

The Alney Practice

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Alney Practice Patient Participation Group (PPG) Highnam Brief Patient Survey December 2021

Following complaints and comments to members of the PPG regarding the poor condition of the Highnam site car park, the PPG decided to raise it with the Practice Manager as part of the PPG Work plan.

The Highnam site had been subject to building works in the Spring of 2021. However, when the building work had finished, the car park was left in a sorry state with lots of ruts and potholes. This resulted in patients parking their cars in the lane rather than in the car park, causing a problem for traffic, especially lorries and buses using the lane. The Practice Manager raised the issue with the partners on behalf of the PPG resulting in the resurfacing of the car park.

There were no white parking lines however, which the PPG considered essential to make best use of the parking spaces, so the matter was raised again. In the meantime, members of the public continued to comment that although the resurfacing had been done, there were no white lines so some people were still continuing to park in the lane. The white lines were painted in November. The PPG thought it would be good to see what patients thought about the condition of the car park and the white lines and asked the Practice Manager if one of our members could talk to patients. The questions would be about the car park as well as the new recently installed telephone system.

The Visit

The PPG member introduced himself as a volunteer with the Practice and that the Practice Partners would like to know what patients think of the new car park. The PPG member spoke to eleven patients. Ten were happy to chat and one blanked our member completely. All ten patients seemed very happy to answer quick questions on each of the topics and patients were invited to choose between the following:

"much better / better / no change / worse / much worse / don't know".

Results were much as might be expected.

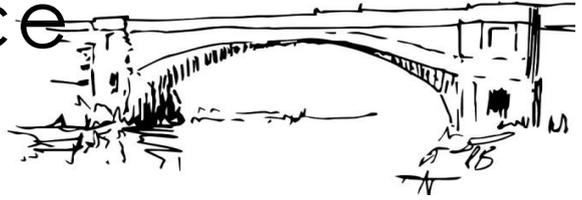
Car Park

Nine of the ten said the car park was "much better", with one saying "better". So we suggest that the completed work is a real success!

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However, despite the extra spaces (now nineteen) some patients continued to park in the lane. This could be because they were dropping off prescriptions and chose to park by the gate and walk up the footpath

New telephone system

The PPG member then said that there is a new telephone system and asked if they had tried and how they found it. The result of these questions were much less clear, in that five of the ten patients "didn't know" because they either hadn't noticed or hadn't used the new system. Of the remaining five, two thought it was "better", and three thought there was "no change". None thought it was worse.

Obviously if the call was answered immediately, (as did happen for one) or patients didn't notice the "position in the queue" facility, they wouldn't be aware that it was a new system. One said that last week they had waited over 20 minutes for it to be answered, so they hadn't noticed any difference from the old system.

General observations by the PPG Member

1. Speaking to patients outdoors in the car park, could be seen as a little intrusive for some people, and so I felt my first task was to re-assure them that this chat was genuine and authorised. The weather also made a difference - it was freezing! It might be better to have a manned display stand where patients could come up to us, but we'd have to make it interesting and apparently worth their while. However, that will have to wait for Covid to settle down
2. No one showed any curiosity about the PPG itself. I simply introduced myself by name and said I was a volunteer and I was wearing the badge
3. Should I talk to patients going in to their appointment/visit, or when they were coming out. I favoured the latter, because when they are going in they want to get on with it, whereas afterwards they are more relaxed
4. The reception staff were absolutely fine about me talking to patients

Conclusion

Car Park

Patients were impressed with the car park especially once the white lines had been added

Telephone System

Patients generally are pleased with the new system.