

Friends and Family Test June 2015

Our response to your comments.....

“Because I don't think anywhere else is any better. Trying to get appointments is a nightmare.”

“What is the point of this Friends & Family Test? Are the medical centre doing anything to alleviate these complaints or just counting numbers?”

“Very difficult to get GP appointments. Difficult to see the doctor you want”

GP Access is a national concern. We are working hard with Warrington CCG and Warrington Health Plus to address the problem. We are analysing our workload and capacity to find a more efficient way to meet demand. We are fortunate that our GP's are supported by a large, highly experienced nursing team who can deal with varied patient needs. We do respond to comments/feedback given via friends and family test.

Additional access is now provided at evening and weekends at Bath Street. Please ask our receptionist for the telephone number and this weeks password.

“It is a waste of the GP's time to call you, just to then have to book you in; the GPS are now overpaid receptionist!

We have found that 60% of telephone consultations can be dealt with over the telephone. Where appropriate our GP's will arrange a face to face appointment, our telephone consultation system allows longer time to be allocated as necessary during face to face appointments.

“ Very effective practice. Friendly and helpful staff. Understanding. Clean practice. Very happy to recommend!”

Thank you, although we have problems with access as do all other Practices, we are proud of the quality of the clinical care provided. We take full advantage of our monthly “protected learning times” to ensure that our clinical teams and admin teams receive mandatory training and other training that will enhance the service we provide.