

Response to Daily Echo Thursday 1st August 2019: The best and worst GP surgeries in Dorset according to patients.

I am both a Patient at West Moors Group Practice (WMGP) and Chair of The WMGP 'Practice Champions Group'. Practice Champions, work in collaboration with GP Practices, to improve the existing Services the Practice offers to Patients and to identify areas of unmet need and to establish ways of meeting that need. Practice Champions also carry out additional roles in providing support to patients.

I was therefore, both personally, and as a Practice Champion, very disappointed that the GP Practices who were shown to have 'improved' on the previous year's results were not given any credit for this achievement.

Surely, at a time when morale amongst all NHS Staff is at an all time low, the Daily Echo has a responsibility to not only recognise improvement but to positively promote and encourage further improvement, which in turn will raise the morale of all NHS staff NOT continue to reduce it!

The overall patient satisfaction ratings, as published in the Daily Echo (Thursday 1st August 2019) for Dorset GP practices (percentage change from last year) states that out of 85 GP Practices WMGP is listed in the bottom 10 - despite having a 7 per cent improvement on last year.

In looking at ways of communicating your report on the results of the 2019 GP Patient Survey in a positive and empowering way, which in turn would enable us to continue to raise the morale of all our Practice Staff, it didn't take us long to see that overall we are in fact in the Top 3 GP Practices for having improved in Dorset.

We therefore decided to Congratulate our Practice Staff with the following - perhaps you might like to do likewise?

West Moors Group Practice

In Top 3 GP Practices for Improving Services to Patients in Dorset

WMGP is in the Top 3 GP Practices (Out of 85) in Dorset for

Improving the Delivery of Services to Patients.

Jean Ashcroft – Chair of the ‘Practice Champions’ Group said: “This really does reflect on all the very hard work of all our Practice Staff, who have carried out their respective roles in extremely difficult circumstances, over and above that experienced by all other practices, with total professionalism and dedication.”

Nicki Gibbons – Practice Manager said: “I am extremely proud of all of our staff for their part in this impressive achievement. These figures are borne out by our daily experiences in the practice by the compliments we receive both verbally and in writing. Our positive rating on NHS Choices has increased from 50% to 80% and our Friends and Family feedback, over the last year, from patients who have visited the practice shows that 91% of them would recommend us.”

If you require any further information please do not hesitate to contact either myself by email: jeanashcroft.wmcp@gmail.com or Nicki Gibbons, Practice Manager at WMGP Tel: 01202 865800

Yours faithfully,

Jean Ashcroft MBE

2nd August 2019