

Patient engagement & communications 2016

Our overall approach included communications through our main mass media channels of web, in-surgery patient information screen, specific emails to 2000+ subscribers and SAMC newsletters also emailed but also with printed copies for the surgery waiting room and reception.

Southborough Hub

The main thrust of our interaction with our patients in 2016 was to involve them in our plans for re-siting SAMC in the proposed Southborough Hub development:

Core activities

- Advising that SAMC wanted to be **part of the Hub development**
- Setting up a dedicated **Southborough Hub page** on our website
- Being part of a 5-day **public exhibition** in June to meet and discuss plans with patients, and enabling them to anonymously record comments and questions
- Posting **questions** raised by patients, together with SAMC **answers**, on the Hub page
- Keeping patients appraised on the submission and outcome of the **planning application** to Tunbridge Wells Borough Council, by the developers
- Attending the **planning meeting** at the Town Hall where the application was being considered

Other general communications and interactions

- Issued 4 **SAMC Newsletters**
- Issued 3 new **Dr D advice leaflets** following PPG requests
- Ran campaign to sign up patients for **online service**
- Ran in-surgery screen focus on **NHS Change for Life** campaign
- Widely publicised 'new' **triage appointments system**
- Kept patients fully appraised of **temporary SAMC move**

Patient Participation Group PPG

We have an active PPG which was formed in September 2011 and is an independent body which represents patients' views and works in partnership with the Practice. The practice leaflet and website encourages new members. Those reading this who are interested should please email pm.standrews@nhs.net.

Feedback to SAMC

We continued to publicise and encourage ways in which patients may give feedback on the medical services they receive from SAMC:

- Direct to SAMC by completing the Friends and Family Test (FFT) either by filling in the postcard when visiting SAMC or by completing the form on our website.
- By contacting the Care Quality Commission (CQC) and filling in the 'Share your experience' form online at www.cqc.org.uk
- By giving feedback on the NHS Choices Website www.nhs.uk/aboutNHSChoices/Pages/NHSChoicesintroduction.aspx

Action Plan from results:

The practice has received full support for the inclusion of a new medical centre in the 'Southborough Hub', from all patients. The action plan for 2017 is to survey patients to ascertain what they would like to see improved at both practice level and in the provision of medical services, and to incorporate these into our Hub business plan.