**Patient Survey – Sharoe Green Surgery – 2016**

Following the completion of the 2016 Patient Survey the following are additional comments or requests made on the forms that we would like to respond to:

**YOU SAID:**

Routine appointments more available – having to make “urgent” appointments for non-urgent reasons as waiting time for regular appointments too long

**OUR REPLY:**

**There are embargoed appointments that are released daily for two days ahead but these can often get booked quickly. There are also weekend and Tuesday evenings available at The Healthcare Centre. Urgent appointments should be used if you feel you have a medical emergency and you need to be seen on the day.**

**YOU SAID:**

Warfarin Clinic Appointments

**OUR REPLY:**

**This service is already provided at The Healthcare Centre for all patients to access. As our Warfarin Clinics at The Healthcare Centre are more established and achieve a 100% satisfaction rate from our patients we are looking to extend this service to our Sharoe Green Surgery in the near future. Please contact the reception team for more information.**

**YOU SAID:**

Maybe a general medical for over 65’s, especially men

**OUR REPLY:**

**This service is already provided. Patients aged 40 to 74 can make an appointment to see the Practice Nurse for an NHS Health Check and over 75’s can book in for an annual review. Please ask our reception team for more information.**

**YOU SAID:**

Nurse appointments online

**OUR REPLY:**

**Unfortunately we are unable to achieve this at present as nurse appointment timings are dependent on what the patient is attending for. Each type of appointment / review takes a specific amount of time and these times can differ. If we don’t control our nurse appointments this could result in long waiting times for our patients.**

**YOU SAID:**

Open more hours on a Thursday due to not being available at the weekend, Evening/weekend appointments

**OUR REPLY:**

**The Healthcare Centre is opening late evening on a Tuesday and also open Saturday and Sunday’s mornings. GP appointments are available on a Saturday and Sunday and Nurse appointments are available on a Sunday. This service is available for patients from ALL three sites.**

**YOU SAID:**

Blood test facilities

**OUR REPLY:**

**This is a service we will look into providing in the future but currently we do not have the clinical room capacity or car parking to accommodate such a service at the present time at Sharoe Green. This service may be introduced at The Healthcare Centre in the near future as we have better car parking facilities here.**