

The Colliery Practice

Patients
Suggestions

- We asked patients for Suggestions on how we could improve our practice.

**These are
the
responses....**

Patients asked for more magazines and children's books

- Magazines, children's books and toys were removed from the practice following an Infection Control Audit.
- We have information screens at both sites. We have recently added BBC News on there for more variety.

“When telephoning the practice it would be useful to speak to the receptionist of the surgery normally attended”

- Unfortunately due to patient confidentiality we cannot direct patient telephone calls to the Huntington Surgery.

“Please make sure you see people on time”

- Unfortunately some patients problems mean that they need more time with the Doctor. We are very sorry if you do not see the Doctor at your appointment time

**You Said – “Brilliant Doctors”
“We love your Good Work”
“Cool”**

- Thank you for your kind comments.

“An answer machine allowing patients to cancel appointments if they need to out of hours”

“Have a phone selection to cancel appointments”

- We are currently looking into having an option whereby a patient can press and leave a message to cancel an appointment

- We have recently acquired planning permission to extend our Huntingdon Practice
- We have submitted a bid for funding to NHS England GP Premises Fund

**“Make the
surgery
bigger”**

“Some chairs in the Waiting Room should be higher for hip operation patients”

- The practice have recently purchased some chair raisers for patients on request

“Would it be possible for the Receptionist on the front desk to get help when she is dealing with a multiple number of patients?”

- Every effort is taken to help the front desk receptionist.
- At busy time it is not always possible if the telephones are busy

“Text patients to let them know if a Doctor is running late”

- It is not possible with the current clinical system to contact patients if the GP is running late. We do however let you know while you are waiting.
- We may change our clinical system later in the year to a system which has this facility

“Please define the disabled parking spaces more clearly “

- We have approached the Vets regarding getting this done as soon as possible

“Can we have relaxing classical music while waiting for our appointments?”

- This is something we are looking into

**“It would be nice to be able to see a Doctor
Sooner”**

**“Offer appointments without having to speak
to the nurse first”**

**“Address the real issue of people who don’t
turn up and change the ridiculous appointment
system”**

- We have a telephone triage system in place whereby you can speak to a Nurse Practitioner who will assess your problem over the telephone and offer you the most appropriate appointment

“Train receptionists to be more pleasant and less abrupt”

- We are sorry to hear that you feel our receptionists are abrupt
- Patient surveys have always indicated that the majority of patients find the reception staff friendly and helpful

“Phone all patients who do not attend their appointments and find out why”

- We have a “Did Not Attend” policy in place whereby persistent offenders are sent warning letters.
- Patients who still do not attend after a warning letter can be removed from the practice list

- All medical records are summarised onto our clinical system within 8 weeks of a patient registering with the practice
- All Consultations are recorded onto a patients records so that the information is available for all Doctors to view at appointments

“The recording of patients treatment appears to be a little slack”

- Every effort is taken to record allergies and intolerances on a patients records
- If any patient is aware that their allergies and intolerances are not recorded please inform the receptionists as soon as possible

“Have patients allergies and intolerances shown clearly on their records”