

Patient Feedback 2017- 2018

We have gathered your feedback this year through a survey both online and in person. We also consider comments made to the practice team regularly throughout the year.

What you have told us

Overall you are very happy with the care and treatment you receive at the surgery. We have collected a great number of positive comments, including lots of compliments for all of our polite, friendly and caring staff.

The main issues you have raised are that there is sometimes a long wait for appointments, and that the phone lines are often busy.

Our Solution

Appointments

We are constantly reviewing our appointment system to make it more efficient, while still providing the same level of care to you. We encourage as many of you as possible to register for **SystemOnline** to book your GP appointments. This will also allow you to cancel your appointment online if you cannot attend and frees up the phone lines.

Unfortunately, you cannot book nurse appointments online because of the variety in the duration and nature of the appointments.

Although we publicise the number of patients who **Did Not Attend** their appointments each month, there is still an average of **60 appointments not attended each week**. These appointments could have been given to someone else and account for 10 hours of doctor and nurse time each week.

Phone Lines

We receive a lot of phone calls every day, especially first thing on a morning. We aim to deal with each one effectively and efficiently and apologise if any of our staff seem “hurried” while on the phone. They are trying to answer as many phone calls as possible, understanding that there may be several people trying to get through. We appreciate your patience and understanding during these busy times.

Thanks to everyone who has taken the time to complete our surveys. We are committed to improving our practice and welcome any suggestions.