

Friends and Family Test (FFT) & Patient Participation Group

Just a thank you to all of our patients who have taken the time to respond to our FFT questionnaire.

Your responses really do help us tailor our services to our patients' needs. Comments are passed on to the relevant staff and doctors as we feel it is important to feedback your views on the services we provide.

Below are just some of the comments we have had back in the last week:

"I felt very comfortable and reassured with the Doctor I saw"

"Friendly and efficient"

"Very helpful, lot of information, made me feel better"

"Friendly staff. Seen quickly"

"Very good service and they listen"

"Always been there for me and my family"

"GP very attentive"

"Doctor was polite and friendly and was knowledgeable"

"Receptionists always lovely, can always get an appointment"

"Efficient and understanding receptionists and a quality doctor"

"The service I received from the reception and the Doctor was absolutely impeccable thank you to all of you"

We also feedback on the not so good areas of our surgery and again these are just as important in looking at the services we provide to you. I think by the comments above it can be seen that our receptionists, administrators and clinicians all offer a fantastic service and we will continue to try and live up to our moto "Striving for Excellence".

One comment we continually keep getting is that the self-check in screen has been broken for months and it leads to queues at the reception desk. The screen actually “gave up” during the NHS Cyber Attack which happened in May 2017. We had tried unsuccessfully to get it repaired but it was beyond repair, it had served us well for 10 years as we had it installed in May 2007 when we moved into the building. We were waiting to get funding approved via the Clinical Commissioning Group and this was granted in December 2017. We have an installation date of 2nd February so hopefully the queues at the reception desk will be alleviated from then on. Thank you for your patience whilst we were without the self-check in screen.

Patient Participation Group (PPG)

We are trying to invigorate the PPG and have decided to collaborate with the other practices within Winsford i.e. Willow Wood, Launceston Close, Weaver Vale and High Street to have a Winsford Town PPG. This will ensure your voice is bigger and hopefully will have a say in how the towns health and social care is provided in the future. Please see the below from Noreen Caldwell from Vale Royal CCG who has put out an invite for all interested people to attend an inaugural drop in meeting here at Dene Drive Primary Care Centre on 12th February. As always if you have any issues/ideas that affect just Swanlow you can still bring them to the attention of the Practice Development Manager Ange Roberts via swanlow.surgery@nhs.net

“We are looking for Winsford patients interested in being involved in a wider Patient Participation Group (PPG) which would bring all of the 5 Winsford practices together and act as the engagement vehicle for the Winsford Care Community.

By being part of the Winsford Town PPG, you could hear what is happening in Health and Social Care across the town and be involved in shaping the future direction. We are having an initial meeting on 12th February at 10-12pm at Dene Drive in Winsford, but please don't let that put you off if the time is unsuitable as you can let us know when best suits you to meet. We want to encourage as many people as possible to be involved so we're open to looking at bringing people together at weekends and in the evenings.

Also, there are other ways you can be involved, just let us know how you would prefer to feed into the group, we're open to sharing information, receiving feedback and comments by email for example – we're keen to do all we can to get people involved in the sharing of information and the shaping of services locally and we're open to new ideas and approaches.

If you want to attend the meeting on 12th February at 10-12pm at Dene Drive Primary Care Centre Winsford, please contact:

Noreen Caldwell, Engagement Manager

E: noreen.caldwell@nhs.net

T: 01270 275286

M: 07584 108095”