

## **Springfield Surgery Patient Representation Group**

### **Summary of the On-Line Survey**

The On-Line Survey closed on 15.01.12.

Only 5 people completed the survey.

There were 3 questions to the survey:-

#### **What works well for you as a patient at Springfield Surgery?**

The results indicate that you are happy with the way in which Springfield Surgery operates and the way in which staff deal with your enquiries. The results also indicate that you are happy with the surgery arrangements, however short notice appointments have been mentioned as a problem.

#### **Response**

Springfield Surgery opens the doors at 08.00am and each morning there is a “Sit and Wait” surgery where you will be seen by a Doctor from 08.30am until 10.00am. Unfortunately this entails you sitting and waiting your turn in the waiting room, but you will be seen. In the evenings there are a number of appointments which are not released to be booked until 12 noon the same day. These are for emergency patients who can not wait until the next day to see a Doctor.

#### **What does not work well for you as a patient at Springfield Surgery?**

Two problems were identified – requesting repeat prescriptions by e-mail and congestion in the waiting room.

#### **Response**

The ordering of repeat medication can be done on-line through software called “Waiting Room”. To register for this we require your e-mail address. Not all suppliers, such as Yahoo, Tascali etc will permit our software to operate as it contains “key words” such as medication and drugs, in this case your suppliers fire wall which protects your computer system will not allow “Waiting Room” to operate. Our software supplier is in contact with all major e-mail providers to try to rectify this.

You can just e-mail the surgery direct at [Sto-pct.p88606-admin@nhs.net](mailto:Sto-pct.p88606-admin@nhs.net) and then telephone the surgery to ensure the prescription is ready for collection before you make the journey.

Unfortunately we only have a small waiting room which does get congested very easily when all surgeries are operating on the same day. We do try to accommodate as many people as possible sitting down, however we understand that the waiting room area is quite restrictive due to the column in the middle of the room. If any one has any suggestions as to how we could re-arrange this, we would be grateful for any advice. We are not in a position at this present time to be able to extend the property but would consider this should the funds be available.

**Do you have any suggestions on how we could make improvements?**

Two suggestions were made – to consider text messaging service and short spells of quiet music for the waiting room.

**Response**

A text messaging service is being considered for the practice; however as with all software developments a charge for this service will be levied on the practice. I have also contacted the Primary Care Trust, Information and Technology Department to see if there is any other way we could text patients and am awaiting a reply.

With regards to music in the waiting room, there is a television screen which provides information on the Practice and Health Issues to read whilst you wait and a radio tuned to Radio 2 which plays in the background. There may be occasion when the radio has not been switched on first thing in a morning and if this is the case, please ask the receptionist to switch it on.

We would like to thank the people who completed this questionnaire and hope that more people will contribute next time.