

# Peel Medical Practice

Patient Participation Group (PPG)  
Autumn 2023



## WELCOME

Hello to all our patients and carers, here is the final newsletter for 2023. We are using it to give you feedback on the survey the practice sent out in October. Thank you to the 1160 people who responded, we are grateful to you for taking part and telling us what you think of the services you receive from the practice.

**Question 1** asked how long you think a GP's working day is. The majority response was 12 hours, followed by 10, with a small number who said 6 or 4 hours. In fact a typical working day for our GPs is 11 hours. The GP who attended our recent PPG meeting kindly described his day, and we think you'd find it interesting to see what this consists of:

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## A GP's Typical Working Day

7.30am – start the day with "enhanced access" which means contacting patients who, because of their work or health, are unable to attend the surgery during normal hours. This is usually by telephone.

8.00am – 10.40am – morning surgery with patients

10.40 – 11am tea break including educational support through conversations with students, tutors, visiting professionals

11.00am – admin; this covers a range of activities including dealing with blood test reports (average 50 a day), signing off prescriptions, processing a range of prescriptions, making home visits, referring patients to consultants, visiting nursing homes, consulting colleagues (nurses, ANPs, etc) re patients they have seen etc. Unexpected events and requests are dealt with by the day's duty doctor, in addition to his/her usual tasks. GPs cover this in rotation.

1.30pm – lunch, usually sandwiches taken at the working desk

2.00pm- 3.30pm – afternoon surgery with patients. The triage responses are dealt with throughout the day by the duty doctor and 4 Advanced Nurse Practitioners. They also deal with e-consults, ie online requests, from patients.

3.30pm – 4.00pm –tea break

4.00pm – further afternoon surgery with patients

5.00pm – 6.30pm – more paperwork and admin including letters to and from hospitals, requests from District nurses for medications, responding to emails received, dealing with issues arising in the course of the day.

6.30pm – end of working day. In addition, each GP covers a 6.30pm – 8.00pm surgery 10/15 times a year and a Saturday morning surgery, with other local doctors, 5/6 times a year.



Clearly GPs do a lot more than dealing with patient appointments. The number of administrative tasks required of them is growing all the time. Our practice has increased the number of GPs now working there, and on average they work 3/4 days a week. But, like other practices in the town, we are short of rooms for consultations, and there is no space available to expand our premises.

Back to the survey! **Question 2** asked patients how they felt about not always seeing the same person for an appointment. Responses from 684 patients said it was a good thing as it made use of the specialist knowledge of members of the clinical team, who sometimes knew more about the patient's condition than a GP. However, 476 patients said they preferred to always see the same person. We hope these patients will understand why this may not always be the best option for them.



**Question 3** asked if patients felt they were getting a second-rate service if they saw a member of the clinical team who wasn't a GP. We are pleased that the majority of responses indicated that patients didn't regard this as second best, and they are right to see it this way.

We hope you have found this newsletter interesting and useful. Further newsletters will deal with responses to other questions included in the survey.

Finally, on behalf of the Peel Medical Practice, your PPG wishes you a happy Christmas and a healthy year in 2024.

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