**Patient Survey – The Healthcare Centre – 2017/2018**

Following the completion of the 2017/2018 Patient Survey the following are additional comments or requests made on the forms that we would like to respond to:

**YOU SAID:**

Physiotherapy Clinic / Blood Clinics / Chiropody

**OUR REPLY:**

**These are services we may look into providing on site in the future but currently we do not have the space to accommodate these additional services at the present time. All our clinical rooms are at full capacity providing general medical services to our patients.**

**YOU SAID:**

An appointment “APP” to enable you to make an appointment on your mobile phone

**OUR REPLY:**

**This service is already available using “PATIENT ACCESS” - Patient Access online is available for patients to make appointments, order repeat medication and view their medical record. There are posters in the waiting room and the TV also promotes this along the bottom of the screen. Please see a member of our reception team to register for online access.**

**YOU SAID:**

Paediatrician / Mental Health Walk-In Clinic

**OUR REPLY:**

**Paediatric Consultants / Specialist Nurses are available at the hospitals and your Doctor can refer you to this service – Paediatricians do not have the capacity to do clinics in individual practices. Psychiatrists and mental health support workers again are available at the hospital and also in the community and your Doctor can refer you appropriately. Your mental health case worker is available for you at all times – this will be detailed in your individual care package.**

**YOU SAID:**

Dressing Clinic

**OUR REPLY:**

**This service is already provided at the practice. We have Healthcare Assistants available, by appointment, every day.**

**YOU SAID:**

Evening and weekend appointments

**OUR REPLY:**

**This service is already provided. The Surgery currently opens 7 days a week, Tuesday being the late night. Saturday and Sunday’s we are open from 8am until 11am. There are currently two doctors holding surgeries on a Saturday and one on a Sunday. The practice provides extended hours on a Tuesday evening.**

**YOU SAID:**

Minor Surgery

**OUR REPLY:**

**This service is already provided. Your Doctor will assess you initially for your suitability for a minor surgery procedure. This will be performed at our branch surgery, Longsands Medical Centre, where we have a fully equipped minor surgery suite.**

**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.**