

Meet and Greet Statement

Patient Participation Group

Three meet and Greet sessions were held at the Underwood Surgery on the 1st June (Morning Surgery) the 19th and 20th June (Evening Surgeries) Those sessions were staffed by Kathleen, Jill, Dawn and Wendy. The response from the patients was in the main positive and it was interesting to note that some patients were unaware that the Surgery had been under threat of closure but relieved to learn that, fortunately, this was not the case. Other patients who were aware of the possible closure were similarly delighted that the Surgery would remain open albeit with a reduction of consultation hours. Some concern was indicated regarding Patients having to visit the Jacksdale Surgery should the need arise these concerns were mainly focused around transport arrangements i.e. due to not being on a direct bus route.

It was nice to hear that some new practice patients were very complimentary with the method of working that the Practice employed.

However some patients complained it was sometimes difficult to obtain a reasonable timed appointment to see Doctor, unfortunately this scenario is, we understand, becoming the trend at most surgeries. Of course as discussed and noted at previous meetings if patients who no longer required a pre booked appointment were to cancel that appointment this would go some way to increase appointment availability.

It is interesting to note that the missed appointment scenario is also a concern shown by other practices in the area, in one case out of 16 booked appointments only 8 showed up.

Owing to the positive interest shown by the Patients in the Meet and Greet forum it has been decided the PPG will hold further in Surgery sessions at 3 monthly intervals. Of course the PPG group members are always available for the patients to contact should they wish.