

EASTBURY GP SURGERY PATIENT PARTICIPATION GROUP

*Please address all correspondence to
The Chairman*

c/o Eastbury Surgery
3 Eastbury Road
Northwood
HA6 3BG

30 January 2014

To all Patients of Eastbury Surgery

Dear All

I wrote this time last January asking for help in connection with the survey that the Surgery is required to conduct each year in accordance with the guidance and audit requirements of the Patient Participation Directed Enhanced Service (DES) which, if met satisfactorily, results in additional funding for the Surgery. The number of responses to the survey last year was over 170 (i.e. approximately 2.3% of the number of patients registered with the Surgery) and, we are told, did contribute to the additional funding being received.

The Surgery is required to repeat the process and the PPG has again been asked to help. I make no apology therefore for writing to you again to appeal for your participation to achieve a much higher response rate this year. Apart from three additional questions this year's survey contains the same questions as last year's to facilitate measuring improvement (hopefully not deterioration!) in the services provided, from year to year.

At the recent Annual General Meeting it was asked if the survey form could be made available on-line. We are not yet able to conduct the whole process on-line AND making sure that your responses remain anonymous nor does the PPG (yet) have a confidential e-mail address or website of its own where this might be possible.

If, for any reason, you cannot download the form from this website, blank Survey forms can be found on the Reception Desk in the Surgery; complete the form and put it in the Black PPG Box.

One way or the other we need as many forms as possible to be completed and returned by 1 March 2014. Even if you are not due to attend a Doctor or Nurse, but are anywhere near the Surgery when in Northwood then do please call in and hand it to the Receptionist, so much the better. You could of course post it to the surgery, but please make sure the envelope is marked "PPG SURVEY".

The responses to the survey will be carefully analysed and a summary included in the Surgery's Annual Report for 2013/14. They will assist both the Surgery and the PPG to ensure that the service provided does meet patients' expectations wherever possible. A future PPG Newsletter will share the survey findings with you.

One further thought – we are endeavouring to promote the survey – and membership of the PPG! – by "manning" the Surgery daily during the busiest times each weekday during the next four weeks. We do not have enough people for this and so, if you have a couple of hours to spare, it would be greatly appreciated. Please get in touch with Mrs. Jill Shepherd on 01923 828751.

All good wishes,

James Bowen.