

PPG MEETING HELD 26 FEBRUARY 2013

PATIENTS POINTS RAISED AND RESPONSES

PATIENTS COMMENTS	SURGERY RESPONSES
In recent years large turnover of doctors at the practice affecting the doctor-patient relationship.	Until the tendering process is finalised then long term contracts cannot be offered to doctors. However, with salaried doctors and long term locums at the practice there will be continuity in the short term.
Patient arrived at surgery on time and because a pharmacy delivery driver took so long in Reception was then told late for appointment.	The nurse has been asked to keep an eye on her patients if are late and just in queue. Also, pharmacists to be asked not to come to surgery at busy times. Awaiting the PCT to repair the booking in screen which will then reduce waiting times.
District nurses not aware of emergency telephone line and so have to go through the busy Reception telephone.	Agreed not acceptable. All clinical staff associated with the surgery to be made aware of the number.
Would like Reception to stay open over lunchtime and staff have a staggered lunch break.	The same happens at Bell House and the doctors have found this way works best. There are not enough staff at Petros to enable this to work effectively.
Long wait for the nurses as set clinics only on certain days.	The new senior receptionist and deputy practice manager will be monitoring nurse and doctor appointments to ensure extra appointments made available when required.
A list of which doctors work which days would be useful.	Agreed. Will arrange to be put on the website and a notice to be put up in the surgery.
Changes to surgery suggested : Push/pull signs to be out on doors Notice boards in waiting room Email PCT re booking in screen Lid for questionnaire box Remove "duck" painting	All to be done.
Well man/women checks need to be advertised in the waiting room.	Agreed. To be done.
Reception staff still sometimes ignoring patients upon arrival, is worse in the afternoon.	DR Choudhury will point this out to the staff concerned. If happens again please let Kelly , the deputy practice manager know.
Receptionists may say personal information in the hearing of other patients.	To ask Reception staff at the next training session to request the patient to come to one side out of hearing of other individuals.