

Patient Survey - Comments Guidance

Upon reviewing the patient survey undertaken this year, it became apparent from some of the comments that there were a few recurrent themes and areas that we felt patients would benefit from further clarification and acknowledgment that we have taken these concerns on board. We hope the following information will help to allay concerns and feedback:

Radio

A number of patients noted that they felt the radio is too loud in the waiting area; whilst we have also had feedback regarding concerns that conversations can be heard in Sister Jane's room. We have taken these points on board and have changed to a more 'mellow' radio station along with reminding staff to be vigilant on keeping a balance between protecting privacy in clinical rooms and also not making the music too loud. Please let us know if you have further concerns.

Online Appointments

Whilst there were several comments commending the Online Services (Ordering repeat medication and booking routine GP appointments online); there were a couple of comments expressing that they were unaware that Online Services are available. Over the previous year, we have publicised Online Services through notices, the website and on the right hand side of repeat prescriptions – Online Service usage has increased considerably over this time but we still plan to explore further methods of publicising these Online Services over the coming year so that more patients are aware and can take advantage of this. Please ask at reception if you have not yet registered for our Online Services.

A few other comments expressed a wish for Nurse appointments to be available online. Nurse appointments can be more difficult to implement through the Online Services due to the variety of nurse treatments which require differing appointment lengths and to be booked into different clinics. Following discussions with our Patient Participation Group (PPG), we have agreed to look at ways of implementing this and making a portion of the Nurse appointments available online. Initially, we plan to give this a trial run in the near future.

Blood Tests

It was mentioned that appointments for blood tests can be at inconvenient times for people that work. Unfortunately, samples are collected at lunch time each day to be taken to the lab for testing, and we are unable to keep samples overnight. This limits us to only being able to take them in the morning – even for non-fasting blood tests. We would advise patients who are constricted by time to arrange their appointments as soon as they can as the earliest appointments are usually taken first.

Complaints

One comment indicated that a patient felt that complaints cannot be made regarding one of the GPs due to them being on the Clinical Commissioning Group (CCG) Board. We'd like to reassure patients that this is not the case, and that all complaints relating to the practice and its staff will be investigated and dealt with regardless as to which members of staff the complaint involves.

Repeats Prescriptions

A couple of comments relate to issues with repeat prescriptions. Please keep in mind that we have recently gone live with the Electronic Prescription Service (EPS) which means that prescriptions are sent securely and electronically to a pharmacy of your choice. This eliminates risk of a paper copy getting lost between surgery, patient and the pharmacy. Please ask at reception or at your chosen pharmacy for further details.

Patient Privacy

A couple of comments stated that they disliked being asked by reception what their call was regarding for GP appointments. Whilst we don't ask for reasons for routine appointments, we do ask for each day's emergency appointments. This is to help the GPs to prepare and get an overall view of their clinics, however it is not mandatory that you tell us – you are welcome to say that it is personal if you prefer not to disclose your symptoms to the reception desk.