

The Arch Medical Practice

Friends and Family Action Points – December 2016

What you said (would like to see done differently)	What we've done
Possibly to ensure there is sufficient reception area/seating	I wasn't aware this was an issue. I know our waiting area gets busy but from walking through it always looks like there is a seat for everyone. I will monitor this.
Nothing everything is fine.	Thank you for this comment.
The Arch Medical Practice always goes above and beyond my expectations. The staff & GPs are very welcoming & polite always listening to the patients' needs and concerns. The practice itself is always clean and hygienic. The new renovations are fantastic and I love the Xmas spirit. Great Job.	Thank you for such a kind and warming comment. I glad you like the improvements we've made.
Always have Dr Kidd on the team.. She's the best GP I've ever had!	Thank you for this comment; I have passed it onto Dr Kidd.
I have been a patient since the 70s just one break when I moved and quite honestly I could not suggest anything that could be changed to make the experience better I am very satisfied with the service offered by the whole practice	Thank you for this comment. I am pleased that you have been our patient for so long and that you are happy with our service. There has been a lot of changes with the staff and the physicality of the practice but I am glad that this has not altered our relationship with our long standing patients.
More information about what's going on at the practice e.g. Dr Davis becoming a partner. Also the website has several spelling errors. " worded in the practice for more than 6	Dr Davis becoming a partner was discussed at our Patient Participation Group meeting and is evident in our practice booklets and on our website. It would be good to be able to

<p>months. also the signage outside doesn't detail the partners.</p>	<p>produce a practice newsletter each month we've been busy of late with the practice refit. Perhaps we can resurrect this idea in 2017. It would also be lovely if we patient volunteers to help with this so that the information is relevant to the people who are reading it. Likewise I'd be more than happy for a volunteer to proof read our website and maybe suggest other things to be included.</p> <p>We will be updating the signage at the front of the practice in due course. We also need to make our opening times more visible.</p>
<p>I will not see that Dr again. My partner had an appointment that day after me said he is putting in an official complaint. He has a long standing mental health condition it takes so much effort to get him to the Dr's. The way he was spoken to was unacceptable and he was extremely upset after his appointment.</p>	<p>I am very sorry to hear that you and your partner has had a bad experience. Unfortunately these comments are sent to me anonymously so I am unable to investigate this further. Please feel free to contact me and I will be more than happy to talk your concerns through. Please ask at Reception for Anthony, the Practice Manager.</p>
<p>Short appointments</p>	<p>I'm unsure what is meant by this. I expect you feel that shorter appointments for minor things would be beneficial. I have to say, as a patient myself, I think that some issue can be dealt with quickly but as a practice manager I am always surprised by how long something actually takes. A ten minute appointment in effect is more like twenty minutes once you add the administration.</p>
<p>Fire their bitter unhelpful secretary before her power trip kills someone.</p>	<p>I am sorry that you feel such strong dislike to one of our secretaries. Please can you get in touch so I can discuss this further with you? Please ask at Reception for Anthony, the Practice Manager.</p>

Change appointment bookings	This is something we are considering.
Nothing, it was fine. You could improve the feedback request process by not using a different number to respond to.	I will take this comment to our technology provider for this service.
Less waiting for an appointment	Does this mean reduce the time it takes to get an appointment? If so we have recruit several new clinician to help offer more appointments. Please see the comment below if your comment is about the waiting time from arriving to being seen.
Nothing	Thanks
Allow nurses to sign prescriptions	Legally only nurses with a prescribing qualification can sign prescriptions and no every nurse wants to take this qualification. I understand that it can be annoying waiting for a prescription to be signed but we can now send them direct to your chemist. This means you could leave your appointment, without a physical prescription, yet collect the medication from a local chemist later that day.
I am happy with you and I would recommend not only family and friends	Thank for this lovely comment. I am glad we are getting things right.
Nothing. It's very good.	Thank you.
I basically came in to be advised you don't have my details on site and will have to request them. This information could have been given over the phone to prevent a pointless journey. Now I have an appointment in another two weeks although I can't walk properly.	Every patient has two types of medical records; a computer one and a paper one. To create more consulting rooms we store all our paper records off site. Paper records are summarised onto the computer as soon as we receive them from the health authority. On the rare occasion we might

	<p>need to see a more detailed account of your past medical history than is summarised on the computer. This is a decision the clinician will make when they see you. I am sorry if you felt you had a wasted journey but it was necessary to understand your needs.</p>
<p>Make the wait time as near the appointment time as possible</p>	<p>Everyone, including the clinicians would like this to happen but sometimes it is just not possible. The clinicians try to keep to appointment times but will not turn their backs on a patient in need.</p> <p>Patients can help also by arriving early for their appointments. If a patient is late it takes time off the next patient's appointment.</p>
<p>I think it would be a good idea to have a water machine put in the reception for patients to get a drink</p>	<p>Thank you. This is something we are looking into.</p>
<p>Dr Kidd is the best and most helpful and kindest doctor I have ever had.</p>	<p>Thank you, I will make sure Dr Kidd sees this comment.</p>