

## TAYVIEW MEDICAL PRACTICE

### ACUTE ILLNESS CLINIC - FEEDBACK FROM PATIENTS

Our Acute Illness Clinic has been running since January 2024 as a trial. The clinic was developed to try and assist patients with access to the practice for acute illnesses given the current challenges faced by general practice regarding capacity and demand for appointments.

Patients attending the clinic were asked to complete a feedback form. The practice gathered 500 feedback forms from patients which equates to just over 5% of our total practice population. The results are provided below.

Patients were asked the following questions:

- ***How would you rate the length of time it took to speak to a receptionist upon arriving at the practice?***
  - 392 patients were **very satisfied** with the length of time
  - 108 patients were **satisfied** with the length of time
  - 0 patients were **not satisfied** with the length of time
  
- ***How would you rate the length of time from booking in at reception to seeing a clinician?***
  - 373 patients were **very satisfied** with the length of time
  - 127 patients were **satisfied** with the length of time
  - 0 patients were **not satisfied** with the length of time
  
- ***Were you happy to provide the receptionist with a brief idea of what your medical issue was?***
  - 500 patients were **happy** to provide a brief idea of their medical issue
  - 0 patients were **not happy** to provide a brief idea of their medical issue
  
- ***Were you aware that you can write down your medical issue rather than discussing verbally with a receptionist?***
  - 126 patients were **aware** that they had this option
  - 374 patients were **not aware** that they had this option
  
- ***Overall, how satisfied were you with the service we provided today at our Acute Illness Clinic?***
  - 463 patients were **very satisfied** with the service provided
  - 37 patients were **satisfied** with the service provided
  - 0 patients were **not satisfied** with the service provided.

The above feedback is extremely positive. Overleaf, we have provided comments received from patients which will be discussed with the doctors as we review this trial period.

**Do you have any suggestions on how we can improve the clinic further?**

- Think it's great - better than being no.42 on the phone
- Very efficient
- Really needs to be a ticket system in place like some other clinics do. Get a ticket at arrival and called up by number to process for appointment.
- Some notice at the door to explain the queuing system
- Maybe have more drop in clinics
- No complaints - very grateful
- Provide a further drop in clinic later in the week
- Open Tayport again but employ Junior Doctors for walk-in appointments
- Give an idea of the waiting time at check in
- Doctors require a microphone to be heard
- Do it more frequently
- Evening and weekend appointments
- Space the chairs in the waiting area further apart
- Make clear the opening and waiting times plus clinic start times
- Water dispenser
- No suggestions - it was very good

**Do you have any further comments regarding the clinic (positive or negative)?**

- All positive
- It appears to be popular
- Was quite stressful sitting in such a crowded room with people coughing and spluttering.
- Good idea - would be good to repeat at Tayport even once a month
- It's a good idea / procedure
- Not a good service for very elderly / very young people who are unable to queue
- Long wait - 45 minutes, but still acceptable for this style of system
- Service worked well - very pleasant GP
- Was very helpful - thank you
- Very good to see the doctor without the stress of telephoning in
- Wonderful! Positive idea. Thank you for providing the service - very grateful
- This is the best thing I've encountered. Very grateful community! Thank you!
- I found the clinic very helpful. I did not wait too long.
- You're all doing a great job
- Thank you
- Seems like a good system
- Great team at reception
- Really love this clinic
- Very helpful and reassuring
- Lovely receptionist when I arrived. I can see improvements at the surgery. Well done.

The helpful comments provided by patients will be discussed further when we review the trial of this system. However, some of the comments are able to be addressed at this point and we provide a response to those comments below:

- ***"Really needs to be a ticket system in place like some other clinics do. Get a ticket at arrival and called up by number to process for appointment."***
  - The practice considered this, along with other options, before commencing the clinic. Although we understand the reason for this suggestion, in practice such a system would increase the time taken to deal with patients coming into the practice. This would result in a longer wait for patients. Furthermore, although the clinicians do try and see patients in order of arrival, this is not always possible. Patients attending the practice who are acutely ill (such as symptoms of chest pain, hypoglycaemia, stroke symptoms, acutely ill babies) will be seen first due to the urgent nature of their problems. Asking such patients to wait to be called up in order of ticket number increases the wait time for those patients and delays any treatment available.
  
- ***"Some notice at the door to explain the queuing system"***
  - There is a large notice board directly at the entrance to the practice detailing how the queuing system works. Our reception staff will also direct patients to the queue and are happy to answer any questions patients may have regarding the system.
  
- ***"Maybe have more drop in clinics"***
  - This is another helpful suggestion which the doctors will consider when evaluating this service. Unfortunately, however, to introduce more clinics on different days would result in a drop in the number of pre-bookable appointments the practice is able to offer patients throughout the week. This would impact our pre-bookable capacity as we would be unable to provide both pre-bookable appointments and a further Acute Illness Clinic at the same time of day. Staffing levels (both clinical and non-clinical) would need to be considered too in order to ensure a further clinic could be provided safely.
  
- ***"Open Tayport again but employ Junior Doctors for walk-in appointments"***
  - Our Tayport site remains open every Tuesday and Thursday morning for pre-bookable and urgent on the day appointments. Our Tayport site does not have the capacity to provide an Acute Illness Clinic when taking into account other clinicians who work from the building (nursing staff, HCAs, practice pharmacists). Access for parking would also become a challenge unlike at our Newport site where ample parking is provided.
  
- ***"Give an idea of the waiting time at check in"***
  - Unfortunately, as the clinic is designed for acute illnesses, we are unable to provide an idea of the waiting time. It really depends on the medical symptoms patients are attending the clinic with. Patients can gain an idea of how busy the clinic is when attending the practice by looking in the waiting area.

- ***"Evening and weekend appointments"***
  - The practice already provides extended hour surgeries every Monday morning from 07:30am. Those appointments can be booked up to one week in advance and are designed to help patients book an appointment prior to attending work etc. NHS 24 (Out of Hours service) provides emergency support and advice after 6pm each evening and during the weekend for patients who feel their medical symptoms cannot wait until the practice re-opens.
  
- ***"Space the chairs in the waiting area further apart"***
  - We have now spaced the chairs further apart in the waiting area and removed a number of chairs to allow for greater movement.
  
- ***"Make clear the opening and waiting times plus clinic start times"***
  - The opening times for this clinic are displayed on our practice website and Facebook group page. When the clinic commenced, announcements were sent out via text to every patient for whom we hold a mobile number for. Flyers were also developed and our practice information leaflet also details information about the clinic. The clinic operates every Monday morning between the hours of 08:30 and 10:30 at our Newport site. Patients are welcome to attend at any time between those hours and we try to encourage patients not to all arrive at 08:30 as this will simply mean a longer wait. The clinic does not open until 08:30 which means patients arriving from 08:00 cannot be booked in until 08:30. This is to ensure our reception staff can handle as many calls as possible coming into the practice between 08:00 to 08:30.
  
- ***"Water dispenser"***
  - The practice has looked at providing a water dispenser in the past. Unfortunately, the costs involved, plus infection control procedures, prevent us from providing one. Patients who feel they require a drink of water are welcome to approach the reception desk where a receptionist will assist you further.
  
- ***"Not a good service for very elderly / very young people who are unable to queue"***
  - As mentioned above, the clinic is open between the hours 08:30 to 10:30 every Monday morning. We would encourage patients who find it challenging to queue to attend the clinic later in the morning where the length of time to queue is significantly shorter. Patients unable to queue can request the assistance of our receptionist staff when they attend the building.

Moving forward, the Acute Illness Clinic will continue to run every Monday morning and we will provide an update on the trial once the doctors have reviewed the findings and discussed the above comments further. We are also very grateful for all of the positive comments received into the practice.

**David Ramsay**  
**Business Manager**