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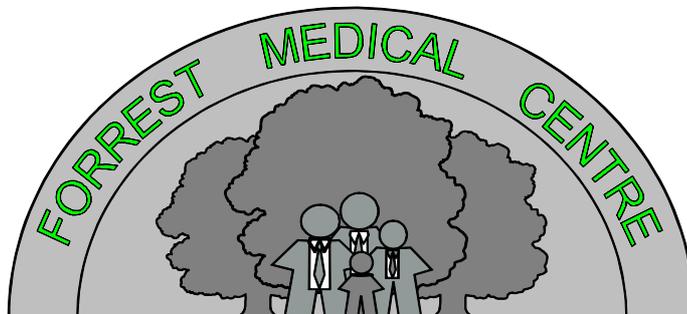
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# ◆ Forrest Medical Centre ◆

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March 2005



## **PATIENT SURVEY RESULTS**

Many thanks to those of you who helped us complete our recent patient survey. We felt that this was important for us to do for two reasons. First it gives us the opportunity to receive feedback on what we do well, and second it lets us know how we can improve in other areas.

Overall we were very pleased with the results. It would appear that there are many things that we are doing very well. As expected though, there are some areas where improvements can be made. The purpose of this Newsletter, then, is to highlight some of the areas for improvement and to outline what we plan to do about them.

The 3 main areas for improvement are:

1. Our Telephones & Availability of Doctors
2. The Length of Time You Have to Wait in the

Waiting Room, and

3. The Comfort Levels of the Waiting Room

## **TELEPHONES AND AVAILABILITY OF DOCTORS ON THE PHONE**

The biggest area for improvement from the feedback was the need for better telephone access to the surgery. Many of the comments made reference to phone lines being busy first thing in the morning. Other comments noted that it was not easy to speak to a Doctor on the phone and that it was generally difficult in getting through to speak to someone.

To resolve this issue we will be doing a couple of things. Firstly as of 1 April 2005 we will be installing a second telephone line to the surgery to help relieve some of these problems. This additional line will be an auxiliary line to the main line—which means there will not be a new telephone number to learn

(use the current 7667 4873 line).

Secondly we want to make patients aware of the telephone appointment system that we currently have. There will be times when you will need to come down to surgery for a consultation. Equally though there will be times when talking to a Doctor on the phone will be just as effective. To be able to give good advice on the phone



though the Doctor will need to have your records available. This means that a scheduled appointment will need to be set up. Just phoning up and expecting to speak to a Doctor will a) not be effective and, b) would be very unfair and disruptive for the patient the Doctor is currently seeing!

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For this system to work efficiently, booked times will need to be given so that the Doctor can give you their undivided attention. For more information and to set up a telephone consultation please speak to one of our receptionists.

### **WAITING TIME IN THE WAITING ROOM**

This was another area highlighted by the survey where



improvements could be made. To identify the main days where delays occur

we ran a report. This showed us the average amount of time that patients had to wait to see the Doctor *after* their allotted appointment time. (If somebody turned up 30 mins early for their appointment we did not feel it fair to include this in the results). From this, each Doctor was able to see the days that they needed to address and we are now in the process of making a few changes to try and alleviate this problem.

It is important to realise, though, that to some extent we are not able to have complete control over this area. One day everything may run smoothly and the next there may be two

or three emergencies that the Doctor will have to deal with. Although we are making some changes to improve the waiting times, we do still ask that you be patient when the Doctor has had to deal with an emergency.

### **THE COMFORT LEVEL OF THE WAITING ROOM**

The third main area identified was the waiting room itself. It was felt that this area was not very warm, welcoming or friendly and could be improved.

To address this, we are in the process of getting some quotes to re-decorate the area. This will help brighten it up and we will also look to update the displays, improve the seating and hopefully have a specific area for children to play in. We do, however, ask that you be patient with us while we are doing this. This process may take a while to get a number of differ-



ent ideas, quotes and to actually get the work done.

### **THANK YOU AGAIN**

Thanks again to everyone for their help in this survey. We hope that you will soon see the benefits of the changes we are making. Don't forget that if there are any thoughts, com-

ments or suggestions that you have, these can be passed to the surgery at any time.

### **YOUR HELP NEEDED**

To help us provide the best possible service can we please remind you to:

1. Tell us of any change of name, address or contact details so that our records are accurate.
2. If you cannot keep or do not need an appointment that you have made, please let us know. We can then offer this time to another patient.
3. Only request an urgent appointment if appropriate. Home visits should only be requested if you really are too ill to attend surgery.

### **WEB SITE**

Very soon we will have the Forrest Medical Centre web site available to the public. This site will give information about our times and services available, along with guidance about what to do out of hours and the location of emergency services etc. Repeat prescription requests will also be available online (although these will need to be collected from our Mount Street surgery).

When the site is live (coming very soon), the address will be [www.fmcgp.co.uk](http://www.fmcgp.co.uk).