**Patient Survey – Longsands Medical Centre – 2018/2019**

Following the completion of the 2018/2019 Patient Survey the following are additional comments or requests made on the forms that we would like to respond to:

**YOU SAID:**

Blood Clinics

**OUR REPLY:**

**This is a service we are looking in to providing in the future but currently we do not have the space or resource to accommodate these additional services at the present time.**

**YOU SAID:**

Magazines in the waiting room rather than the television / radio

**OUR REPLY:**

**Unfortunately magazines are not good in terms of infection control in a GP Practice environment so the management organisations such as the Care Quality Commission discourage magazines in waiting areas.**

**YOU SAID:**

Telephone Consultations

**OUR REPLY:**

**The Doctors of the practice have in the past trialled telephone consultations but unfortunately they felt that most patients required some form of physical examination so they still needed to attend the surgery. They found that they were not practical and did not save the patient time. However, the Doctors on occasion do find for certain things i.e discussion of blood results / test results does not always require an appointment and they are happy to deal with these matters over the telephone.**

**YOU SAID:**

Appointment Waiting Times

**OUR REPLY:**

**As highly publicised, the NHS is currently experiencing unprecedented demand and a lack of clinical resources. Doctors are retiring or leaving general practice and there are fewer Doctors training to become GP’s. Consequently this leaves a huge gap in the GP workforce with fewer Doctors having a greater workload. This has a detrimental effect on routine appointment times, however this is not just a local problem, it is a national issue and waiting times are the same at GP surgeries throughout the UK.**

**Please note that for patients who feel they have a medical emergency we have on the day urgent appointments. In addition I have just checked for the next available routine appointment and this is in 4 days’ time which is excellent. Typically 2 – 4 weeks is the national average.**