

THE CROWN SURGERY PATIENT SUGGESTIONS

Thank you for providing the practice with your suggestions. Here are our responses;

Patient Suggestion / Comment	Practice Response
<p>Just a note to say that I actually think we may have one of the best surgeries in the country. Over the last few weeks I've had an emergency appointment – same day, a triple appointment to get all sorts sorted out, and a 6.30am appointment for my daughter. The reaction of my friends and colleagues to the service we have received tells me all I need to know – they are amazed! Well done and thank you.</p>	<p>Thank you for taking the time to feedback, it's always lovely to receive positive comments.</p> <p>Due to the NHS England change in how we provide extended access appointments, we can no longer offer 6.30am appointments but do offer appointments as detailed below.</p>
<p>The length of time that you have to wait for a routine appointment needs to be followed up with a reminder text message like other services offer. This may also reduce the amount of missed appointments.</p>	<p>As from September 2018 we have introduced a text message reminder service. Patients (who have not opted out) will automatically receive a text appointment confirmation when booking and a text message reminder 24 hours prior to the appointment with an option to cancel.</p>
<p>Not most sensible idea putting midwife clinic on upper floor with steep stairs and possible prams and siblings. A downstairs room would be more suitable</p>	<p>Unfortunately due to the restrictions of the building we accommodate the midwife where there is a spare room which is invariably upstairs. The midwife confirmed that most pregnant ladies are fit enough to make the stairs but any patient who cannot make the stairs can discuss this with the midwife for future appointments and also mention this when booking and alternative arrangements can be agreed.</p>
<p>Patients who have difficulty walking / climbing stairs should not have appointments upstairs.</p>	<p>Any patient who cannot make the stairs can either let the receptionist know when booking the appointment or on arrival for their appointment and alternative arrangements can be provided.</p>
<p>Electronic Prescriptions please</p>	<p>As we are a dispensing Practice we are not in a position to be able to offer this at present due to our Clinical Software Provider, EMIS, not offering an electronic prescribing solution for our dispensary.</p>
<p>A bench outside for patients to sit on</p>	<p>This is something that could be funded from the Friends of Crown Surgery and will be discussed at the next meeting in January 2019.</p>
<p>Hand sanitiser, especially next to the check-in screen</p>	<p>There is now a wall mounted hand sanitiser next to the patient check-in screen.</p>

Patient Suggestion / Comment	Practice Response
<p>Patients that need an appointment after work cannot get one so have to go to out of hours.</p>	<p>Surgery appointments are available between 8.00am and 6.30pm.</p> <p>A network of GP Practices across Stafford also offer pre-bookable and same day routine appointments as follows;</p> <p style="text-align: center;">Weekdays 6.30pm - 8.00pm Saturdays 9.00am – 1.00pm Sundays 10.00am – 12 noon</p>
<p>A complimentary water dispenser – aids thirst, tickly coughs and medication etc.</p> <p>A water fountain should be put in the waiting area please – if there is a long wait patients should have access to water.</p>	<p>The PPG kindly agreed to fund two waters coolers for our waiting rooms.</p>
<p>Please could you provide contactless payment option to prevent/reduce queueing on the prescriptions counter. Having to pay by cash added ½hour onto my day!</p>	<p>The practice is looking at affordable ways to introduce a card payment system.</p>
<p>Suggestions re Music;</p> <p>Some 80s/90s music would be nice, music nowadays is terrible and I'm sure you would agree.</p> <p>Classical music would be soothing.</p> <p>The music is terrible – how about classic FM or easy listening?</p> <p>The music is far too loud (that's if you can call it musc) why are you playing it?!</p> <p>What is the point of a suggestion box if the main complaint is the music being annoying is ignored?</p>	<p>Following discussions at the Patient Participation Group, a poster has been produced, and is displayed in our waiting areas, to explain why we have music playing, as follows;</p> <p><i>Please be advised that the music is not for your entertainment. Given the age of the building it has proved difficult to ensure effective sound-proofing and so the music is played only to preserve and protect the privacy of consultations in the rooms leading off the waiting areas.</i></p> <p>Unfortunately everybody's taste in music is very different, therefore we try to provide a range of different genres.</p>

I would again like to take the opportunity to thank our patients for taking the time to complete the Suggestion Forms.

All your comments will continue to be discussed at Business Meetings and also with the Patient Participation Group.

Lucy Evans
Practice Manager