

Dear Patient,

A patient survey in November 2013 indicated patients were dissatisfied with the current appointment system and had difficulty seeing who they wanted, when they wanted.

Whilst this is a recognised problem as demand increases across GP Practices nationwide, we have listened to your comments and taken action accordingly. In consultation with the Patient Participation Group, we revised our appointment system – the aim being to get you in touch with the most qualified person first – the GP.

As of 1 September we started with the new system and our GPs now take telephone consultations for the first hour of the day. The GP then calls you back and either arranges to see you later that day or offers you advice over the telephone. By working this way we hoped to reduce your waiting time for an appointment, put you in touch with the most appropriate person for your problem and address your health concerns promptly. A dedicated duty doctor remains available all day for any urgent matters however the new appointment system has also freed up some of the doctors' appointments and increased availability.

Continuity of care was also something patients commented on and to improve this we created Follow Up appointment slots for the Doctors to book you in to.

For those patients who work or are unable to take a telephone call, we continue to have appointments that are either pre bookable or book-on-the-day; however these slots are limited in number.

When making the changes we undertook to review the appointment system after 3 months to:

- See whether the new system has improved access
- See what further changes we may need to make to improve

Thank you to all patients who participated in the survey and to PPG members (Sue, Mike and Margaret) who helped collate your views and opinions. The findings from the survey are attached.

Your feedback thus far has been positive. 69% of patients think the new system is an improvement on the previous one and 73% of patients are satisfied with the Doctor telephoning them in the first instance.

Continuity of Care was another of the areas we aimed to improve and it is encouraging to note that 59% of patients were satisfied with the choice of GP offered.

We will continue to monitor the appointment system and in consultation with the PPG look for ways we may improve on the provision of pre bookable appointments and will undertake to repeat the survey in 12 months' time.

Thank you

Practice Managers

