

HT Practice

You Said.....We Did!!

- 1- No information re flu clinics- we advertise the clinics in surgery, add notes to your prescriptions, advertise on the display boards and contact patients via letter or telephone**
- 2- No general health checks for pts over 60 – the surgery has implemented a review of all pts aged over 75 years - Any patient aged 60-75 and if they have a chronic disease will also be offered an annual review. Any other patient who wishes to have a health check over the age of 60 is able to book a health check so we can review if you have any risk factors that may require advice.**
- 3- Make appointments out of hours – the surgery now has the ability to offer you the 7 day access where you can be seen out of hours and at weekends – please ask for information at reception. We also offer out of hours early morning appointments 4 days a week where you can book appointments with either a nurse or a gp.**
- 4- Trying to get appointments is harder – we regularly meet with the patient group to discuss access of appointments and also do the questionnaire so that we get feedback on what pts want. – we have now got appointments available from 8am every day on a first come basis... we also release appointments for the next working day to be booked on a first come basis. The GP**

clinics are added at least 4 weeks in advance and so routine appointments can be booked any time if not urgent and then we have urgent appointments available with every GP on the day to book. We also advocate that any child will be seen on the same day if needed.

- 5- *Need to feel we have to have time to talk to the doctor and not feel rushed*- we have a standard of 10 minute appointments but are able to book double appointments if the need arises.
- 6- *Better access to see GP – last appointment to see Dr was 2 weeks* – this was to see a particular GP and if that is the case some GPs only work part time and therefore the waiting time can be increased but if there is no specification for a certain GP then as stated above we have access every day for on the day appointments and the next day appointments.
- 7- *Speak out pts name and not just beep* – this can cause confusion as lots of patients have difficult spelt names and this caused confusion when a machine is speaking, also patients have the same name and this also may cause confusion and so we have only the visual calling system with an audible beep.
- 8- *Back to 2 monthly prescriptions* – this is always under review on an individual patient basis and any patient is able to discuss this with the practice.
- 9- *Bring back open surgery*- the consensus for this as discussed in the regular patients meetings is that having an open surgery creates a long waiting time and patients end up waiting a possible 2 hours and not all patients can be seen as the clinic has to have a cut-off point and so we still have the appointment system that the majority of patients prefer.