**Patient Survey – Longsands Medical Centre – 2022-2023**

Following the completion of the 2022-2023 Patient Survey the following are additional comments or requests made on the forms that we would like to respond to:

**YOU SAID:**

Would like to see Blood Clinics at the practice.

**OUR REPLY:**

**This is a service we are already providing to ALL our practice patients in the event of any emergency and for your routine annual birthday reviews for patients with Chronic diseases. These clinics are held at both The Healthcare Centre & Longsands branch. Please ask our team who can you book appointments in our bloods clinic.**

**YOU SAID:**

Wellbeing – Mental Health

**OUR REPLY:**

**We have a Mental Health Practitioner; Social Prescribing clinics and Macmillan Clinics already being held regularly at the practice. Please ask our team about these services and who is eligible.**

**YOU SAID:**

Well Man Tests

**OUR REPLY:**

**Although we don’t run a specific well man clinic as there isn’t a huge demand for a specific clinic, appointments can be made with our Healthcare Assistant or Practice Nurse who can do a general health check and if you have any concerns these would be escalated.**

**YOU SAID:**

Would like Dermatology and Speech & Language Therapy at the practice.

**OUR REPLY:**

**The above mentioned are specialist secondary care services which the clinical team can refer to should they not be able to assist you. We do minor surgery on some skin lesions within our clinical scope.**

**YOU SAID:**

Physiotherapy

**OUR REPLY:**

**We have a First Contact Physiotherapy based at the practice on a Wednesday who you should book in to see initially with any musculoskeletal issue. Physiotherapy services are provided by a commissioned service as we don’t have the capacity to provide Physiotherapy at the practice.**

**YOU SAID:**

On the day appointments.

**OUR REPLY:**

**On the day appointments are available every day. You can also pre-book appointments and book appointments online. This facility has always been available? We are trying to move patients away from calling at 8.00am for a routine appointment leaving the lines free to deal with on the day appointments and emergencies.**

**YOU SAID:**

More late evening appointments.

**OUR REPLY:**

**We work with local practices providing an 8am to 8pm service Monday to Friday and then all day Saturday as the NHS does not have the resource to provide this service at each practice without it having a negative impact on the working day. Our practice is open on a Tuesday evening. Please speak to the team regarding extended hours appointments.**

**YOU SAID:**

The Healthcare Centre staff to smile a bit!

**OUR REPLY:**

**I have to say this is not our view and we feel our staff do their best to remain happy and positive during these challenging NHS times where they receive abuse often daily sadly. If you have a specific example and would like to discuss with one of the management team, please contact the practice.**

**YOU SAID:**

Still a message stating “unprecedented demand – at some point this needs to be disregarded.

**OUR REPLY:**

**Our call statistics and appointment requests are still ever increasing, taking between 13,000 to 29,000 calls per month. Once the demand has decreased, the message will be removed. The message and call queue facility was put on to inform patients that we were busy and hopefully prevent the call operators being shouted at which unfortunately is also on the increase.**

**YOU SAID:**

Ask Doctors to read the patients notes / record before rejecting a request for medication.

**OUR REPLY:**

**The clinical team do review notes on prescribing and would not reject a request for medication without reason such as it wasn’t due, you had not been seen for review. If there has been an issue please report it to the practice and we will look into this matter for you.**

**YOU SAID:**

Prescription ordering for my medication ordering is always a nightmare – one receptionist was giving me the third degree about my ileostomy bags.

**OUR REPLY:**

**The reception team are not clinically trained and we do have some new staff with us. They will be following policy and process which has been put in to place by the Clinical team to ensure accuracy of taking prescription requests. Apologies you felt they were giving you the third degree, I am sure that was not their intention.**

**YOU SAID**

The system of ordering prescriptions at Flintoff way is problematic. Also not able to fully order repeat prescriptions on NHS App.

**OUR REPLY:**

**Repeat prescriptions can be fully ordered online. Acute items cannot be ordered online due to safety reasons and the nature of the medication usually. If you have a query regarding your medication list please contact our Advanced Clinical Pharmacist / Medicines Management team for clarification around which of your medications are repeat and acute.**

**YOU SAID:**

Location is a problem, directions non-existent – took almost 1 hour to find location and this meant I arrived very late!

**OUR REPLY:**

**I am presuming on the day you were late you were not attending the site your registered at? It is difficult for us to provide generic directions on our website as the directions would be dependent on the location of the patient.**