

Dear VMC and LPMC patients,

Half of this newsletter is dedicated to the long-awaited results of the 2024 Patient Satisfaction Survey. The results are fascinating and are well worth reading. What it does not reveal is how hard the practice team has had to work over the last year to maintain the level of service that patients are used to, in difficult circumstances with ever limited resources. Here are just a few of their achievements.

- Waiting times to answer phone calls have dropped from an average of 7 minutes to 4 minutes.
- Reception staff have been better trained to deal with patient queries and to be more helpful.
- The number of GP and nursing appointments have increased by 12%.
- The length of each GP routine appointment has increased by 25% giving patients more time.
- Specialist clinics have been introduced to deal with long-term conditions and mental health problems.
- Ear microsuction is now available free of charge in addition to ear syringing for wax removal..
- Routine appointments with a specific GP will often incur a wait of a few weeks but urgent problems are dealt with on the day by the practice team, including the excellent call-back system to speak to a duty doctor.

The PPG urges you to get yourself vaccinated. Vaccinations save lives. See over page the list of NHS vaccinations offered on the NHS with the seasonal flu jab. Do not hesitate to check whether or not you are eligible for life-saving immunity against deadly diseases.

With best wishes, **Mary Orr, Chairman, Victoria Medical Centre Patient Participation Group**



**BOOK OF THANKS
for Dr Fiona Alexander**

Dr Alexander has retired after working for over twenty years at VMC. If you would like to leave a note, a good luck card or a recollection of a special occasion please leave your message in the Book of Thanks that will be left in Reception at VMC from 1 November until 1 January.



VMC Art Gallery. There has been a change of artworks on loan from Paintings in Hospitals as well as the arrival of this large diptych by the artist Brian Palmer which is now hanging in the Group Room. We hope you will enjoy them. There will be a guided tour of the new collection at a pre-Christmas event at VMC.



Join us at Victoria Medical Centre on

Thursday 20 November

EYES

a presentation by Mr George Voyatzis,
consultant ophthalmic surgeon at Moorfields
Hospital and his colleague Mr Ali Abas
introduction, cataracts, glaucoma, dry eyes and more

Question and Answer Session

(If you prepare your questions in advance
we will give them to the speakers on arrival)

6.00 – 7.30 pm

Doors open 5.45 pm

Group Room VMC, 29 Upper Tachbrook St, SW1V 1SN

PATIENT SATISFACTION SURVEY 2024

A Survey was undertaken between June and December 2024. The questionnaire was discussed and agreed by the PPG. The questions were limited to the 10 most relevant to ensure that completing the questionnaire was as easy as possible.

AIM To provide the practice's own assessment of patient experiences and to learn where services needed to be improved.

METHOD The survey was sent to every registered patient over the age of 18 electronically by text message and paper copies of the survey were available in the waiting rooms. The survey completion date was extended to allow enough responses to be submitted to provide a significant result.

RESULT There were 984 responses, 5% of the list size, of which 56% were female, 42% were male and 2% other. The following are the most significant results.

44% of respondents had a long-term health condition such as diabetes, asthma or COPD

80% of respondents thought it was important to see the same GP for continuity of care

Respondees happy to have a telephone consultation

90% of respondents were happy to have a telephone consultation with a GP

36% of respondents were happy to have a telephone consultation with a senior nurse

Respondees happy with other options

31% of respondents were happy to contact their pharmacist

24% of respondents were happy to be referred to another practice or service

14% of respondents were happy to call 111

Access to additional services at the practice premises

52% of respondents would like a physiotherapy service

44% of respondents would like a blood pressure monitoring machine

39% of respondents would like a podiatry service (looking after feet)

27% of respondents would like to see a district nurse

Online access

Only 65% of respondents were able to access the NHS and VMC online, although another 13% said they would like to.

CONCLUSIONS Following the survey the practice would like to:

Look at introducing physiotherapy and possibly podiatry by making them 'in house' services

Continue to look at ways of shortening appointment waiting time

Continue to offer face-to-face, telephone and online consultations and monitor them

Look at improving continuity of care by trying to make appointments with a clinician who knows the patient, thus reducing the number of appointments required in the longer term

Enable more patients to be able to use online services such as ordering prescriptions, booking appointments and accessing test results. A workshop for patients to improve understanding could be introduced.

HUBS If you have been referred to VMC's local Hub, Healthcare Central London in Vincent Square, for treatment the PPG would welcome your views both good and bad about how it worked out for you. Just write a note to the PPG and pop it into the letterbox on the noticeboard in reception. Thank you.

Vaccinations offered by the NHS with the seasonal flu jab: Pneumococcal (protects against serious infections such as pneumonia, meningitis and septicaemia), Shingles and RSV (protects against serious illness from the respiratory virus RSV recommended for pregnant women and elderly adults at highest risk)

Timings for flu clinics

Wed 22 Oct 15.30-17.00 Prebook or walk-in

Fri 24 Oct 15.30-17.30 Prebook or walk-in

Sat 25 Oct 0900-13.00 WALK-IN

Mon 27 Oct 15.30-17.00 Prebook or walk-in

Wed 29 Oct 16.30-18.00 Prebook or walk-in

Fri 31 Oct 17.00-18.00 Prebook or walk-in