**PRACTICE RESPONSE TO PATIENT COMMENTS FROM 2017 SURVEY**

* *Another alternative in booking appointments as the line is mostly unreachable during busy working days*

**The practice offers online booking of appointments and ordering prescriptions – please contact reception for details.**

* *Let people that don't work come in mornings so it would be more available to get appointment for those that work*

**The practice has two GP’s working for morning surgery and one GP for afternoon surgery so there are more morning appointments available. Unfortunately it is not practical to ask every patient their working situation and would be unfair to patients and staff.**

* *Open earlier*

**The surgery is open from 8.30am – 6.30pm with two extended evenings until 7.40pm. The practice is a two GP practice with both GP’s working everyday therefore it is not clinically safe to work longer hours.**

* *The way the appointments are given out isn't very good; have to miss sleep to get an appointment.*
* *The main issue is trying to get through via phone and then being told they have nothing left, phone back at 2pm which isn’t possible if you work!*
* *More time available for booking appointment as very hard to ring at 2pm when you work*

**We appreciate it is sometimes difficult to make an appointment however there are several ways to book an appointment; ringing on the day at 8.30am or 2pm, be at the front door at 8.20am, book online or pre-book and the practice tries where possible to accommodate every patient but for safe practice we cannot overbook appointments.**

* *Waiting times are too long*

**The GP’s try their best to keep to time but unfortunately sometimes circumstances mean that a patient needs a little longer or there is an emergency that needs immediate attention which may not always be obvious in the waiting room. We apologise if this has been an issue for you but it is out of the practice’s control and patient care is our priority.**

* *Something more for children to entertain them*

**Due to Infection Control legislation we are unable to provide toys, books etc. to avoid passing on germs/infection but please feel free to bring your own child’s toys to entertain them whilst waiting.**

* *A chair or bench outside to sit on while waiting for surgery to open.*

**Unfortunately this is not practical as we are in the town centre it would possibly get vandalised or stolen as there has been an issue with theft in the area also the practice has had an issue with homeless people sleeping in the grounds.**

* *Just tiring to get an appointment, could use a queue system.*

**We are in the process of looking into installing such a system in the future. We hope this will help with the problem of the line being engaged and having to keep trying to get through.**

* *Travel vaccinations made available*

**The practice ceased providing travel vaccinations for a short period as there was no nurse available qualified to give travel vaccinations. On recruitment of a new nurse we are pleased to inform patients that this service has now been reinstated with patients needing to provide at least 6-8 weeks minimum notice before they travel. However travel vaccinations is not an NHS service and it is provided at the practices discretion for patient convenience as there are Travel Health Clinics in the area. It is worth noting that whilst we offer this service it does take clinical time away from other routine NHS service/appointments.**

* *Have more doctors available to ease pressure and get appointments easily, maybe book appointments online. Have more phones available to call & make an appointment.*

**This is a small two GP practice who try to offer a more personal service to patients than would be available in a larger practice. We do have two regular locums who cover two sessions per week . We appreciate it is sometimes difficult to make an appointment however there are several ways to book an appointment; ringing on the day at 8.30am or 2pm, be at the front door at 8.20am, book online or pre-book and the practice tries where possible to accommodate every patient but for safe practice we cannot overbook appointments.**

* *Picking up the phone instead of choosing when to answer. Friendly receptionist staff*

**There is two reception staff available at all times however they have to answer two telephones and deal with patients/pharmacist at two reception windows and also deal with any queries from GP’s and nurses. We apologise if your call is not answered straightaway however it is because they are busy dealing with issues elsewhere.**

* *When I ring for appointment and I have additional questions to ask or let the receptionist know, I feel they rush me and are very ill-mannered and sometimes rude on the telephone when I am trying to make an appointment. This really upsets me as ringing the surgery is a time when you’re in need and during this time you feel low and it would be nice to have someone treat you with respect.*

**We are sorry that you feel this is the case however when you call to make an appointment the reception staff are very aware that there are other patients also trying to get through to the surgery at this busy time and also have people waiting at the reception window to be dealt with. If you have a personal issue and need to speak with someone please let reception staff know and a staff member will call back at a more convenient time away from reception.**

* *Answer your phones quicker. If the number called is incorrect e.g. results, please do not ask us to put the phone down & re-dial the correct number.*

**The reception is very busy and staff answer the phone as quickly as possible however they are also dealing with the reception window and other queries from GP’s and nurses. The reason for calling back on designated numbers and at designated times for results etc. is so that the appointment line is not held up with queries/issues. The staff are very aware that patients are trying to make appointments and that one line needs to be kept available for the GP queries/emergencies.**

**We are in the process of looking into installing a new system in the future. We hope this will help with the problem of the line being engaged and will have options available for different requests i.e. prescriptions, results etc.**

* *Felt very rushed & not listened to/cared for under Dr George. This was on multiple occasions would expect more from 1/2 GP's. Dr Raj- very nice/friendly.*

**We are very sorry you felt this way and please contact the surgery if you would like to discuss further.**

***The practice would like to thank all those who gave positive and complementary comments regarding the service that we offer. We do appreciate them and at all times try to do our best for you.***

***Thank you.***