

The Arch Medical Practice

Friends and Family Action Points – February 2017

What you said (would like to see done differently)	What we've done
A few magazines wouldn't go amiss, while waiting.	Thanks for this. It is something we are considering but they just make such a mess. We'll see if we can come up with a way of keeping them tidy.
If some patients needs an appointment in the next week or in two weeks on the spot in surgery not will be problem with this. I had few times this problem I must to special ring next day do this an appointment for me is that problem as I haven't got lot of time in morning it is big problem with this surgery	I am sorry if you are finding it hard to get through on the phones in the morning. We have 6 phone lines coming into the surgery and they are fully staffed each day. Did you know you can book appointments on line? Ask at reception for a pin number. This way you can check for cancelations throughout the day and won't need to call the surgery in the morning.
Doctor seemed spaced out, not mentally present in the room and the woman on reception was distracted several times with things not concerning her while trying to help me.	I have passed your comment on to the doctor. I'm sure it wasn't their intention to come across spaced out. We have addressed the issue of the distracted receptionist and have decided not to continue her probation period.
The problem of waiting in the reception for long time.	We are aware that this seems to be a growing problem. None of our clinicians like to run behind. Many of them have block slots in their surgery to help them catch up and keep to time. Our clinicians give the patients the time they need, so I am sorry if this has meant you 've been kept waiting.

<p>Tell the staff to cheer up. Its like walking in to a police station</p>	<p>I am sorry if you find the staff unhappy. They don't have an easy job as dealing with many different patients and problems throughout the day, which can sometimes be draining. I have passed the message on to them and I'm sure they will try to smile a little more.</p>
<p>It can change its staff</p>	<p>I'm unsure what you mean by this. Are you referring to the admin team or the whole of the practice staff? I know we all work very hard to help our patients. I'm sorry if you don't feel this is the case.</p>
<p>Waiting to see doctor is longer please do same thing</p>	<p>Every appointment is timed at 10 minutes, however we are finding that more and more patient need longer with the doctor as we are not only looking after their physical health but also their social health. This can take time. We have tied to tackle this by having catch up slots built into the surgeries to help the clinician keep to time. I am sorry if you have found you have been waiting longer than expected but please don't think this is done on purpose.</p>
<p>It would be great to not have to wait 2 weeks to have blood tests done, because by then things could have changed. There should be a service for having the bloods done sooner.</p>	<p>We had recruited a phlebotomist to run an extra blood clinic but unfortunately things didn't work out as we had hoped. We will be looking to recruit another one very soon so hopefully you should see an improvement.</p>
<p>Nothing for now</p>	<p>Thank you</p>
<p>Nothing can improve the experience I had today!</p>	<p>Thank you, I am glad you had a good experience.</p>
<p>Greater Dr appointment availability also easier access to blood test apps.</p>	<p>I am sorry you are finding it hard to get an appointment. Please see the comment above about blood test appointments. We are also looking at the number of doctor appointments</p>

	<p>we offer but as you might have heard from the news it is hard to recruit a GP.</p> <p>Last month 234 patients failed to attend their doctor's appointment. This is 8 days' worth of one GP's appointments. Please help us and our patients by cancelling unwanted appointments. We are also finding that many of our appointments are taken up by issues that could be better dealt with by a pharmacist or citizen's advice.</p>
Very very good	Thank you
There's nothing I can suggest to improve. I found the surgery very satisfactory.	Thank you I am glad you had a good experience.
All the staff is great but very difficult to get an appointment Dr Hawtting is very good	<p>Last month we had 8 days' worth of a GPs appointments missed by people booking appointments and not attending. We are tackling this by writing to patients.</p> <p>Thank you for your comment about Dr Hawting. I will make sure she sees it.</p>
Make appointments more accessible, I have long term illnesses and can never get an appointment without having to wait 2/3 weeks to be seen.	I am sorry you have had to wait to be seen. Please see the previous comments about missed appointments and inappropriate use of appointments.
Nothing at present.	Thank you
GPs should have more experience and be more professional before seeing any patients.	All of our doctors are qualified. I am sorry if you found them to be unprofessional. I will pass the comment on to them. It is true to say we have some younger staff that may not have the life experience of some of our more seasoned GPs but all our staff should come across as professional. I am sorry you didn't find this to be the case.

<p>Make it possible to book appointments more than two weeks in advance. And sort the busy call times out so that patients get a fairer opportunity to book when they need to.</p>	<p>I am sorry you are finding it hard to book an appointment. Please see the previous comments about missed appointments. Please also note that you can book on line which will mean you can avoid having to call. I will address the calling issue with our telephone company to see if they can come up with a solution.</p>
<p>Make the check in machine work properly everything else is on par</p>	<p>I am sorry. I wasn't aware the check in screen wasn't working. I will speak to our supplier</p>
<p>Refer patients when they're told they're being referred. Thank you.</p>	<p>I am sorry if your referral was delayed. We have encountered some issues with the referral gateway but we are working hard with them to resolve the problems. We endeavour to get referrals done within three days to a week. Non urgent letters, which are not referrals, can take up to two weeks. Referrals always take priority so I am sorry if yours was delayed.</p>
<p>sorry I meant to put 1 not 10</p>	<p>Thank you.</p>
<p>Nothing I am happy with the service</p>	<p>Thank you</p>