

Meneage Street Surgery: Patient Survey 2014 [1/2]

The responses (question 10) on the questionnaire are below; those covering similar areas are grouped. We have commented where appropriate with the aim to clarify both system & rationale.

- Length of time waiting on 0845 no
- Phone line: length of time to get through to an operative
- Phone system is not patient friendly
- Long time of getting through (two steps to get to the actual surgery direct)
- local phone number for contacting surgery; it is not always possible to walk to book appt & difficult to get through on phone
- A direct telephone number; the last time I used the automated one cost lots of money; I have to come in person
- The cost of telephone calls to the surgery as these can be substantial if there are a number of people telephoning. Any possibility of getting a local call line & getting off 0844?
- Use of 0844 phone number & delays (many people phoning; delays in response) can add to my telephone a/c £2.50 a month on occasions. It is the only number that I have to pay for. I really do think that I should be able to use internet for repeat prescriptions.

- *The phone system provides a complete audit trail; excessive time waiting can be tracked if time of call, phone number is supplied*
- *The cost of calls is variable depending on network/provider/length of a call etc; 0844 is not a premium number; we have had a local number 01326 558714 for some time; this is published in the surgery, on the website & on practice leaflets etc; the number is given by receptionists to any patient who has concerns re 0844; the following appeared on our website in July 2013*

Phone system:

It has become apparent that patients are unaware of our local number which sits alongside 0844 387 9888; it is 01326 558714. This number does not offer a queuing facility ie when already in use there will be an engaged tone but the caller, when connected, will be offered the 'choices' selection eg appointment, visit etc.

The system has been and is subject to ongoing review.

- *Time to get through depends on time of day; again the audit trail provides all stats*
 - *The cost of call, usually with a limit, depends on individual tariff; we have a local number*
 - *Our on line booking service/requesting repeat prescriptions 'The Waiting Room' which has been under development became available last week. The information is available both on the surgery & on our website*
 - *Queuing system was introduced several years ago in response to repeated comments from patients who felt that the phone was always engaged*
- Trying to get an appointment on the phone is nearly impossible
 - Difficulty of making appointments; phone 08.29 not open; phone 08.45 all appointments gone!!
 - Appointments don't go far enough ahead
 - Access to own Dr can be lengthy; appointments beyond current month is a poor area
 - I work from 08.30 & find it difficult to make appointments
 - Appts system: when trying to make an appt for that day have usually start at 08.00 to ensure you will get an appt for that day & when you do ring you are put in a queue at the centre first before you are even connected to the actual surgery. Then when you get through you are still put in a queue to wait again. I have known to be in the queue of about 18th at one & 7th in the next. By the time you get through all the appts are gone are you can't see the Dr you normally see
 - I would like more pre-bookable appointments available
 - Wasted Dr's time by no show patients; investigate why & how it may be reduced
 - **overview of appointments system: We offer:**
 - ✓ **PRE-BOOKABLE** appointments with 'doctor of choice' at the soonest or suitable pre-bookable slot
 - ✓ **BOOK ON THE DAY** appointments which may, if possible, be with a doctor of choice or the duty doctor
 - ✓ all emergencies or patients with conditions which will not wait are seen on the day

Meneage Street Surgery: Patient Survey 2014 [2/2]

- *although we offer a text reminder for pre-booked appointments some patients neither cancel nor attend their appointments; to increase the number of pre-books or lead in time would result in an increase*
- *our appointments line opens at 08.30; we can receive 100 calls in the first half hour on some days*
- *it is far easier to get through later in a day*
- Speed of repeat prescription turn round
 - *we need 2 working days to ensure a repeat prescription is ready either for collection at practice or at a pharmacy*
- Parking is horrendous; would not be a good idea to get rid of yellow lines around the surgery
- Car parking; the gravel area outside entrance door would accommodate several cars if laid out herringbone fashion
- Parking is restrictive
 - *the yellow lines are beyond our control!*
 - *the gravel area outside our entrance door belongs to Anchor Housing, not to the surgery; before it was transformed from the unkempt garden we & Anchor did approach Cornwall Council suggesting that it could provide some parking space; Highways refused*

Miscellaneous comments:

- The NHS record system (proposed)?
- I've not been contacted by me Dr regarding ongoing issues, in case there is something in place, in which case apologies! Every 6 months? However, I am aware my problems are less important than more serious complaints
- I occasionally receive reminders for say, flu jabs/check ups when these events have been done or appts already made. Would it be possible to check patients record first then savings might be effected in, stationery, postage etc
- May be cards for opening times for people who do not have computers. More car parking
- Advertise website: would inexpensive business cards at reception handed to every visiting patient be of help? Also advertise other services
- Review of notices on display; too many notices people just don't read them
- Patient difficulties accessing mental health services; care given to mental health users/sufferers
- Would be nice to have evening & weekend surgery
- No problem passed on to higher level [??]
- Just wanted to say what a difference it makes having a nurse practitioner able to prescribe & consult; fantastic service. Thank you
- Nurse practitioner is excellent; reception staff very friendly & helpful
- All very nice people
- Nothing
- Can't think of anything
- Cannot find fault the care I have had over the years by all members of the practice
- Truly wonderful!
- No, never had any problems always been treated professionally & with great care
- No all good
- Very helpful staff & no problem staff ex