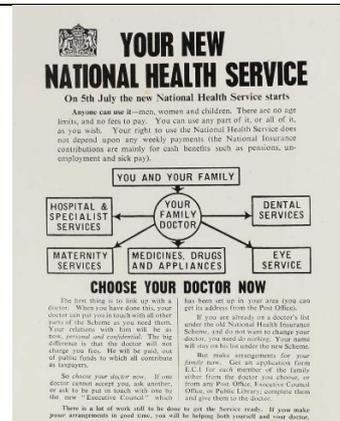


# Henley-in-Arden Medical Centre

## Patient Participation Group (PPG) July Newsletter

The PPG consists of a number of patients who work to try and improve communication between patients and the Medical Centre staff. We meet four times a year but can also raise any patient issues or concerns at any time.

**75<sup>th</sup> Anniversary of the NHS.** We will all have seen in the media and on TV that the NHS came into being 75 years ago. This poster was produced at the time and it shows that GPs were seen as central to patient care – just as they are today. We can find examples of how this amazing service can be improved and so it's always good to obtain feedback on a specific part of the service. Every year the NHS conducts a national survey in England of all GP Practices. Patients are contacted directly and the results fed back so that any practice can be compared both nationally and against the practices in its locality, In our case, Warwickshire. Here are the headline results.



	Henley	Warks	National
<b>How easy is it to get through to the surgery by phone</b>	88%	57%	50%
<b>Find the receptionists helpful</b>	95%	83%	82%
<b>Satisfied with the GP Appointment times available</b>	74%	56%	53%
<b>Offered a choice of appointments</b>	94%	62%	59%
<b>Confidence in the healthcare professional they spoke to during the last appointment</b>	98%	91%	91%
<b>Overall satisfaction</b>	89%	74%	71%

Whilst the results are extremely good when compared with other practices, the Medical Centre are currently reviewing the results in order to see where further improvements can be made. It should also be noted that since 2019 {i.e. Pre-Covid} that GP Appointments across the country have increased from 155m to 161m and for all other practice professionals from 136m to 157m.

The Patient Participants Group now has a new email address – [henleyppg@btinternet.com](mailto:henleyppg@btinternet.com). The Group is more than happy to receive any feedback on the service provided, but it will not handle any matter that involves patient confidentiality. These matters should be taken up directly with the Medical Centre

Robin Rumbles  
Chair PPG