

# Posterngate Surgery

## News

March 2008

### 2007 Patient Survey: Your comments

In November 2007, we carried out our 4th survey of your opinions about the practice. We have received these results, and whilst the comments have been very positive about the practice, the scoring comparing us to other practices in the survey, continues to deteriorate. Here are some example comments, both good and bad:

#### **Examples of positive comments are:**

‘Maybe an additional late surgery could improve the practice but otherwise it is excellent. All the doctors are fantastic, certainly the best practice I have used. Thanks!’

‘I do think this practice is great. I sometimes have a problem ringing and getting an answer in the morning due to it being busy. Everyone is really good to my child and myself. The practitioners could not improve. They are brilliant.’

‘Cannot fault anything with regard to the practice. The practitioners are ‘spot on’ in my view.’

#### **Less Positive comments include:**

‘Just make time a little better in the evenings for people who are working and cannot have time off in the day.’

‘The practice could be a bit better with times. Patients are sat waiting too long. It could be more flexible for full-time workers to attend during the day.’

‘Less waiting on the phone. To be able to book appointments in advance e.g. to ring Monday for Tuesday appointment.’

‘Not being able to make an appointment for the following day is often inconvenient.’

#### **There are some common themes running through the report:**

- ◆ Problems with the Telephone system
- ◆ Problems booking appointments
- ◆ Problems with the heating in the waiting room
- ◆ Problems with time sitting in the waiting room.

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## **What are we proposing to do?**

- ⇒ We will be updating our telephone system during the year and we are recruiting an additional receptionist. We plan to keep the existing telephone number. This will hopefully ease some of the morning congestion of the phone.
- ⇒ We plan to review the appointment system further to try to free up more pre-bookable appointments, whilst maintaining sufficient for the same day work. This will mean making better use of the skills of our Nursing team, who are able to help patients with many long term conditions, including high blood pressure, diabetes, asthma/copd and chronic kidney disease. In addition, we are increasing the number of hours our Nurses are available. This should increase the surgery capacity to deal with patients' medical and nursing problems.
- ⇒ We plan to introduce some gaps into our surgeries times to allow for some catch-up. This should hopefully reduce the length of waiting in the surgery. We do not plan to reduce the overall numbers of appointments. Please remember that if a GP or Nurse takes longer with any patient than the allotted time, there is a delay for others. How would you like to be asked to leave your consultation after you had had 10 minutes, without having your problems even discussed? We do not think that is good practice, and expect that you generally would feel the same, even though it is frustrating to have to wait.
- ⇒ We are looking to improve the heating in the waiting room. Some years ago, it was persistently too cold, and we had the opposite problem. Since having new boilers, it seems they are more effective. We will also ensure there is a clock in the waiting room.
- ⇒ We will be working with the North Yorkshire and York PCT about the much publicised extended opening hours. Despite what has been written in the press, and said on the TV and radio, these extended hours will not increase overall capacity at the surgery. It will mean a reduction in capacity at other times, because there are not lots of unemployed or underemployed GPs in the country looking for work just now. We will need to review the costs of opening against the suggested benefits for patients, as well as taking a view on the drawbacks, as above.

We have discussed the survey results with our patient participation group who feel that, for the 3rd consecutive year, the practice has been judged very harshly, with you rating this surgery as below average for the country on every question.

As a Practice, we remain committed to providing you, as patients, with the best possible care. Where there are problems with our systems, we continue to try to solve them and improve the care you get. It is interesting to note the recent comments, as reported in the York Evening Press, that care in North Yorkshire is the best in the country. We would wish that to continue, but we need you, as patients, to recognise that there are limits to what we are able to do to help you.