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

Blood Clinics / Bereavement Service at the practice

**OUR REPLY:**

**The blood clinic is certainly a service 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. Bereavement services are available locally.**

**YOU SAID:**

Talk to someone in private if needed

**OUR REPLY:**

**There are several posters placed around the practice advising that if you need to speak to someone in private to let one of the receptionists know and they will make a room available for you to talk to someone in private.**

**YOU SAID:**

Walk in Centre

**OUR REPLY:**

**The practice is not a walk in centre and we are unable to operate in this manner as we have to effectively manage the time and resource we have available to us each day. It is very difficult for us to manage our appointments system effectively if patients walk in expecting to be seen immediately. Our appointment system is unable to accommodate walk in patients we would need to tell you to return which is why we discourage and advise patients not to walk in.**

**YOU SAID:**

Mental Health Walk-In Clinic

**OUR REPLY:**

**Psychiatrists / Mental Health Consultants / Mental Health Specialist Nurses / Mental Health & Wellbeing Practitioners are specialists in this area and are available at the hospitals, in the community and your Doctor can refer you appropriately for these services. These NHS colleagues do not have the capacity to do clinics in individual practices. The Mental Health & Wellbeing teams are looking at doing assessments and managing stable patients in the Surgery although they are in early stages of this pilot project. Your mental health case worker is available for you at all times which should be used as a hotline – this will be detailed in your individual care package.**

**YOU SAID:**

Dermatology Service

**OUR REPLY:**

**Again, Dermatology is a specialist service and not available at present in general practice. There are clinics run in the locality for patients.**

**YOU SAID:**

Scans and X-Rays

**OUR REPLY:**

**Unfortunately we do not have the appropriate equipment, funding or space at the practice to provide**

**X-rays and Scans.**

**YOU SAID:**

Play Area could do with some TLC / Waiting area dull / Difficult to get prams in

**OUR REPLY:**

**We appreciate that our practice is looking a little tired and we are planning a large refurbishment this year. This refurbishment is to include automatic doors which should improve access. We are in the process of getting quotations from some local tradespeople to undertake this work.**

**YOU SAID:**

Be polite / Provide training to front line staff of customer care, empathy and patience

**OUR REPLY:**

**Our staff receive regular training on customer care. Sadly the level of verbal abuse they receive from patients is on the rise**

**YOU SAID:**

Difficult to order prescriptions – been told cannot order until down to the last two tablets. I cannot order on a Friday for tablets running out on a Monday as this is 72 hours.

**OUR REPLY:**

**I can confirm that the team do not advise patients to leave until they have two tablets left. 48 hours is the time period we advise for prescription requests. So for prescriptions expiring on a Monday, these should be ordered on a Thursday.**

**Additional Comments:**

* Online prescriptions are not good for my husband who it not computer literate
* **You can continue to drop in your requests or post to the surgery**
* Don’t like telling any other person than Doctor what is wrong
* **We can appreciate that however our reception team have been asked to do this by the Doctors to ensure they can direct you to the correct person in an appropriate timeframe.**
* Approach to surgery sometimes very littered – filthy mess on pavement near Dentist
* **The Dentist are separate to the surgery and we have advised them to sort this matter**
* Soft quiet music in waiting room – not pop music!
* **No music facilities at present?**
* Waiting area is dull needs to be more happy looking, less sad and rainy day looking
* **We will be undergoing a refurbishment this year to improve the surgery.**
* Email communication would be good – Website is it up to date?
* **The practice website is up to date. We are unable for Data protection reasons to communicate patient identifiable information at this time via email using a non-secure method such as email.**
* Repeat prescriptions – do not have a computer and would still like to phone the surgery for my repeat prescriptions.
* **You can continue to drop in your requests or post to the surgery. If you are housebound please contact the surgery medicines management team to discuss.**
* Not been at the surgery very long but never had any problems and I always get an appointment when I need one
* All runs very well