

Following a recent patient survey and other patient feedback...March 2013

You said.....	We Did.....
You were not happy that we no longer provide book on the day appointments....	We have now changed and now alongside the walk in session we have a book on the day surgery for patients to book on the day who are not well enough to sit around and wait for example the elderly and young children
You were unhappy that patients at walk in often wait longer than others attending at the same time.....	We now have one list for the walk in surgery and both doctors take patients from one list so that if a doctor becomes delayed other patients are still seen in turn
You wanted more information on the best way to access the service.....	The reception team are now speaking to all patients to try and direct them to the most appropriate member of the team and at an appropriate time
You said you wanted to access blood appointments as soon as possible and felt two weeks for an appointment was too long for all blood tests.....	<p>We have reviewed our service and we are happy we provide a high number of appointments within the surgery and the clinicians feel that we provide :-</p> <p style="text-align: center;">Urgent bloods requested by a doctor within 48 hours - usually the same day</p> <p style="text-align: center;">Non urgent screening bloods within 2 weeks</p> <p style="text-align: center;">Routine disease monitoring bloods within 2- 4 weeks</p> <p>Most blood tests are not urgent and often they are required every 6 to 12 month to monitor an ongoing condition if so please ensure you book in advance</p> <p style="text-align: center;">IF YOU REQUIRE URGENT BLOODS- they are the doctor will advise you</p>

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<p>You said you would like a "Photo Gallery" of the team.....</p>	<p>This will be completed before the end of April 2013</p>
<p>Our waiting rooms are too full of information and some notice boards are not ideally located.....</p>	<p>We have now rationalised all of the notice boards in the waiting areas and have now provided patient information booklets in these areas so we can use the notice boards to highlight different campaigns</p>
<p>You would like to be contacted by email/SMS texting in the future.....</p>	<p>We are now collecting patient consents and updating mobile telephone numbers on the system to start sending SMS text messaging reminders in the next few months</p>
<p>You were unhappy with the high levels of "Do not Attend" appointments.....</p>	<p>We are having a constant average of 12 hours of appointments wasted every week which we and our Patient Representative Group find totally unacceptable.</p> <p>We have discussed this at length with our Patient Group and we have:- Done a waiting room campaign to highlight the problem We continue to write to patients who do not attend 2 consecutive appointments without cancelling and advise if future occurrences we may remove them from practice list</p>
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<p>You wanted more information about Local Hospitals.....</p>	<p>There is lots of information available elsewhere about each provider and it would not be feasible for us to duplicate this and keep it current.</p> <p>The practice can offer individual advice when patients are being referred if appropriate from feedback they have received</p> <p>The NHS is currently undertaking work on the "Friends & Family" Test for all patients who attend A & E or attend as in patient which will be fed back through the relevant channels</p> <p>We will Watch and wait for the results of the "Friends & Family" surveys and if we can advertise within the practice in the future</p>
<p>You wanted to know how we raise issues regarding the practice and associated Health Care Providers.....</p>	<p>As a practice we work with NHS Leeds and are involved in an event reporting programme to report and significant events within the practice and the NHS in general.</p> <p>We as an organisation want to learn from any events that affect the patients within the practice and have an open, supportive and honest approach to managing these within the team. We have a culture that allows staff to feel they can report issues to improve our services</p> <p>We always investigate and set out action/ learning plans if appropriate and also ensure staff are advised of any nice comments or good work done too as we feel both are important.</p> <p>We are also working with the Clinical Commissioning Group from April 2013 to feedback any service provider issues so they can address city wide if appropriate numbers are being reported of the name problems</p>