

# The Arch Medical Practice

## Friends and Family Action Points – September 2016

<b>What you said (would like to see done differently)</b>	<b>What we've done</b>
Nothing at all they were fab	Thank you for this comment.
Nothing I can think of. I have seen doctor Doyle for my last 2 appointments and she has been really kind and helpful and goes the extra mile.	Thank you I will make sure Dr Doyle gets to see this comment. As you maybe a ware Dr Doyle is new to our team and I'm sure you'll agree she has fitted in well and
Having a space for wheelchair users in the waiting room so we don't feel like we're in the way. The staff are already brilliant, couldn't ask more of them.	I am sorry that you feel this way. We have tried to design the practice to be more inclusive of all our patients. The smaller waiting room has more room for wheelchairs as the seating is pushed back against the wall. I agree that the larger waiting room is crowded and this is something we can look.
More magazines in the waiting room	This is a comment already raised by our Patient Participation Group and we are looking to get magazine racks on the walls. The waiting room is taking quite a bit of time to get right but hopefully you'll see an improvement soon.
Nothing comes to mind	Thank you. I'm glad you are pleased with the service we offer.
No improvement necessary: friendly & helpful receptionists, nurses & doctors!	Thank you. I will make sure I share your comment with the team.
Again, as last time, provide cold water dispenser and/or put in air conditioning!	The cold water dispenser is something we are looking into. Our PPG want it to be housed behind the reception desk to help control the mess it might cause. Unfortunately we cannot afford air conditioning.

I hardly ever use the NHS but needed some vaccinations for travel. I was made to feel like I shouldn't have gone there ("this is free to you but these vaccinations cost the NHS money") and told to do my own research and pay for private treatment instead. Clearly I should feel very guilty for bothering you, I just wanted advice but didn't really get any. I would be nervous about ever troubling you with anything again, so I'll use the drop in centres whenever I can, or go to A&E.

I am sorry if you felt you had a poor experience at the practice.

Travel vaccinations are a little odd as not all of them are covered by our NHS contract. If the vaccination is not covered by our contract we will not be able to recoup the costs. We then need to pass those costs onto the patient. I think you'll find that our rates are slightly cheaper than those at a travel clinic but unfortunately we cannot give them to patients for free. I think this is what the nurse was trying to communicate to you and I'm sorry if she didn't make herself clear. Our website has a full list of the vaccinations that are available on the NHS and a list of those that aren't. We also display these costs at our reception desk.

We ask patients to do a little bit of research before coming to see the nurse for travel vaccinations so you know what vaccinations are recommended and you can take your time to decide if you want them. We find this helps make the consultation run smoother. We also ask that you have a history of any previous vaccinations so we are not giving you something you've already had.

Although the walk-in centres may be good they cannot see all of your medical records so it is usually best to visit your own GP. I would only recommend you use A&E if you have had an accident or you have an emergency and not as substitute for your own GP.

Once again I'm sorry your visit didn't meet your expectations and I hope you feel more welcome when you visit us again.

<p>I had a positive experience when I attended. My concerns were dealt with effectively.</p>	<p>Thank you. We are constantly trying to improve and your feedback is really helpful.</p>
<p>Nothing apart from the appointment system to see your own gp. Although you now have numerous Drs it's still difficult getting an appointment with your named gp.</p>	<p>I am sorry if you find it hard to see a named GP. All of our doctors work three long days a week. It more efficient for them to work this way. Most of our doctors start work at 8am and are here until 7pm each day they work. It would be unsafe for them to work at this level for 5 days a week. We are looking at our appointments system to try and make it easier for you to see a named GP. You may want to join our Patient Participation Group to have your say in how we redesign our service.</p>
<p>Nothing!!</p>	<p>Thank you, I'm glad we're getting things right.</p>
<p>More time with your Dr to discuss numerous issues at one appointment</p>	<p>Each doctors see 15 patients per session and each appointment lasts 10 minutes. If we were to offer longer appointments it would mean that the doctors could either see less patients or work longer hours. Many of our doctors already work 12 hour days. The amount of paperwork a doctor has to do has increased year on year. There is no way anyone could keep that pace up for very long without making themselves ill. I would suggest that you request a double appointment if you feel you need longer with the doctor.</p>
<p>Nothing. I am very happy with the service this doctors provides. Very LGBT friendly. Even bigger and better and more efficient nowadays!</p>	<p>Thank you. I hope we can continue to serve you well.</p>
<p>Reduce errors in administration</p>	<p>I am unsure what you mean by this comment as the patient journey is made up of many administrative parts. Please ask to speak to the Office Manger so we can ascertain which part has failed during your patient journey.</p>

<p>Excellent practice with caring doctors and friendly support staff already</p>	<p>Thank you for this comment. I will share it with the rest of the team.</p>
<p>It's just the past two times I've been to the practice my girlfriend and I used the self check in machine, my girlfriends check in didn't register for some reason and I waited over half an hour to be seen for my appointment, even though it was an early morning appointment.</p>	<p>I am sorry you had these issues. The check in screen has been known to be temperamental in the past and we have reported it each time. One thing to make sure is that you return to the home screen. Sometimes if a patient doesn't return to the home screen it doesn't arrive them for an appointment. I am sorry you had to wait to be seen. I am unable to know the exact reason for this without speaking to you.</p>
<p>Not a lot, it seemed a lot better than the last but one time that I came there</p>	<p>Thank you. It's nice to know we are improving.</p>
<p>I'm very happy with the way things are with both the doctors and the surgery</p>	<p>Thank you for this comment.</p>
<p>The Arch Medical Practice has always gone above and beyond my expectations. The staff are very welcoming &amp; polite and the practice itself is always clean and hygienic.</p>	<p>Thank you for this comment. We have new staff and a new practice and I'm pleased you like the changes we have made.</p>
<p>Stick to appointment times or extend default appointment time to adjust. Every time I've been in I've been late, usually around half an hour.</p>	<p>I am sorry you find you have to wait to be seen. We have adjusted our appointment times and most doctors have longer surgeries with catch up slots. Some patients feel they need see the doctor for longer than 10 minutes. I would encourage these patient to book a double appointment with their doctor so that other can be seen on time.</p>
<p>Arch couldn't do anything. Always easy enough to get an appointment. All the doctors I have met are friendly and professional. Reception staff polite and friendly. All great</p>	<p>Thank you this comment. It's nice to know when we get things right.</p>
<p>Just the waiting time, I had to wait 50 minutes today to be seen after my appointment time. But the doctor was very thorough when I saw her.</p>	<p>Thank you so much for this comment. I'm pleased that you are happy with the service you have received.</p>