

<p align="center"><u>St Johns Medical Centre Survey</u> <u>2012/13</u> <u>Your Comments</u></p>	<p align="center"><u>Our Remedies for your</u> <u>Comments</u></p>
<p>1. There needs to be a better appointment booking system. It is not good enough to have to wait on the phone trying to get through for hand an hour at a time when I know that other surgeries have online booking systems. You should be able to make advance appointments that you can do in advance and not on the day</p>	<p>Advanced booking is possible up to 2 weeks ahead. It is also possible to register as an online patient, to make appointments and order repeat prescriptions. Patients are also able to register to look at their records on line as well</p>
<p>2. Provide more than one phone line for appointments</p>	<p>There are 4 lines coming in to the one number but demand is very high particularly early morning</p>
<p>3. Doctors are always superb even though I see different one a lot</p>	<p>Thank you for your comment</p>
<p>4. I was once treated extremely rudely by a receptionist but that was the exception rather than the rule</p>	<p>We want to improve our customer care service. Please put any comments you have in the new comments box in reception</p>
<p>5. I do not agree with the 10 minute late rule, it should remain 15 min. People are ill and may need more time to get to the GP</p>	<p>Unfortunately if everyone comes late the clinics start to overlap each other and it proves difficult to do home visits</p>
<p>6. The check in machine by the door often doesn't work</p>	<p>The check in machine is due for renewal in the new financial year 13/14. We are sorry for the inconvenience caused when it does not work</p>
<p>7. I'm happy that you book online. Very convenient</p>	<p>Thank you for your positive message</p>
<p>8. I find the online booking system very useful. On-day booking is very frustrating – either the phone is engaged or when one gets through there are no available appointments.</p>	<p>Thanks you for your comments re the online service. We are looking at increasing our call staff in the morning as well as our doctor and nurse appointments. This will be addressed during mid 13/14</p>
<p>9. Early morning telephone for appointments can be a problem.</p>	<p>Please see above for our proposed action</p>
<p>10. The nurse who does the injections is excellent. Some doctors are also excellent, some are not so. The major problem with the centre is I always see a different GP so never feel I know them or they know me.</p>	<p>We try to keep continuity of health professionals for our patients but this is not always possible due to days off etc. When booking we should ask you if you have a preference to see a particular GP</p>
<p>11. I think my GP surgery is excellent. I would recommend it to anyone.</p>	<p>Thank you for your comment</p>

12. Doctor Nav is fab	
13. Doctors do not provide enough time to listen to patient concern	We are limited to 10 minutes per patient but if you have a difficult problem or 2 separate issues ask for a double appointment
14. Booking appointments for on-going treatment – hard to get past receptionist that day!	Please try to book as far in advance as possible if its for ongoing treatment
15. Doctors vary in nature a lot and so it no easy to say how you are treated – If by a few. Locums have always proved most helpful and attentive.	Thank you for your comment
16. The service is good and staff are friendly	Thank you for you comments
17. The practice was recommend to me by a friend and I have recommended it to my boyfriend who has recently moved into the area	Thank you for your comments
18. More reception staff would be useful – the queue is always very long	We are hoping to change our reception rotas to offer a better service both at the front desk and answering the phones
19. Overall, this is a great GP surgery and I often recommend to others.	Thank you for your comments
20. Great staff, but there is too much demand. Need more appointments/quicker telephone answering	Hope to increase capacity both for doctors and quicken up telephone answering by reception
21. More pre-booked appointments in advance and being able to get through at 8am for appointments	Patients can sign up to register their details for our on line booking service. More staff for the early shift is in the pipe line.
22. As an employed person I'd like to be able to book an appointment 48 hrs. in advance	We would recommend our on line booking system for 48 hr ahead appointments
23. I dread worrying if I am able to get through on the phone in the morning to make a same day appointment for my baby. Also no guarantee can see Dr of choice. Find it very stressful cannot book appointments in advance.	Booking on line service now available for future appointments. Babies will always be seen but it not always possible to book with a specific doctor if an emergency
24. Remove the electronic sign in screen. No one wants to touch something other sick people touch.	The screen is cleaned nightly. Our infection control audit did not high light this type of screen as a risk
25. Dr Symonds... is the best, she always has time for me and my family	Thank you for your comments

<p>26. Getting suitable appointments is <u>very</u> difficult. Only being able to phone in the morning to make these appointments is not suitable. Why is booking in advance such an issue? I am leaving in 2 months so I just wanted to tell you of my experience. *has the internet site problems been fixed yet? I tried to use it when I first registered online. I gave up. p.s the screen to touch upon arrival – as this is a place that is probably full of infection could you not have an ‘antibac’ for use after touching?</p>	<p>On line booking system is now working and the number of appointments has been expanded. Our infection control audit did not highlight the touch screen as a risk. It is cleaned every night</p>
<p>27. There should be a walk-in appointment</p>	<p>The same day appointment are this practices walk in appointments</p>
<p>28. Male receptionist can be very rude, needs to reflect on people skills.</p>	<p>We are increasing our customer skills training in the coming months</p>
<p>29. Sometimes it seems impossible to contact the surgery, on hold for several minutes and phone not picked up. Then all appointments have gone and none suitable for a working person.</p>	<p>We are trying over the coming months to increase out call team capacity in the morning and also our GP capacity</p>
<p>30. At times I have had to wait an unacceptably long time in the waiting room, although today was fine</p>	<p>It is difficult for a clinician to judge how long a patient will take. We do ask aptients to book a double appointment if they have more than one problem</p>
<p>31. The phone is very faulty, we cannot make appointments on the phone</p>	<p>As above – we are looking at increasing our call team capacity from 8am</p>
<p>32. A good surgery</p>	<p>Thank you for your comment</p>
<p>33. It makes you feel welcome when you come into the surgery</p>	<p>Thank you for your comment</p>
<p>34. Not always easy to phone for same day appointments with young baby and would like more next day appointment availability</p>	<p>We will always treat young babies as a priority. Booking on line service gives more opportunity to book ahead</p>
<p>35. Perhaps a bell to alert reception staff in nobody at desk</p>	<p>Considration will be given to this suggestion</p>
<p>36. The waiting time is really bad without any explanation from reception</p>	<p>Sorry- reception staff should inform patients if clinicians are running more than 20 minutes late. Staff will be reminded</p>
<p>37. Excellent practice and really like all the Dr’s and nurses – don’t want to have to leave when move</p>	<p>Thank you for your comment</p>

<p>38. Only because 8am phone calls are prohibitively difficult for me would I not recommend the surgery</p>	<p>If you have internet connection the on line booking service helps get round the 8am problem</p>
<p>39. Process for repeat prescriptions needs to be quicker and electronic</p>	<p>If a patients signs up to the on line service this includes repeat medicine requests. We can now send it electronically to your usual chemist</p>
<p>40. Answer the phone, let appointments be booked from the day before, not 8am on the day</p>	<p>Some appointments can be booked up to 2 weeks in advance also via our web site</p>
<p>41. Length of waiting for the doctor is always long and if over running patients should be informed</p>	<p>Please see number 36 above</p>
<p>42. Since the new appointments system has been in place it has been much harder to get through to reception to make an appointment</p>	<p>We are trying over the coming months to increase our call team and number of clinician appointments</p>
<p>43. Need AC in the summer time, too hot, and a tv</p>	<p>Unfortunately the cost of Air Con in the waiting room is prohibitive. It is difficult to judge if a TV would be welcomed by all patients</p>
<p>44. If you look at your staff more, your staff are rude – don't listen, don't want to know when you ask them anything. But not all of them</p>	<p>More customer skills training</p>
<p>45. I still encounter difficulty making appointments that don't need to be that day. I usually end up booking same day for this reason.</p>	<p>Book on line service is now available</p>
<p>46. I once waited one hour for an appointment</p>	<p>Reception staff should be updating patients waiting to see a doctor of the delay</p>
<p>47. Reception staff can sometimes be extremely abrupt or pry too much into a medical condition in front of the entire waiting room. Though care for my daughter has been outstanding – really appreciate always being fitted in she's unwell.</p>	<p>Training recently given in regard to confidentiality</p>
<p>48. Overall, doctors are very good. But, the new same day appointment booking is inconvenient</p>	<p>We offer a range of appointments from same day up to 2 weeks in the future also on line booking</p>
<p>49. I'm not sure if I would recommend the practice, I've had some bad experience on occasions</p>	<p>Please complete a comments slip and place it in the box if there are any problems you have with our services</p>
<p>50. Dr Nav is very kind, caring and thorough re: concerns and treatment</p>	<p>Thanks you for your comment</p>

51. Answering machine initially tedious and boring and replies to frequently same sentence and having to wait long for reply	Message now considerably shorter
52. Keep up the good work	Thank you
53. Keep up your good work	Thank you
54. With regards to receptionists, I can recall that Ruth and Sarah have been very helpful one or two whose names I have not bothered to recall have been nothing short of rude – Colin Stears has also been forthcoming with help.	Customer Service training will commence and be reinforced in the coming months. Please write a comment and place in our comments box
55. Clock in reception	Clock has been bought and will be installed shortly
56. The appointments system is dire. My 17 month old son was kept waiting for 1 hour and when I asked for details about when we could be seen, I was spoken to like a dog. Feel hugely	I am sorry our communication was not as you expected. Reception staff should have informed you of the on going delay. Staff reminded to inform patients when doctors run late.
57. Patronised by reception staff (except Sara). The tone and manner is needlessly hostile – and I say this as someone who interviews very pompous people on a daily basis!	Staff customer care training to be reinforced and refreshed during the coming months
58. Availability of appointments very poor. Lack of access to doctor when convenient.	We offer a range of appointments during the day and early morning starting 7am on a Tuesday and up to 8.30 on a Thursday. Please register for booking on line if you would find this useful
59. Overall care provided by the doctors is good, but getting to see the doctor is difficult with the	We are trying to get more appointments but demand is high at certain times
60. Appointment 'raffle' system. Reception, either by phone or in person is also an unpleasant barrier, since the default reply to requests is no.	See 57 and 58 above
61. Sick of answer phone message repeating, difficulty getting advanced apt with doctor of choice	Initial telephone message shortened. Telephone messaging system to be reviewed in summer 2013. Book on line might help getting a appointment with specific doctor
62. Older staff take more care with words whilst speaking to younger patients, very patronising.	See points above re customers care training taking place in the near future
63. The telephone is never answered on time.	See above increasing staff capacity to answer phone, particularly first thing in the morning

<p>64. During my pregnancy term my GP experience and the GP I've seen was the best I've had. Otherwise very poor.</p>	<p>Thank you for the positive comment. Please see replies to other queries which when completed will improve your experience of the practice</p>
<p>65. Some appointments available to book before the day. Sometimes too hard to get through on the phone in the morning as very busy.</p>	<p>See above re increasing morning staff capacity</p>
<p>66. Does the phone work? Please don't ask us to call at 8am when no one answers. Waiting time up to 8 hrs. (I've tested it)</p>	<p>See above 65</p>
<p>67. This is an excellent medical centre, everyone is helpful and I have absolutely no complaints.</p>	<p>Thank you for your comments</p>
<p>68. Excellent service</p>	<p>Thank you for your comments</p>
<p>69. If appointments are running late – would be good to be told this upon arrival – to manage expectations!</p>	<p>Reception staff should inform all patients on a regular basis in clinicians are running late. Staff already reminded of this requirement</p>
<p>70. At times the phone rings off, the line is constantly engaged. There are too many patients for the practice. Appointments are generally running late.</p>	<p>See above our aims to put your correct the negative points you raised</p>
<p>71. It's very difficult to see the same doctor which means that every time I attend the surgery I see someone different. Also the waiting times are quite poor.</p>	<p>We hope to offer continuity of care by specific clinicians. This is not always possible due to holidays, days off and training requirements etc. Booking on line makes it easier to see a specific clinician</p>