

HANSCOMBE HOUSE SURGERY – PRACTICE REPORT FOR PATIENT PARTICIPATION GROUP (PPG) MEETING ON 17TH MAY 2022

1. List Size as of 1st May 2022 – 12133 patients

As of 3rd May 2022, we have 26 patients pending registration upon receipt of satisfactory identification documents.

2. Patient access to medical records

To ensure this happens safely and with minimal disruption, the initial rollout was delayed until April 2022. This has been further delayed, and it is envisaged access will now be made available in the Summer of 2022.

Updates will be shared with PPG members as developments occur.

3. Did-not-Attend Policy

Thank you to our PPG Members for their comments on our Did-not-Attend Policy. We have welcomed your comments and will share an updated policy with you for your further review.

We ask patients to let us know in advance if they are unable to keep their appointment so it may be offered to another patient. Patients can cancel their appointment online, by telephoning our receptionist to re-arrange or we have a dedicated 24/7 cancellation line which is monitored regularly throughout the day.

Patient Feedback / Friends & Family Test (FFT)

We want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our service.

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

The FFT was relaunched in April and is available either on-line via our website www.hanscombehousesurgery.nhs.uk/nhs-friends-and-family-test/ or by completing and posting a form in our dedicated FFT box located in our waiting area.

In our March Practice Report we asked patients to watch out for our dedicated “You Said, We Listened” noticeboard being launched in the Spring. We are pleased to report that we will continue to build upon the information displayed in our waiting area and would ask our patients to keep their feedback flowing.

Farewell to Dr Tejal Mehta

It is with much regret that Dr Mehta will be leaving us at the end of June. We would like to express our thanks to Dr Mehta since joining us, and to wish her well in her new Practice.

Welcome to Fran - Receptionist

Following Wendy's recent retirement, we have appointed and welcome Fran to the reception team.