

BLOXWICH MEDICAL PRACTICE

PATIENT SURVEY RESULTS 2014

95% SATISFACTION BUT STILL ROOM FOR IMPROVEMENT

The Patient Participation Group organised a patient satisfaction survey for us again this year looking at ease of making appointments and ordering prescriptions. The full report is available on the practice web site. Although most patients were satisfied with the appointment system, there appeared to be several areas we could improve. One of which is about patient understanding of how the system works.

Understanding the appointment system

1. Routine appointments can usually be booked up to 3 months in advance with the doctors and nursing staff. These are for routine checks and we suggest that if the doctor/nurse asks you to book in again after a consultation you do it before leaving the surgery. If you need to make a routine appointment otherwise - it is rare that you will have to wait more than a week and probably less if you do not mind which doctor you see.
2. Same day appointments - these are released in 2 blocks at 8 a.m. and 12 p.m. These are for more urgent matters that cannot wait a few days for the next routine appointment.
3. Emergency appointments are for really serious problems that need seeing more or less straight away.

The Reception staff may need to ask you a little about your problem to decide which appointment is best for you.

We accept that it can be frustrating at times to ring and be told all the appointments are gone. We are bringing in a system where Louise Brown, who is now an Advanced Nurse Practitioner with extra qualifications including prescribing, will see patients alongside the doctors and this will provide an extra 6 slots per day to start with. We will trial this for 3 months and then review the plan.

We also would like to remind you that there is late opening on a Monday evening till 7.45 p.m. for WORKERS who cannot attend at any other time.

It is now also possible to book appointments on line via Patient.co.uk. Details can be obtained from Reception

We now offer you the next available routine appointment when you ring which can be with any of the doctors. However, if you want a particular doctor then just inform the Receptionist who will advise you of when their next available appointment is.

REPEAT PRESCRIPTIONS

Ways you can organise your repeat prescriptions

1. Register with your local Chemist for them to order and collect the prescription for you – you then collect from the Chemist or, if you are housebound, they can deliver. Chemists based in Supermarkets are quite often open longer hours and at weekends which may be a help if you are at work all week. We suggest that this method is particularly useful to the elderly and housebound as it involves the least journeys to the Surgery for the patient.
2. Tick off the items you require on the re-order slip of your previous prescription and pop it in the red box in the Surgery. The prescription can then be collected from the desk 48 hours later.
3. If you have lost the re-order slip or want an item that you have infrequently, then a white slip can be filled in at the Reception desk and again the prescription collected 48 hours later.
4. Prescriptions may be ordered on line via patient access on Patient.co.uk - ask Reception for details of how to use this system, you will need a log on and password with which they can supply you.