

The Medical Centre Group Summary of comments made in the patient survey 2014.

The core of our service is health and wellbeing which is very much a one to one interaction from the very beginning when patients are speaking to Reception or subsequently to the Doctor or the Nurse. We considered therefore that the patients were the best source of suggestions on how and what might need to change or how we could best improve our way of delivering our service and acknowledging patient's thoughts, ideas and experiences. Overall feedback was very positive with many expressions of gratitude and satisfaction for all aspects of our service. The common features from the patient responses included headings under:- Appointments; Reception; Nurse; Satisfied; Unknown; Service. This summary relates to the two specific questions below:

Question 4: Please indicate the outcome of your use of the services and whether you were satisfied with the level of service you received.

Question 5: What service improvements or changes would you like the practice to make?

Telephones.

Comment: 'The occasional difficulty of getting through by telephone during peak periods'. **Practice response:** *We will address this issue with our call reporting service. The practice now operates an appointment on line service and repeat prescriptions can also be ordered on line.*

Doctors.

General comments included Doctors being 'highly praised for their professional approach and high level of care, dealing with the issues and being forthright when unable; rather than referring on, helped by the continuity of seeing the same Doctor for ongoing needs'. Comment: 'Availability of more female Doctors could be beneficial'. **Practice response:** *Drs appointments are now available to be made online and for continuity purposes specific Dr's are available at each site. We have now recruited another female Dr.*

Environment

General comments received ranged from the reception area either as 'satisfactory, or somewhat tired looking' with the 'need for refurbishment and modernisation by way of removing the screens which were seen as a barrier and unwelcoming'. 'Perhaps more toys located in the area to help entertain children whilst waiting'. **Practice response:** *We take these comments on board and will endeavour to make improvements over the next reporting period.*

Appointments

General comments received included: 'Acknowledgement of the extended hours now in place for evenings & weekends' 'wondering if there could be more hours & on time?' 'When called perhaps only surname displayed?' **Practice response:** *Regular appointments are now in place at weekends and are mainly for patients who are unable to attend during weekdays. The practice will take on board the suggestions made and endeavour to make changes where appropriate.*

Reception

General comments received included: 'When speaking to the Receptionists the desire for privacy whilst acknowledging the difficulties because of the close proximity of others combined at the same time'; 'perhaps having a more open area that could be warmer and more welcoming'. **Practice response:** *We take the privacy of patients very seriously and are developing an automated check in system to improve on waiting times and improve on privacy.*

The Management Team are proactive in pursuit of improvement through consultation with the PPG and listening to suggestions put forward by patients. Already many suggestions have been taken up that have benefited the services to patients & we will continue to take this process forward to make ongoing improvements in the future.