

Surgery Actions from Patient Questionnaire 2012/2013

The Surgery Patient Participation Group met on the 25th February 2013 and discussed the questionnaire results in detail, from this discussion, the following patient comments/improvements were agreed on as Practice Objectives for 2013, which are listed as below.

1. Patient checking in machine – *Kelly Hartland (Practice Manager) is already in the process of arranging a demonstration of the patient self checking in machine and hope that if the machine works with our surgery set up, by the summer, the practice will have one installed in Stone Cross. This will make it easier for patients to check themselves in leaving the desk available for queries and booking future appointments.*
2. More pre-bookable appointments. *The surgery has recently completed an analysis on the practices patient demand and our capacity. Based on the findings we have changed one of our Doctors half days off and increased our ‘on the day’ appointment capacity by 14 face to face apps and 6 telephone appointments on a Tuesday, which is our 2nd busiest day. We have also employed a Nurse Practitioner who is offering us an additional 45 appointments per week, worked around patient demand. We have also changed when we run some of our clinics to ensure they do not clash with the top 3 demand days.*
3. Smell at Pevensy Bay in the waiting room. *Michelle Kenward (Deputy Practice Manager) and Kelly Hartland (Practice Manager) are going to investigate this problem.*

Some of the patient comments we feel we have already tried to action or have now been resolved are as follows:

1. “Quiet waiting room”. *We have set up in the second waiting room a “quiet waiting room” which we had hoped could be a peaceful place with no music and a no speaker television for those who would like to sit quietly.*
2. “Ability to make appointments over the phone in advance”. *We are able to book approximately six weeks ahead so we are surprised that this patient was unable to book in advance. We also offer “on-line appointment bookings” as well and hope that in the future with software developments that patients will also be able to book telephone consultations with their GP and book appointments with the nurse.*
3. “More phone lines”. *The surgery has recently identified a fault with our phone system affecting two incoming lines. Our telephone company has resolved the issue and both Kelly and Michelle since the lines have been fixed have not been informed of any difficulties with patients being unable to get through and hope that this has now resolved the problem.*
4. “Open at weekends”. *The surgery currently runs an out of hours service on a Thursday morning between 7am-8am and on a Saturday morning. However these appointments are for pre-booked appointments only and are not available on the day.*