

The Arch Medical Practice

Friends and Family Action Points – October 2016

| What you said (would like to see done differently) | What we've done |
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| Shorten telephone waiting time. | I am sorry if you felt you were on hold for a long time. We seem to have had issues with our phone lines where some people couldn't get through at all, some were in a queue for ages and some people got to number one and then got cut off. I'm please to say that this has now been fixed. We have a dedicated team each day whose job it is to answer the phones so I hope you see an improvement. |
| Nothing | Thank you I'm glad we have met your expectations. |
| Although the TV information is informative. In the waiting room It's also a bit gloomy. Have you any upbeat positive information or pretty pictures you could broadcast? I.e. flowers, blue sky etc. Thanks | Thank you for this comment. It is something I'm very aware of and a project I am keen to dedicate time to, I just need to know how to do it. I am also trying to find a way of putting cartoons on the screens too try and help entertain our younger patients. |
| Was fine this morning no improvement needed | Thank you, I'm glad you had a pleasant experience. |
| Quicker appointment times | I agree access is an issue and something we are constantly battling with. We have recruited more staff which has helped. Dr Mabbett has just completed an audit of the number of appointments that are booked and not attended. This is a staggeringly high number which almost amounts to the equivalent of one doctor per day! I am pleased to say that the number of patients who cancel their appointment by text has increased but we still need more people to cancel unwanted appointments. |

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| Nothing at the moment | Thank you I'm glad you're happy with the service |
| Good with the patients and smiles on their face's | Thank you for this comment. I am pleased that our standard of customer service has improved. |
| Nothing | Thank you |
| Quicker appointments when you want to see a specific Dr. (your own) who knows your medical history. It took me 2 weeks to get in 2 see mine | Please see my previous comment about appointments. We are aware of the issue and are looking at way to improve this. Perhaps you'd like to share your thought on how we can change at our next Patient Group meeting on 16/11/2016 at 6pm? |
| Had to wait quite a few days to get the appointment but it wasn't an urgent issue so not too much of a problem and I'd rather appointments were available for people who need urgent appointments. | Thank you for this. I think it is important to use the appointments wisely. Many routine problems can wait meaning that we are more able to see people with urgent issues more quickly. |
| It's fine as it is. Efficient and friendly. | Thank you I'm glad you are |
| Sorry. What I wanted to say was " extremely likely " | Thank you clarifying. It is always upsetting if we get a score of 5 but always really excited when we get "extremely likely" so thank you! |
| I really liked the transformation of the place. It was clean and friendly staff | Thank you. I'm happy that you like the practice refit and that you find the staff friendly. I will share this with the team. |
| Nothing | I'm glad you are happy with the service. |
| All it perfect | Thank you. What a perfect comment! |
| Nothing. I like the online booking. Waiting time was reasonable and doctor was very good, providing clear answers and recommendations for treatment and actions | I am pleased you like and are taking advantage of the on-line booking and that you had a good experience when you visited the clinic. |

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| <p>Keep to appointment times</p> | <p>All of our clinicians try to keep to appointment times but sometimes this can be hard. We are looking at the length of appointments and most doctors now have catch ups slots built into their surgery. Please understand though that appointments are 10 minutes long, and if two patients go just 2 minutes over that 10 minutes, that is almost half of the next persons appointments and so you can see how it quickly snowballs into a late clinic.</p> |
| <p>Keep doing what you are doing. Well done.</p> | <p>Thank you. We are working hard to maintain our good customer service.</p> |
| <p>Nothing on this occasion</p> | <p>I'm glad you are happy with the service.</p> |
| <p>The arch doesn't need to do anything. The referb is outstanding. You have a great team of doctors, Dr Segar has been amazing over the past few months thanks for all your help and support it's been appreciated.</p> | <p>I am really pleased you like the practice refit and I'm pleased to say that the CQC agreed with you. I have share your comment with the team and I'm so pleased that have felt supported and cared for.</p> |
| <p>Nothing more</p> | <p>I'm glad you are happy with the service.</p> |
| <p>May be by assigning more time with Drs</p> | <p>Longer appointments are something we will be talking about at our next away day. We need to makes sure though that we get the right balance of having enough appointments and that you can spend enough time with the doctor.</p> |
| <p>Excellent service. Karen, Eileen and Anthony were fantastic, happy people.</p> | <p>This is brilliant news. I will share it with the team and I'm so happy you had a great experience.</p> |