

New Lyminge Surgery

PATIENT PARTICIPATION GROUP NEWSHEET

Thank you to all those patients who completed the Patient Survey forms in March. The responses were very helpful and it is good to know how appreciated and recognised is all the hard work and dedication of the Practice Team.

The responses have been shared with the Practice. Main areas of concern are:

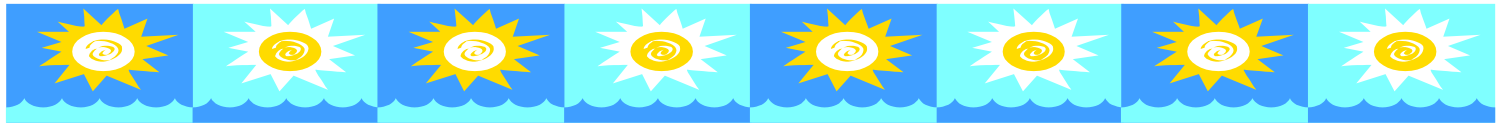
- Many patients unaware of the ability to book appointments and order repeat medication on-line. The Practice will advertise this in the Lyminge newsletter and will display details of how to access the on-line facility, in the waiting room.
- Once on-line bookings increase there will be more appointments made available
- Loss of the ring-back facility. This is no longer available since the installation of the new telephone system
- The Practice will make afternoon appointments available in the mornings – no need to ring back after 3pm – as a trial
- Patients asked that phone lines are open earlier and longer – the Practice has said that this is not possible at present as financial constraints prevent the cost of additional staff hours which would be needed
- The faded lines in the car park are due to be repainted soon
- The Practice leaflet and website will be reviewed to ensure that they are both current.
- The Practice runs a late surgery on Mondays until 8pm. There are no weekend surgeries but patients needing to see a GP will be referred to the RVH or WHH via 111
- 55% of completed surveys remarked on

difficulties encountered in getting through on the telephone to book an appointment. It is hoped that the new telephone system will alleviate this to an extent but at present as the Practice is not able to extend staff hours it will continue as now. It is a result of the Practice offering the much appreciated book-on-the-day appointment service. It is another good reason for using the on-line facility.

- Many patients expressed the view that the telephone consultations from the GPs is very helpful and reassuring.
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The Practice currently offers a new service to patients to increase appointment capacity. Some patients will be offered a GP or Nurse Practitioner appointment at another local Practice. These appointments will only be offered to those with transport where necessary. This is part of a local initiative supported by the Clinical Commissioning Group (CCG).





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