

Friends and Family Test July 2015

Our response to your comments.....

“Impossible to speak to someone when you are someone who works in the day. I am unable to have a phone with me in work and so cannot take the call back from the doctor. How can you help me???”

“Impossible phone system”

“There should be an online system in place that allows you to book routine appointments in advance. More GPs are also needed to cope with demand. It's just very frustrating the whole booking experience. Also the opening hours are not very suitable for working people.”

Our telephone system upgrade was completed mid-July. We have found that lines are now quieter in an afternoon as people are having their calls answered much more efficiently now in a morning. We do recommend that patients phone for queries and results later in the day to help with demand first thing in a morning. We will always be busy first thing in a morning, especially Monday and Friday.

We recommend that patients sign up with Patient Access (either via our website or by speaking to our receptionist) to book appointments on-line. We are aiming to offer 25% of telephone appointments on-line. Currently we offer our early morning appointments in this way.

We would advise you to book one of our early morning appointments which receive call backs before 8am.

Extended access appointments are available at Bath Street for new medical problems. These are available Monday to Friday 6pm to 8pm and Saturday and Sunday 8am to 8pm. You need to speak to our receptionist to ask for the weekly password.

We have engaged further GP's to help us with demand and also encourage our patients to use other service providers for minor self-limiting illnesses that do not need to be seen by a GP.

“When I went to Bath Street, they said my records don't get transferred to Stockton Heath Practice so what is the point of going/coming back here?”

We do receive reports daily from the Extended Access team, these are incorporated into your medical record here at the surgery.