

The Herschel Medical Centre

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Practice Manager: Louise Bzdek

Summary of the Patient Participation Group 2014/2015

6 Active Members

Engagement via email, telephone conversation, reports and face to face meetings

The patient group met with the Slough CCG chair to discuss 7 day opening and the benefits and challenges to patients attending the Bharani Medical Centre

The group has actively attended and supported the Slough CCG “Steps to the Future” Programme of events.

4 members of the group have shadowed the workings of the practice - appointment and call answering and reception duties with the staff

The group has 2 active members who sit on Slough CCG Patient Reference Group

The group is presently supporting planning applications for surgery expansions for more services to patients 2015/2016.

Feedback from Patients January 2015:

	Q3 Ease of getting through to someone at GP surgery on the phone. Total positive.	Q4 How helpful do you find the receptionists at your GP surgery? Total helpful.	Q18 Overall Experience Making an Appointment - Total Good	Q22 Confidence and trust in the GP you spoke to? - Total Positive	Q24 Confidence and trust in the nurse you spoke to? - Total Positive	Q25 Satisfaction with Opening Hours - Total Positive	Q29 Recommend your GP surgery to someone who has moved into area? - Total Positive	Q33 How confident are you to manage your own health? - Total Positive	Q28 Overall experience of GP surgery - Total Positive
Herschel MC	60.4%	76.1%	70.6%	98.5%	94.0%	70.9%	74.9%	90.4%	78.9%
NHS Slough CCG	47.7%	79.2%	56.1%	91.9%	95.0%	69.1%	61.5%	88.5%	71.4%
NHS England	74.4%	86.9%	73.8%	95.3%	97.2%	75.7%	78.0%	92.5%	85.2%

