

Riverside Medical Practice is pleased to have both a Patient Support Group and a Virtual Reference Group who provide us with an insight into the views, thoughts and ideas of our patients. The Support Group was established in 1993 and has been chaired by Colin Pope for several years. It holds meetings four times a year. The Virtual Group was created in 2011 in order to assist us with seeking patients' views about the services we provide, for those patients that find it difficult to attend the support group meetings.

Membership of the Virtual Group is open to all patients. It is hoped to obtain a wide spread of , age, social groups, ethnic groups etc in order to obtain the widest possible views from our patients and although it is currently relatively small in number, the Virtual Group contains both men and women ranging in age from 32-74 years. Communication with the virtual group is by email in order to reduce the commitment involved for those patients. We are actively seeking more members of both the support group and Virtual Group.

In addition to receiving comments and feedback on an ad hoc basis, the practice carries out an annual patient satisfaction survey. Having sought the views of the group about areas we should investigate and following on from actions of the last survey, the objective was to assess patient's access to appointments, their preferred method(s) and patient satisfaction with services provided on a practice wide basis.

The questions were based around whether they were satisfied with their consultation, length of wait; whether they were happy with the outcome and standard of service they received. Other questions were specific to establishing preferred methods of booking appointments and seeing a specifically trained nurse for minor illness. A section at the end of the end of questionnaire invited comments to be made.

The survey was carried out in February and the results can be found on the home page.

Overall the results were positive and level of satisfaction very good. The results clearly indicate that a Nurse Led Minor illness service is of interest. The survey revealed that patients were not aware of being able to book appointments six weeks in advance, therefore it was agreed that the practice needs to improve its communication processes.

An action from a previous survey, booking appointments on line has now been completed. In addition patients can also order their repeat prescriptions on line. The practice is actively promoting on line access within the surgery and will shortly upload the information on how to register for these services on the practice website.

The Practice Manager will regularly update the group and all users of the practice will any progress of the actions identified.

