

## Feedback from the Patient survey conducted in May 2020

### for Bolton Road/Enys Road and Green Street

The results have been gathered for all three surgeries and analysed as one. We would like to thank everyone who made the effort to respond and for their time in doing so. Some surveys were partially completed and we have included what we could of the answers. 36 comments were left and we have summarised these. We received 112 responses both electronically (75%) and in paper form (25%).

#### **Bullet points of patient answers are as follows:**

- 64% are already aware of the merger
- 79% are open minded about the merger
- 68% are excited about being able to access a modern and purpose built surgery
- 21% were worried about travelling
- 47% want more information about the merge
- 68% use the practice web site
- 61% use the internet extensively
- 48% view the practice web site once or twice a month
- 78% logged their email address with the surgery
- 55% use patient access for appointment booking and/or ordering prescriptions

#### **Comments**

**Will my GP and reception staff be moving to the new clinic?** All staff and GPs will continue to be available and we expect to continue with the same people and patients that we currently have. You will remain registered with your current GP and see familiar faces.

**Will face to face or telephone appointments still be offered and available?** Yes.

**Need improved way to get an appointment** - We will be offering various different access routes for you to get the best medical help and advice that suits you. Whether you prefer to book appointments on-line, use LIVI, or engage-consult to submit your medical or administrative enquiry on-line, or telephone, we will be able to accommodate you.

**Will there be a walk-in service?** Difficult to answer at this stage due to the changes we have all had to make to be covid-safe. However, digital services have proved successful and certainly suit a large number of patients. Improving patient access is at the forefront of our aspirations for the new Victoria Medical Centre.

**Will Dexa scans be available?** The scans are run by a separate provider, so at this stage we cannot answer. We are currently working with various departments to ensure we offer a range of services within the building and see this as an exciting opportunity to improve the resources for you.

**Why is communication amateurish /so dire/ working in the dark ages?** One of our key focus areas of the new Victoria Medical Centre is to modernise and become an outstanding surgery in the Eastbourne area. We believe that embracing and harnessing technology is the future. A brand new website for the Victoria Medical Centre will be created, providing improved content, access and usability. We appreciate that some of the current websites are in need of work, and hope that you can bear with us whilst we are designing a cutting edge website and communications platform for the new surgery.

**Where will I park?** In contrast to the current surgeries, we are pleased to announce there will be a car park at the new site for up to 49 cars.

**Caught between using modern systems and still being accessible to the older population.** Our aim is to be as inclusive as possible and ensure fair accessibility for all of our patients. Using technology is

one strategy to improve this. However, we will still continue more traditional routes of communication.

**Wider health information in the newsletter?** The Patient Participation Groups (PPG) have all worked hard to voluntarily produce newsletters to help keep patients informed and to act as an interface between the surgery and the public which we are very grateful for. They are not medically trained and we would not expect them to be supplying in depth medical articles in the newsletter.

**It's too far out to get to / disabled access.** We are aware the location of the new Victoria Medical centre means that we will be further away for some of our town centre patients. However, the new building will offer you many advantages that we cannot offer now - parking, better access and a lift to facilitate those with mobility issues. It also provides the opportunity for a greater range of in-house services. Moreover, there is a bus route running the short distance from The Goffs to Victoria Drive. We are also exploring whether we can open a town centre branch for those who really can't travel.

And finally, we are aware there were some formatting issues of this questionnaire, and apologise for any difficulties this caused. We are very grateful however to the many of you who did manage to complete the survey, and for the valuable comments you raised.

Should you have any specific issues you would like to raise, please do contact your surgery directly.