**Patient Survey – Sharoe Green Surgery – 2018/2019**

Following the completion of the 2018/2019 Patient Survey the following are additional comments or requests made on the forms that we would like to respond to:

**YOU SAID:**

Weekend & Evening appointments

**OUR REPLY:**

**This service is 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. Unfortunately we do not have the GP resource to run this service from ALL of our sites.**

**YOU SAID:**

Blood Clinics

**OUR REPLY:**

**This is a service we are looking in to providing in the future at our main site but currently we do not have the space or resource to accommodate these additional services at the present time especially at the smaller sites.**

**YOU SAID:**

Mental Health Expertise

**OUR REPLY:**

**Mental health expertise is available currently at the practice. Our clinical team are all trained to deal with mental health issues and refer as appropriate. Local community services hold consultations for our patients at the practice.**

**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.**

**YOU SAID:**

Information re prescription charges and changes

**OUR REPLY:**

**We are unable to ascertain what information you require around prescription charges / changes. Please contact the surgery to advise what information it is that you specifically require.**