

## Chessington Park Surgery

### Healthwatch

#### Response to Report

Healthwatch visited Merritt Medical Centre on Thursday 17<sup>th</sup> February 2015 to gather information from patients and service users to help improve local health and social care services.

The Report was sent to Chessington Park Surgery on 14<sup>th</sup> April 2015 and identified many positive attributes together with 3 recommendations for the surgery to look into. The recommendations are as follows:

<b>Recommendation</b>
As it was identified that many patients had never been told about the services of community organisations, Chessington Park surgery could implement a system for GPs so that all staff are aware of the local health support services. This information could be collated in hard copy or on the IT system so that the GPs are able to access the information and sign post a patient who they feel could benefit from the support of a service.
<b>Response</b>
Chessington Park Surgery has identified a website and the link added to the surgery website for patients to access information – link as below <a href="http://www.kingstoneclick.org.uk/">http://www.kingstoneclick.org.uk/</a> Chessington Park Surgery will also inform clinicians of the link
<b>Recommendation</b>
Although Chessington Park Surgery is displaying information leaflets and posters in the side room for patients, this could be utilised in a more productive way to help patients stay well and be empowered to improve their own health and wellbeing. The information materials and resources could be evaluated and checked for relevance and quality. The information could then be displayed in a way which is well signposted and easily accessible for people's different health needs. As an example, there could be a section for older people's health, young people's health, advice for mothers and babies, children's health, and mental health. A member of staff at the Surgery could be designated with the role of keeping information tidy and up to date with local community groups/ events. Members of staff could also be encouraged to use the room regularly to show and inform their patient about local services which help individuals keep well.
<b>Response</b>
Information literature is displayed in the Patient Resource Room (Patient Participation Room). Both practices are looking into new display racks for this area and redesign the layout to make the room more user-friendly. Although both surgeries are responsible for the upkeep of the information in this room, staff availability at Chessington Park Side has been an issue and is being

addressed.

**Recommendation**

Chessington Park Surgery could also recruit volunteers to specifically carry out the role of managing the healthcare information and informing patients of the resources at the surgery. The Merritt Medical Centre Patient Participation Group could assist in developing this volunteer role.

**Response**

We will approach the PPG to ask if they are willing to help inform patients of local services. Perhaps it would be an idea to approach local services and see if they would like to come to the surgery and set up a display stand and offer patients help on site. This is something for the practices to look into further.