

Cranleigh Medical Practice Patient Survey 2012

- Historically our patient group met every 6-12months to review patient survey results

September 2011

- We formalised the core group, elected Chairman and Vice Chair, and decided on the role of the PPG as a way of collating views from our patients to feedback to the Practice and also reaching out to the patients to make them aware of changes in the Practice. The aim being to get good patient input into the services that we provide.
- Also in September we began to develop a "virtual survey group" who are patients choosing to sign up to receive email surveys from the PPG.
- Signed up with Netbuilder to give us a touch screen, and to provide the software and analytic support for running any surveys the PPG wanted to do.

October 2011

- Formal launch of the PPG with a campaign to raise awareness of their existence with our patients!
- PPG members attended the flu clinics and spoke to people coming in
- Wide distribution of 2,000 leaflets asking people to sign up to the virtual survey group. These leaflets were distributed through the flu clinics, doctors in their surgeries handed them out to patients, they were placed in reception, in local pharmacies, and PPG core members distributed them to local community groups and community newsletters. We also used the Cranleigh People magazine which goes through every door in the community once a month.
- www.cranleighmedicalpractice.com was also used as a portal to signing up with the group; dedicated patient group page was established.

November 2011

- PPG decided to run an initial survey to find out which areas are important to our patients; the results of this would then be used to design 2 further surveys to look at the top two areas in more detail. The aim being to see whether any changes in service would be appropriate and if so whether these would be achievable. Plan to then repeat the exercise after any changes had been made to check the effectiveness.

December 2011

- Initial survey run. Good uptake from the virtual survey group; not many responses via touch screen – surgery had just moved into new temporary premises which gave some knock-on effects to this process.

January 2012

- Results of preliminary survey revealed the top two areas of interest for our patients:
 1. Quality of Clinical Care
 2. Access to appointments; fairly even match between emergency and routine.

February 2012

- Two further surveys launched to expand on the areas identified as being most important to our patients:
 - Access
 - Quality of clinical care

- Article in the Cranleigh People magazine informing community of preliminary survey results.

- Note on end of the Quality of Care survey to inform patients that we are currently working towards RCGP accreditation.