

PATIENT SURVEY AND OTHER FEEDBACK 2024

THANK YOU FOR YOUR FEEDBACK OVER THE LAST 3 YEARS AND IN THE SURVEY WE CONDUCTED IN FEBRUARY 2024 AND FOLLOWING ARE AREAS OF CONCERN WE ARE TRYING TO ADDRESS TO ASSIST IN YOUR HEALTH CARE

DELAYS

IT IS OUR PHILOSOPHY THAT MEDICAL ASSISTANCE SHOULD BE PROVIDED TO THOSE WHO ARE IN NEED AND WE TRY TO ACCOMMODATE FOR AS MANY PATIENTS WITH ACUTE CONDITIONS AS IS FEASIBLE FOR THE NUMBER OF AVAILABLE DOCTORS. AT TIMES SOME OF THOSE CONSULTATIONS CAN TAKE LONGER THAN EXPECTED CREATING THE WAITING DELAYS AS REFLECTED IN OUR SURVEY. GENERALLY SPEAKING, OUR APPOINTMENTS ARE FOR 10 MINUTES FOR ONE MAIN HEALTH ISSUE BUT REGARDLESS OUR DOCTORS WILL SPEND WHATEVER TIME IS REQUIRED SO AS NOT TO COMPROMISE THE HEALTH NEEDS AND THE QUALITY OF OUR MEDICAL SERVICES. GIVEN THE UNPREDICTABILITY OF THE PRESENTING MEDICAL CONDITION IT IS NOT ALWAYS POSSIBLE TO ESTIMATE ACCURATELY HOW LONG A DOCTOR WILL TAKE WITH A PATIENT. TO ASSIST US IN THIS MATTER IT WOULD BE APPRECIATED IF YOU FEEL YOU MAY NEED LONGER THAN THE ALLOCATED TIME THAT YOU ADVISE RECEPTION UPON BOOKING YOUR APPOINTMENT SO YOU ARE PROVIDED THE TIME YOU NEED WITHOUT COMPROMISING WAITING TIMES FOR THOSE PATIENTS BOOKED TO SEE THEIR GP.

STAFF WILL VOLUNTEER, AS PER OUR POLICY, TO LET YOU KNOW HOW LONG THE DELAY MAY BE WITH A PARTICULAR DOCTOR AND THAT YOU ARE MORE THAN WELCOME TO GO AWAY AND ATTEND TO OTHER MATTERS IF YOU WISH AND RETURN BY THE ESTIMATED TIME DELAY HOPEFULLY PROVIDING YOU WITH A MORE FAVOURABLE OPTION RATHER THAN SITTING IN THE WAITING ROOM FOR YOUR TURN. ALTERNATIVELY, IF REQUESTED YOU COULD SEE ANOTHER DOCTOR WITH A SHORTER WAITING PERIOD. WE WOULD ALSO APPRECIATE YOU CONTACTING THE SURGERY ½ HOUR PRIOR TO YOUR APPOINTMENT TIME TO TRY AND CONFIRM HOW THE DOCTOR IS RUNNING FOR TIME. IF YOU REQUIRE A LONGER APPOINTMENT PLEASE ADVISE OUR RECEPTION TEAM SO WE CAN ALLOCATE THE APPROPRIATE TIME FOR YOU TO SPEND WITH YOUR DOCTOR.

WE APPRECIATE YOUR UNDERSTANDING IF SOME PATIENTS DO TAKE LONGER THAN EXPECTED OR IF THERE ARE EMERGENCIES THAT MAY DISRUPT THE APPOINTMENT SCHEDULE. WE THANK YOU FOR YOUR CONTINUED PATIENCE IF DELAYS EXPERIENCED ARE CAUSING CONCERN.

I AM ABLE TO SEE A DOCTOR QUICKLY WHEN I NEED TO

WE PROVIDE ONGOING TRIAGE TRAINING FOR OUR STAFF TO HELP ACCOMMODATE YOU WHEN YOU NEED TO SEE A DOCTOR QUICKLY BUT TO ASSIST US IN THIS TASK WHEN MAKING AN APPOINTMENT OR CONTACTING US PLEASE DO LET US KNOW IF IT IS OF AN URGENT NATURE – EG. SHORTNESS OF BREATH, CHEST PAIN, BLEEDING, ACUTE INJURY REQUIRING IMMEDIATE ATTENTION AND WE WILL ACCOMMODATE FOR YOU TO BE SEEN BY ONE OF OUR GPs THAT DAY IF NOT IMMEDIATELY OR IF SOMETHING OF A MORE IMMEDIATE NEED TO ASSIST YOU IN CALLING AN AMBULANCE OR DIRECT YOU TO THE NEAREST HOSPITAL EMERGENCY DEPARTMENT. WE DO HAVE APPOINTMENT SLOTS AVAILABLE ON THE SAME DAY FOR THOSE PATIENTS WHOSE NEEDS ARE OF AN URGENT NATURE. OUR TEAM MEMBERS ARE REGULARLY TRAINED IN TRIAGE TO TRY AND ACCURATELY ASSESS YOUR MEDICAL NEEDS TO ACCOMMODATE AN APPOINTMENT ACCORDINGLY WHETHER IT BE FOR AN APPOINTMENT THAT DAY OR SOMETHING THAT COULD WAIT FOR THE FOLLOWING DAY. WE APPRECIATE THAT YOU MAY NEED TO BE SEEN AT A TIME AND APPOINTMENT THAT IS MORE SUITABLE FOR YOURSELF BUT HELP US IN THIS TASK BY LETTING US KNOW WHAT ARE YOUR PRESENT MEDICAL NEEDS WHEN YOU CONTACT US.

IT IS EASY TO MAKE AN APPOINTMENT FOR A DAY AND TIME THAT SUITS ME

WE WILL ALWAYS TRY AND ASK WHEN BOOKING AN APPOINTMENT WHO IS YOUR REGULAR GP AND TRY AND PUT YOU IN ON A DAY AND TIME THAT SUITS BUT IF WE ARE UNABLE TO ACCOMMODATE DUE TO A DOCTOR BEING BUSIER THAN OTHERS ON THAT PARTICULAR DAY AND TIME AS THEY MAY BE BOOKED IN ADVANCE, WE APOLOGISE. TO ADDRESS THIS THOUGH, WE DO BLOCK OUT APPOINTMENT SLOTS FOR THESE GPs TO TRY AND PROVIDE APPOINTMENTS TO THOSE PATIENTS WITH SPECIFIC PREFERENCES FOR DAYS AND TIMES. HOWEVER, GENERALLY SPEAKING, IF YOU CALL AT 4PM ASKING FOR A BULKBILLING APPOINTMENT ON THAT DAY THIS UNFORTUNATELY WILL NOT BE POSSIBLE AS OUR BULKBILLING HOURS CONCLUDE AT 4.45PM. WE DO HAVE A PRIVATE BILLING GP WHO WORKS AFTER 5PM IF YOU NEED TO SEE SOMEONE THAT DAY, OTHERWISE, WE CAN BOOK YOU FOR THE FOLLOWING DAY.

THANK YOU AGAIN FOR YOUR CONTRIBUTION TO THIS PRACTICE AND ALWAYS WELCOME YOUR FEEDBACK