



RESULTS – PATIENT PARTICIPATION GROUP – QUESTIONNAIRE 'SUPPORT AND INFORMATION RELATING TO CORONAVIRUS'

OVERVIEW

NUMBER OF PPG MEMBERS CONTACTED: 167
Response Rate: 2.4% (1 BLANK form was returned)
Period of Survey: 29 MAY 2020 TO 26/06/2020

Questions & Replies

Have you visited our website www.lborounimedicalcentre.co.uk for information on *Coronavirus*?
3 answered NO

Did you receive enough information about Coronavirus via text message?
2 answered NO and 1 answered YES

Have you booked a telephone consultation with a clinician during this pandemic?
2 answered YES

What type of consultation did you have? TELEPHONE VIDEO FACE -2- FACE
Both respondents had telephone consultations

Please tell us any suggestions you have for improving these services.
2 responses:-

- *To continue the telephone and video service*
- *To have more face to face.*

Action Plan

1. We will continue to contact our PPG members with surveys covering current and/or on going areas of health and consider all feedback received.
2. We will continue to review and update our website www.lborounimedicalcentre.co.uk with relevant information.
3. We will continue to contact patients with important information via text message
4. Provide both remote and face to face consultations as appropriate

Conclusion

Thank you for replying to our survey and although it is disappointing to have a low response rate, we welcome the opportunity to look at improving our services.

If you wish to join our PPG and influence services at the Medical Centre, please contact us or complete and return the PPG sign-up form.