

Bridgewater Surgeries – Patient Survey – April 2019

‘You Told Us.....We’ve Done....’ – Comments And Responses.

<p>It would help to have a telephone link with GPs for minor complaints.</p>	<p>We already have this set up and working. All clinicians have telephone slots daily that patients can book into.</p>
<p>It would be nice to see my nominated GP without having a 3-week delay.</p>	<p>This should have improved as we have taken on supporting salaried GPs, a Paramedic and an Advanced Nurse Practitioner. We check how long the wait is to see a GP weekly and put in extra resource at times of need; however some of the partners who have been here a long time do have a longer wait than others.</p>
<p>It takes weeks to book a child vaccination appointment.</p>	<p>This shouldn't happen as we are employing more nurses. 2 of our nurses have reduced their hours as they are retiring from full time work and 2 other nurses are training for their advanced nurse qualifications so have 1 day a week at university. We have taken on another nurse to support this and we have a nurse doing some ad-hoc hours with us.</p>
<p>The waiting time for the phone to be answered has increased hugely since the merger and is not conducive to good communication.</p>	<p>This is very rare now. The reception service is much improved and is supported by evidence. We have 4 new members of staff starting throughout December and January so we hope that this improves things further.</p>
<p>The on-line booking facility should be extended to other services e.g. nurse appointments, smear tests.</p>	<p>This cannot be done. All nurses do different things and so patients would invariably book themselves into wrong clinics.</p>
<p>The waiting room areas need to be reviewed and the following addressed: -Replace carpets (unhygienic) with vinyl -regular update of selected magazines.</p>	<p>The carpets are being cleaned. It's unnecessary to replace them with vinyl. All old magazines have been removed; they will be reviewed regularly and updated.</p>

It would be useful to be told if my GP is running late so I can organise my time	This should be happening and the Practice Manager will remind GPs to let patients know if there are delays.
Can the gender of each GP be more clearly specified?	GPs are having photos taken to display in the waiting rooms.
Reception staff	<p>Since April three additional reception staff has been appointed to meet the increasing demand for GP appointments. We now aim to have 8 or 9 receptionists working on each shift. A new triage service has been introduced to divert simple conditions away from GPs towards a recently appointed support team comprising a GP, Emergency nurse practitioner and a paramedic. We have found that about 50% of enquiries can be dealt with by a GP over the phone. A telephone triage service enables the Dr to book the patient in with the most appropriate clinician in the correct timescale.</p> <p>We are also hoping to employ a social prescriber who can offer non-medical forms of help that do not require the intervention by a clinician.</p>
Can the prescription service be improved e.g. 6 rather than 2 months supplies?	No. The two month maximum supply is determined by Herts Valley CCG. We must comply with their rule.