



PATIENT NEWSLETTER APRIL 2008

PATIENT SURVEY

In this newsletter we report the results of our recent patient survey and the steps we are taking to address issues raised. May we take this opportunity to thank those of you who completed the questionnaires.

Receptionists

82% of respondents rated the way that they were treated by receptionists as very good or excellent. We were delighted with this result which is an improvement on last year. The partners believe that we are very fortunate to have such hard working and committed reception, admin and nursing staff. We do try to provide an excellent service and are always looking for ways to improve. If you have any suggestions please use the suggestion box in the waiting room or speak to one of the doctors or staff.



Hours of Opening

Many of you will be aware that the Government wants GPs to extend their hours of opening. We currently offer appointments from 8:00am until 6:20pm depending on the day of the week. More than half of the respondents thought that our current opening times were very good or excellent. The preferred additional opening hours seem to be evenings and Saturday mornings. We are discussing extending our hours with the Primary Care Trust and will use this information to inform our decision.

Getting an Appointment



The results confirm that although patients are generally very happy with their ability to get an appointment with any doctor seeing the doctor of their choice is more of a problem. This is a difficult problem to resolve as most of the doctors work part time and we have other commitments within the practice such as teaching. However, we plan to review the appointments system over the next few months to see if we can improve continuity of care and the ability to see the doctor of choice. However, all doctors can access the records of previous consultations on the computer and discuss complicated problems with other doctors if necessary.



Telephone Calls



We were disappointed that less than a third of respondents think that the ability to get through on the phone is very good or excellent. We have recently increased receptionist hours which should improve responses but inevitably the phone lines are very busy first thing in the morning. Please help us by phoning later in the day for test results and with routine matters.

Many patients have not tried to contact the doctor on the phone. This may be because you haven't needed to but did you know that this was an option? You are welcome to speak to a GP on the phone and if they are not available when you call reception will take a number and we will return the call.