

NHS England GP Patient Survey January – March 2018 – Overview

The NHS England GP Patient Survey provides information to patients, GP Practices and Commissioning organisations on a range of aspects of patients' experience of their GP services and other local primary care services. This year's survey data is currently being collected. Below is brief overview of the results for Much Wenlock and Cressage Medical Practice compared with local CCG and national CCG data from last year.

What we do best...

- **93% of respondents find the Receptionists at this Practice helpful**
Comparison to Local (CCG) average 93% and National CCG's average 90%
- **94% of respondents say the last GP they saw or spoke to was good at giving them enough time**
Comparison to Local (CCG) average 91% and National CCG's average 87%.
- **96% of respondents say they were treated with care and concern**
Comparison to Local (CCG) average 92% and National average 87%

What we could improve...

- **41% of respondents with a preferred GP usually get to see or speak to that GP**
Comparison to Local (CCG) average 53% and National average 50%

Due to the demand on appointments it sometimes is not possible for patients to be seen by their preferred GP. As a Practice we do try to accommodate patient requests where we can and offer alternative appointment options. From April 2019 we will be employing another GP to reduce our use of locum doctors and improve continuity of care.

- **60% of respondents are satisfied with the surgery's opening hours**
Comparison to local (CCG) average 71% and National average 66%

Our surgery hours have consistently been Monday - Friday 8.30 am – 6pm. We also offer flu clinic appointments at weekends.

In addition to the above our patients are also able to access extended opening hours appointments at local surgeries between 6.30pm – 8pm weekdays and 9am Saturdays for routine appointments. To access the routine appointments available; please telephone 0333 222 6649.

To view the full results of the Patient National Survey visit: <http://www.gp-patient.co.uk/>

Practice News

March 2019

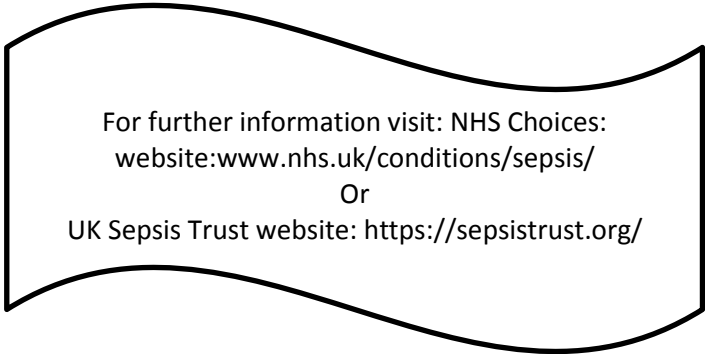
SEPSIS – THE FACTS

Sepsis, also known as Septicaemia or blood poisoning, is the body's reaction to an infection and means your body attacks its own organs and tissues. If severe sepsis is not spotted and treated quickly, it can rapidly lead to organ failure and death. Patients and health workers need to work together to ensure life-saving treatment is delivered as soon as possible.

How will I know?

If a person has two or more of the following then they may have severe sepsis:

- **S**hivering, fever, or very cold
- **E**xtrême pain or general discomfort
- **P**ale or discoloured skin
- **S**leepy, difficult to wake up, confused
- **“I** feel like I might die”
- **S**hort of breath



For further information visit: NHS Choices:
website: www.nhs.uk/conditions/sepsis/
Or
UK Sepsis Trust website: <https://sepsistrust.org/>

You should seek medical advice if you are at all concerned.

In the early stages, it is often difficult to distinguish sepsis from the flu virus. However, if any of the features above exist and the skin is cold, pale or has developed strange colours or markings ('mottled'), if you lose consciousness or have not passed water for more than 18 hours then you need to be taken to hospital as soon as possible. Tests should help to make the diagnosis. If you suspect Sepsis, try to ensure that you receive urgent medical attention. Don't be afraid to say "I think this might be sepsis".

Getting treatment even one hour earlier might make the difference between life and death.