

The Arch Medical Practice

Friends and Family Action Points – January 2017

What you said (would like to see done differently)	What we've done
I found everything fine. The doctor was friendly, clear and helpfully.	Thank you for this comment I'll be sure to share it with the team.
Very happy with the service been with you for over 30 years	Thank you for this comment and for your loyalty. I know a lot has changed over the years and I'm glad you still are happy with the service.
Explain online booking to some users or get someone to devise an APP for a phone?	Thank you for this comment. You'll be pleased to know there is an app for the online booking. It's called Patient Access and is available on Apple and Android. You will need to get a pin from reception to use the service online or on the App. You will need to attend with photographic ID for us to give you a pin number. There is a help section on the website also with frequently asked questions. Unfortunately neither the App nor the Website is managed by this practice.
I have been a patient of the Arch medical centre since I was a very small child, I am now in my 30's with 3 children who are also registered at the practice, I can honestly say I have never had one complaint to be made in all the years, all the staff go above and beyond to make sure your time there is as smooth as possible, I have seen nurses and probably all	Thank you so much for this kind comment. I will make sure I share it with the rest of the team, especially Dr Segar. It is always nice to hear we are doing well but it's even nice to watch patients grow up and for the then to attend with children of their own. Thank you.

<p>the doctors in my time there, they have all been brilliant, my doctor, Dr Segar is exceptional</p>	
<p>Sorry, I meant I was extremely likely to recommend</p>	<p>Phew, thanks for the correction.</p>
<p>Quicker wait times, I waited 50 minutes for a 4 minute appointment.</p>	<p>I am sorry you had a long wait. Each appointment is 10 minutes in length but sometime patients run over, which can soon mount up over the course of the day. Our clinicians don't like as they don't like to keep patients waiting. It also means that if they have less time to do paper work and visits in-between surgeries, meaning they have to stay and go home late. Many of the doctors have additional breaks in their surgeries so they can catch up if an appointment runs behind. They would rather do that make a patient feel rushed. We do ask patient to book a double appointment if they feel they have a lot to say but sometimes this can't be predicted. What we can be more proactive about is letter patients know if there is a delay when they are waiting or when they check in. This is something I will talk with the admin team about.</p>
<p>Nothing, very happy with service provided.</p>	<p>Thank you.</p>
<p>Please fill antibacterial hand wash container in waiting room regularly. It's always empty! Otherwise I'm very happy with this doctors. I like the staff names and photos on the waiting room walls. Lovely caring staff. Most people speak very highly of this doctors.</p>	<p>Thank you for the comments. It's nice to know we have a good reputation and that you fine the staff caring, this is certainly what we hoped to achieve. I'm pleased you like to photos too, and that you still find us caring after seeing our mug shots! I'm sorry the hand sanitizer is always empty. We have filled it up. We as staff don't spend very long in the waiting room so our patients are our eyes and ears when it</p>

	comes to this part of the practice. I would encourage all our patients to let us when something is empty, dirty or broken so we can put it right as soon as possible. Don't be put off by our photo, come and talk to us! 😊
More access to appointments	I am sorry if you are finding it hard to get an appointment. We are really trying to keep up with demand have recruited more clinical staff to help with this. We also offer evening and weekend appointments via Primary Care Manchester, please ask at reception for details. That said, we encourage all our patient to Choose Well when considering coming to the doctors as often a pharmacist can help with a cough or a cold. Last month we had 300 patients book and fail to attend appointments. That is 10 days' worth of one doctor's appointments. Please do not book an appointment unless you need it and cancel it if you no longer want it.
More emergency appointment available special for children	Please see the comment above. We have on the day appointments with a nurse practitioner for people who need to be seen the same day. We now book afternoon appointment in the afternoon to try and reserve some appointment for after school. These are for on the day, acute problems. If you have a true emergency you should attend accident and emergency.
Not much!	Thanks!
Carry on providing good quality services locally.	Thank you for this comment. We have no intention of moving services and are fighting hard to remain a local, family practice.

Having the doctor making the patient feel welcome	I am sorry if you did not feel welcome and I'm sure the doctor is too. Please see the comment above about the struggle to keep to time, but that's not to say you shouldn't feel welcome. I will feed your comments back.
Nothing, all good, smooth and helpful as ever. Thanks	Thank you. I'm pleased things went well for you and you had a nice visit.
Sorry put wrong number it should of been 2	Thank you for the correct but a 2 still isn't a 1. I hope you have a better experience next time.
Maybe they should have patient lavatories. Apart from that it is good	We have two patient lavatories. One in the waiting room and one in the corridor near the consulting rooms, both have signs on them. I am sorry you couldn't find them.
Make Dr Davis my auntie. An absolutely lovely woman and a fab GP. Also your website needs updating. It's naff and full of spelling errors. It could also do with info on GP availability.	I'll pass your lovely comment onto Dr Davis, I'm sure she'll be thrilled. I have added GP availability to the website, thank you for the suggestion. I would also encourage you to get in touch with me with regards to the spelling errors on the website so that I can correct them too. We pay a company for our website but I'm always happy to hear from people for alternative suggestions of providers.
Nothing in particular	Thank you.
Nothing need changing	Thanks
I think it has improved so much.... the main issue for me was waiting times but yesterday was not bad at all	Thank you I'm glad you like the changes we have made and that you recognise the hard work we have put in to improving our service. Please see the other comment about

	waiting times.
Make it easier to get appointments	Please see the previous comments about appointment access. Last month 300 patients booked an appointment and failed to keep it. That's 10 days' worth of one doctor's appointment.
The service was only slightly later than originally said, friendly staff and advice, understanding GP	Thank you. We really do try to keep to time (see previous comments). I am pleased you fine the staff friendly and that you had a good experience with the doctor.
It just took quite a long time to be able to get the appointment - I think it was about 2 weeks from booking to appt.	Please see previous comment about appointment access. We are trying very hard to improve this. Not only have we hired more clinical staff but we are also writing to those patients who miss an appointment.
I think when we hear the ping when the patient's name is shown on the screen should be a little louder. I'm not deaf but I could hardly hear it. Before the surgery was done up, the ping was really good and everyone looked up. That is the only thing I would change.	Thank you we have increased the volume. Please let us know if it is too loud or if you would like us to increase it more. It's easy to do, just like any normal TV.
All fine.	Thank you.
More family consultations	I am not quite sure what this comment means. Do you mean seeing multiple patients within one appointment? An appointment is complex and the clinician often has to consider many options and make the right decision in a short period of time. I think to do this for a whole family, all at once, would be very stressful and quite unsafe. I

	<p>understand why it would be easier to have a family consultation but I'm not sure how that would work in principle. I will feed you comment back though for consideration.</p>
<p>My waiting time was over an hour so trying to reduce this</p>	<p>Please see the previous comments about waiting time. This is something we are conscious of and we are trying to improve.</p>
<p>More appointments</p>	<p>Please see previous comments about appointments and about how 10 days' worth of one doctor's appointments were wasted by patients booking them and not attending.</p>
<p>I waited for half hour but not really a problem as I seen a very nice an professional doctor</p>	<p>Please see previous comments about waiting times but I am very pleased you had a nice experience with one of our professional doctors.</p>