

Friends and Family Test September 2015

Our response to your comments.....

“I have confidence in the team - Doctors, Nurse Practitioners, Health Assistants whenever I have an appointment or phone call with them and am always treated in a professional but approachable/ friendly way. I got straight through on the phone today so the new system seems to be working well, which is a bonus, but it's worth having patience when it's busy because the care and attention from the Receptionists onwards after getting through I find is excellent, particularly given the number of patients at this practice.”

Thank you for acknowledging that our hard work in reacting to patient feedback and demand is starting to pay off.

How come other surgeries in Warrington run Doctor First without all the complaints? Maybe your Practice Manager could go to see what other Practices do

We can assure you that the Management Team and GP Partners have spent much time analysing demand and capacity. We have worked through a change management process called Productive General Practice alongside colleagues from across town. We have also had much support from Warrington Clinical Commissioning Group and Warrington Health Plus. (Our Patient Participation Pages on our website has more information about this).

Our patient population demographic is very different from the other surgeries across town and this leads to increased demand from an increasingly elderly population, many of whom have multiple long term conditions that we are looking after.

“unable to get a Gp appointment, only with a nurse practitioner. Waste of everyones time going to reception, waiting for a phone call and then hopefully an appointment”

Following feedback from patients and further analysis of demand for access the following changes will take place throughout autumn:

- From early September, our telephones have been available from

8am from, doors will still open at 8.30am. We have staggered the start times of our reception team but need to cover from 7.50am to 6.20pm so we cannot have everyone starting at the earlier time. This earlier telephone start should hopefully help people who cannot make calls when on the way to work or school run.

- We have increased the number of on-line appointments available to book in advance from 5th October. As with normal appointment booking we will have a finite number. Please speak to receptionist for further details or visit website for Patient Access information.
- From October, there will be a fortnightly review clinic for GP to book any follow up/review appointments rather than patient having to book a telephone consultation to arrange it.
- Analysis has shown that we need to offer more telephone consultations, to deal with the demand we will have a team of GP's doing telephone calls and another team doing the face to face consultations.
- There will be a daily "admin GP" who will authorise the prescription requests and deal with correspondence from secondary care. This will help to manage the daily workload.