

SUGGESTIONS FROM KMP PATIENTS – August to October 2022

1. Staff photos; looks like it needs some updates. No Tom, no Dr Josephine

Agree – this is on our “to do” list. We have someone lined up to do the photos; we just need to get dates in the diary. Unfortunately, it hasn’t been a priority given the current pressures on GP.

2. Play music please

We share the waiting room with other services in the building. To play music requires a music licence which, obviously, incurs a cost. Even if this cost is paid for by the practice, we would then need to agree a specific type of music, as not all music is agreeable to all. It would also mean that any sound from the screen may not be heard as the systems wouldn’t be linked, as such patients may not hear their name being called.

3. Have more chairs with armrests (preferably 2 arms) to help older folks arise

Point noted. We will look into this further as it is not an unreasonable request, although chairs with arms don’t suit everyone.

4. Get elastic masks not tie-on ones. No-one using tie-on ones

Our masks are currently still provided by NHS England’s PPE portal, as such we have no say over what is provided. We appreciate the tie-on masks aren’t as user friendly and try not to put these out but sometimes it is unavoidable.

5. Bring back kids drawing area

We have reviewed this further and are happy to bring this table back into use, however, would request that pictures are taken home.

6. Make a play area for the kids

Unfortunately, this isn’t possible. It raises a number of infection control issues (especially as a lot of the children who visit us are unwell) as well as risks to our frailer patients (eg toys left on the floor become a trip hazard). In realistic terms toys would need at least daily cleaning and, unfortunately, we don’t have the resources to do this. The additional work involved with risk assessments and infection control outweighs any benefit to patients. We are, however, willing for the PPG to bring the art table back.

7. Please can you get an updated version of the Bowel Cancer test, ie might help anyone who thinks it is too much trouble

We have contacted the cancer screening teams who have confirmed that the version on the waiting room screen is the latest one available.

8. Please can we have more staff. Phone lines from 8.00am are really busy and often we are put off seeing a doctor when it could be urgent. A&E is not the way forward

Unfortunately, with in excess of 8,200 patients our phones are inevitably busy at 8am as with any other practice in the UK. More staff increases our overhead costs, however, there is no additional funding available. We would also need additional telephones, desk space and telephone lines. Unfortunately, at the current time this is not viable.

We also have as many clinical staff as we can reasonably fit in, constrained by room space.

9. Try to work Faster! 40 minutes of waiting doesn't seem normal

We are sorry that our clinical staff run late. Please remember that not all patients come in with one problem. Many often bring lists to a single appointment, which puts the clinician under pressure particularly as there is increasing complexity of problems. Sometimes there is bad news to convey, which raises many questions resulting in a longer consultation. Some consultations may result in admissions. Other patients like to talk a lot. On this occasion, I believe it was a GP registrar who was running late. Having only joined the practice in August, it takes a short while to get used to the systems. We appreciate it's frustrating for patients but, sometimes, it's unavoidable.

Rushing can increase mistakes and medical errors. Patients persistently tell us that they don't like to feel rushed in a consultation, so there is a balance to be had.

Could the PPG help to promote the message "1 problem per appointment"?

10. I recently had a request for a prescription rejected but was not made aware of this online. It took a while to find out what had happened and when I realised, I phoned to find out why but the receptionist was not at all helpful. I had to go online and ask if an alternative could be prescribed. I received an online reply to say the original prescription would be issued. I am not the only patient this has happened to as a friend had a similar experience. Please inform patients why decisions are made about their medication

We are sorry to hear of this problem. Such incidences should be raised with the practice management team. We will ensure that all new members of staff are familiar with our protocols to ensure our service is improved. Please note that there are currently a lot of drug shortages and finding alternatives can be very time consuming. Sometimes one chemist can get an item others can't. Our pharmacy team helps to locate items; this can take time. Unfortunately, whilst we agree communication is important, we don't have the resources to notify all patients of such problems. We will, however, try to get systems in place to update patients where possible.

11. With regard to the KMP website, make the method of booking an appointment with a doctor more obvious and straight forward. The current method via the "Reception and Enquiries" link is not apparent. Thank you

The website has been updated since this, although we appreciate it still isn't that clear. The ICB are currently undertaking audits and working with practices and their websites, therefore, we will see what we can do.

12. The bowel cancer screening video is out of date. My last one only needed one sample

See question 7.

13. Would it be possible to put the time on reminder texts please

We understood the time is already in these texts. We are aware that some patients with "old" mobile telephones have problems. There are also instances where patients who still have the mjog app may incur problems. We will, however, look into this further. Do any PPG members have the same problem?

14. Please make the KMP website available at all times, ie 7 days a week, 24 hours a day, not just during office hours.

It's currently open 7.30am-5.00pm. This allows time to process queries.

We cannot open it for longer for safety reasons. The volume of requests and the additional workload is not manageable. Despite clear notices that the site should not be used for urgent queries, we still get them marked as "urgent".

Between 1 October and 31 October we received 1,081 forms via the website. We have already received 640 forms since 1 November. This is manageable.

When it was open all day we would often come into 300+ requests on Monday mornings; we cannot process this amount of requests.

We don't currently intend to increase the form opening times, however, we will keep this under review.