

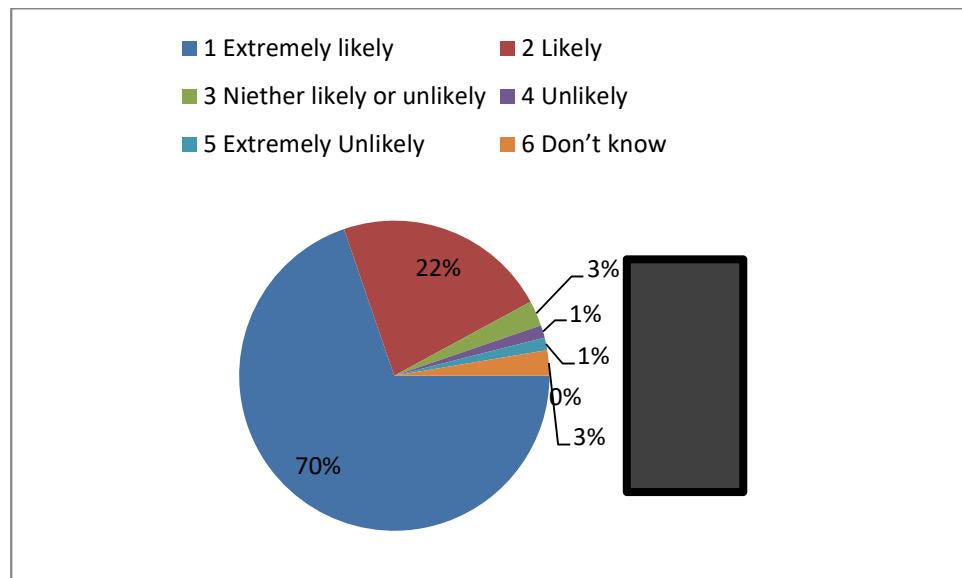
## Dysart Surgery - Friends & Family Test

Feedback for September 2019

Patient, visitor, volunteer or a member of staff? Your views matter. Let us know how we are doing: what you like about the practice or where you think we need to improve. Listening to you helps us shape the way we deliver our services – now and in the future.

How likely are you to recommend our GP practice to friends and family if they needed similar treatment?

Percentage of patients who would be extremely likely to recommend this service to family or friends:



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### You Said

- Stressed staff
- Too long to wait for appointments
- The wait is ridiculous never have I been seen on time up to 1 hour wait when my appointment was. Absolutely discussing
- No male GPs anymore. In some circumstances I would feel more comfortable talking to a male doctor
- You cannot improve a good service but you need more doctors on for more appointments for patients to be seen. Both Reception staff, Doctors and Nurses are helpful and caring but overworked
- Nurse staff are lovely. Although a little concerned about shortage of medication injections. I had the last depo in the practice and they ordered more 2 months ago and haven't received any

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### We did

- Perhaps you visited on a particularly busy day? I can say although we are an extremely busy practice we cope well.
- Patient Access <https://www.patientaccess.com/>

This is a useful app for booking appointments. You can view and book routine appointments at the Practice 2 weeks in advance, or if you feel your problem will not wait we have 48 hour appointments. We also release any unused on the day appointments for patients to book. It is a simple process to register but you must come to the surgery to complete a form and show photo ID. This is because you can also:

Order repeat prescriptions

Request repeat medication at your convenience, with automated delivery of your prescription to your preferred pharmacy

View your medical record

Keep track of your medical record, including problems, test results, immunisations and allergies

- I am so sorry you had a long wait. However, our problem is that the people we see have varied health issues and needs and although everyone is allocated 10 minutes I am sure you understand that sometimes this is not enough. We also see emergency cases as they arise

and this can also add to your waiting time. The receptionists will be happy to let you know an estimated waiting time.

- If you would like to see a male GP we will be able to offer you an appointment at one of the Bromley GP Alliance hubs. These are Bromley GPs who work at hubs around the Bromley area. Please ask the receptionist to look for you.
- We have a new app on our website called **eConsult**

How it works:

**eConsult** lets our patients consult with their own NHS GP by completing a quick online form that is sent and reviewed by the practice. You will get a reply to your request/problem by the next working day. We can also direct the patient to self-help, pharmacy advice and local self-referral services. The eConsults are becoming very popular, as face to face appointments are not always needed to deal with a problem.

- We are advised in advance when there is a shortage of medications/vaccinations. We will look for a generic option for patients so their treatment is not interrupted. I can assure you that our nurses are kept up to date with any shortage alerts.

*Please remember that we offer a **complaints procedure** which complies with NHS standards and if you have a specific issue about the care you have received then please contact us directly detailing your personal concerns or ask a member of staff to assist, as the FFT is not an appropriate way to deal with your personal concerns. Inappropriate responses will not be published. We attempt to resolve problems swiftly and take action as appropriate if we have failed to achieve the high standards we aim for making your experiences count.*