**October 2016 Patient Survey Response**

Survey results were discussed with the PPG and members of the Practice Team. 30 November 2016.

|  |  |
| --- | --- |
| You said… | What We Did… |
| You had difficulty making appointments on the phone | We employed 3 additional reception staff and are in the process of recruiting 4 more receptionists to help manage the number of phone calls. |
| You struggle to get appointments in the morning | We now offer early access appointments and an online booking system where you can book appointments up to two weeks in advance. |
| You don’t like to share personal information with reception staff | Our reception staff are trained to assess patients’ needs and direct them to the appropriate clinician within the practice. Our receptionists can also signpost you to the pharmacy or for self-care. Visit: <http://www.selfcareforum.org/fact-sheets/> |
| You like to see the same / a specific doctor | As continuity of care is important we try our best to accommodate requests. However, this isn’t always possible so we recommend for patients to build a relationship with 2 or 3 of our doctors to ensure continuity. |
| You wanted better access to home visits | We are only able to provide home visits to the terminally ill and truly house bound patients for whom travel to the premises by car would cause deterioration in their medical condition or unacceptable discomfort. Our GP’s can see 3-4 patients in surgery in the time it takes to provide a home visit. Our nursing team can also provide diagnostic tests on site which can prevent visit to the hospital for tests. \*SEE HOME VISIT POLICY below\* |
| You would like to have a drop-in session | We need to be able to manage demand for appointment with capacity of clinicians available so that we can continue to offer a safe, high quality service to our patients. We offer daily access for emergency appointments for our patients alongside pre-booking routine appointments online. Our prescription team can also pre-book medication reviews and our GP’s can pre-book appointments for patients who they need to review in advance. |
| You find it difficult to set up online access appointments | We are currently training our reception staff to assist patients when registering online. If you register for on-line access through Patient Access you will need to **bring in 2 forms of ID** (one picture/one with address) to complete the process. **If we do not receive this within 30 days the account will be rejected.**\*SEE ONLINE REGISTRATION guide below\* |
| There are long waiting lists to see a doctor | We are currently advertising for a new GP. We are experiencing difficulties in GP recruitment; a problem that is national. |

Home visiting policy

GP home visiting makes clinical sense and is the best way of giving a medical opinion in cases involving -

* *The terminally ill*
* *The truly house bound patient for whom travel to the premises by car would cause a deterioration in their medical condition or unacceptable discomfort.*

**A GP visit is not usual**

* In most cases to visit would not be an appropriate use of GP's time.
* Common symptoms of childhood fevers, cold, cough earache, headache, diarrhea /vomiting and most cases of abdominal pain. These children are usually well enough to travel by car. It is not harmful to take a child with a fever outside. Although the child may not be fit enough to walk or travel by bus, they can be transported by car or taxi. It is not the Doctors duty or their staff to arrange or pay for transport.
* Adults with common problems such as cough, sore throat, influenza, back pain and abdominal pain, are also readily transported by car to the Doctors premises.
* Common problems in the elderly, such as poor mobility, joint pain and general malaise would also be best treated by having a consultation at the Doctors surgery where the facilities are available for a full examination and investigations. The exception would be the truly *bed-bound* patient.
* Please remember that several patients can be seen in the practice in the patients at the surgery in the time it takes for a GP to do a home visit.
* We provide disabled car parking spaces, disabled access at the rear of our premises and a wheelchair is available to facilitate disabled patients attending the medical centre.

Online Registration

1. Go to <https://patient.emisaccess.co.uk/Register>
2. Below the question 'Have you received a registration letter from your practice', select **No**.
3. Follow the instructions to find your GP practice.
4. Type your personal details, create a password (this should be longer than six characters and contain at least one number and one letter), and then complete the security questions.
*If you complete the security questions, you'll be able to reset your own password if you forget it in the future. If you don't complete them, you'll need to ask your practice to reset your account.*
5. Make a note of the user ID that's generated for you, as you'll use this to sign in to Patient Access from now on.
6. To complete the registration and get a fully active Patient Access account, **take proof of identity to your practice and ask them to complete your registration**.

For more help with Patient Access go to <https://support.patient-access.co.uk/>