**Patient Survey – The Healthcare Centre – 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:**

Dressing Clinic

**OUR REPLY:**

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

**YOU SAID:**

GP’s need 7 day a week opening / more weekend appointments / Doctors on at weekends.

**OUR REPLY:**

**This service is already provided. The Surgery currently opens 7 days a week. Saturday and Sunday’s 8am until 11am. There are currently two doctors holding surgeries on a Saturday and a Sunday and a Practice Nurse on a Sunday.**

**YOU SAID:**

Chiropodist, Physiotherapist and blood clinics

**OUR REPLY:**

**These are services we will 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:**

12 month check-up for over 75 years of age/routine medicals for over 65’s male & female/possibility of tests once you turn 70

**OUR REPLY:**

**This service is already provided. Over 75’s can have an annual review with the Practice Nurse and 40 to 74 year old’s can arrange an NHS Health Check with the Practice Nurse**

**YOU SAID:**

Ability/functionality to test blood pressure

**OUR REPLY:**

**This service is already provided. In the waiting room there is a “pod” which will record blood pressure / height / weight. This is also advertised on the notice board in the downstairs waiting room. For a token please ask at reception.**

**YOU SAID:**

Baby Clinic

**OUR REPLY:**

**This service is already provided at Longsands Medical Centre, our branch surgery**

**YOU SAID:**

Member / patient access online

**OUR REPLY:**

**This service is already provided. 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:**

Listening service for bereavement / to talk to someone after a death

**OUR REPLY:**

**This service can be accessed via Age Concern / CRUSE – see notice boards in practice or ask a member of our team to identify the telephone number.**

**YOU SAID:**

Call-in Nurse Facilities

**OUR REPLY:**

**Unfortunately we are unable to offer a walk in service for our nursing team. Nurse appointment timings are dependent on what the patient is attending for. Each type of appointment / review takes a specific amount of time. A walk in clinic could result in long waiting times for our patients.**

**YOU SAID:**

Minor Surgery

**OUR REPLY:**

**This service is already provided. Patients need to see a GP to ascertain whether their procedure can be performed at the surgery or needs referral to the hospital. Minor Surgery procedures, joint injections, aspirations are currently performed in surgery regularly.**

**YOU SAID:**

More advice on anxiety, empty nesting syndrome, more leaflets and help on that /advice on how to deal with stress, tension and headaches

**OUR REPLY:**

**The practice will look into obtaining more leaflets on the above and patients can see a GP and be referred for further help, counselling and therapies.**