

# Staunton & Corse Surgery

## Patient Participation Group Newsletter

### Summer 2025



#### **Welcome**

This is the Summer 2025 edition of the PPG Newsletter.



#### **GP Patient Survey 2025**

Staunton and Corse Surgery has performed exceptionally well in the latest GP Patient Survey – 96% of patients describe their overall experience with the practice as 'GOOD', this places us in joint first position within Gloucestershire.

The national average score is 79%.

This means that 9 out of 10 patients, rate their experience at Staunton and Corse Surgery positively – a significant achievement and among the best in the region.

For more details and more insight, such as wait times, appointment availability, staff friendliness or access to follow-ups, visit the links below:

<https://www.gloucestershirelive.co.uk/news/cheltenham-news/gloucestershires-best-worst-gps-ranked-10361412>

[www.gp-patient.co.uk](http://www.gp-patient.co.uk)

A Big Thank you to all our patients who took part in the national GP Survey and a special Thank you to the Staunton and Corse Surgery Team.

The dedication and commitment of our staff at the practice is very evident in these results, and this would not have been achieved without them.



#### **Zero Tolerance Policy**

It is very unfortunate to report an increase in unacceptable behaviour towards our Practice Team in recent months and we wish to remind patients of the practice's commitment towards a zero tolerance of negative patient behaviour.

The following are examples of when you may be issued with a first and final warning or removed from our patient list dependent on the severity of the incident.

- Violence.
- Excessive noise e.g. recurrent loud or

- intrusive conversation or shouting.
- Threatening or abusive language involving swearing or offensive remarks.
- Racial or sexual remarks.
- Aggressive, forceful tone and/or language that upsets staff.
- Malicious allegations relating to members of staff, other patients, or visitors.
- Offensive gestures or behaviours.
- Abusing alcohol or drugs on practice premises.
- Drug dealing on practice premises.
- Wilful damage to practice property.
- Threats or threatening behaviour which can include entering private areas without prior consent of the staff member.
- Theft.
- Persistent and/or unrealistic demands on the service
- Repeated derogatory comments about the practice or individuals either verbally, in writing/digitally or on social media platforms – this applies to factual and false information

as we have a process to feedback dissatisfaction.

This list is not exhaustive and there may be other occasions where we have cause to issue a warning or remove you from our patient list. If you are unhappy with the practice, we have a complaints procedure to assist you, or you have the choice to register with another practice – there really is no need for unpleasant behaviour. with these options available to support you.

Where we deem an incident is not serious enough to warrant immediate removal, we will issue a first and final warning.

In exceptional circumstances, a breakdown may occur between a doctor and their patient. If the breakdown is of a serious nature e.g. serious physical or verbal abuse to any member of the practice team, the doctors may feel that the doctor/patient relationship has been compromised. Steps may be taken to have the patient removed immediately from the practice list. Where possible, conciliation would always be the preferred route. Reasons for removal will be given in writing.

You will be removed from our patient list immediately when we have needed police assistance or have made a report to the police.



### Staff Update

Isabelle (Izzy), our General Practitioner Assistant has passed her competency training as part of her role at the practice...Many Congratulations Izzy!!

We welcome Danielle to the Reception Team. Danielle will be working each Thursday afternoon and supporting with holiday and sickness cover when required. A warm welcome to you Danielle.

### Patients who did not attend their appointments:

March 25	38
April 25	50
May 25	51
June 25	36

The appointments not attended include **GP ROUTINE, FOLLOW UP** appointments and Nurse appointments.

**Our patients are waiting between 2 – 4 weeks for a routine GP appointment... IF YOU NO LONGER NEED YOUR APPOINTMENT, PLEASE CANCEL IT!**



### Continuity of Care

The practice is in the process of allocating a 'Usual GP' to all our patient's records to improve continuity of care. When patients join the practice, they are automatically registered with one of our GP Partners, however this may not be the GP you usually see.

Usual GP allocation will be made automatically and randomly but if you wish to submit your preference, please use the form via this link:

<https://stauntonsurgery.co.uk/services/managing-your-health-online/online-forms/preferences-for-receiving-emails-text-messages-and-your-preferred-gp/>

or complete a paper version of the form, these are available from the waiting area at the practice.

Our next PPG meeting will take place on Wednesday 3<sup>rd</sup> September 2025

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