

NORTHCOTE HOUSE SURGERY (and Fenstanton Branch Surgery)

Patient Participation Report 2013/14

Produced for the Patient Participation DES 2013/2014

UPDATE

The Practice are happy to provide an update on this report regarding the additional priorities and questions that the Patient Participation Group requested were added to the original questionnaire. These results have now been located and have been published within the results provided.

These will still be discussed at the next PPG Meeting (to be arranged shortly) however it is worth noting that 95% of patients are aware of our Fenstanton Surgery and judging by the comments that we have received it seems that it has been well received. 21% of patients use the online ordering system for the Dispensary and would we look to improve on this in the future, however this would be looked at in conjunction with the results of the Dispensing Survey which was also completed recently, in terms of what we can improve on the future.

Practice Declaration – *this is only required as part of the report submitted to the AT*

Confirmation that the Local Patient Participation Report is a true and accurate representation of the work undertaken to fulfil the requirements of the Patient Participation DES 2013/14

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14 .

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

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Signed: M Hennells

Date: 26.03.2014

FOR AT USE ONLY

Date Report Received by the AT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____