

Kennet and Avon Medical Partnership (KAMP)

Practice Question and Answers

There were a number of recurring themes in the Patient feedback section of the survey. The PPG spent some time discussing these with the practice Partners.

WAIT TIME

Sample comments

'Such long waits to see a doctor you know!.'

'Often there is too long a wait to see your GP of choice if booking online.'

Partners' Response

The Partners recognise that there can be a wait to see a GP. Unfortunately this is not an issue exclusive to our surgery and is a national problem. This wait can be significantly reduced if a patient is willing to see the next available doctor as opposed to waiting to see a specific GP, for example their named GP and of course, by being willing to visit either site.

We would also encourage patients to obtain access to the online service. Many of our patients have stated that they find it easier to check on line for cancellations and released appointments as opposed to calling the surgery and asking a receptionist. For those who are unable to access the internet there is the option of nominating someone who can have access on their behalf by filling out a 'Proxy access form' which can be requested from the reception team.

TELEPHONE APPOINTMENTS

Sample comments

'Would like more information as to when it is appropriate to have a phone chat with GP, I saw a sign saying these were possible'

'Telephone / tele conferencing appointments to be offered as an option to book.'

Partners' Response

Patients can request a telephone consultation with their named GP to discuss ongoing issues. A GP would not be able to make a diagnosis over the phone and of course, there will be some medical complaints that require an examination in which case a phone call would not be suitable. If you are uncertain if a phone call would be appropriate, please ask our reception team for advice, as they will be able to advise you, or ask the GP in advance what would be most appropriate.

GROUPS FOR PATIENTS WITH SIMILAR AILMENTS

Sample comments

'Informative meetings of groups of patients with common shared ailments such as obesity, high blood pressure, back pain etc seem an excellent way to spread medical understanding and help mutual support among patients with the same problem, as well as multiplying medics effectiveness.'

Partners' Response

We have passed this feedback on to the PPG who will be looking into more closely with the hope of starting update sessions.

RECEPTIONISTS ASKING FOR THE REASON FOR APPOINTMENTS

Sample comments

'I don't agree with the receptionist asking to know what the problem is- as it is often personal and is a bit awkward to tell them no I am not going to tell you'

Partners' Response

Our reception team are requested to ask the nature of an appointment for a number of reasons.

Firstly, by asking the nature of the appointment any, "red flag" that is clinically urgent symptoms are picked up on and where necessary triage calls are arranged, or more urgent alternative action can be advised.

Secondly, we need to ensure that the appointment is being booked with the most appropriate clinician. There are certain examinations / procedures that can only be carried out by specific medical professionals. Providing information to the first point of contact in a service to allow them to "triage" the request is not unique to general practice, and the same would be expected if patients attend, for example, A&E.

Finally, our reception team need to be confident that the correct length of time is booked for an appointment. For example a cervical screening appointment takes longer than medication review, and requires a different clinician. In addition, as patients are requested that only one ailment is discussed per 10 minute slot, so by asking the reason for the appointment our reception team can ascertain if a double appointment is required.

The reception team are by no means asking to be 'nosey' and certainly do not wish to cause any embarrassment. They merely wish to provide the best service possible. They are also bound by the same confidentiality rules as our clinicians, and so anything discussed with them will remain confidential.

SHABBY CONDITIONS OF WAITING ROOM

Sample comments

'I seldom visit the Marlborough surgery but when I came recently I was struck by how shabby it looked since my previous visit'

'Pewsey waiting room is in a dreadful state and needs updating'

Partners' Response

This is something that the partners are aware of and will be looking into in the near future.

LUNCHTIME CLOSURE

Sample comments

'Please open at lunchtimes – Surely cover at least for making appointments / triage / nursing.'

Partners' Response

Although appointments are not routinely offered during the hours of 13:00 and 14:00, the phone lines are manned throughout the day and there is always a member of the reception team on each site, able to deal with any queries. Our dispensary is closed between 13:00 and 14:00 due to strict requirements around which clinicians need to be on site in order for medication to be handed out.