

Albion Street Group Practice
April 2019 Friends and Family Stats

Would you recommend our practice:

Extremely likely	18
Likely	16
Neither likely or unlikely	2
Unlikely	2
Extremely unlikely	2
Don't know	1

How would you rate booking an appointment:

Excellent	17
Good	11
Ok	6
Not good	3
Extremely bad	4
Don't know	0

Total responses: 41 plus 1 that had comments but no score

Online responses: 0

Some of the positive comments on the slips:

- Drs are lovely
- Easy to book
- Man on reception friendly and helpful
- Front desk staff friendly and helpful
- Always been satisfied
- Excellent nursing staff and doctors despite being so busy
- Perfect all over
- Never had any complaints
- Prompt professional and knowledgable
- Very happy and good service

Practice Response: Thank you for all your positive comments they are appreciated by the team

One of the comments received concerned ordering prescriptions and not having enough characters in order to relay any messages. They mention emailing which is acceptable when you have a longer than usual message, although if the request is urgent then this route is not suitable. Unfortunately at present we have no control on the length of messages through any of the GP apps. Any hospital medication changes should have been sent to the practice and we should be able to action any changes when medication is requested. patients are usually

action any changes when medication is requested, patients are usually also given a copy of the prescription changes which they can bring into practice-however that does defeat the object of making less visits to the practice

Suggestions for improvement:

- too many patients difficult to see a GP
- unable to get an urgent appointment for shingles pain ended up taking time off from work Dr made me feel very stupid told off for wasting her time on the phone said she would get back to me but didn't
- receptionist very rude on the phone and has an unfriendly attitude
- can be dead before you get an appointment
- takes too long to get an appointment-3 weeks
- phoned difficult to get through on
- too long winded to make an appointment on the phone prefer to go in
- had an issue with the MyGP app
- too long to see the doctor of your choice
- had to wait 3 weeks for a telephone consult

Practice Response: The same comments come up each month and we would like to remind you of - **ACCESS** - At ASGP you will always have the option to see a doctor on the day if your problem cannot wait until the next routine appointment. Sometimes the local pharmacists can help with some of the more common ailments such as coughs, colds, sore throats, ear aches. We now also offer eConsult where you access our website, complete a link answering specific questions, and the practice will respond to you within 48 hours-however this is not for urgent problems. If your problem is urgent then you must contact us on the day between 8:30-10am and 3-4pm and speak to the duty doctor, or call NHS 111 if out of practice hours.

- **CONTINUITY OF CARE** – this is important to us. Some doctors get booked up because they work part-time at the practice/are on leave, please try and book appointments with them well in advance. In some cases, a telephone appointment can also suffice, please speak with your doctor about whether this may or may not be helpful – we understand all our patients have different needs, and this might not be appropriate.
- **WAITING TIMES** - The difficulty getting appointments again seems to be a running theme. We are really sorry we are unable to make this easier for you. A 2 week wait for a routine appointment is now considered normal (and even better than average) across most NHS practices. We do realise though that we need to improve our communication about how to help you make the appointment you need with the right person you need to see.
- **STAFF ATTITUDES**- should be consistent to all patients and users if this is not the case please speak to Sadif our reception/admin team leader who sits in the reception area and will be able to take this further if needed
- We pride ourselves on never having had to close our list. There are

a great many new buildings being built and all residents are entitled to be registered with a GP. Unfortunately the local practices to Canada Water/Surrey Quays have had no large increase in GP time to take up any shortfall in appointments and we have had to manage with the staffing levels that we have. We do understand the problems this may be causing some of our patients and we empathise with you, however sometimes other health care providers such as pharmacists can help and they have a wealth of information and can advise.

- Regarding the comment about the GP, please contact the practice manager Denise Griffin to discuss further