

This a '**Special Edition**' of THE GREEN STREET NEWSLETTER, about the progress we've made in responding to the comments made and issues raised in the recent Patient Survey.

Firstly, our thanks to all of you who responded to the Survey – the detailed results are on the Practice Website, and paper copies are available from the Reception desk at the surgery.

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=98336&v=G81032>

Patients Participation Group (PPG)

The majority of people responding to the Survey weren't aware of the PPG, so to increase awareness there is a large and prominent notice board in the Surgery just to the left of the Reception Desk, and a second notice board will be put up in the corridor leading to the nurses' rooms. Most people coming into the Surgery should see one or other of these.

Automated Check- in system

A number of you commented on this system, which is currently not working. A new one is going to be installed in the near future, and volunteers from the PPG will be on hand in the early days of the new machine to help patients use the new system.

Appointments

The Practice and the PPG are currently discussing how the Appointments system can be improved, in light of your comments. In addition the automated service menu is being revised to make it easier for Patients to get through to speak to a Receptionist.

On the next page are other responses to some of the issues raised in the Survey. The PPG are continuing to look at all of the other comments made in the Survey, and we will report to you over the coming months.

www.greenstreetclinic.co.uk

Waiting Areas

A number of comments were made about the waiting areas, and a small team of PPG volunteers have completed a survey of the waiting areas, and identified a number of improvements which will be made.

Extended Hours

Following your comments, the arrangements for the Extended Hours Service are now being reshaped – plans are being made to improve Patient Access to Clinicians.

Virtual Group

Following the request for volunteers for a Virtual Group, we've received a good response, and will be holding a meeting for them in the near future.

Other patient questions from our recent survey

Q. – Why can't I make an automated appointment for the nurse.

A. – The nurses offer lots of services which need varying lengths of time of between 10 and 30 minutes. The wrong appointment length being booked would mean insufficient time available to carry out the procedure or the possibility that time would be wasted.

Q. - NO piped music!! (or very low relaxing music).

A. – This is required for patient privacy and is in place to reduce the chance of patient's consultations being overheard from the waiting rooms.

Q. – Special room for disabled patients downstairs with adjustable bed.

A. – We do the best we can with the premises we have but struggle to accommodate the ideal consultation for all patients. We are unable to move premises or extend or modify the current ones. We have simply outgrown our premises and do not have capacity to offer this type of room.

Q. - Doctors performance in terms of how they treat and listen to their patients.

A. – GPs have an appraisal each year and undergo revalidation every 5 years. Many GPs also undertake patient surveys each year.

Q. - Not happy with the expensive phone service.

A. – We returned to a geographical number in July 2011. The surgery can be contacted by ringing 01323 736664 – this number has been widely publicised at reception and in all waiting rooms

Q. - Booking appointments in advance with receptionist would be helpful.

A. – Our receptionists are able to offer the same number of advance bookings as the automated service. Patients are able to book via either pathway with the same result.

Q. - Rarely see my own GP if emergency appointment

A. – Emergency appointments are offered for acute problems where a patient's need is urgent. In these cases it is more important you are seen, than who you are seen by. No GPs are available all the time and the role of Duty Doctor is shared by all Partners across the week.

Q. - Maybe quicker turnover for prescriptions (24hrs instead of 48hrs)?

A. – 48 hours is the quickest turnaround time for safe prescribing. We have just over 10,200 patients and about half of that number have repeat medicines. The doctors are responsible for every prescription they sign and it is important they have sufficient time to review your record and check your medication is correct.

Q. - The wording of appointment requests following a scan/MRI or X-Ray sometimes makes the recipient feel anxious.

A. – We have reviewed the wording of our letters which request patients to make a routine appointment to discuss reports received from the hospital. In 95% of cases there is no urgency attached to the request. We would not want to worry patient unduly and only send letters when patients have not called the surgery for their own results, our preference being to attempt to make contact by telephone first.

Q. – Know more about blood tests and other services.

A. – We have recently updated the practice website with information on clinics and services, also where and how to access blood tests.

Q. - Text alert service for prescriptions being ready please.

A. – Whilst this may seem possible with today's technology the practicalities are more complex. Prescriptions are manually printed, signed, checked, sorted and filed – we simply don't have the resources to add to this service further.