

The Arch Medical Practice

Friends and Family Action Points – November 2016

What you said (would like to see done differently)	What we've done
Not much. Massive improvements made since my last visit. Maybe offer some later slots.	Thank you for this comment; I am glad that our hard work is paying off. Appointments are always an issue and this is something we were discussing last night with our patient group. We will also be look at this at our next practice away day.
Number 1	Thank you.
Not a lot, though there were two issues that I needed to speak to my doctor about and because we became so involved in sorting out the first one we both forgot about the second one	Oh dear, I hope you 1 st issue was resolved? At our next away day the practice will be discussing appointments and if longer appointments are needed in general.
Nothing	Thank you
None	Thank you
Have all information regarding medicines available to be seen by whoever needs to see it at appointments	I'm a little unsure what is meant by this comment. All the clinicians should be able to see your medical records, which includes medication. The only thing they won't be able to see is medication that was issued elsewhere. We are then reliant on the other institute to notify us of what occurred at that appointment. I note that this appointment was with a nurse, so perhaps your concern is that she didn't have the knowledge of certain medications, which is what I would

	expect for her skill set. Our patient participation group has suggested we advertise what each clinician is able to do in their appointment which is something we are looking into. Hopefully this will help patient choose who to have an appointment with and eliminate disappointment or time wasted.
I'm very happy the service provided.	Thank you and I glad we are getting things right.
Better attitude towards mental health issues. Actually approaching them and not avoiding them at every single appointment.	This is a concerning comment and one I would like to discuss with your further. Please can you contact the surgery and ask to speak to the Practice Manager.
Good	Thank you.
Nothing gives a 1st class practice in every way	Thank you for this comment. I am pleased you hold us in such high regard. We shall endeavour to keep up the good work.
It is fine as it is.	Thank you. I feel we are just starting to settle into the new practice and I feel we are improving every day.
I have no complaints at all. Always helpful, polite and take you seriously.	Thank you. I'm so pleased with this comment. We are here to look after our patients and I'm pleased that you feel this.
Stay as it is. Doctors are all friendly make u feel at ease when u call to make appointments the staff so friendly and accommodating thank you	Thank you. We have recently had an away day to rediscover our values and purpose. I'm really pleased that this is evident in your experience.
Nothing - for me it was perfect. Well maybe make it a little easier to book appointments online as I had great difficulty the last time I tried . Apart from that it was spot on :)	I shall look into our online booking system. As far as I'm aware patient online can see the same number of appointments as we can in the surgery, It maybe we were just very busy but I'll investigate.

<p>The screen for appointments so everyone can see which room to go!</p>	<p>Unfortunately the day this comment was posted was the day our call in screen was being worked on. I am pleased to say it is up and running again, but clinicians will still meet you at the door as we feel this provides a more personal service.</p>
<p>Nothing. I continue to be very happy with this doctors surgery.</p>	<p>I am pleased that we are continuing to meet your expectations. We are working very hard in maintaining good standards of customer service.</p>
<p>I don't think my experience could have been made better. From experience some doctors/practices can be insensitive to certain issues but Dr Kidd was very knowledgeable, informative and kind</p>	<p>Thank you, I have made sure Dr Kidd is aware of this comment. I am really pleased you have had a good experience.</p>
<p>Good service</p>	<p>Thank you, I am glad you have had a good experience.</p>
<p>Employ more staff better doctors and get more phones so people don't have to call 102 times before they get an answer</p>	<p>I am sorry you feel this way. It sounds as though we have failed you on all counts. We have employed many new staff since October. We have moved our telephone away from the reception desk and have dedicated team to just answer telephones. Our Patient Group have said this has improved our service, but clearly not for you if you had to call 102 times. I am saddened that you feel we should get better doctors. Our team works very hard to meet patient expectations and I would really appreciate the time to discuss this comment further with you. Please can you call the surgery and ask to speak to the Practice Manager, so we can discuss it?</p>
<p>Nothing</p>	<p>Thank you, I'm pleased you are happy with the service.</p>
<p>Nothing all great for now.</p>	<p>Thank you. I hope we can continue to deliver good service.</p>

Nothing	Thank you, I'm pleased you are happy with the service.
It would be good to be able to have a confidential conversation at reception sometimes. It is difficult to say anything sensitive when people in the queue can overhear. Thanks	This issue has been raised by other patients, admin staff, clinical staff, our patient group and the CQC during our inspection. Unfortunately none of us can find a solution to this problem. We have made the partition at the very end of the desk bigger to create type of 'booth' and we have signs up asking people to let reception know if they would like to talk quietly. We welcome any ideas patients might have as we appreciate this is a problem.
Make nurses' flu jabs appointments to give time for us oldies to get all our layers off and back on again. Also, make clear which part of the waiting room we should sit in for which health worker.	<p>For the last two year we have run our flu clinics differently. Patients are asked to call the surgery to be given a time slot. This is so we don't have a waiting room full of people. Each year patient still arrive without a time slot so our clinics are always pretty busy.</p> <p>We have over 2,500 patients eligible for a flu vaccination, so I hope you can understand flu clinic days will always be busy. I also hope you can appreciate that we want to vaccinate as many people as we can at these clinics. Therefore we request that people attend wearing suitable clothes that will expose their arm easily. I understand that it is a cold time of year and that layers are the best way to stay warm but so that we can vaccinate as many people as we can we might ask that you take your coat off before going in to see the nurse and put it back on in the waiting room. This will mean the next person can be vaccinated, the clinic can run to time and we can see as many people as possible in the clinic.</p> <p>The nursing rooms are in the new part of the building which is the furthest away from the main waiting room, so the</p>

	majority of patients, by default were sitting in the 'wrong' part of the waiting room.
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