

Churchview Surgery

Learning From Patient Experience – You Said We Did

Month of: October 2019

YOU SAID.....

Friends and Family

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Extremely Likely	-	1
Likely	-	3
Neither Likely or Unlikely	-	0
Unlikely	-	1
Extremely Unlikely	-	1
Don't Know	-	0

Comments:

Friendly staff, positive doctors

Appointments hard to get, however, staff are polite and helpful

Surgery is terrible. No appointment ever.

Patients Comments and Suggestions

None received this month

NHS Choices Comments

None received this month

WE DID

The doctors held a meeting to review the practice appointment system to try to improve access and improve the patient experience. The following actions will be carried out ASAP.

- The practice will carry out a capacity audit over 2 weeks in October to give a better understanding of access and patient demand. This will be analysed by the practice on Monday, 11th November 2019.
- Routine appointments will only be bookable 4 weeks in advance to reduce patient DNAs.
- Urgent appointments will be increased to 6 per GP per day and opened up to routine 2 days before if not used.
- GP partners to provide an additional 30 minutes of appointments per evening as per the 1st December 2019.
- GP partners to start work 1 hour earlier to free up time for more telephone consultations.
- Increase the use of telephone consultations and telephone triage.
- Discourage patients from booking unwanted follow up appointments.
- Carry out a review of the patient survey (around appointments) in January 2020.