**Patient Survey – Longsands Medical 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:**

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 to accommodate these additional services at the present time.**

**YOU SAID:**

Weekend appointments / Earlier opening times

**OUR REPLY:**

**This service is already provided at The Healthcare Centre. 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 opted for extended hours on a Tuesday evening rather than an early morning as previous surveys indicated this preference.**

**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.**

**YOU SAID:**

COPD Nurse

**OUR REPLY:**

**There are COPD trained nurses based at all of our surgeries. If you are housebound and they feel you require to be managed in the community then they can refer you to the Community based specialist nurses.**

**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.**