

Ship Street Surgery

East Grinstead Listening and Network Tour
September 2016

Healthwatch West Sussex would like to thank everyone who has contributed to our day in Ship Street Surgery and in particular, the people who have taken the time to complete the survey and share their views and to those who have entrusted us with their personal stories.



Practice information

Ship Street Surgery, East Grinstead, has approximately 11,700 registered patients and is currently not accepting new patients. This means new patients cannot register with this practice out of choice and are being told to contact NHS England. This is also the case in the other two East Grinstead general practices (Moatfield and Judges Close Surgery).

This is an accredited training practice with 8 doctors, 2 practice nurses, 2 healthcare assistants, 2 care co-ordinators and 35 support staff and is supported by a range of clinical specialists.

Engaging with local people



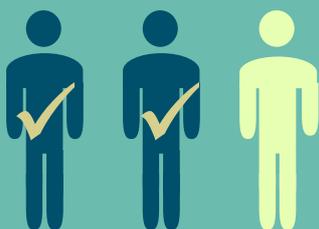
The Healthwatch team and members of the practice's [patient participation group](#) spent a day in the surgery to encourage people to complete a short survey and to give feedback on the service they had received.

94 people completed a short survey.

85 people gave feedback on their experiences of using the Practice. Further feedback can be given in only a few minutes <http://www.healthwatchwestsussex.co.uk/feedback/>



What people told us?



Two out of three people said they would be happy to see another qualified professional (not the doctor) on the day of their visit.

We asked people to tell us why they would not be happy to see another qualified professional (not the doctor). From the responses it is clear that people were, on the whole, concerned that their needs were complex, or ongoing, and for these reasons would be best served by seeing their doctor.

75%

People said they **didn't** use any of the surgery's online services

Why people aren't using these services?

- 32% Don't require them
- 19% Didn't know they existed
- 19% Aren't online or using IT
- 17% Prefer personal contact
- 13% Haven't done anything about registering

We are delighted that 9 people, who took part in the survey, are interested in getting more involved in this Practice or with the work of Healthwatch West Sussex. We'd like to encourage all patients to take part in surveys put out by the Practice and to speak out if their experience isn't satisfactory. If you would like to get more involve with Healthwatch <http://www.healthwatchwestsussex.co.uk/get-involved/>

"We want all our patients to be happy with the services we provide and like to see patients quickly if they have any concerns, so we can work together to find solutions"

Liz Eades, Practice Manager

How many people rated the practice as positive?

Staff Attitude	Waiting Times	Quality of Care	Dignity & Respect	Treatment Explanation	Involvement in Decisions	Environment
84%	71%	89%	98%	88%	85%	89%

Next Steps

Healthwatch will discuss the feedback local people have shared with us, with the Practice and Patient Participation Group, after we've finished our *tour* of East Grinstead so that it can help shape services locally.