

2012 – 2013 Patient Participation Report

Jenner Practice - 201 Stanstead Road, Forest Hill, SE23 1HU

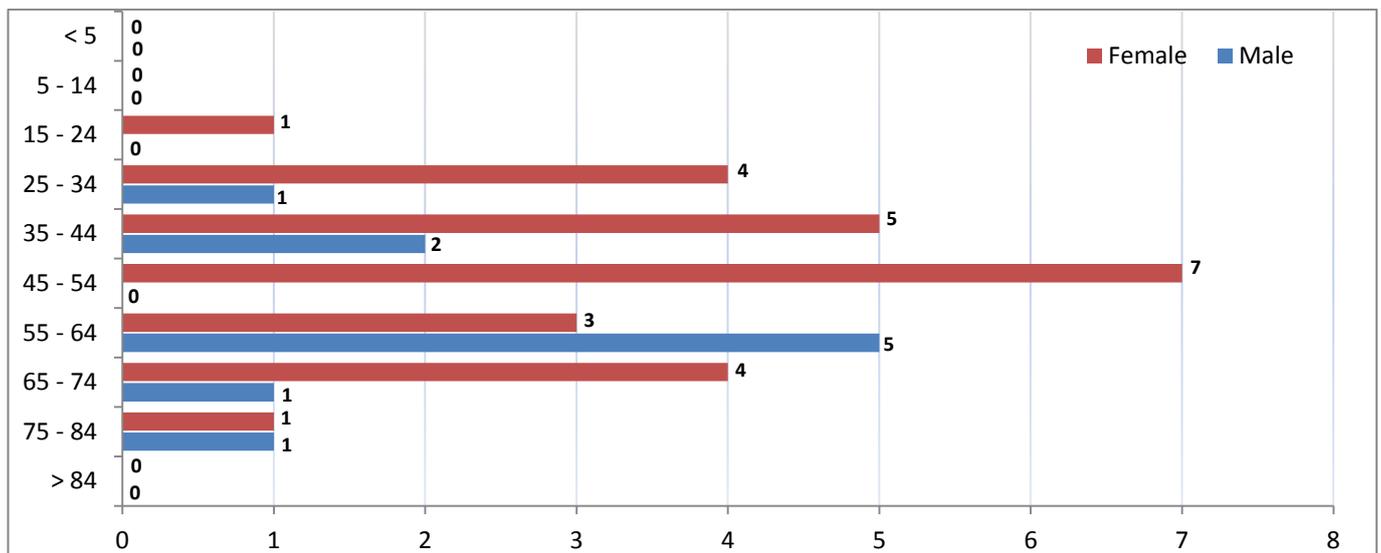
A Description of the profile of the members of the PPG/vPPG

The Jenner Practice Patient Participation Group (PPG) consists of two subgroups:

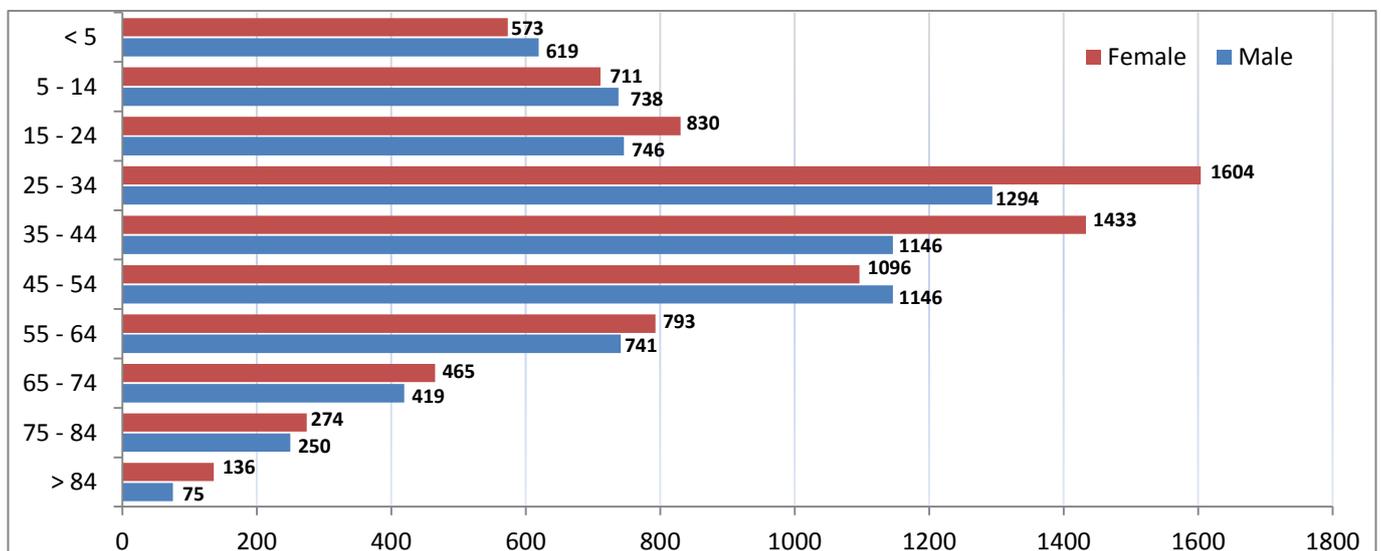
1. **Face-To-Face (PPG – Patient Participation Group)** - group that meets up face-to-face at least 3 times a year.
2. **Virtual Patient Participation Group (vPPG)** – a new group which we consult on a regular basis via email and our virtual discussion forum.

The current PPG & vPPG is reasonably representative of our practice population as shown by the graph below. Our membership age range is between 22 & 77.

PPG / vPPG Age & Sex Breakdown (Total 35 Patients)

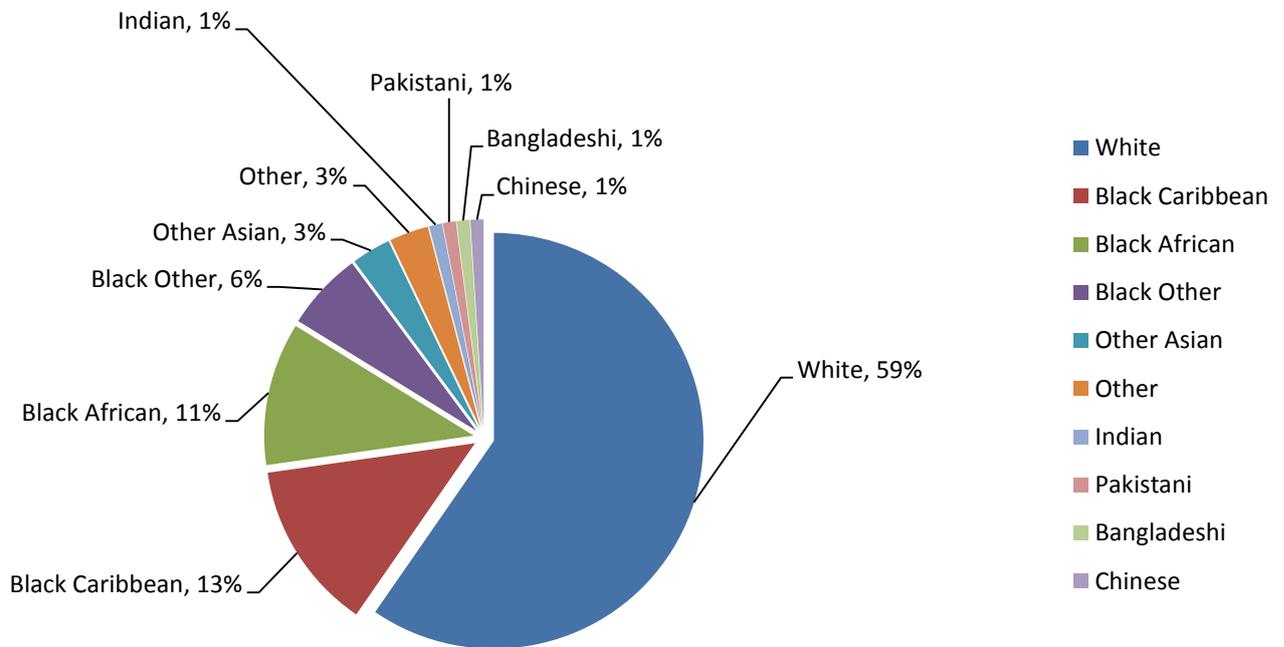


All Patients Age & Sex Breakdown (Total 15,389)

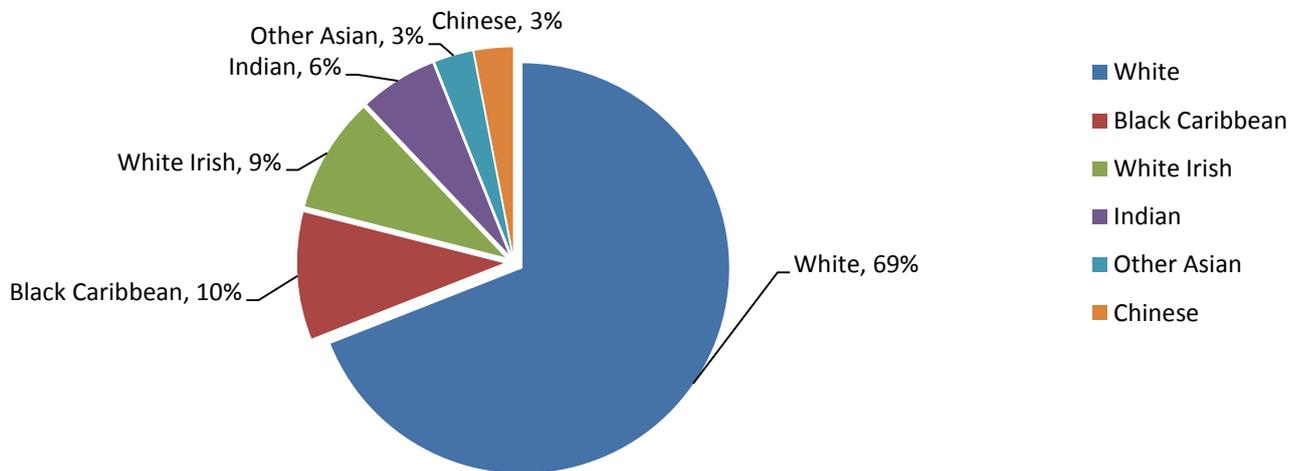


There is a good representation of different ethnic groups within practice population. The diagrams below (Lewisham's Population and PPG/vPPG Ethnic Breakdown) show comparison of ethnic breakdown between Lewisham population and the Patient Panel. Unfortunately, we don't have the ethnicity information available for the whole practice population.

Lewisham Population 2010



PPG / vPPG Ethnic Breakdown



The steps taken to ensure that the PPG / vPPG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category

The Jenner Practice has a long history of patient involvement which has seen many changes over the years and we are continuously engaged in recruiting new members. During our 2012 / 2013 campaign we have been handing out forms in waiting room, we advertise through our website and have a secure online signup form, we have a message on our patient caller display system as well as having posters and leaflets around the surgery.

We will be taking a direct approach during 2013 / 2014 by speaking to patients in the waiting room and encouraging them to be part of the group. The direct approach will be particularly targeted at under-represented patient groups such as young people, disabled patients and a more diverse ethnic group.

Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The Patient Participation Group has been meeting regularly, at least 3 times a year as well as continuous communication with our Virtual Patient Participation Group. During our meeting on 8th January 2013 the decision was taken on the priority areas that should be addressed and included in the local patient practice survey. We also communicated with our Virtual PPG during this time and had their feedback. It was agreed that we should keep most of the questions from our last survey the same so that we can get a direct comparison to see if our services have improved. However, we did add a few suggestions that both the PPG and vPPG provided.

These were:

1. Online Consultations
2. Telephone Consultations
3. Pharmacy Nomination

The manner in which we sought to obtain the view of our patients

After receiving all our PPG & vPPG's comments and suggestions our 2013 Patient Survey was LIVE and ready by 6th February 2013. The Patient survey was set up on our website www.jennerpractice.co.uk. A pop up box alerted patients with a link to complete the survey electronically. We also printed 100 Paper surveys for patients' to complete on the reception desk. Patients were also informed by a text messaging campaign as well as staff in the practice taking a proactive approach by asking patients to complete the survey in the waiting area.

We had a total of **101 Online Surveys** completed via our website and **94 Paper Surveys** completed at reception, a total of **195 surveys completed**.

Details of the steps taken by the practice to provide an opportunity for the PPG / vPPG to discuss the contents of the action plan.

On Tuesday 19th March the members of the PPG were invited to a meeting to discuss the results of the patient survey and agree the content of the action plan.

The meeting was attended by 12 members of the Patient Participation Group including Dr Marc Rowland, Dr Andrew Warsop, Jeanette Garforth (Practice Manager) and Paul Chapman (I.T. Manager). We also emailed our vPPG on 22nd March 2013 with the results and comments from our latest survey.

This year's patient survey was discussed in detail and an action plan has been produced based on the feedback we received.

Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.

From the findings of the 2012 - 2013 survey an action plan was agreed by the PPG & vPPG members on Friday 22nd March 2013 through liaisons with the PPG on Tuesday 19th March and vPPG via email. From the replies we received from both groups, the following priorities were agreed.

- Remove Automated Telephone Booking System
- Explore installing new Telephone Calling System
- Improved booked appointment availability
- Increase Telephone Consultations available
- Develop Online Consultations for Routine Queries

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.

The summary of evidence below supports the decisions made by the PPG / vPPG about actions which should be addressed based on the latest survey.

‘Making an appointment using our automated telephone service’ and ‘getting through on the phone quickly’ was the lowest scored questions.

Online Consultations for non-urgent routine queries should be considered as 87% of patients that completed the survey were in favour.

The full survey results are attached at the end of this report

Changes we intend to take as a consequence of discussions with the PPG / vPPG in respect of the results, findings and proposals.

The main points are displayed below along with an action plan. Overall, the results we received from the survey were again, very positive. However, we did receive a total of 75 comments and suggestions through our online and paper survey which we’ve put into themes and intend to action as seen below.

Points Addressed	Action Plan	Completion Date
Remove Automated Telephone Booking System Patients find the automated telephone system frustrating to use due to the perpetual looping technical glitch and overcomplicated menu options.	System to be replaced	May 2013
Explore installing new Telephone Calling System Based on patient feedback from our latest Patient Survey, it was clear that patients were unhappy with the length of time it takes to get through on the phone.	Explore purchasing new Telephone Call System to improve patient accessibility	May 2013
Improved booked appointment availability Patients have commented that it’s difficult to get an appointment on the day.	We intend to address patient’s comments regarding the ability able to see a doctor on the day by trialling a doctor triage system. This means patients will be able to ask to speak to a doctor of their choice on the day who will then decide with the patient the course of action to be taken.	September 2013

<p>Increase Telephone Consultations available As illustrated from our latest survey results which shows a high percentage of patients would prefer more Telephone Consultation with a GP.</p>	<p>We intend to offer more telephone consultations in the near future.</p>	<p>September 2013</p>
<p>Develop Online Consultations for Routine Queries As illustrated from our latest survey results which showed 87% of patients were in favour of using Online Consultations with their doctor for non-urgent routine queries.</p>	<p>We're in discussion with our clinical provider (Vision) who are developing this system which should be available in the latter part of 2013.</p>	<p>TBA</p>

The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements.

When the premises are open.

Day	Morning / Evening
Monday	7.30am – 7pm
Tuesday	8am – 7pm
Wednesday	8am – 7pm
Thursday	7.30am – 7pm
Friday	8am – 6.30pm
Saturday / Sunday	CLOSED

When the telephone lines are open

Day	Morning / Afternoon	Evening
Monday	8.30am – 12.30noon	2pm – 6pm
Tuesday	8.30am – 12.30noon	2pm – 6pm
Wednesday	8.30am – 12.30noon	2pm – 6pm
Thursday	8.30am – 12.30noon	2pm – 6pm
Friday	8.30am – 1pm	2.30pm – 6pm
Saturday / Sunday	CLOSED	CLOSED

Appointment System

The following range of appointments are offered:

- Advanced up to one month
- 48 hour appointments
- Un-booked – available daily
- Telephone Consultations
- Duty doctor cover for emergencies, 3rd party queries and patient queries.

Extended Hours Access

There are doctors providing extended hours during the following times in the week;

Monday, Tuesday, Wednesday & Thursday 6.30pm – 7pm.

Monday and Thursday 7.30am – 8am.

Out-Of-Hours is covered by SELDOC (South East London Doctors' Co-Operative).

They can be contacted on **020 8693 9066**.

Dr A Augustine
Dr M V Edwards
Dr R Johnston
Dr S Knight
Dr C Lamptey
Dr R M Rowland
Dr A Sykes
Dr S Van Cooten
Dr A Warsop

The
JENNER
PRACTICE

Jenner Health Centre
201 Stanstead Road
Forest Hill
SE23 1HU

Tel: 020 3049 2960
Fax: 020 3049 2961

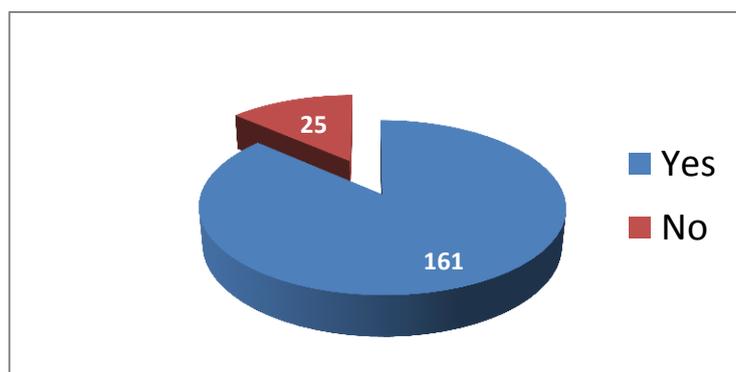
Practice Code: G85004

www.jennerpractice.co.uk

The Jenner Practice – 2013 - Patient Survey Results

Q1 - We have the opportunity to use a new system to provide patients with better access to the surgery. The new system will allow patients to have a secure online consultation with their doctor. Patients would use this system for routine queries that do not require an immediate answer. For example, you may have a query regarding your latest test results or require further information about your medication. These consultation queries will be answered by the GP or Practice Nurse. Please note that this is an additional service and will not replace seeing a doctor face-to-face.

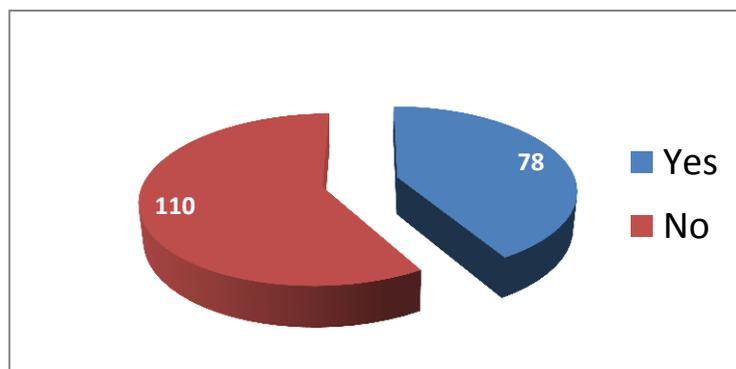
Would this be something you would use as a way of seeking routine queries / advice without physically seeing your GP?



YES 161
87%

NO 25
13%

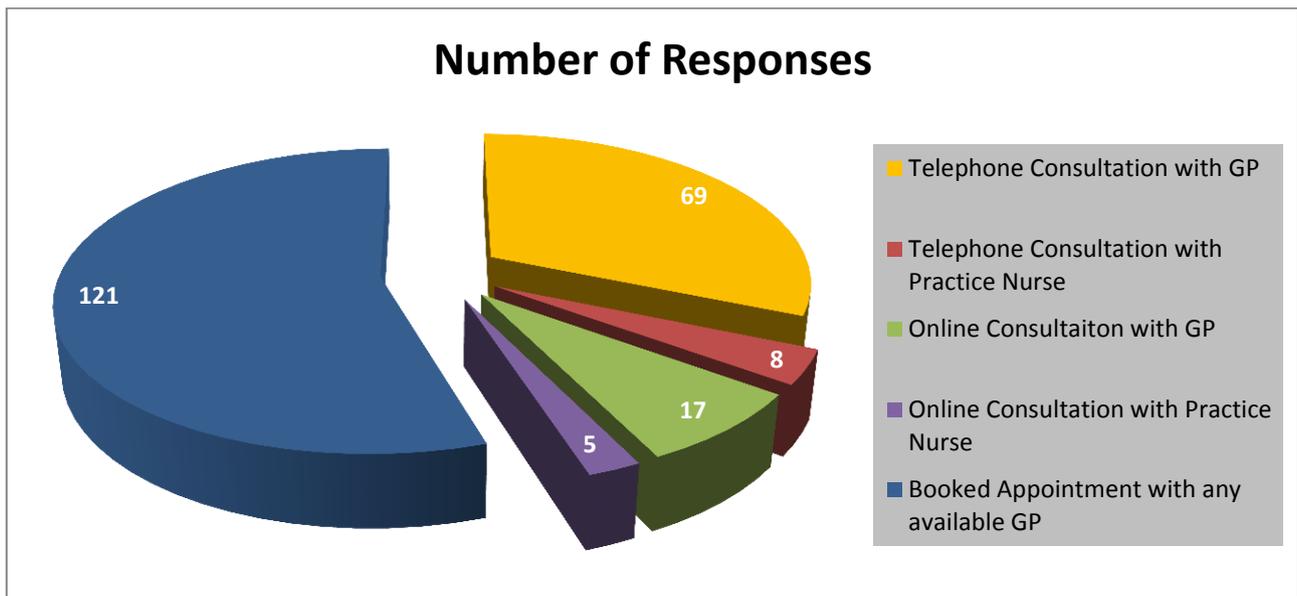
Q2 – Are you aware that you can book a Telephone Consultation with a GP? (see our website for more information)



YES 78
41%

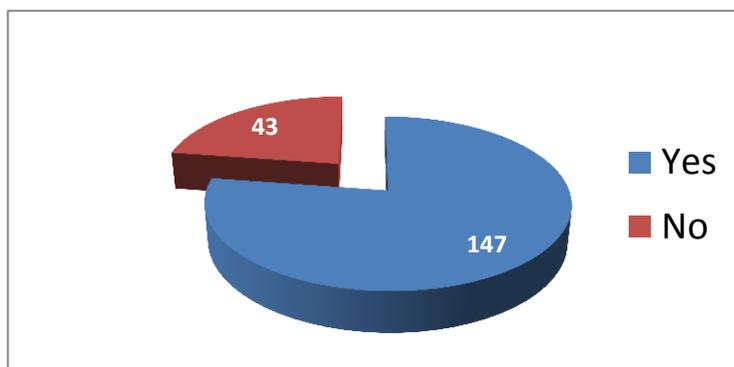
NO 110
59%

Q3 - For urgent on-the-day matters, which of these would you normally prefer?



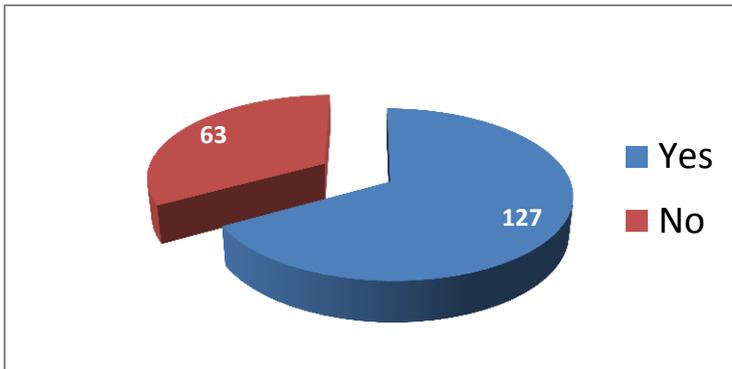
Telephone Consultation with GP	69	31%
Telephone Consultation with Practice Nurse	8	4%
Online Consultation with GP	17	8%
Online Consultation with Practice Nurse	5	2%
Booked Appointment with any available GP	121	55%

Q4 – Are you aware that you can nominate your local pharmacy to receive your repeat prescription electronically so that you can collect your medicines directly from your pharmacy. (see our website for more information)



YES	147	NO	43
	77%		23%

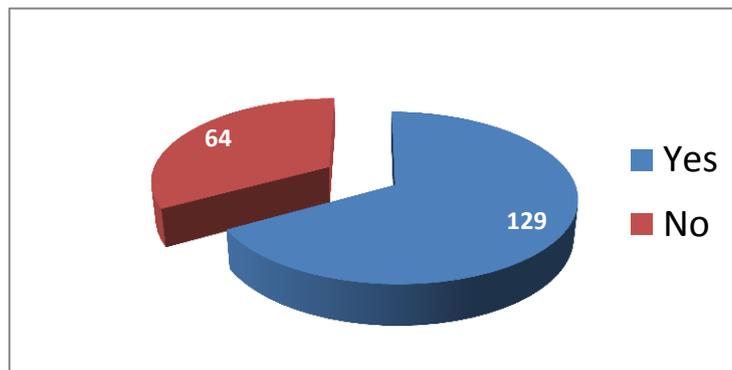
Q5 – Are you aware that you can book appointments and order repeat prescriptions online using our website www.jennerpractice.co.uk



YES 127
67%

NO 63
33%

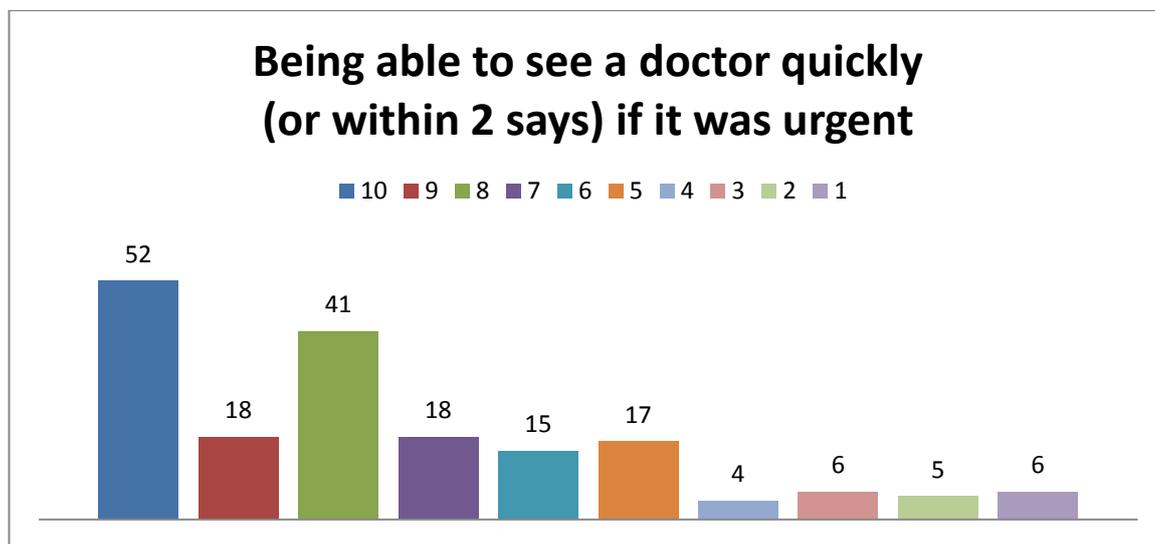
Q6 - Are you aware that you can record your blood pressure, weight and other tests on our system before seeing your doctor using our two Surgery Pods?



YES 129
67%

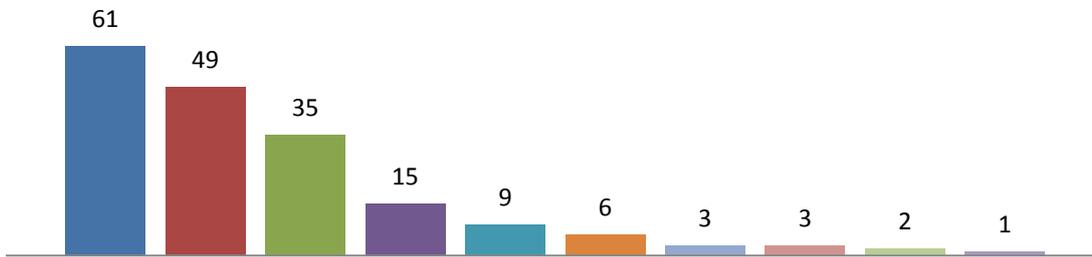
NO 64
33%

Q7 - Using a 10 point scale where **10 IS EXCELLENT** AND **1 IS VERY POOR**. How would you rate the following questions from your experience of being a patient at the Jenner Practice? If you can't answer a statement, please leave it blank.



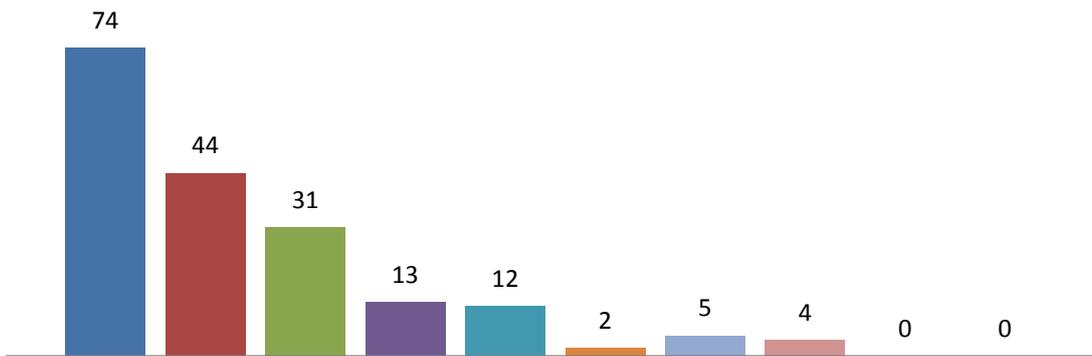
Doctor helpful in explaining your medical condition(s)?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



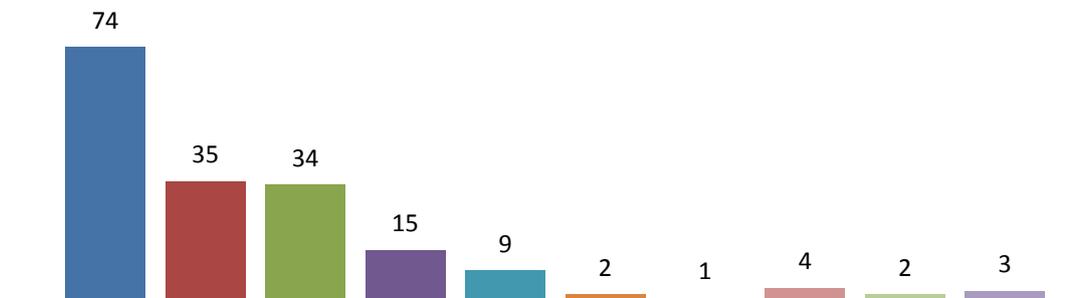
Doctor answering your questions

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



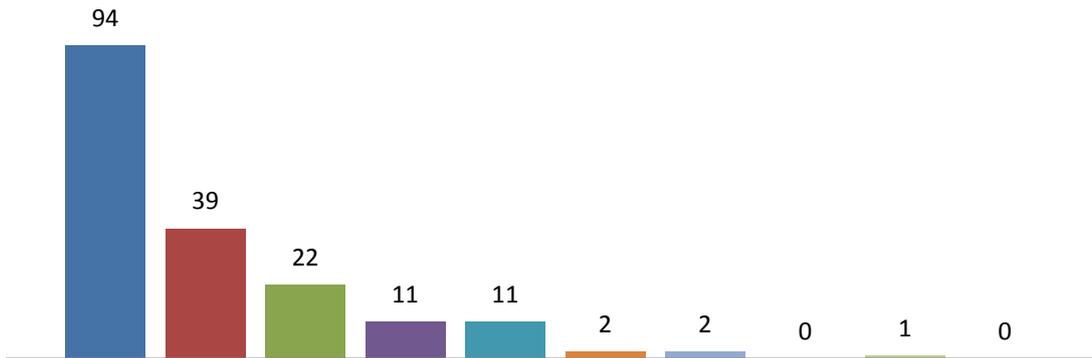
Doctor explaining how to take your medicine(s)

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



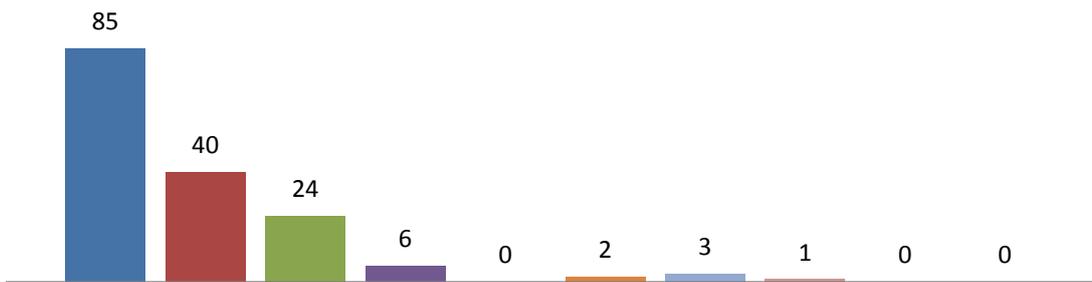
Doctor treating you with respect

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



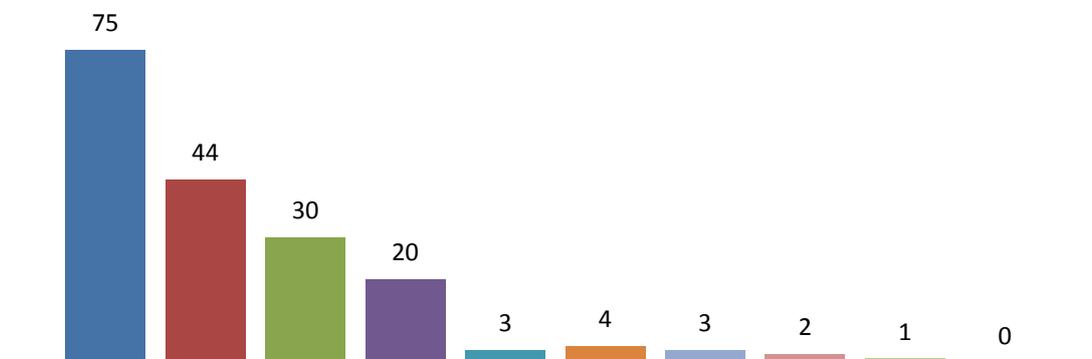
The competence of the nurse who treated you, if you saw one

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



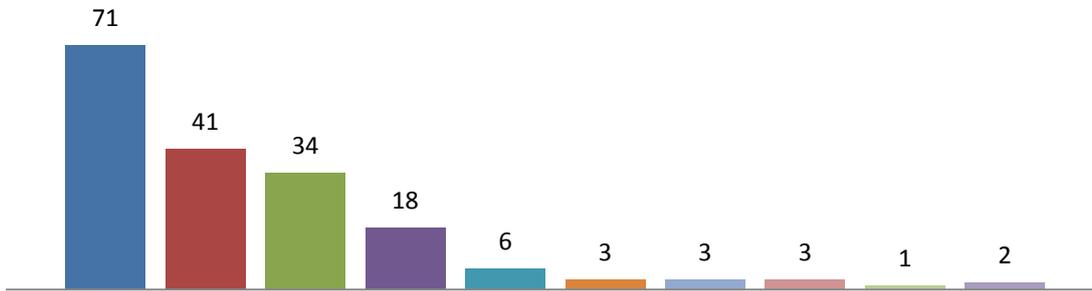
The treatment or advice you received

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



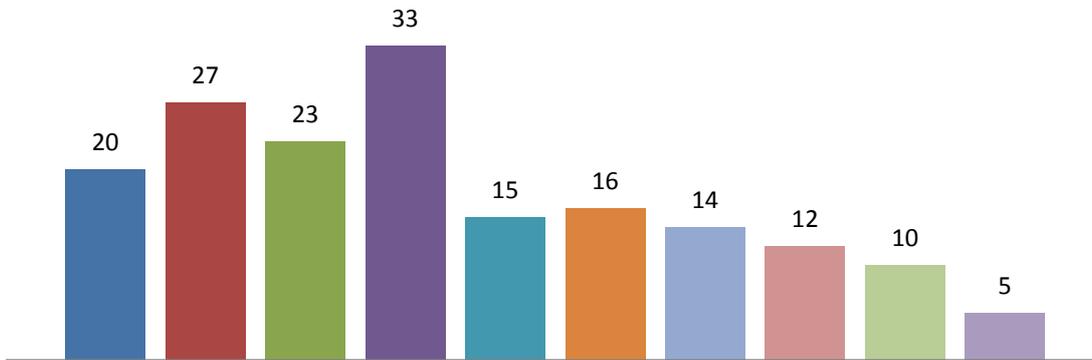
The helpfulness of the receptionist who dealt with you

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



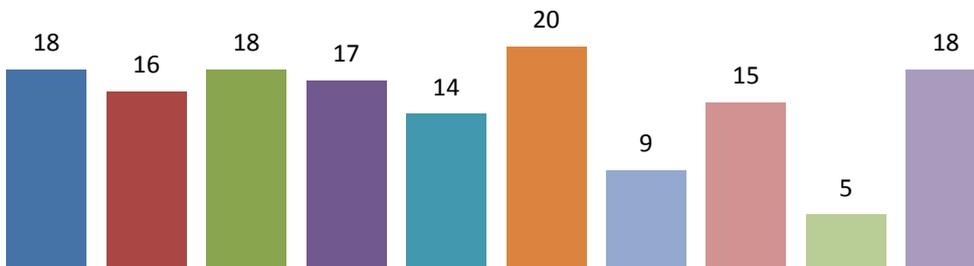
Getting through on the phone quickly

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



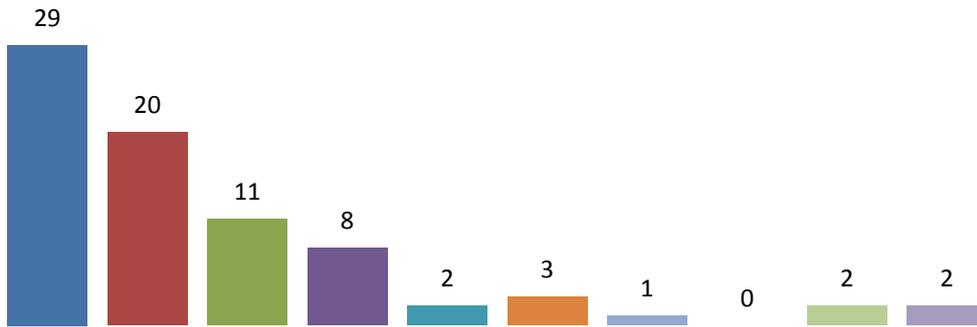
Making an appointment using our automated telephone service

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



Access for disabled patients

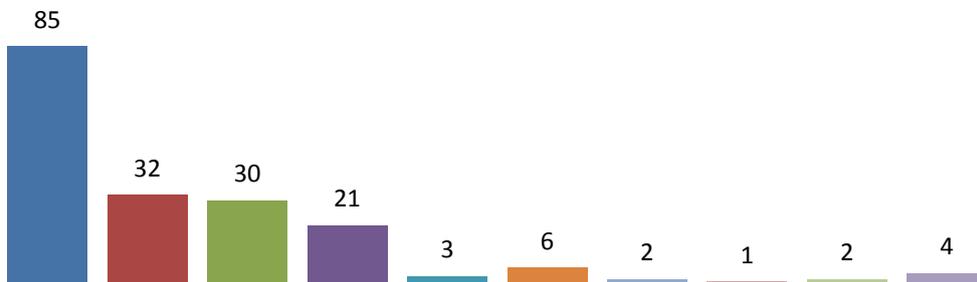
■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



Q8 - Using a 10 point scale where 10 IS VERY LIKELY AND 1 IS VERY UNLIKELY. Please answer the question below.

How likely is it that you would recommend your GP Practice to family and friends?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



Q9 - Please provide us with any comments or suggestions that could help us improve our service.

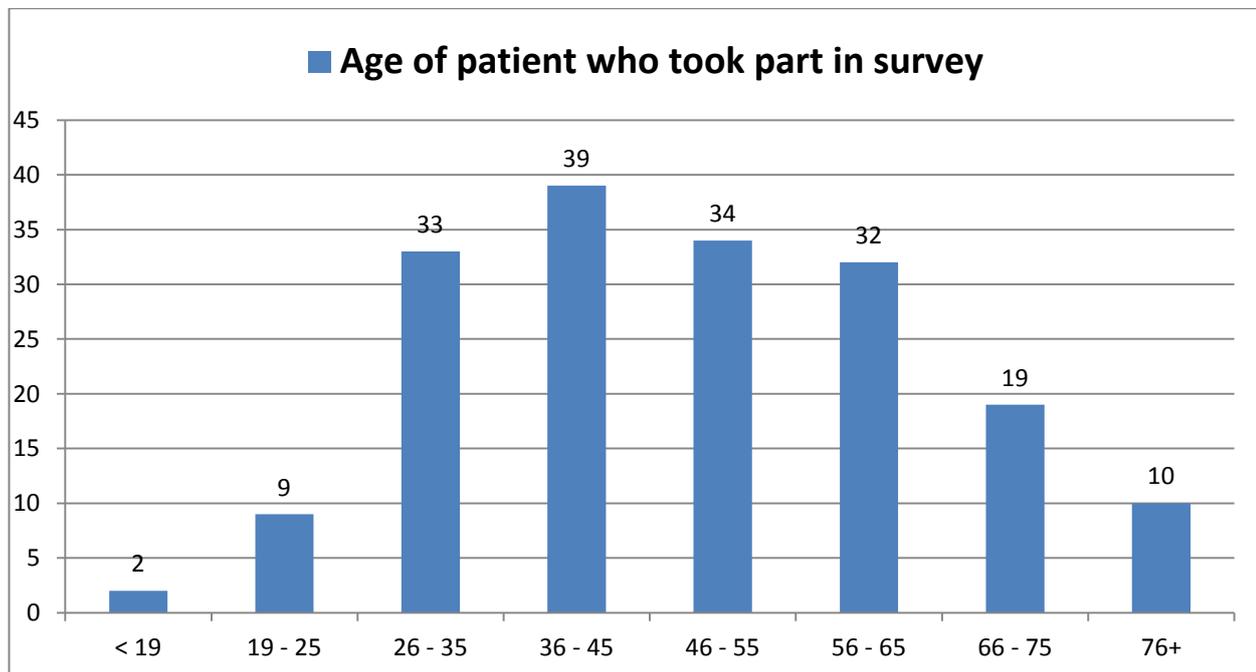
There were a total of 37 Online Text Comments and 38 Paper Text Comments. In total there were 75.

Please see Appendix 2 for all 37 Online Text Comments.

Q10 – The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

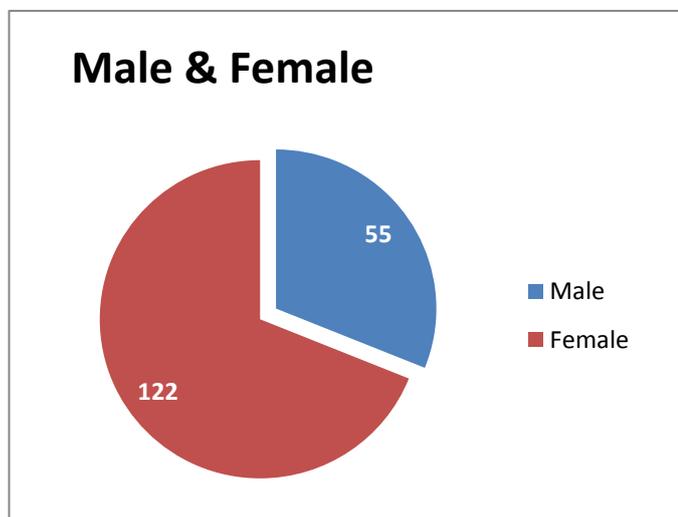
How old are you?

We had a varied age range of patients that took part in the survey starting from **17** to **92**.



Are you male or female?

69% of patients that took part in the survey were women and only **31%** were men.

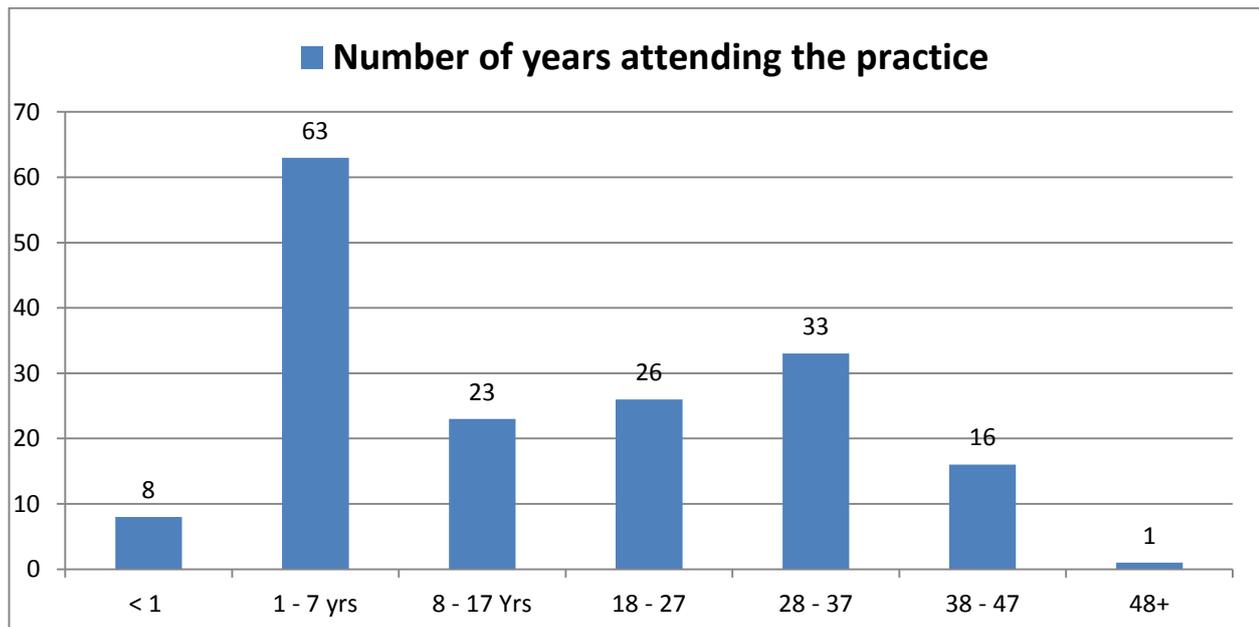


Male
55 = (31%)

Female
122 = (69%)

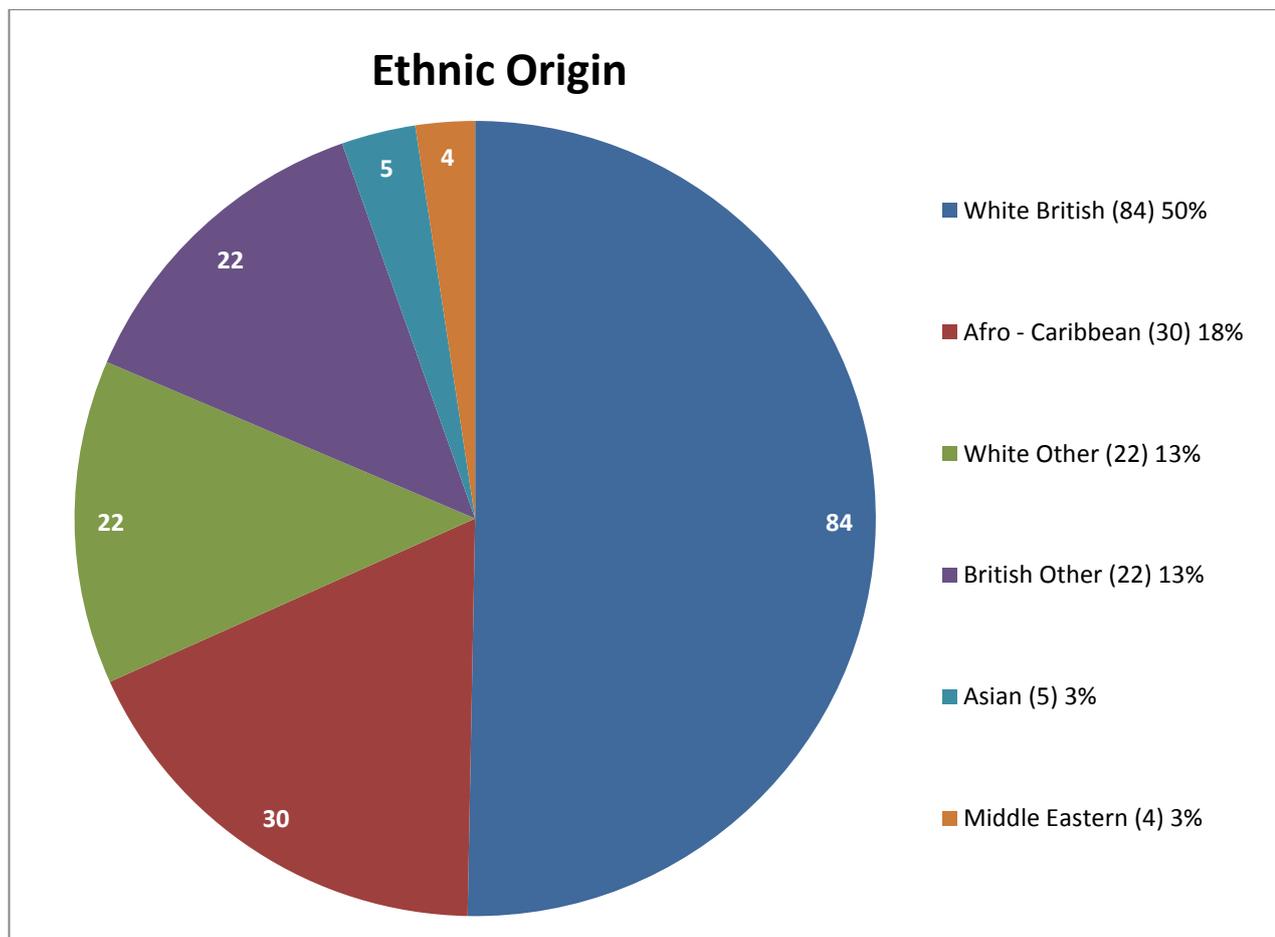
How many years have you been attending the practice?

This ranges from <1 year to 48 years. The majority of completed surveys were completed by patients that have been attending the Jenner Practice between 1 & 7 years (63 completed surveys).



Ethnic Origin

There was a total of 6 different ethnicities. Please see Pie Chart and Breakdown Below.



APPENDIX 1 – Minutes of meeting

Notes from the first meeting of the newly formed Patient Group for The Jenner Practice

Date: Tuesday 8th January 2013
Time: 6.30 – 8pm
Place: The Jenner Practice
Present: 8 Patients (BB, PC, PC, RC, GH, MG, BR, HW)
3 Staff, Jeanette Garforth – Practice Manager
Andrew Warsop – General Practitioner
Paul Chapman – I.T. Manager

Apologies: 10 patients were unable to make this meeting but wished to be informed of the next.

Purpose of the Group: The setting up of the group is a Department of Health Directive to “ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. This includes being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gate-keeper to other services.”

Introduction: Jeanette welcomed everybody and explained that it is hoped that these meetings would be led by the group and not the practice. However, the practice would bring ideas for change, for discussion at future meetings.

There were formal introductions at this point and we then discussed meeting frequency, time and day of the week. The group agreed to meet quarterly on Tuesday’s for one and a half hours starting at 6.30pm.

Notes & Action Points

As this was the first meeting there was no formal agenda, but the following points were discussed;

Topic	Discussion	Action Points
The proposals in respect of the closure of A&E and maternity services at Lewisham Hospital	<p>There was a general discussion regarding the decision on the future of Lewisham A&E. The group members wanted an update on what has happened so far in terms of demonstrations, public meetings and GP meetings with Matthew Kershaw.</p> <p>The group then asked whether or not the practice could alert patients of the ‘Save Lewisham Hospital Demo’ on Saturday 26th January at 12noon. (for details, see www.savelewishamhospital.com)</p>	<p>Paul to inform all patients of the date and time using the web site MJOG our text based messaging system.</p>
Clinical Commissioning Group	<p>The group were interested in finding out more about GP Commissioning and the impact that this may have on the practice. It was agreed that Dr Marc Rowland, who is a member of the CCG group would attend the next meeting.</p>	<p>Dr Marc Rowland to attend the next meeting.</p>

<p>Appointments</p>	<p>In response to the groups concerns about access to appointments. There are still issues with the automated telephone appointment system and that we will be terminating our contract with them. We are now using an Online Appointment System called Vision Online that although initially had teething problems, is now fully operational and very easy and accessible to use.</p> <p>The group discussed the 'month in advance' appointments and Jeanette explained that patients booking their own appointments were not using these and they were used mostly by GP's as follow up appointments. However, in order to reduce the number of DNA's (Did Not Attend) the practice will look at changing the number of monthly appointments available, replacing them with two week appointments.</p>	<p>Jeanette to feedback at next meeting progress on this change.</p>
<p>Online Services</p>	<p>The following on line developments were discussed:</p> <p>Electronic Prescription Service (EPS)</p> <p>The Electronic Prescription Service enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.</p> <p>Access to Medical records on-line.</p> <p>This would enable patients to access their records on-line which members agreed would be useful. It is hoped that this service would be available during 2014/15.</p>	<p>Go live date for EPS is 23/1/13</p>
<p>Communication</p>	<p>Discussed briefly, but the focus was mainly on how to contact management regarding feedback in terms of general ideas, concerns or observations. It was felt that this was sometimes a rather difficult process as it isn't clear who the management team are and their contact number. Perhaps the practice should display photos and contact numbers in the waiting room.</p> <p>The practice website and the practice leaflet has information regarding who in terms of complaints or suggestions or patients can ask to speak to the practice manager by asking the receptionist. However, the practice will look at ways of providing more detailed contact information for patients.</p> <p>The practice staff to contact are:</p> <p>Jeanette Garforth Practice Manager Julie Dennison Deputy Manager Bridget Debell Data Quality Manager Dawn Leonida Reception Team Lead</p>	<p>Jeanette & Paul will look at ways of improving the contact information for patients, including photos on the web site and in the waiting room</p>
<p>Practice Survey</p>	<p>The practice survey was handed out to members of the group in order that we could discuss the questions prior to the survey but the meeting had been longer than expected the members agreed to take them away and feedback their comments to the practice by Fri 18th January 2013. Also, we will upload the questionnaire to members of the virtual patient group on the web site.</p>	<p>Group members to feedback on the survey questions by 18/1/13.</p>

Next Meeting. 6.30pm on Tuesday 19th March at The Jenner Practice. The agenda will be to discuss the issues raised by the survey and agree any changes in the Practice to be implemented as a result

Notes from the Jenner Practice Patient Group meeting.

Date: Tuesday 19th March 2013
Time: 6.30 – 8pm
Venue: The Jenner Practice
Present: 11 Patients (NS, NR, BR, MN, HW, PC, GH, AB, MG, RC & PC)
3 Staff, Jeanette Garforth – Practice Manager
Andrew Warsop - General Practitioner
IT Manager - Paul Chapman
Marc Rowland – General Practitioner - CCG

Notes & Action Points

Topic	Discussion	Action Points
Clinical Commissioning Group	<p>Dr Marc Rowland attended the meeting to talk to us about the Clinical Commissioning Group (CCG) He covered areas such as neighbourhoods, how the group was originally set up, how it functions, membership and their role and new responsibilities after April 1st.</p> <p>The group discussed how it will work from April and what new developments are in the pipeline. Marc gave an example of a scheme which has been developed between Lewisham CCG, Lambeth CCG, Guy's and St Thomas', King's College Hospital and the Local Optical Committee.</p> <p>Patients will be able to go to an optician for minor eye problems and can access the service directly or through GP referral. Should a subsequent hospital appointment be necessary, participating optometrists will be able to refer to the hospital directly instead of back to the GP.</p> <p>The group also discussed issues around making contact with district nursing and social services. Marc talked about a pilot project starting in North Lewisham where contact will be made to one central number who will then contact all appropriate services needed for that patient/carer.</p> <p>The group were very keen for Marc to attend the PPG on a regular basis to update them on future developments.</p>	Marc Rowland to attend future meetings

<p>Patient Survey</p>	<p>We discussed the recent patient survey at the Jenner. Dr Andrew Warsop spoke about the themes that had emerged from the comments made by patients and gave some examples of the comments received.</p> <p>We then discussed the actual results of the survey include the response rates and the methods used to ensure that it was as widely distributed as possible.</p> <p>It was the agreed that Paul Chapman would email the survey results to the group members for them to comment and feedback on what they feel should be the priorities for the practice to address.</p>	<p>Paul Chapman to email survey results to the patient group.</p> <p>Patient group to feedback comments and priorities to be addressed.</p>
<p>Date of next meeting</p>	<p>Tuesday 11th June 2013 6.30 – 8pm</p> <p>We wondered after the meeting if you think it would be useful to meet every other month so that we can get to know each other better, and have more time to work together and make a difference for patients using The Jenner Practice?</p> <p>We also wondered if you would prefer to meeting a little earlier say 5pm, 5.30 or 6pm.</p>	<p>Patient Group to respond to suggestions.</p>

APPENDIX 2 – Patients Online Comments

The list below shows all 37 Online Text Comments which have been copied and pasted from our Online Survey tool and into this document. We have made no alterations to the text.

I've not needed to use Jenner services at all for some years, so difficult to answer as I have no recent experience of the service.

12/3/2013 15:33

I've no real complaints of the service itself except when I order one of my items for prescription and the same company makes a different product on my repeat list of items I reorder unfortunately the wrong one keeps getting forwarded (Lifescan).

6/3/2013 12:01

Need to be able to get on the day appointments, whenever my children are ill i cant even get an emergency appointment, and end up taking them to primary care. Receptionists arent very helpful they have attitude problem, they shouldnt bring problems into work, and should treat patients with respect.

6/3/2013 9:48

Easier booking. Not feeling so rushed when seeing the doctor.

5/3/2013 22:22

Excellent service/practice, very happy since joining in 2012.

3/3/2013 11:09

Improvements can be made in the telephone system, I have phoned several times and every time I get the automated service, regardless what time, also I waited two weeks for a doctors appointment using the automated system and two and a half weeks for a blood test booking at the desk. This cannot be acceptable.

3/3/2013 9:35

I thought the automated telephone service was no longer in operation. I used it to make GP appts sometimes on the day that I needed to see my GP if it was urgent.

28/2/2013 17:08

I have just joined the practice so have not seen a GP/nurse yet.

27/2/2013 10:59

Make the reception queue go towards the right as you enter the surgery. *1. There is a vast unused space near the testing pod, and it will stop people blocking the doorway, lurking uncomfortably close to the seated patients and triggering the automatic doors continually (which should save on the heating!)

27/2/2013 9:47

I never know how to get to see a doctor when i am ill, i would like to be treated by a doctor at the time of illness and i have waited two hours in the surgery to be seen. Also, a condition that needed treatment urgently was left too long and gave me further complications as a result of being unable to see a doctor when i needed to. Is it really that difficult to provide emergency care?

27/2/2013 8:42

A big improvement on my previous GP in terms of booking appointments, the range of services offered and the quality of interactions with doctors - I have had appointments with a range of doctors for both myself and my daughter and been impressed by all of them.

26/2/2013 13:56

on line services should be improved. Sometimes it is not possible to log in or to get repeat prescriptions

26/2/2013 11:01

Easier Appointment Booking System

25/2/2013 18:32

Not allowing on line appointments priority what about old people or like my self three attemps to set up on line no e mail for password after setup very frustrating still not on line booking fed up after 30 years with practice j

24/2/2013 19:40

Receptionists being able to talk with patients in a more discreet way. Not having your DOB said loudly to all in the waiting room.

24/2/2013 15:26

I haven't yet had an appointment but my partner has and was very impressed. The reception staff are wonderful and so patient and helpful. Whilst only just joining the practice we are very happy.

22/2/2013 18:30

for me personally coming to the doctors, is a complete waste of time, although the last doctor here was very informative, ans so was the speed of my blood results, but i have given up the doctors, as i have felt ill since 2006, and nothing has been done. so given up

21/2/2013 9:08

More evening appointments fo GPs

20/2/2013 22:17

Most of the doctors seem to have a very poor knowledge of medicine, health conditions & standard treatment protocols. Also medical records should be upgraded to electronic or they are usually lost when changing surgeries and moving house, resulting in repetition of tests already done. Waiting room is often too hot to sit in as the heating is turned up far too high. Needs more receptionists as the queue to speak to one in the surgery is often quite long.

19/2/2013 13:41

Chiropody service-you cant get an appointment for months but its nearly always empty when you go in, receptionist often on her private mobile when you go in.

19/2/2013 8:15

One of the receptionists talks too loudly so everyone can hear your personal matters and this can be quite embarrassing

18/2/2013 15:20

I'm writing this here because there's no other box for my comments. 7 above - a lot of these answers depend on the doctor. I have had very poor treatment in the past, leaving me in unnecessary pain and lack of investigation and treatment for several years. I now get excellent treatment and that's what I have based the above answers on. You have to choose who you see - not because you want to see the same gps every time, but because you have found gps who you can trust. Receptionists are generally very helpful however, I have experienced problems with repeat prescriptions - renewing the wrong one and not sending the whole list to Rickman's. Then I have to chase these things up. 8 - I would recommend certain doctors very highly.

17/2/2013 10:39

being able to book a nurse or midwife online and over the phone

14/2/2013 16:06

I am very happy with the treatment that I have received so far from the surgery and its nurses so cannot suggest an improvement.

14/2/2013 11:18

I believe the online consultation with a Doctor is a very practical and helpful idea.

11/2/2013 22:00

It is very difficult to get appointments with the same doctor so I end up seeing different doctors each time which isn't easy. Appointments are almost always late. The last 3 appointments I have had have been half an hour, an hour and over an hour late. This is so incredibly inconvenient and makes balancing work, home and health extremely difficult. I saw Dr Johnston in early December and he said he would refer me to Lewisham hospital. I waited for an appointment and when returning to see another doctor in early February, asked why I hadn't received one. Dr Johnston had not referred me so I have been waiting for two months and would never have received an appointment if I hadn't chased up the issue.

11/2/2013 18:04

Get Dr. Montgomery to come in to the practice full time!

11/2/2013 13:42

My experience has always been really positive. Your reception are always welcoming (in my previous Doctors surgery they weren't always!) and your Doctors and nurses always very helpful.

11/2/2013 9:12

No I am quite happy with everything as it is.

11/2/2013 9:04

I used to use the automated telephone service every time, and I was usually able to see the doctor I wanted to see on the same day. This has now become impossible, and it means a longer wait to see the doctors I am used to seeing. It's also generally difficult to get through to a receptionist on the phone. Additionally, the last time I ran out of a prescription and needed it urgently (this happens occasionally, I have a mental health condition), the receptionist was quite short with me on the phone and told me I had to go down to the surgery to request the prescription, which I did, and then I was told to pick it up later, which seemed like a big waste of my time. I realise this is meant to put people off leaving their prescription to the last minute, but it makes life very difficult for those who have trouble remembering to do so for mental health / disability reasons.

10/2/2013 10:25

More children playing toy

8/2/2013 12:35

People that work a 9-5 = The vast majority of people are unable to see a doctor in the evenings (without a long wait) or at weekends. This needs to change.

7/2/2013 15:57

Great you are trying to improve service. Booking appointments was a pain last time I tried, though haven't needed to recently.

7/2/2013 14:49

Gp could look at my information before seeing me rather than just asking what I want when I enter the consultation room. Most are totally unaware that I am a senior doctor myself and so the conversation can be somewhat patronising and inappropriate.

7/2/2013 13:41

1 Improve your electronic communications. An email address! 2 Your electronic form requires a DOB even for non-medical matters - intrusive. 3 And there's little indication that messages sent on such a form are actually read - I've never had a reply which is quite insulting. 4 Make your senior admin staff VISIBLE!

7/2/2013 7:45

I would like to see a group for LGBT patients set up so we could compare notes and ensure that we are getting good service, or make suggestions for improvements where they are needed.

6/2/2013 16:44

It is really hard to get a face to face appointment with a GP. You can end up on the phone for ages before you get through. If you try and book an appointment on the automated system, appointments are often offered for 3-4 weeks in advance, which is no good so you end up trying to book an urgent appointment with any available GP when you might not actually need an urgent one but you don't want to wait almost a month. It is also nearly impossible to see the same GP more than once, which means for repeat appointments on repeated ailments, you end up having to repeat your history the whole time and often different GPs then give you a slightly different diagnosis or description of the issue. It would be nice to be able to see the same GP more than once and to be able to book an appointment for a sensible time frame.

6/2/2013 16:25
