that it was going to be a big job for a volunteer. We received 456 responses in the month.

Lisa Trimble (Practice Manager) and Alan Porton (PPG Chairman) met in early February to analyse the questionnaires and the findings. You will see from the conclusions that there are a number of areas to be worked on however; five were highlighted as being more important and having the most impact. Alan Porton felt it was necessary to meet again when the initial five had been addressed to review what else may be outstanding or how we could use any future surveys to address these areas.

A meeting was held on 22nd February to present the survey, its findings and the five areas of further development to the members. It was itemised on the agenda on an evening when we also had Dr Rod Smith, the Chair of North and West Reading CCG to come and speak with us about Commissioning and how the group can get involved in this.

The PPG chairman, Alan Porton presented and discussed the issues with the Committee and the 5 areas were approved. The committee highlighted areas for improvement and the changes were added in to the proposal. Each task was delegated to either the Surgery or one of a number of working parties within the PPG to take action and report back to the group at the next meeting. Deadlines were set.

The Survey and its proposals were proposed, seconded and adopted by the group.

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3. CONCLUSIONS

Table 1

Male	142	31%
Female	295	65%

Long standing illness / disabilities	154	34%
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Owner Occupied	271	59%
Rented	159	35%

White	328	72%
Black or black British	57	13%
Mixed	14	3%
Asian or Asian British	28	6%
Chinese	0	0%
Other	13	3%

Employed	234	51%
Unemployed	68	15%
Full time education	23	5%
Retired	95	21%

Table 1 (above) indicates:

- It would seem that more females were happy to complete the survey.
- Only 34% of the people who completed it felt that they were suffering from a longstanding illness or disabled.
- 74% were white – in hindsight this perhaps should have been broken down into different groups. We are aware that we have large Polish and Portuguese patient groups. However, only 3 of the people who responded to the survey felt it necessary to write a differential on the form – one Polish, one Irish and one Portuguese.
- There was a wide spread across employment categories. 5 patients highlighted they were full time Mum's or on maternity leave in the comments section. We will adopt this on any future forms.
- 19 people did not complete this section. Some of these did not complete the questions on the internet. As this was on the other side of the questionnaire, it is difficult to ascertain whether this was due to not being aware there were two pages or whether they were not comfortable in completing this.

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Table 2

Appt same day for registered GP	96	21%
Appt same day for any GP	94	21%
Appt another day for registered GP	167	37%
Appt for a Nurse	72	16%
Appt for other ...	33	7%
Did you ...		
Get what you wanted on the first call	290	64%
Get offered an alternative on first call	116	25%
Get asked to call back	46	10%
Do you ...		
Use evening surgery appointments	116	25%
Use Saturday surgery appointments	117	26%
What's your preference ...		
Before 8.30am	82	18%
During school / work day	108	24%
After 5.00pm	122	27%
Saturdays	97	21%
No preference	124	27%

Table 2 (above) indicates:

- Other appointments included those required of the members of the Primary Health Care Team. In this survey, they consisted of the midwife, health visitors, drug advisory team and Smoking cessation service.
- 37% wanted to make an appointment in the future. We can assume that this is correct as 64% of those who responded felt that they got what they requested on the first time of calling.
- The surgery has shared patient feedback in the Patient Group Meetings recently and from the information that they had they felt that those who had to call back would have been a lot higher. The surgery is pleased with this outcome.
- Only a ¼ of the patients questioned said that they used extended hours appointments. Interestingly in the feedback section Appendix 6. it is very apparent that people were not even aware that these existed. Currently they are advertised on the outside of the building, on the internet and also on the Choices website.
- Although the breakdown of what the patients required regarding appointment times is not hugely different, it does identify that the biggest area for change would be for appointments after 5pm. Incidentally the same amount of people have no preference ...

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Table 3

Do you have access to internet	342	75%
Do you use surgery website	177	39%
Do you think the site is easy to use	166	36%
Would you book appointments on line	269	59%
Do you order rpt prescriptions on via internet	112	25%
Would you like to order prescriptions via internet	189	41%

Table 3 (above) indicates:

- As expected three quarters of the patients who completed the questionnaire have access to the internet.
- Only a quarter of them already used the on line facility to order prescriptions. Recently the surgery has undergone changes on their internet pages to lead way for impending changes from their clinical system supplier. This has caused confusion for those who were already using it so it may be that some have abstained from logging on to the new system.
- 36% of the 177 people that use the Surgery Internet site find it user friendly / easy to use. The comments have indicated that this requires a lot of work trying to get patients that were users in the past to log back in.
- It is apparent that people are happy to try out new things. All Surgeries have a clinical system and Western Elms are pleased that their supplier is currently trialling a new appointments system so that patients can book on line. As soon as this becomes available then this will be rolled out to patients.

The Surgery and Patient Group are thrilled with the outcome of this survey.

It highlights some areas of weakness that can be addressed and all involved are very keen to get on with the tasks in hand. The Patient Group is committed to supporting the Surgery in improving Patient services for and on behalf of the patients. Action points have been identified in the recommendation section below and timescales set.

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4. RECOMMENDATIONS

No	Action	By who / By when
1	<p>Training – 42% of patients asked for an appointment on the same day. These are reserved for urgent appointments. 37% were happy to book in advance. The comments infer that patients booking are unaware of what the full ranges of options are.</p> <p>ACTION: Training will be scheduled with all staff in how to direct patients to the most appropriate appointment ensuring that their needs are met.</p>	<p>SURGERY MGMT</p> <p>April 2012</p>
2	<p>Only a ¼ of the patients who answered a survey used the Saturday and evening appointments. The comments say that many were not aware that they were available. Whilst we have signage that says we do, other comments inferred that the signage was ambiguous.</p> <p>ACTION: To look at the signage and improve. To find other ways of spreading the message.</p>	<p>PPG</p> <p>May 2012</p>
3	<p>Patients would like more appointments after 5pm.</p> <p>ACTION: To look at the current spread of appointments and review these. Ensure that we do not lose any in number but aim to increase the number available at a later point in the day.</p>	<p>PRACTICE MANAGER & PARTNERS</p> <p>Ongoing</p>
4	<p>75% of patients use the internet but only 39% use the website.</p> <p>ACTION: Ensure that the internet page site is advertised widely in the waiting room</p>	<p>PPG</p> <p>May 2012</p>
5	<p>There were a huge amount of positive comments and we should be very proud of those. There were also a number of very important areas of feedback that we can work with.</p> <p>ACTION: We aim to answer every one of your comments and publish the answers in the waiting room, in our newsletter and on the website on a weekly / monthly basis, until we have covered them all. We will also implement a comments box whereby patients can keep us up to date on a day to day basis.</p>	<p>SURGERY MGMT & PPG</p> <p>6 months</p>

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APPENDIX 1 – POLISH POSTER FOR RECRUITMENT OF MEMBERS

Twoja Przychodnia Medyczna

WESTERN ELMS

*Chcialaby zaprosic Cie do zabrania glosu i udzialu w
roznych kwestiach lokalnej sluzby zdorowia.
Czy jestes zainteresowany i chcialbys miec wplyw
na rozwoj lokalnej sluzby zdowia w swoim
otoczeniu?*

*Poruszane beda rozne kwestie w imieniu pacjentow.
Chcialibysmy, aby nasza juz dobrze rozwijajaca sie
grupe poparło jak najwiecej osob z roznych
narodowosci.*

Porzebujemy Twojej pomocy!

*Jesli jestes zainteresowany, masz kilka wolnych
godzin w ciagu tygodnia I chcialbys wziac udzial w
zblizajacych sie zmianach w ramach NHS i General
Practice, to napisz:*

we.patientgroup@nhs.net

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APPENDIX 2 – POSTER FOR RECRUITMENT OF MEMBERS

**WE NEED
YOU!**



**DO YOU HAVE SOMETHING TO
SAY ON SURGERY POLICIES AND
HOW TO IMPROVE SERVICES**

**PLEASE LEAVE YOUR CONTACT
DETAILS ON RECEPTION AND
THE PRACTICE MANAGER WILL
CALL YOU**

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**APPENDIX 3 FORM FOR RECRUITMENT OF MEMBERS ON
GENERAL DISPLAY AND ALSO USED BY PPG
MEMBERS WHEN IN THE SURGERY COLLECTING
INFORMATION**

FULL NAME	
EMAIL ADDRESS	
DAYTIME CONTACT NUMBER	
VIRTUAL GROUP ... I would like to become part of a trial virtual group – I am happy to receive emails from the surgery – Please sign & Date	
PATIENT GROUP ... I would like to spend some time as part of a group whose input will help facilitate change within the surgery – I am able to attend some meetings – Please sign & Date	
NEWSLETTERS I would like to receive an up to date newsletter via email.	

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APPENDIX 4 – POSTER FOR RECRUITMENT OF VIRTUAL MEMBERS

**VIRTUAL
GROUP**



**WE ARE LOOKING FOR VOLUNTEERS
FROM ALL WALKS OF LIFE WHO WOULD
LIKE TO HELP INFLUENCE THE
DEVELOPMENT OF LOCAL HEALTH
SERVICES**

**IF YOU ARE ON EMAIL AND ARE HAPPY
FOR US TO PICK YOUR BRAINS, PLEASE
LEAVE YOUR DETAILS AT RECEPTION
AND BECOME PART OF A NEW CONCEPT
IN WEST BERKSHIRE**

...

**WESTERN ELMS VIRTUAL PATIENT
GROUP**

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APPENDIX 5 – SURVEY**

PATIENT SURVEY ANALYSIS

COMPLETED 50 50 50 50 50 50 50 50 50 50 6 456

The last time you reqd an appt - what did you ask for?

Appt same day for reg GP	16	9	8	10	8	7	14	13	9	2	96	21%
Appt same day for any GP	10	5	11	13	12	12	15	8	7	1	94	21%
Appt another day for reg GP	21	23	20	21	22	13	13	16	16	2	167	37%
Appt for a Nurse	9	8	7	10	10	12	6	4	5	1	72	16%
Appt for other ...	4	3	3	4	6	2	1	4	6	0	33	7%

Did you ...

Get what you wanted on the first call	34	35	29	39	38	35	30	22	25	3	290	64%
Get offered an alternative on first call	14	10	20	11	8	8	13	19	11	2	116	25%
Get asked to call back	7	3	0	6	8	5	5	5	6	1	46	10%

Do you ...

Use evening surgery appts	16	12	12	13	12	12	13	10	12	4	116	25%
Use Saturday surgery appts	13	6	24	18	19	6	7	11	11	2	117	26%

Whats your preference ...

Before 8.30am	13	14	6	8	10	3	12	8	7	1	82	18%
During school / work day	11	1	8	17	15	16	15	10	13	2	108	24%
After 5.00pm	17	12	12	18	13	16	8	9	15	2	122	27%
Saturdays	13	9	13	16	13	3	6	10	13	1	97	21%
No preference	13	14	20	9	15	13	13	15	11	1	124	27%
Do you have access to internet	35	39	37	41	42	32	37	38	36	5	342	75%
Do you use surgery website	17	24	21	16	24	15	19	17	20	4	177	39%
Do you think the site is easy to use	18	19	18	16	24	17	20	14	18	2	166	36%
Would you book appts on line	25	32	30	30	33	24	30	32	29	4	269	59%
Do you order rpt rx on via internet	11	14	11	13	14	11	11	12	13	2	112	25%
Would you like to order rx via internet	20	23	23	21	24	17	12	22	24	3	189	41%

Are you:

Male	19	16	18	11	26	9	13	13	13	4	142	31%
Female	28	30	32	38	24	38	36	34	33	2	295	65%
Long standing illness / disabilities	19	18	13	15	19	16	12	19	21	2	154	34%
Owner Occupied	26	32	32	34	27	26	33	27	30	4	271	59%
Rented	19	13	17	14	20	22	15	20	17	2	159	35%
White	37	35	33	44	40	35	35	35	31	3	328	72%
Black or black british	6	5	7	2	1	8	11	8	8	1	57	13%
Mixed	2	3	1	1	1	1	1	2	2	0	14	3%
Asian or Asian British	0	2	7	2	7	3	0	4	2	1	28	6%
Chinese	0	0	0	0	0	0	0	0	0	0	0	0%
Other	2	1	2	0	0	1	2	0	5	0	13	3%
Employed	24	28	26	31	24	26	27	26	19	3	234	51%
Unemployed	8	4	6	7	6	10	6	12	9	0	68	15%
Full time education	2	1	0	3	2	3	3	1	6	2	23	5%
Retired	11	10	13	7	16	7	9	9	12	1	95	21%

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APPENDIX 6 - COMMENTS FROM SURVEY

I would like to order my repeat prescription over the phone.
I don't think anyone could find a better surgery or staff than WES. I feel lucky to be on its books!
On the whole I have nothing but praise for the surgery and it's staff
A lovely surgery, very friendly staff and Doctors
I come to the surgery - it's easier to get what you want!
Always find reception staff helpful. Appointments are always booked fine, choice of dates and times. Always found first class GP service.
I have been very happy with the service
Late and Saturdays - not currently booking but good if they are available!
I've been coming here all my life - never had any complaints.
Great staff and Doctors. You all go out of your way to help. Very clean as well!!
The best surgery in the area.
I am a new patient but evenings and weekends are something I will definitely use.
Good efficient service.
Very happy with this service.
Always gets an appointment very quickly and everyone is really helpful
Very helpful, quick but thorough staff.
Very happy with our GP and Surgery.
Information about registered GP working hours
I wish I could see my own GP when I ask which is never straight away, Usually I ask for a week away.
Always received very good service from the practice
I don't book appointments in advance as I am self employed and my plans may change. Very annoying to be told to call back in a couple of days when the appointments will be released.
Not aware open Saturdays
I have always found appointment system very good
Have experienced 2 surgeries in Reading. This is far superior. Doctors and nurses very accommodating. Although midwife on 1st floor doesn't help when you have a buggy but I understand that is no longer an issue.
Quite happy with the surgery service.
How helpful and kind the receptionists are.
Didn't know it was open on Saturday
Not to be asked what's wrong with me by the receptionist - this information is private.
More appointments available for the nurse
Not sure which Saturdays you are open. I came to pick up a repeat prescription and you were closed although one sign outside said you should be open and one sign said you should be closed.
Can not fault the service given.
Thought Saturdays were for emergencies
Wasn't aware open in the evenings?
I didn't know evenings and weekends were available. I thought they were for emergencies only.
Happy with the service for 3 years
Western Elms is an excellent surgery. Good reception staff. Friendly and efficient.
Very happy with the service and appointments and Drs, Dr Hopkins and Dr Newsham especially.
Sxx at reception is very welcoming as are all reception. She understands my anxiety.

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APPENDIX 7 - WEBSITE COMMENTS:

Larger notice about the use of mobile phones and switching them off, we have missed Doctors announcements because of noise in the waiting room. 'Please switch off your phone' should be far more prominent.

Internet prescription service is not good!

I am not fully computer literate. I value its positive features but I don't like it! It's often not flexible. Too much like multiple choice exams!

Test results with a password for confidentiality!

Never tried or didn't know ...

Health advice, current health issues such as if a virus is going round.

Sorry, I have not used the site so can not comment.

Used the old website only and found it less than useless.

Working times of Doctors and Nurses would be helpful (part time etc)

Password is harder to use in new site. Change password on new site.

New website more difficult - keep forgetting complicated password.

I would use prescriptions and bookings if the site were more secure. I understand it is not.

Opening hours and the area that Western Elms covers...

Alternative remedies?

Details of when smear tests / inoculations are due.

The site to allow to re-order last prescription without having to enter all medication details

Function to email the surgery or write on the blog

Ability to communicate via email with GP

Ability to get answers/advice via email

E-mail address instead of writing or typing notes to my GP. It would be more convenient to email to Duty Dr or my GP. However there is a problem with confidentiality. Let patient decide for him/her self. Saves carbon footprint.

To be able to book nurse and Doctor appointments

On line appointments

Just found out about website posters please

I am still not too familiar yet, I am still learning the pc

All my requests are made at the surgery and I am happy with the results.

Automatic renewal of repeat prescriptions

Notification when appointments are available for chosen dates.

Children's vaccinations schedule reminders

Dates on which one's own GP is not available (on holiday)

Would like to make appointments on internet and also track prescriptions on line and have a list of medication on line.

More information on other services ... lifestyle etc

Didn't know you had one.

Sounds like a great idea - will have a look at the site.

More information around mental health services - places of support.

Cancelled appointment slots that become available.

Haven't seen new site.

I might consider using it if it were secure.

Not happy with internet now ... not as easy.

New design to website difficult to use.

The new site was not so easy to access - very frustrating.