

## Number 18 Surgery

### Action Plan

#### From patient questionnaire March 2008

Results of the Patient survey were reviewed at a meeting on 25<sup>th</sup> April 2008 and shared with all the staff in the surgery.

**The results and the action plan will be posted on the surgery website for patients to view and send comments back to the practice manager. There will also be a copy in reception.**

1. Q. Certain pieces of information should be relayed to the patient which are not. New qualifications for issuing prescriptions. It created confusion in one of the nurses' minds that I could go to see a doctor, which was not the case. I had every confidence in the nurse's qualifications, and was very happy for this nurse to issue the prescription. I simply did not know that the nurses were able to issue prescriptions.  
A. This was to do with teething problems with 2 of the practice nurses just qualifying for practice nurse prescribing. Any new qualifications will be added to the website, and the newsletter
2. Q. Until recently the PA system (or users) could have been improved. Clarity of speech on intercom, could be better at times.  
A. All users have been spoken to. Will try to be clearer. We are also upgrading the telephone handsets, so if any were faulty this should resolve.
3. Q. Saturday morning surgery for urgent situations would be appreciated. If I was working in the week, It would be hard to get to see the doctors. Shops and the like open at weekend, why not doctors? Evening appointments as it is hard to take time off work. Flexible practice hours, for self employed patients 8:00am and 6pm are the times most people work. People tend not to come to the doctors with problems because they cannot afford the time off work! This leads to them not addressing issues that could be solved early in the illness.  
A. This is currently being reviewed, until we have a decision across the Primary Care Trust, we cannot comment on what the extended hours will be, but will put on the website and Newsletter as soon as any decision is made. There will be some changes.
4. Q. Would be beneficial if more treatments could be carried out in the practice instead of the hospital  
A. There are more community clinics being developed, to work alongside the hospitals. Your GP will inform you of these if needing to be referred via choose and book.
5. Q. Water machine installed

- A. we have reviewed this over the years and have not installed one, due to the possibility of water being spilt on the tiled floor and causing slips.
6. Q. Parking near the surgery was difficult.  
A. We have managed over the last few years to get the council to alter some of the residents parking bays into 2 and 4 hour bays. There are still a lot of unused resident bays. There is a petition at reception to sign, to the council about this.
7. Q. Waiting area could be improved  
A. There will be a questionnaire in the surgery for the month of May to ask patients what they would like to see improved.
8. Q I wish the doorways and lift doorways were wider, as I cant get my children in their pushchair through. The last time we had an appointment, I could not get the pushchair in and shut the door properly. This meant nothing was private about me explaining conditions which could have been embarrassing! Leaves me feeling like a huge inconvenience with my wide load.  
A. we don't wish for anyone to feel inconvenienced. The lift doors and doorways are wide enough to fit a normal double pushchair through, although a lot of the pushchairs now do have very large wheels on them and do not necessarily fit in. Unfortunately we are not always able to accommodate this type.
9. Q. Receptionists are sometimes very friendly, but sometimes a bit gruff. They should remember they are dealing with sick people or worried parents. Receptionist could be more friendly/helpful  
A. The results from this audit are shared and discussed amongst all the staff,
10. Q. Would be good to have more female doctors.  
A. We will have a new female salaried GP starting at the beginning of June as Dr Nicholson will be leaving to move to another surgery.

To review July 2008