



March 2014 - Issue 9

This is 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.

Over 370 Patients took part in our latest Patient survey – this is a splendid number, and we are all very grateful for the time and effort that Patients have taken in completing the Survey, and adding their comments.

The great majority of the comments make pleasing reading, and the results are very positive, but there a number of issues which we clearly need to address and this Newsletter is part of our response to those matters. A copy of the survey numbers will be available in paper form in the Surgery in the waiting rooms and can also be seen via this link: <http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=178357&v=G81032>

Communication

Responses to the questions relating to A & E attendances when the surgery is open and awareness of a Duty Doctor available each afternoon for any urgent matters that cannot wait, together with some of the free text comments show that we need to make this sort of information more readily available, and we will work on this.

One of the comments asked about our GP Out of Hours (extended hours) availability, and the table below gives the detail:

<p>Wednesday Mornings from 7.40am</p> <p>Drs Brennan, Gaffney, Penge, Hawkins and Koka - Unless on annual leave</p>	<p>2 GPs work Tuesday or Wednesday evenings on rotation - last appointment 7.30pm.</p>
<p>Please note Dr Daggett does not currently participate in Extended Hours.</p>	

Extended Hours are provided to make Access easier for patients who work full time or work outside of Eastbourne. They are for pre-booked appointments only and are not emergency sessions.

A Duty Doctor is available at the surgery Monday to Friday between 8.30am and 6.30pm. Please contact us before attending A & E as we can usually assess you much quicker and are able to arrange x-rays and other diagnostics should you need them.

Nurse Appointments

A small number of Patients commented on the difficulty of getting an Appointment with a Practice Nurse, and this is an issue which the Practice does have very much on its agenda, looking for ways of improving the service for Patients. There are two factors – the first is the requirement that we have to monitor chronic diseases such as diabetes, asthma and heart disease, which takes up a great proportion of Nurse time, and secondly our lack of space. Our rooms are fully utilised, so even if we did employ more Nurses or Health Care Assistants (or Doctors, come to that) we would have nowhere to put them.

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Appointment Systems

There are a number of comments about patients who have difficulty in obtaining appointments, either because of booking difficulties or because a particular Doctor or Nurse is not available at the time requested by a Patient.

The Clinicians are as keen as the Patients to maintain continuity of Care and their relationships with Patients, but given the increasing demands now being placed on GP time, it is difficult to see how the situation can improve.

We are always trying to improve the systems by which Patients can book appointments. The online system is now being introduced and will add another way of booking to go with the existing methods – face to face with a Receptionist, on the phone to a Receptionist, and the Automated system. There will be four ways to make an appointment.

The difficulties with Booking Ahead, and the problems some have using the automated telephone system will be examined to identify improvements. We have produced a Frequently asked Questions sheet in response to some of the comments raised in the survey. Click on the following link to read:

<http://www.greenstreetclinic.co.uk/website/G81032/files/Automated Bookings FAQs Feb 2014.pdf>

What is an emergency?

One Patient did suggest that it would be helpful if Patients were given guidance about what was an Emergency and what isn't, and this is what our Doctors have said:

'An emergency appointment is for sudden onset or worsening problems where waiting for an appointment the following day would cause patients to suffer unnecessary pain or discomfort.'

Emergency appointments are not appropriate for sick-notes, routine repeat prescriptions, test result follow ups, or convenience around home or work commitments.

Our staff are unable to ask you what the problem is and rely on your judgement if you need to be seen. Sometimes a telephone consultation is appropriate as an alternative but we will never refuse anyone an appointment with a genuine emergency.

If you attend in an emergency clinic the Doctor may tell you if they think your problem could have waited.

Thank you!

We would like to thank everyone who took part in this year's survey. We have been overwhelmed with the number of compliments received about the Practice and Staff during the survey so thank you very much for taking the time to do this.

We have sorted the Free Text comments under several headings and will be working with our Patient Participation Group (PPG) to find solutions to your comments where we can. A full list of Free Text comments received during the survey period can be seen by using the following link:

<http://www.greenstreetclinic.co.uk/website/G81032/files/GSC Patient Survey free text comments 13-14 .pdf>

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