

Practice responses to patient feedback obtained during Patient Group Friends and Family sessions in May 2015

	PATIENT QUERIES / CONCERNS BROUGHT TO PATIENT GROUP DURING FRIENDS & FAMILY SESSION IN WAITING ROOMS	PRACTICE RESPONSE IN PARTNERSHIP WITH PATIENT GROUP	EXPLANATION/REASONS FOR NO CHANGE	TIME SCALE FOR IMPLEMENTATION
A&C	More appointments	Dr Rhian Thomas started on 06/05/15 - additional 3-4 sessions at Ancaster and one additional session at Caythorpe per week		06/05/15
A	Waiting times to get appointment	See above – additional doctor sessions should reduce waiting times. Article in a future newsletter & on website about how to use the appointments system effectively		06/05/15
A	Need for more female doctors	See above	Note the practice has an employment policy of not discriminating on basis of gender but rather appointing the best applicant	06/05/15
A	Need for better website	New website being developed		July 2015
C&A	Lack of information re online prescription system/on-line appointments/prescription delivery service, Sleaford minor injuries Unit	Being addressed through editions 2 & 3 of Patient Group newsletter and the development of the new website. Since the last meeting several members of the PPG have volunteered to promote the new website to patients by setting up an information desk in the waiting room		July – Sept 2015
C	Patients embarrassed at toilet opening onto waiting room	New signage in waiting room informing patients of additional, more private toilet near consulting rooms	Limited by constrictions of an old building which, despite recent renovations funded by the practice, is still sub-optimal	Sept 2015
A&C	More doctors	Dr Rhian Thomas appointed May 2015 and offering more surgery session across both sites of the practice	Practice has more doctors per patient than most other practices in Lincolnshire. No funding for additional doctors and national shortage of GPs	May 2015
A&C	Additional late evening surgery	We are starting to do some NHS Health checks using HCSWs in the existing late evening surgeries	Lack of funding and no doctors to do these without diluting & compromising routine surgeries	June 2015

C	Open surgeries		Unable to offer this without reducing service provision elsewhere.	
A	Mirror at exit from Ancaster Surgery		Unable to provide this, as this would have to be located on a property not owned by the surgery.	
A	Hot drinks machine / refreshments		Risk assessment would suggest that this would present unacceptable risks to children/other patients from accidental spills	
A	Only two disabled car parking bays at Ancaster	Promote the appropriate use of the disabled spaces at Ancaster through notice at reception and via website but ultimately we are unable to "police" this	This would appear to be proportionate to the number of patients who are registered disabled	August 2015
A&C	Car parking issues		Constrained by the size of the car park/s and not within our control	
A	Lack of empathy	All staff has had training in the need to be compassionate and promote patient-friendly care. This has been promoted as one of our core values in staff training and on the web-site		May 2015
C	All four days of the Easter bank holiday with no access to the dispensary	Need to better explain how to order and collect routine prescriptions in a timely manner – article in issue 2 of newsletter and information on website	We are not contracted / funded to open bank holidays.& no acute prescriptions issued	July 2015
A&C	More evening/Saturday/Bank holiday surgeries		Unable to offer these as outside of our core contract and no additional funding/doctors available Without extra resources extending opening hours would compromise care during normal hours	
C	Drop in sessions		Unable to offer these without cancelling another service / dropping a surgery elsewhere	
C	Door in waiting room at Caythorpe separating the entrance area from the waiting room		This has been explored but due to impact on traffic flow / ability of reception staff to oversee the waiting room considered not to be practical	

A	Service out of hours	Availability of Sleaford Minor Injuries Unit and Minor Illness Unit now highlighted on the practice website and information available at reception	Outside of core contract	July 2015
A	Prescription issues/ delay in obtaining acute prescriptions	Need to explain how the practice systems work – article in patient Group newsletter issue 2 and on new website		July 2015
A	Waiting time in surgery	Need to promote and explain why doctors run late – this is usually due to spending additional time with an individual patient at a time of need, rather than rushing consultations. Article in a future newsletter and information on FAQ on website. Receptionists to inform and explain reasons to patients when a doctor is running late		July –September 2015
	Inability to book no more than 2 appointments on-line		We Need to be fair in offering access to all our patients rather offering a few patients access to multiple appointments	
	Difficulty in ordering repeat prescriptions when working away	Promote on-line ordering at new patient registration, newsletter, website and opportunistically		July 2015
	Easier to get appointments with one particular doctor more than the others	Need to explain to patients that some doctors have specific areas of expertise e.g. contraception and that individual doctors work varying numbers of clinical sessions. Article in a future newsletter / FAQ on website		July-Sept 2015
	Why is it there is hardly anyone in the surgery but there's never any car parking space	Need to explain the number and roles of employed staff, attached staff e.g. district nurses and also locality meetings of e.g. the CCG hosted by the surgery? In a rural community the vast majority of staff travels by car, and so utilize car parking spaces. FAQ on website		July 2015
C	Lack of privacy at reception	Need to remind reception staff re confidentiality matters (will be highlighted at next staff training event in July) and ensure that there is signage at reception		July-Sept 2015

		informing patients that they can speak to staff in a designated confidential area		
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