

## YOU SAID, WE DID

### PRACTICE FEEDBACK ON THE PATIENT SURVEY

**You said: Some patients were not aware of what could be classed as a 'routine' or 'urgent' GP appointment.**

*A **routine appointment** [non urgent] for the GP can be booked up to 2-3 weeks in advance for new health issues, review of existing health problems and long term condition management.*

*An **urgent appointment** [usually booked 'On the day'] is for patients who have an urgent medical problem that cannot wait for a routine appointment. The practice aims to offer appointments to all patients with an on the day urgent need. The doctor will not be able to deal with routine matters so please don't ask them too.*

*An **URGENT GP appointment** is for –*

- *Unwell child with fever/ Diarrhoea & Vomiting with a Rash*
- *Concern over children (especially babies/infants)*
- *Acute severe pain*
- *Insulin dependent diabetics with concerns*
- *Asthmatics with worsening symptoms*
- *Heart palpitations (no chest pain)*
- *Severe new headache*
- *Acute rash*
- *Testicular swelling/pain*
- *Breast lump/pain*
- *Suicidal ideation*
- *Severe depression*
- *Acute severe back pain*
- *Infections – chest, urine, tonsils etc.*

*We are also able to offer evening and weekend appointments for urgent medical need through the extended access scheme. Appointments will usually*

*be offered by our Reception team at Loughborough, Coalville or Hinckley hospitals subject to availability and dependent on what the problem is.*

**Telephone appointments:** *If you are just looking for advice or do not feel that you need to be seen in person you can book a telephone appointment. A doctor or nurse will usually call you back on the same day but this will usually be at the end of their clinic.*

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**You said: Having to call back in the afternoon for an afternoon appointment was frustrating.**

*We have changed our booking process and appointments are now available from 0830 each morning and we have increased the number of routine appointments for our patients to book. This is currently 'on trial' but if it proves successful it will be rolled out permanently.*

*We are also trying to implement appointments available for booking 24 hours ahead.*

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**You said: Getting through on the telephone can be difficult**

***We are currently reviewing this situation.***

*Please be assured that we try to answer all calls as speedily as possible but sometimes we have delays in doing so if we are dealing with patients at the reception desk or assisting the clinical team. You can help us keep the delay in answering at a minimum by not calling during our peak time [0830/0930] unless it is to try to get an appointment for the same day. If you want test results, require a routine appointment, need to speak to our secretary or have a non urgent matter to discuss, please try to call outside of the peak time.*

*Appointments can also be booked via our online service; please ask about this at reception.*