

Number 18 Surgery
ACTION PLAN
FROM PT SURVEY MARCH 2007

Discussed at meeting 29.3.2007 and results shared amongst staff

1. Q. Saturday morning surgery
A. We will review this when the government decide to pass back to GP's
2. Q. More continuity of care and some choice in who you see.
A. Patients are asked to see the same GP regularly for an ongoing problem, sometimes not possible for them to see the same one all the time. We keep back 24 hr and 48 hr slots for each GP, every day, so there is more availability for the patients. We will continue to review the number of appointments and availability – ongoing
3. Q. some of the nurses are judgemental
A. These comments have been passed on to the nurses to review, 18th April 07
4. Q. Extend the forward appointment diary
A. Our appointments diary is always available to book 4 months ahead.
5. Q. Weight loss clinic
A. We will look into the possibility of running this . Had one a few years back but not much uptake, will review again, to discuss with nurses
16.4.07
6. Q. Comfort of waiting areas / conservatory
A. The conservatory is more of a pram park rather than waiting area. We will be reviewing the seating in the main area this year. To be completed by Dec 07
7. Q. Cleaning of surgery, floors etc
A. We had a problem with our cleaners at the end of last year. Standards have now improved .

8. Q. Confidentiality of reception telephone, it is possible to hear conversations
A. Reception do sometimes need to discuss things with patients on the front telephone, but are trained not to disclose any personal information, so the call can not be related to a particular patient. Most enquiries are dealt with in the back office. This will be discussed with reception at their training 18th April 07
9. Q. Please could you have an extra speaker in the outer waiting area as some a bit deaf.
A. There is a speaker in the outer waiting area, which works very well. There is also a hearing loop around reception and in the waiting room itself. Will discuss further to see if there is anything else we can do, by End April 07
10. Q. Clinics could start earlier
A. Clinics start times vary on different days. We do have some clinics which start at 8am, others at 8.30am, clinics finish in evenings between 5.30 and 6pm. May review this when we look at Sat opening.
11. Q. There is an unpleasant choking smell in reception
A. This has already been removed, was put in reception whilst we were having some very unpleasant water removed from the lift pit.
Done
12. Q. It has been a bit disheartening to hear the midwives complaining how short staffed and overworked they are. It made me feel quite guilty.
A. I will pass this comment on to midwifery team lead.

To review June 07