

## **Patient Participation Group (PPG) Virtual Feedback 2018/19**

**01/02/2018**

**Feedback:** Would it be possible to provide an additional screen located at the side of the reception area (near to Rooms 1-3) as the main screen is not visible from all the seats? When the reception area is full, it can be difficult to see the main screen if you are seated towards the back of the reception area.

**Response:** The call board runs off the clinical system which is how it displays the patients name/room. Unfortunately the system will only allow one call board. We will look at whether the placement of the current board could be amended. Thanks you for your feedback.

**20/02/2018**

**Feedback:** I recently came to the practice with my newborn. I found it difficult to access the building through the double doors.

**Response:** Thank you so much for your Patient feedback. We value the opinions of our patients and like to provide our own feedback to any issues raised. We are also aware of the limitations that patients face when trying to access the building. As with most old buildings which are not purpose built we have to look at how we can feasibly make amendments. We have therefore been looking at extending the building to provide more consultation rooms and this will also involve building a new entrance with electric glass doors, better baby changing facilities and new patient toilets.

**27/02/2018**

**Feedback:** Do not like the system of having to phone on the day 8.00 9.00 to get appointment to see doctors. I think you should be able to book for next day or when wanted as was done years ago do not like this at all .sometimes modern ways not always for the best and I notice when going online no appointments either for following days why is this?

**Response:** Unfortunately due to the increased local population and demand for services we have found difficulties in ensuring the system but do find however that calling at 8.00am works for the majority of our patients. We have to constantly adapt to the increased levels. We want to bring in a new appointment system to alleviate this demand and will inform patients when we have gained opinion on what patients would like to see. Please let us know what you feel would work.

**07/03/2018**

**Feedback:** The online system for ordering medication is meant to make it easier for the patient but I find it very frustrating when some items say they cannot be ordered. What was wrong with the old system?

**Response:** Thank you so much for your Patient feedback. We value the opinions of our patients and like to provide our own feedback to any issues raised. Our website for the ordering of medication etc. is not owned or maintained by the practice, it is provided by the NHS though an IT supplier called SystmOne. We therefore are unable to view or make amendments to the site. However we are able to provide them with feedback and I will forward your concerns onto them.

The intention is that the system should make it easier for patients and I am sorry that this is not the case, we are happy for you to revert to the old system of handing in your repeat slip if this suits better; we still have many patents that prefer this way of ordering mediation.

**13/03/2018**

**Feedback:** What's the point in having an on line booking system that only has one appointment available for the next 6 weeks?

**Response:** Many thanks for your feedback. The online appointment system only looks 4 weeks ahead not 6. We have been aware for some time that patients have been having difficulties making appointments. After much careful consideration we put plans into place to redesign the appointment system. These changes will come into effect on the 4<sup>th</sup> June 2018. Please see the website for more information.

**21/04/2018**

**Feedback:** Regularly have to call surgery to clear up why Reviews are on the Online Ordering Screen when they are not required. To be honest I thought that the purpose of Online Ordering was to stop the hassle of having to put in the script at the surgery. On the last 2 occasions we have ended up having to call the surgery. We do not order drugs before due dates and would like explanation as to why this is happening.

**Response:** Many thanks for your email. The only reviews that appear on the online system are reviews for medications. For safety purposes medications have to be reviewed on a 3 or 6 monthly basis dependant on their strength and dose. The review does not necessarily require you to come into practice to have a face to face review or to order the medication. Once a review is due or if you are requesting too early, the tick boxes next to the medications will disappear, all you have to do is tick the "make custom request" box and free type the name of the medications in the box. If a face to face review is needed the medication would be dispensed and a message sent to reception to contact you to make an appointment.

**22/05/2018**

**Feedback:** Sorry to say every time you want an appointment I can't get it via phone or on line so how do you expect one to get an appointment. There's a reason to see a doctor so can we have some levy don't need appointment after 2 to 3 weeks. Hope something will be done about it. Thank you

**Response:** Many thanks for your feedback. We have changed the appointment system from the 4th June to hopefully make a difference to patients experience in obtaining appointments and reducing the time they have to wait to see a GP. Please see the website for explanation of the new system.

**22/05/2018**

**Feedback:** The changes to the appointments system are to be welcomed. I would like to make one observation. When you telephone for an appointment at 8:00am it is sometimes very difficult to get through. When you do and you select the appointments option, the phone rings and rings and suddenly there is a truncated message saying your call is the next to be answered. There needs to be a system used by many other organisations that allows you to get into the queue, but that tells you what your position in the queue is. This will take away the frustrations of trying to get through. Sometimes it takes 20 minutes and adds to stress levels that you probably have because you are not well. If you can get into the queue quickly and you perceive the wait might be too long, you have the option of trying later.

**Response:** Many thanks for your feedback. We hope too that the change in the appointment system makes a difference to patients experience in obtaining appointments. We are asking patients under the new system to call back after 10am for queries or routine appointments in the hope that this decreases the volume of patients calling at 8am. At present the telephone system we currently have only has the facility to hold patients in a queue but does not inform them of their placement. An upgrade to the telephone system is a priority for the practice and we hope to be able to introduce a new updated version in the near future.

**31/07/2018**

**Feedback:** I have just read the new appointment leaflet and while I have yet to test it I feel that only being able to phone after 10 am for non-urgent appointment is limiting for those people who can't use personal phones during the day. Thereby we are likely to be unable to book these bookable appointments. I feel that the surgery is too big to have solely on the day phone up and book appointments. Some should be available to book online. The phone lines will be in meltdown.

**Response:**

Many thanks for your feedback. When changing the system we had to look at all previous feedback about what did and didn't work. The majority of patients wanted to book on the day, therefore we ask patients who do not need an on the day appointment to ring after 10am. We do offer online appointments for one the day and up to one week in advance. Online application forms can be picked up from reception or requested online through our website.

**22/06/2018**

**Feedback:** To free up doctor/ nurse times send SMS with test results. If a recall is necessary an appointment can then be made.

**Response:**

Thank you for your suggestion, however, Doctor/nurse time would not be freed up by sending SMS messages as they need to review the result prior to sending any type of correspondence to the patient. Another reason for not sending SMS messages is that often even if a result is normal the GP may want to have some discussion with the patient, therefore it is less time consuming on the clinician if the patient calls back and the reception team relay a message.

**03/08/2018**

**Feedback:** Allow medication that requires reauthorising to be requested as normal thus saving YOU time and me having to come into the surgery to sort it out

**Response:**

Unfortunately all medications have to be reviewed on a regular basis, usually every 3 to 6 months. This is for patient safety. The online system has a safety mechanism set up to stop patients from ordering medications past their review date. This however can be easily dealt with by our practice pharmacist who can review and reauthorise the medications without you needing to come in, just call and ask to speak to him. If you find that your medication review is coming up more often than 3 months this can also be amended by the pharmacist if appropriate, so please call if you have any problems.

**03/10/2018**

**Feedback:** Just wanted to drop a message here to say thanks to Bev, Sue, Val and the girls for helping me in a strange situation involving changing my name back and forth! I am extremely grateful for your understanding and help, as you will imagine it's a stressful situation so thank you very very much!

**Response:**

Your message has been passed onto the relevant staff. Thank you so much for your positive comment. All the staff at Hazelmere tries hard to ensure patients' needs are met and the best of care offered. It is very much appreciated when we receive this type of feedback.

**03/01/2019**

**Feedback:** I had an appointment with Doctor Casson today with my son Tyler Lovell for our 6/8 week check-up. He was excellent!!! Really took his time with us, asking and taking time to listen to really important matters I needed to discuss. He was amazing with my son, put all my fears to rest, referred me for something I needed and just generally felt like I had been listened to. I know we can't always get the good doctors when we need one, but today, I couldn't have been in better hands. Thank you.

**Response:**

Thank you so much for your positive comment. I have passed it onto Dr Casson so that he can use this in his appraisal as evidence of positive patient feedback. He is very happy to hear that he made you feel reassured and listened to.