

Throckley Primary Care  
Patient Feedback 2014/15

No.	DATE	TITLE	PATIENT FEEDBACK	ACTION/COMMENTS	PPG COMMENT
33	11 <sup>th</sup> March 2015	Appointment System	Change the way the appointments are made, I believe you should be able to phone up on the day and get an appointment rather than waiting for Doctor to call you back. Source: Patient suggestion form in Reception. (Anonymous)	To be discussed at PHCT Meeting. <b>Comments from GPs:</b> Due to ever increasing demand, being able to ring and get face to face appt on the day has unfortunately not been possible for several years. It was because of this we decided to implement our new system.	
32	9 <sup>th</sup> March 2015	Appointment System	When you call to make an appointment to see the Doctor the waiting time is too long. Suggestion: Go back to how it used to be, call and make an appointment for the same day. Source: Patient Suggestion box in Reception.	To be discussed at PHCT Meeting. <b>Comments from GPs:</b> Due to ever increasing demand, being able to ring and get face to face appt on the day has unfortunately not been possible for several years. It was because of this we decided to implement our new system.	
31	6 <sup>th</sup> March 2015	Appointment System	Stop getting Doctors to call back when an appointment is needed. I have had to wait 5 days to see the Doctor when I have an infection. Suggestion: Go back to the old system Source: Patient Suggestion Box in Reception (anonymous)	To be discussed at PHCT Meeting. <b>GP COMMENT:</b> Triages help us to prioritise appointments- any patient felt to have urgent need is seen v quickly, so although may wait 48 hours for triage, appropriate action is then taken. If there is another week's wait before a face to face appointment they, and we, know	

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				this is safe and appropriate.	
30	4 <sup>th</sup> March 2015	Praise for Practice Nurse	Hello I would just like to send my thanks to Nurse X. I had appointment today with x for a smear test. X was so kind and considerate and did all she could to help me during what can be a very stressful test! X is always so cheerful and personable whilst still maintaining a very professional manner. She carried out various health checks with me whilst I was there and discussed some helpful ideas re weight management and health eating. Excellent service X, many thanks for your help and kindness. Source: Email to Practice from patient.	Practice Manager passed lovely email to Practice Nurse and also our thanks.  To be shared at next quarterly Time In with all staff.	
29	March 2015	Appointment System	Ring backs - get rid - waste of time. Anonymous	Shared at PHCT Meeting.  GP COMMENT: Triage help us to prioritise appointments- any patient felt to have urgent need is seen v quickly, so although may wait 48 hours for triage, appropriate action is then taken. If there is another week's wait before a face to face appointment they, and we, know this is safe and appropriate.	
28	March 2015	Suggestion	I have missed my depo injection this time and also 3 months ago when it was due. I had it late as I forgot it was due. Suggestion: I think a text service	Feedback form passed to Practice Manager for comment.	

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			would be ideal, say the week before my depo is due. Quick and efficient way to remind me and the other people to book in their contraception.		
27	Feb 2015	Praise	Patient told GP she thought the surgery was "wonderful". Had been to the RVI recently for scald and was told by 3 different nurses there that she didn't need follow up as "you are lucky Throckley is an excellent surgery".	Shared at PHCT Meeting.	
26	Feb 2015	Praise – NHS Choices	Have been with this Practice for many years, can always get to speak to a Doctor usually by phone then going to see them as necessary. Having had three major operations in the last 18 months, the care I receive from the Doctors, staff and District Nurses was superb.	Shared at PHCT Meeting and with DNs.	
25	Jan 2015	Reception Staff praise	Senior undertaker had rung practice this morning and was very impressed with friendly an efficient receptionist, he felt this was much better than usual reception.	To be shared at Admin Meeting and PHCT meeting.	
24	Jan 2015	Appointment System	Change back to previous appointment booking system which was excellent. Ring and get an appointment on that day. Also fines for non-shows, with no further appointments allowed until the fine is paid.	To be discussed at PHCT Meeting. <b>Comments from GPs:</b> Due to ever increasing demand, being able to ring and get face to face appt on the day has unfortunately not been possible for several years. It was because of this we decided to implement	

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				our new system.	
23	Jan 2015	Patient Information Area	<p>Information Board – The patient information is very good. The division on aspects of health and notices on vital info are clear and concise e.g. cold weather info; antibiotic updates and uses; etc. It does not appear that patients actually notice the “Patient Information Area”. Whilst I was waiting (and after my appt) patients walked in, registered and sat down – not aware of area, just looked straight ahead.</p> <p>Suggestion: I don’t know how awareness can be tackled as the notice/information area has been situated over time in various positions in the waiting area and I think people only read if they wish or are motivated to update themselves on various issues.</p>	To be discussed at Admin and PHCT Meeting.	
22	Jan 2015	Follow up	Sometimes it would be nice to have a follow up apt/telephone call to see how they are doing on their medication, but otherwise can’t fault the service.	To be discussed at PHCT Meeting.	
21	Dec 2014	Appointment System	<p>Due to the new telephone apt being a must, it is inconvenient. This is for more than one reason:-</p> <ol style="list-style-type: none"> <li>1. Very impersonal and different</li> </ol>	Emailed to Practice Manager and all Partners. To be discussed at PHCT (Primary Health Care Team) Meeting and Partners	

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			<p>Dr each time. Hard to talk on phone.</p> <ol style="list-style-type: none"> <li>2. Takes twice as long to get apt, especially if you work.</li> <li>3. Rarely get same Dr so they have no idea about you.</li> </ol> <p>Suggestions:- Idea 1. Go back to old system of booking face to face apt. Idea 2. Give patient choice if they want phone or face to face. Idea 3. Keep system similar but do the NHS Direct approach to decide if urgent and to give face to face apt quicker.</p>	<p>Meeting.</p> <p><b>Comments from GPs:</b></p> <ol style="list-style-type: none"> <li>1. Reception always asks if there is a particular GP you want to speak to.</li> <li>2. Triage help us to prioritise appointments- any patient felt to have urgent need is seen v quickly, so although may wait 48 hours for triage, appropriate action is then taken. If there is another week's wait before a face to face appointment they, and we, know this is safe and appropriate.</li> <li>3. We are planning to re-audit the appointment waits in March and will have results in April</li> </ol>	
20	Dec 2014	Praise for Apprentice	Patients told GP X was very obliging, beautifully mannered and spoke very well when she has spoken with him.	Copy of email passed to staff member and taken to PHCT Meeting.	
19	Dec 2014	Praise	Patient was here to see Nurse and she was full of praise for 2 Receptionists. Very professional on the telephone. What lovely staff we have were her comments.	Message passed to Receptionists and taken to PHCT Meeting.	
18	Dec 2014	Praise	Patient's daughter in law contacted the Practice Manager today to say Dr X	Message passed to GP concerned and taken to PHCT Meeting.	

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			had been flipping marvellous, supportive and caring looking after X, family very appreciative.		
17	Dec 2014	Good Luck and Praise	An email from a patient with a "Good Luck" card attached with the following message: - Best wishes for a deservedly brilliant day. To wish you 'Good Luck' isn't entirely appropriate because you don't need that....You're all Stars!!! Whatever judgement is made, it's your clients/patients/service-users who know what an excellent practice you maintain, the high standards you aspire to and your constant willingness to respond to needs, however expressed. Thinking of you from a distance, Best regards, X	Disseminated to all staff with our thanks. Patient thanked for their very kind comments.	
16	Dec 2014 (from Aug 14)	Appointment System	I believe you should go back to how it used to be where you ring up on a morning and get the next available appointment. The way the system is now is stupid. My son is a patient today and has been waiting 20 minutes past his appointment time. How to improve? You could provide a walk in service one day a week then maybe just go back to ringing in on a morning. Anonymous	Taken to PHCT Meeting for Partners to discuss. <b>G P Comment</b> Due to ever increasing demand, being able to ring and get face to face appt on the day has unfortunately not been possible for several years. It was because of this we decided to implement our new system. Apologies if pts have to wait past time, we endeavour to keep waits to minimum but if patients are seen as urgent on same day	

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				then likely there may be await but at least everyone who needs to is seen	
15	Nov 2014	Praise for Apprentice	Just conveying to you how impressive we find your Apprentice's ability on Reception. My partner is in one of his meds confusion when he has to ask for enough to go to Spain for an extended period and would test anyone's ability - not to mention patience haha. You might remember he did the same recently when we were about to go to London for a week! Uuugh. But "X" coped beautifully today. X's been an excellent appointment. Sent in by email on 17.11.14	Individual received copy of feedback and was praised. All staff made aware at Time In on 19.11.14.	
14	Nov 2014	Praise for Receptionist	A patient's relative passed praise to me about X, she stated she was very efficient, just what a Receptionist should be.	Individual received copy of feedback and was praised. All staff made aware at Time In on 19.11.14.	
13	Oct 2014	Praise for Apprentice	Patient emailed to offer feedback - "yesterday due to poor mobile signal here in Weardale, I missed a call from Dr X and phone back almost immediately to Reception. Receptionist X 'tuned in' immediately in a way many longer serving staff in some companies don't and put me through to Dr X without unnecessary delay. Quite brilliant for an Apprentice"	Individual received copy of feedback and was praised. All staff made aware at Primary Health Care Team meeting.	

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12	Sept 2014	Waiting time in Practice	"Having appointment 'times' is an absolute joke. Last week I waited 40 mins over my poorly toddler's appt time and today I waited 40 mins for my own appointment. However the service I've had from the Doctors in both cases has been excellent" Suggestion on how we could improve - "Keeping to appointments - I appreciate delays happen but 40 mins is a bit much!"	LT rang patient and apologised on behalf of TPC. The delay for the first 40 min appt was due to a Partner family bereavement and we were unable to source a locum at short notice, therefore the on-call surgery that day was running over. The 2nd 40 min wait was due to the Registrar running 15 mins late and the Jayex calling-in system not working properly due to an IT Upgrade we had going on that week. Patient happy with phone call and explanations. Patient advised she can ring me at any time with any further problems.	
11	Sept 2014	Praise for Nurse and Receptionist	"I'd just like to commend (Receptionist) and Nurse X for arranging an appointment at very short notice for me this morning (1.9.14 - 45 mins from calling to appt time), despite the busy schedule in the surgery this morning. Your help and time was very much appreciated this morning. Thanks and best wishes"	Individuals received copy of feedback and were praised. All staff made aware at Primary Health Care Team meeting.	
10	Sept 2014	Praise for Practice on NHS Choices website.	Feedback from very happy patient - "Excellent Service - I had an appointment with the nurse to have my ears cleared of wax. They were friendly, efficient and the whole	Individual received copy of feedback and was praised. All staff made aware at Primary Health Care Team meeting.	

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			experience was painless and quite pleasant. It's 5 years since I have had to use the surgery and I was very impressed by the efficiency and the whole process. Thank you".		
9	Sept 2014	Patient Suggestion	Patient asked if a sign could be displayed to ask patients standing at reception desk to give space to patient speaking to Receptionist at front queue.	Letter sent to patient to thank them for feedback and to advise them that a sign is now to be placed on the front Reception Desk asking patients to give privacy and space to the patient at the front of the queue speaking to the Receptionist. LT	
8	Sept 2014	Thanks to Practice Team	Deceased son thanks the entire team at Throckley including District nurses for the care and support to his father.	Individuals received copy of feedback and were praised. All staff made aware at Primary Health Care Team meeting.	
7	August 2014	Appointment System	"The surgery is very good but I still don't like explaining personal things over the phone".	GPs made aware of this and they are to take this into account when speaking to patients on the telephone	
6	August 2014	Reception Front Desk	To have a member of staff present at all times.	A member of staff is available during all of our opening hours at the front desk. Very rarely the Receptionist may have to leave the desk momentarily; however, this is very minimal.	
5	July 2014	Prescription error	Patient requested a same day prescription, unfortunately an item missed from the prescription when processing.	Action: arrange a prescription to be signed urgently for the patient to collect today - complete 21.7.14 raise awareness with admin team of the error -	

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				complete 21.7.14 letter of apology to patient - complete 21.7.14	
4	July 2014	Appointment System	Difficulties getting through to the Surgery and booking an appointment.	Practice Manager contacted patient and explained how the new Appointment System worked and also sent patient a leaflet. Patient very thankful for telephone call and explanation.	
3	June 2014	Appointment System	Patient unaware of how our appointment system works.	Practice Manager met with patient and explained the current appointment system and reasons behind the current system. Patient now understands and was happy to make an appointment to see GP of her choice that day.	
2	June 2014	Praise for Receptionist	Praise for Receptionist from a patient by telephone.	Individual received copy of feedback and was praised. All staff made aware at Primary Health Care Team meeting.	
1	June 2014	Praise for Practice Pharmacist	"The pharmacist service was brilliant for both me and my husband".	Individual received copy of feedback and was praised. All staff made aware at Primary Health Care Team meeting.	