



Patient Group - Annual Patient Survey 2022

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It's been a busy few months for the Patient Group since the last Selsey Medical Practice newsletter. Aside from our marshalling assistance, firstly with the Covid vaccinations and now latterly with the flu vaccinations, our most significant activity during this time has been our annual Patient Survey. As always, the survey was available on-line and also in paper format, and I'd like to thank the 411 people who took the time to give us their thoughts about the Practice. The survey provides us with an invaluable snapshot of where the surgery excels and where thought needs to be given over the coming period.

Overall, it's clear that the community continues to regard our Surgery and its staff very highly and, although there was a slight dip in satisfaction last year during the Covid lockdown, this year's survey has shown a return to a high level of satisfaction once again.



There remain some areas of concern and, as might be anticipated, these are around getting an appointment. This is not the first year that this issue has featured in our survey and, although it's no consolation and certainly no excuse, we've noted that a great majority of surgeries nationwide suffer from exactly the same problem, demonstrating that the causes are clearly wider than just Selsey.

We're not complacent, however, and in our regular meetings with the Practice, we return to this issue time and again, perhaps hopeful that here in Selsey we can find the solution to this problem which is evading others elsewhere.

It's clear that there are some things that patients have been accustomed to seeing their GP about but which would very often be more beneficial if dealt with in another way. For example, checking one's blood pressure and weight are things which can easily and conveniently be done in the surgery on a self-help basis, rather than wasting a GP's time on what are routine checks.

In coming weeks the Patient Group will be working in the surgery at certain times to help patients to learn how to take their own blood pressure, utilising the machines kindly provided by the Friends of Selsey Medical Practice, and to then get this information updated onto the individual's medical record.

Also, in the period prior to Christmas, we will be in the surgery inviting patients to subscribe to an electronic copy of the periodic Selsey Medical Practice newsletter. Whilst paper copies of this will continue to be available for the foreseeable future, there is a definite time and cost overhead in producing hundreds of paper copies, as well as the environmental impact. The Practice is working on putting measures in place to become a greener service, and the Patient Group is keen to assist the Practice in achieving this goal.

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