



CROSSLEY STREET SURGERY PATIENT PARTICIPATION GROUP NEWSLETTER

ISSUE NINETEEN WINTER 2023

Hello to all Crossley Street Surgery patients.

This is a special issue to thank all those patients who took the time to complete the recent survey. There was a fantastic response, thank you. For all our patients we are sure you will want to know the results, so we are devoting the whole issue to give you the details of what patients said in answer to the survey questions.

Please take a copy and read what you the patients had to say. If you wish to make any comments, please use one of the cards in the PPG box at the front of the reception desk and place the card in that box. We will collect it and respond.



We wish everyone a Merry Christmas
and a Happy New Year.

The last meeting of the PPG was on Thursday 16th November 2023

**The next meeting is on Thursday 18th January 2024
4.00 pm at the Surgery**

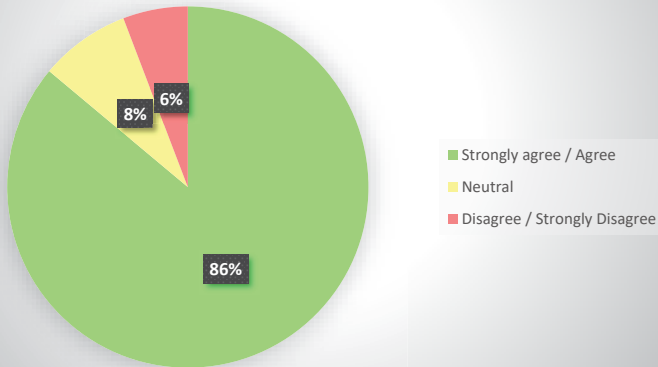
Patient Survey 2023

Thank you to all our patients who participated in the 2023 Patient Survey. Below are the results of the survey.

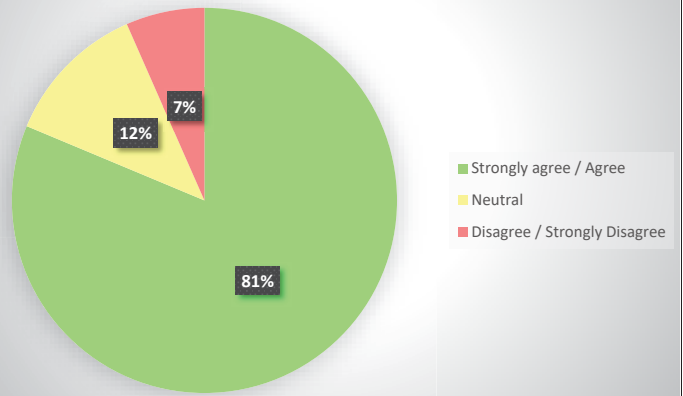
Appointments and AccuRx

In May we introduced a brand-new system for requesting GP appointments. We have been using AccuRx Patient Triage for over 3 months now, so we asked patients to answer questions based on their contact with the practice over the last 3 months, since introducing AccuRx Patient Triage.

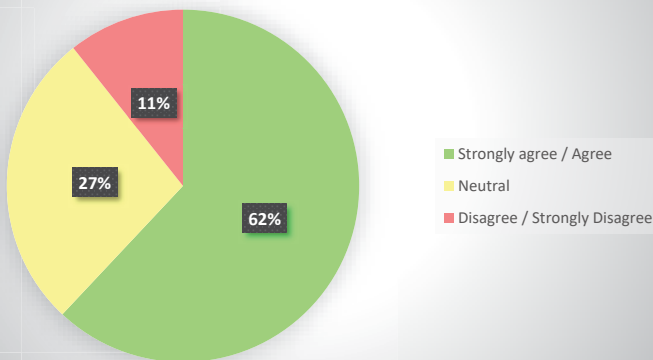
I am satisfied with the waiting time between booking an appointment and attending an appointment



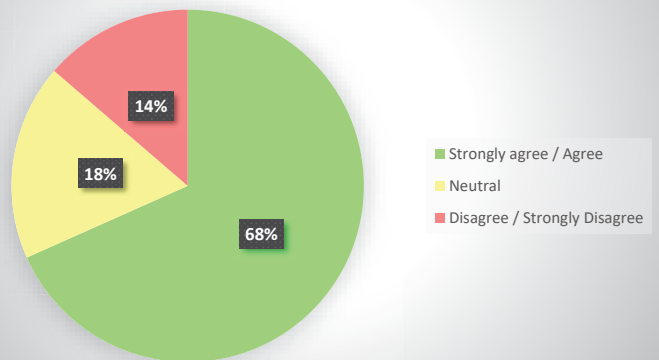
I am satisfied with the availability of appointments



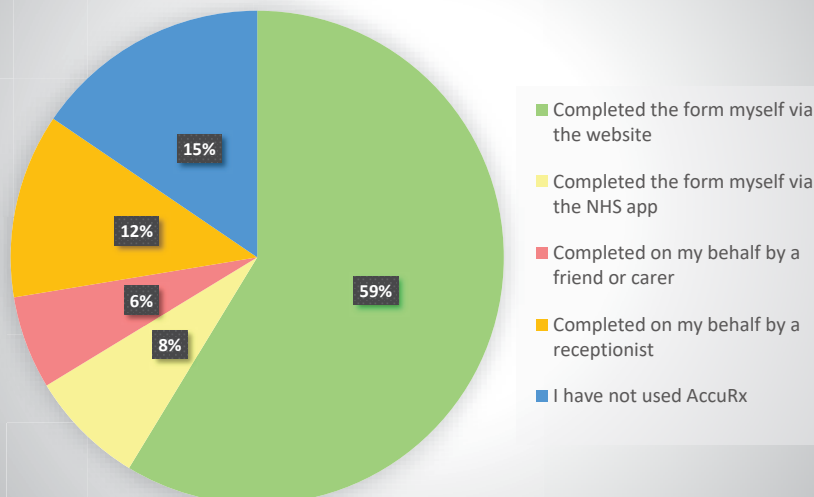
I feel that AccuRx has improved access to GP appointments



I find the AccuRx online form easy to use



What method have you used to request a GP appointment via AccuRx? (Tick all that apply)



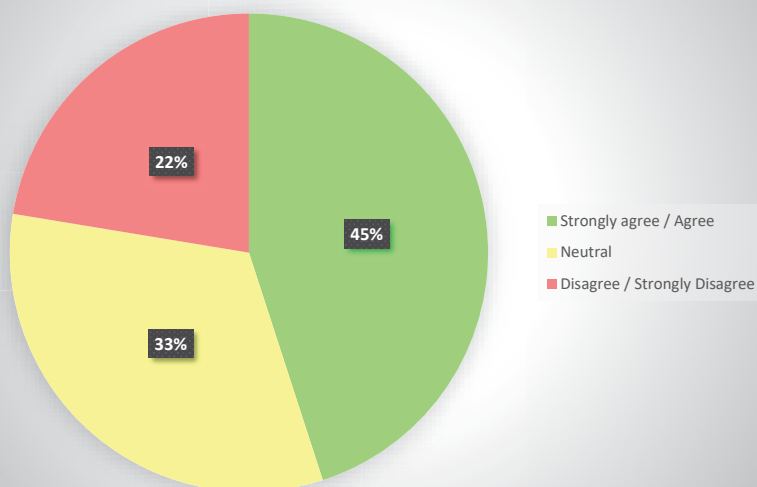
Do you have any other comments to make about our appointment system or AccuRx?

- *Absolutely brilliant.* You can fill in the details about the issue and it allows the doctors to decide the best course of action. So you also feel you are not wasting the doctor's time and you are able to see the relevant doctor. Ideal especially for concerns which don't always need an urgent appointment but you need to see a doctor at some point. I hope it works as well for you as it does for the patient.
- Love it! Hated having to call at 8, only to be on hold until the poor receptionists caught up. *This system is so much better*, especially being able to articulate what you are worried about/what outcome is ideal.
- I think this has improved getting an appointment and feel that *everyone will benefit as the most urgent requests will be given priority*. So much better than trying to call at 8am and sometimes being asked to call the next day.
- Used twice so far. And on both occasions *I've had a quick call back and have avoided the need to come in to surgery* and take up a valuable appointment. Great so far.
- AccuRx reduces the need to telephone the practice at 8.00am in order to obtain an appointment which usually can take up to 30 minutes to get through and involves constant re-dialling.
- I think it has *improved the chance of actually getting an appointment*. I approve of it being based on a triage system, as I am a rather complicated patient.
- I am hard of hearing and find telephones difficult. Using the online version is perfect for me and causes me no stress. It's a great improvement.
- Triageing patients seems to be the logical way forward, *not wasting GP time on appointments which can be served on an alternative way*.
- This system is *far better than the previous system* of trying to telephone on the morning. I cannot rate it highly enough!
- This triage system really works in many situations. I can see benefits for both the practice and the patients.
- So much better than the old system! *Many of my queries have been sorted without an appointment*.
- I do prefer the new appointment system. It's much better than the previous 8.00 am scramble!
- I have found the system very efficient and also *less stressful than staying on hold* for ages
- I think it's a good way to triage patients if they need to be seen that day or not.
- *Massive improvement*, love being able to ask specifically what I am looking for.
- Excellent. It takes away the stress of the early morning telephone scramble.
- *Huge improvement* over the previous method of booking an appointment.
- Excellent was far less stressful than booking by phone.
- Am *impressed with the quick response* I received.
- It is an improvement from my perspective.
- I find it easy, better than ringing.

Crossley Street Website

In July we launched a new and updated practice website, which was designed to be more user-friendly and easier to navigate. We asked patients to answer questions based on our new website.

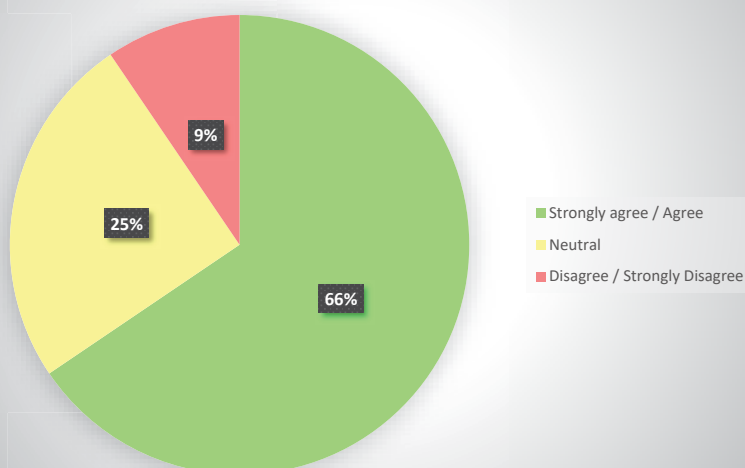
I use the practice website regularly



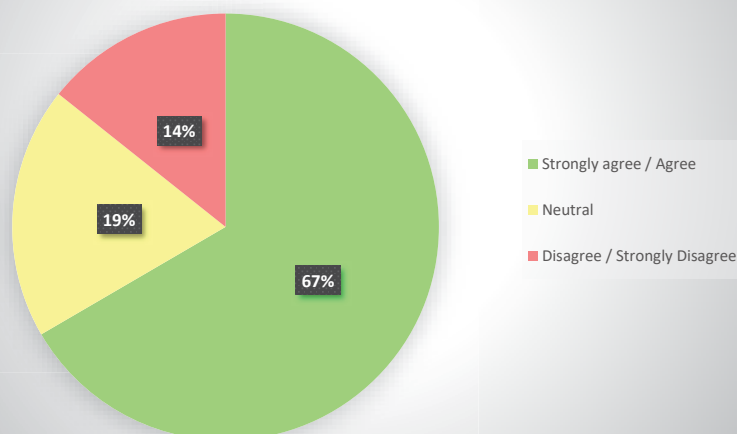
Do you have any other comments to make about our website?

- *A big advantage in many ways!*
- *Easy to navigate. Maybe update more frequently.*
- *I find the Web Site quite useful.*
- *I really like the section on doctors and their specialism, this has helped me with the last couple of appointments, as I was able to see who specialised in the problems I was having.*
- *It's very user friendly. I like seeing the overview of GPS and their specialisms.*
- *Love the new website - better laid out than the "old" one.*
- *User friendly and helps communication with the practice.*
- *The triage approval via the internet is a good system. Much better than using the phone! Keep at it. In principle it gives a far better service.*

I am fully aware of the information and services available on the surgery website



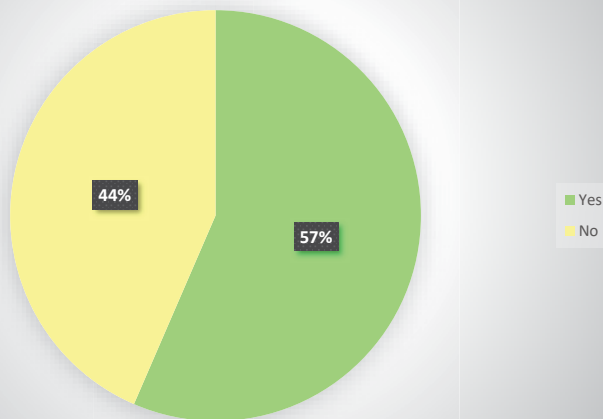
If I have a query about the practice, I would look for the information on the website before contacting the practice



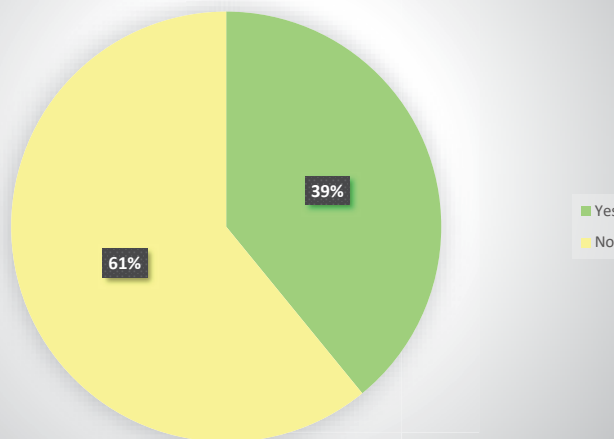
Patient Participation Group (PPG)

We asked patients questions about our Patient Participation Group to find out what our patients know about the group and how it is involved with the practice.

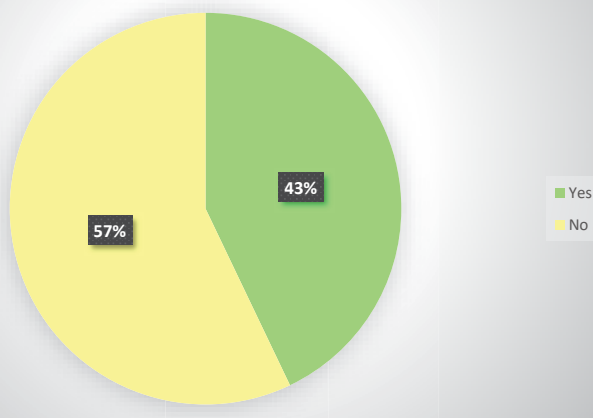
Are you aware of the surgery's PPG?



Do you look at the PPG Notice Boards in the surgery?



Did you know that any patient of Crossley Street Surgery is eligible to volunteer to join and help with the PPG?

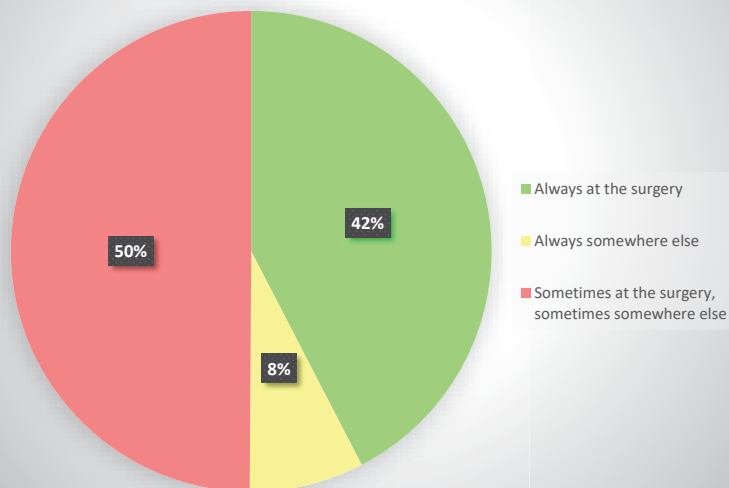


Do you have any other comments to make about our Patient Participation Group?

- *Yes - I need to read information on notice boards and advise practice of comments as appropriate.*
- *Having been a member of the PPG at Harrogate Trust, I believe the work done is very valuable. If I have more time in the future I will volunteer.*
- *I know about it now. I might be interested in helping.*
- *Keep up the good work.*
- *Doing admirable work.*
- *I will look for notices in future.*

Vaccinations

If eligible, do you get your flu and covid vaccinations at the surgery when offered or go elsewhere?



If your answer to the question was ELSEWHERE what was your reason for doing so?

- A date that was available sooner
- Appointments not always available - or date offered not suitable
- Because the vaccination is offered earlier than the surgery
- Easier to get at chemist
- I was approached by the pharmacy prior to my GP practice
- It's quicker to get it at the chemist usually
- Local pharmacy
- More convenient time slots
- Was able to get vaccinated sooner than when the surgery was offering
- Wherever is soonest and most convenient

What is your age?

