



Patient Participation Group

Welcome

The PPG is now meeting regularly every four months and still remain a small friendly group.

If you would like to get involved please contact the Practice Manager (David Jones) and he will pass your details on to me - the Chair. Kusum Trikha.

Welcome

Information Guide

The Patient Group has produced an information Guide to a variety of voluntary services that can be accessed by patients. Do have a look at the booklet and let us know how useful it was for you. Copies are at Reception or on the practice website.

You can also join the Patient Group by contacting reception.

Visit to Bracknell Forest Public Health Service

On 11 November 2025, Kusum Trikha attended an evening session run by the Bracknell Forest Public Health Service. It was a highly informative evening on which we got some practical tips. Here are some tips I have started using:

Body Mass Index BMI: The NHS has a user-friendly website to calculate your BMI (body mass index) <https://www.nhs.uk>

Season with Sense: Use the Lo Salt Sodium in your cooking. It has 66% less sodium than regular table, sea and rock salt. Excess dietary sodium is the single biggest cause of high blood pressure, increasing our risk of cardiovascular disease, heart attack and stroke. One way to control our sodium intake is to consider using reduced sodium salt such as LoSalt. You can buy it from any superstore.

We had a useful talk from someone who was diagnosed as pre-diabetic, but after receiving support through the diabetes remission program was now free from the condition. We all need a helping hand, and the good news is that there is support out there. Ask your healthcare team about the support and services available in your area. These can include:

A weight management programme

A registered dietitian

An exercise specialist or group

A type 2 diabetes prevention programme.



Patient Survey Results 2025

Following agreement with the Patient Group the patient survey questionnaires were handed out at Reception with the help of PG members and patients were invited to complete.

The results were then analysed by the Practice and summarised. A copy of the Summary of Results were sent to all PG members prior to meeting to discuss the main issues identified.

Key Issues identified by the Survey:

Total Responses = 49

Quality of Services:

18 rated our services as excellent, 24 good 3 fair while only 4 rated it poor and felt it was a problem.

Getting a Test Result

23 rated this as Very good or good!

See a Health Professional Face to Face

31 rated this as Very good or good

Overall Satisfaction with the services at the Surgery = 95% (Excellent Good or Fair)

Satisfaction with GP, Reception and Nurse were also rated similarly high.

The vast majority of patients found the Receptionists helpful with 44 rating excellent or good.. 33 patients rated treatment with GP as excellent or good and none were unhappy with visit to phlebotomist. or pharmacist

Seeing a GP:

Most patients were able to get an appointment with a GP within 48 hours with only 12 identifying it as a problem.

The Practice feel that this was a significant issue that required discussing in detail with the Patient Group and an action plan.

*The Practice met with Patient Group recently and agreed following **Action Plan:***

Action Plan:

Practice to develop Access requirements to improve appointments system for patients

Practice to continue to embrace the new technology to improve services for patients

Patient Group to develop Information Guide for patient focusing on Patient Group activities

Improving Access to Appointments

Appointments at Great Holland's Practice have traditionally been booked on a first-come first-served basis. There is a need to move to a system that ensures patients are seen in a timely manner. Providing continuity of care where appropriate, based on their clinical need.

We would like to reduce the '8am rush' and offer a needs-based booking system that provides the same service regardless of how patients contact the practice. These changes will allow the practice to meet our NHS England contractual requirements. From **September 2025**, we changed how patients book our appointments, the following section describes how the system will work.

We want to provide a system where there is a safe and fair way for patients to access our services. This system should ensure patients receive an appointment based on their clinical need, at the right time, whilst maintaining continuity of care with the most appropriate clinician, irrespective of how you choose to contact the practice.

Access: How it works

Therefore, all patient requests will now be entered in the Klinik system, or for those who are unable to use the online system our staff will enter details into Klinik via telephone or in person. The system asks questions about your request, this information is vitally important, as it is used by our Signposting Team to assess the urgency of your request. Without accurate information, we cannot assess your need. If necessary, we will contact you for more information.

The Signposting Team is there to ensure you are offered an appointment in an appropriate timescale and with the most appropriate clinician available. The Reception Team will then contact you to book the appointment or if appropriate you will be sent a self-booking link via AccuRx texting system. Rest assured that where the Signposting Team agree that it is clinically appropriate for you to see your chosen GP, this will be arranged.

PRACTICE WEBSITE:

Please take a look at our website www.greathollandspatients.nhs.uk and let us know what you think.

There is a lot of information on our services offered to patients and you can eConsult or obtain an appointment with your GP, order your prescription and view your medical records online.

We welcome your feedback.