



Update to CQC

APR 22 2015

Alan Bellinger – Chair PPG

Key Performance Indicators

- **Vision** – Facilitate change; Early warning; road-map 9
- **Structure** – Sociocratic Principles; Steering Group; Open, Collaborative Approach; Focused; Circles 9
- **Content** – Care.Data; Phlebotomy; Online Appointments; Property/ Access; Fund Raising; Telephone 8
- **Engagement** – Newsletter; Promotion; Collaborative Network; Surgery Attendance; Participation 7
- **Reach** – Determining actions to extend each 2

Survey Demographics

- **128 Responses from 286 PPG members**
- **APR 14 – 20 2015**
- **Anonymous entries; single IP address**
- **Likert Scale question format**

Survey Results

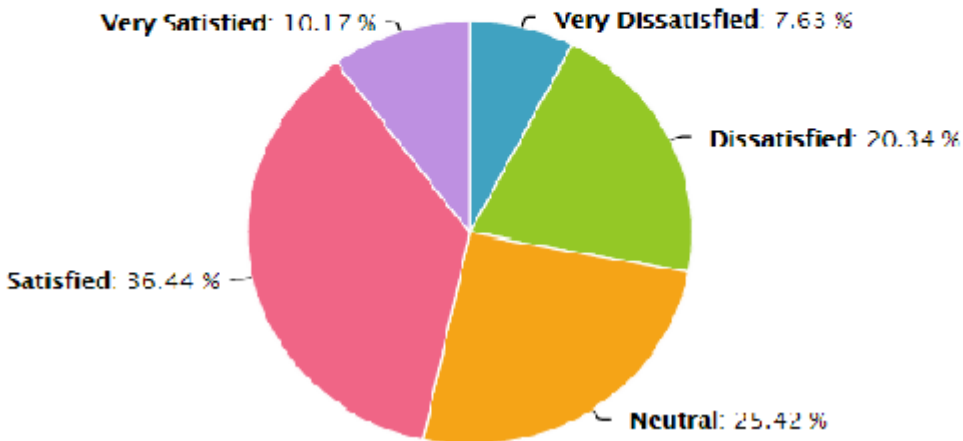
Scores out of 10

- General Quality of Care 8.7
- Mannerisms of Staff 8.5
- Involvement in Decisions 8.3
- Telephone Service 7.0
- Appointment Waiting Times 6.4
- **Friends & Family 8.8**

Waiting Times/ Telephone

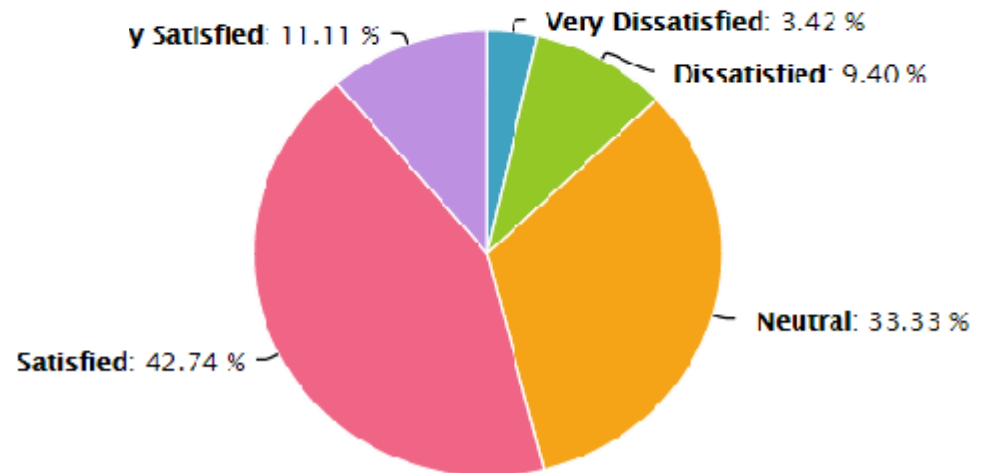
How happy are you with the waiting

times for an appointment?



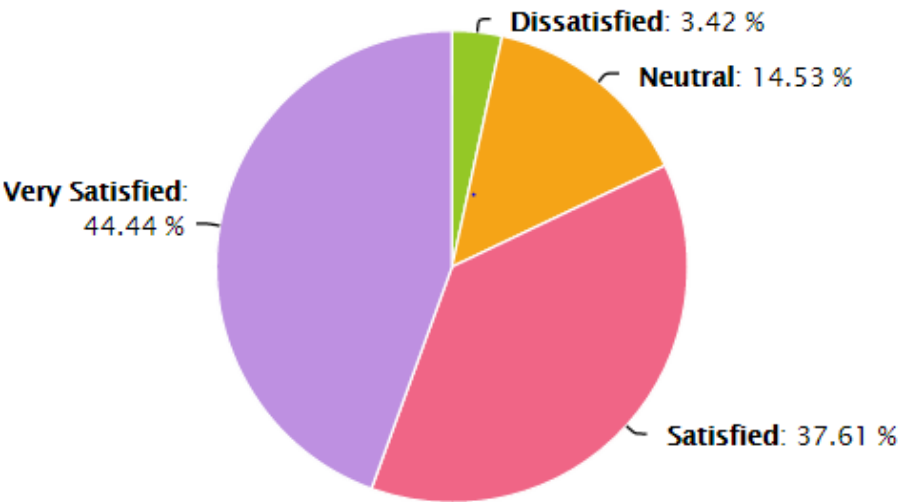
And what do you feel about the telephone

service (now that it's been fixed!)?

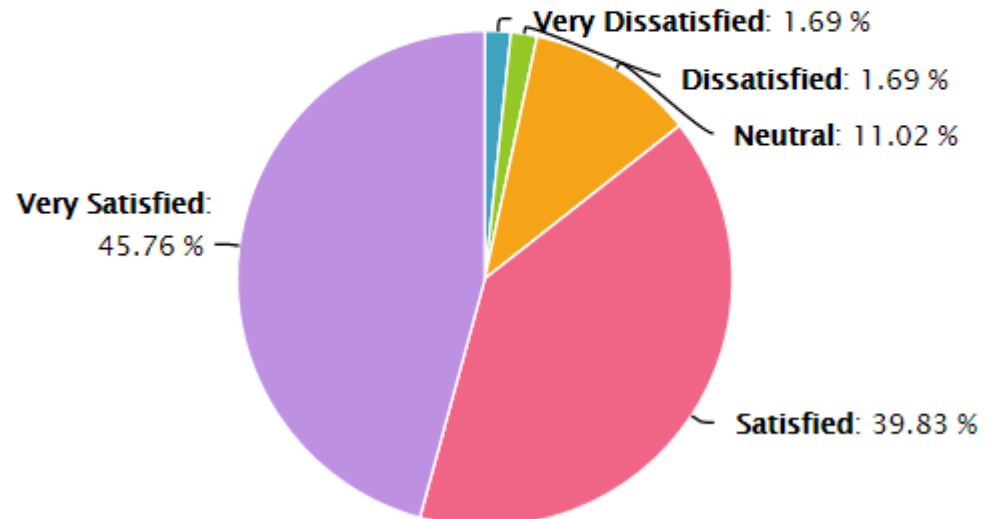


Involvement/ Mannerisms

Do you feel sufficiently involved in care and treatment decisions?



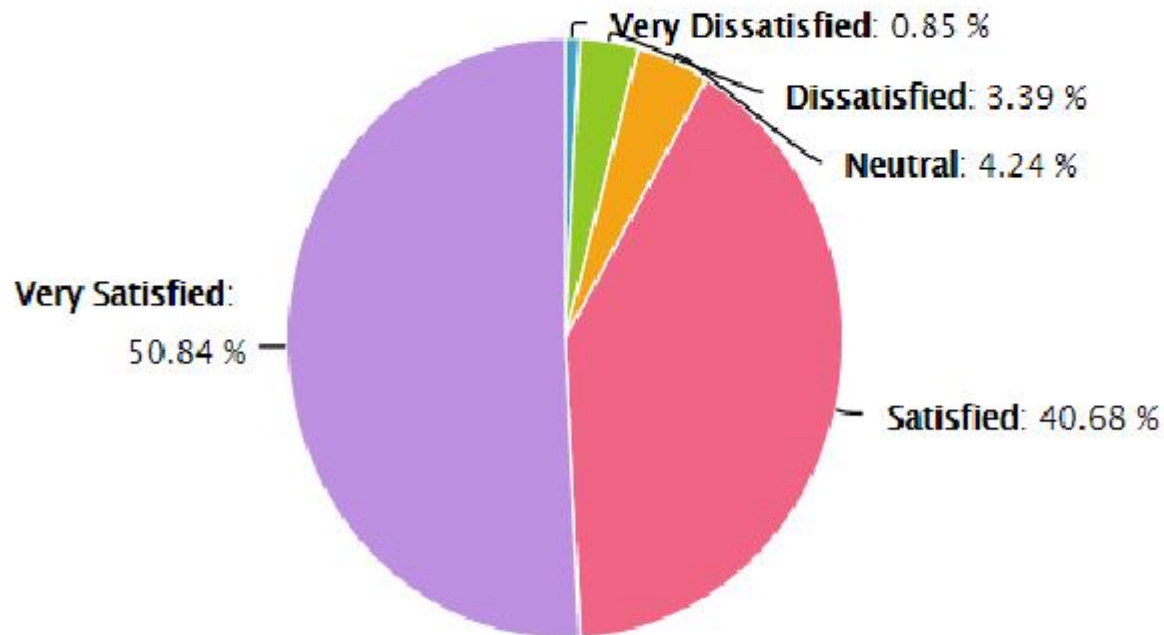
What do you feel about the mannerisms of the staff at the Maltings Surgery?



Quality of Care

How happy are you with the general quality

of care from the Maltings Surgery?



And finally, the friends & family test Would you recommend the surgery?

