

PATIENT SUGGESTIONS – November 2022, December 2022 & January 2023

- 1. Please note: Practise (on loo door) is a verb so takes an 's'; a medical practice is a noun so takes a 'c'**

I am sorry we have been unable to locate this; please provide further details of the location.

- 2. Save some appointments each day. I have had to call every day. Took appointment offered to me but had to wait another 2 days for it. Would likely be on mend now if antibiotics were given on day one**

We do offer same day appointments each day, however, the demand currently exceeds supply. Over the last few months, due to the pressures being placed on primary care, we have also had additional appointments to offer at the access hub, however, even this hasn't been sufficient to meet demand. We acknowledge the frustrations but know that many practices across the UK are in the same position. We are continuing to review our appointment book to improve the situation.

If we are unable to offer you a same day appointment and you think it is needed, you always have the option to attend UTC.

- 3. Face to face appointments – more availability so appointments are available more frequently**

Between 19 December 2022 and 15 January 2023 we saw 2,022 patients face to face. This represents 67% of our appointments. We have seen a growing demand for face to face appointments, therefore, from 6 February 2023 the vast majority of appointments can be booked as telephone or face to face appointments. We will keep this under review. One of the main constraints now is clinical room availability which means a number of appointments have to remain telephone only.

- 4. Could you get a baby changing place please**

Patients are able to use the health education room when the health visitors are not in clinic. We will do our best to find a private room for baby changing and breast feeding at all times. Please ask our reception team when this is required.

- 5. Try to stick to time slot. My appointment at 4.30, it is 4.40 now and still waiting**

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. Sometimes there is bad news to convey, which raises many questions resulting in a longer consultation. Other patients like to talk a lot.

- 6. Updated staff board please**

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.

7. Get rid of the horrifically annoying advertisements on the TV in the waiting room – baby crying/unshakeable/NHS

Whilst we agree that this particular clip can be distressing, it does carry an important message. We have looked to decrease the frequency of the film clips but this had not been possible. Given it has now been on the screens for 6 months, we have replaced it with a poster carrying the same message.

Praise

1. You are doing a great job

Thank you! We try very hard to provide a good service in, what are, very challenging circumstances so it is good to hear that our efforts are appreciated.

2. Keep up the good work

Thank you! We are pleased to hear you are happy with the service we are offering.

3. The reception staff do a wonderful job and I think they should be paid more

Thank you for your feedback. I agree they do a great job often under difficult circumstances. I have passed this onto the team who are grateful for your comments. Thank you.