



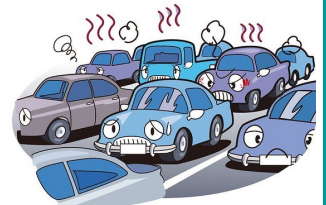
We're Listening!

We regularly review the feedback you give us and make changes to our service in response.

The following is a summary of some of the things you have told us in your responses to our local survey, text message feedback, complaints and incidents and the National GP survey and what we have been able to do to make some changes.

Car Parking

We know that it can be difficult to park at the Tibshelf site and we have been aware of this for many years. Whilst there are no easy solutions to this we have been working with our landlords and the District, Parish and County Councils to provide a solution to this as part of a plan to redevelop and extend the Tibshelf site. We are confident that we will be able to provide additional car parking spaces as part of this redevelopment as well as additional consulting rooms.



Call Handling

A patient expressed frustration that their call was not able to be transferred between sites and had to call back to another site get an issue resolved. In response to this we have changed our systems. Now the receptionist that picks a call up should be able to deal with all of your requests rather than having to put you through to another member of the team at another site or asking you to ring back. This should end these frustrations.



Evening and Weekend Appointments

Patients asked for more evening and weekend appointments. Since September 2018 we have started working as a group of 9 practices to offer appointments with GPs, Nurses and Health Care Assistants. From October 2022 appointments will be available up to 8pm on weekdays and 9am to 5pm on Saturdays. These appointments will be local and at one of our practices or from a main hub. This has greatly increased the numbers of appointments available to patients outside of core surgery hours and the times they are available to patients.



Continuity of Clinician

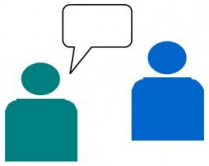
Continuity of clinician was commented on by some patients and that it is helpful to see the same GP. We allocate GPs to no more than 2 main surgeries so that patients can get to see them at their local site. When staff are on leave a GP may need to provide cover at a different site, however we keep this to a minimum wherever possible. We are working on increasing our total number of GPs and this should also help improve continuity.



Physical Accessibility

One patient told us they would like to see improvements at Holmewood as the external door arrangement makes it difficult to access the surgery if you are in a wheelchair or are less able bodied. We have applied previously for NHS England Estates and Facilities funding to install automatic doors at the Holmewood surgeries. Previous applications were unsuccessful; however we will continue to work with our Integrated Care Board to bid for any future funds that become available.





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Waiting room facilities

There were comments from patients in one of our surveys about the waiting room facilities. Many of these were about installing a drinks fountain or a coffee machine. Unfortunately we have limited budget finally for this and this is not considered a priority. There are also issues associated with spillages and keeping the area clean. If patients require a drink because they are feeling unwell this will always be provided by reception. We will put a sign on the screen notifying patients that they can ask for this if required.



There have been some comments from patients about the noise of the radio/music in the waiting room. We have music on as a bit of background noise to so that patients talking to reception staff don't feel their conversations are being listened to. We will be mindful about the volume of the radio however. We have also purchased a new system for one site and will be installing another at Holmewood which should improve the sound quality.



A patient commented that they found the waiting room chairs difficult to get up and down from. We have recently ordered three high backed and higher seat chairs with arms that should help those whose mobility makes it more difficult to sit and stand.



On a positive note, patients have commented that the information on the screens in reception is helpful, so we will continue to keep this information flowing!



Routine appointments

Patients would appreciate more routine GP appointments and a reduced waiting time for these. We have been actively trying to recruit additional GPs and fill current vacancies since 2016 and have not been successful due to the reducing numbers of GPs nationally. This has led to the longer waiting times for routine appointments. We are continuing to advertise but in the meantime we have increased our capacity with additional Advanced Clinical Practitioners and Pharmacists. Whilst these are not GP appointments it does mean that we will be able to try and use the GP appointments we do have available appropriately, and save these for patients that require a GP consultation.



Medicines Order Line

There has been some dissatisfaction expressed with the Medicines Order Line due to the length of time people have had to wait on the telephone to be answered. The MOL team are very aware of this issue and have made a number of changes to their staffing and telephony systems to improve this. We have worked closely with the MOL team to on this issue and they are making improvements. We have also made sure that we advertise to patients other options for ordering prescriptions and promote their use – namely the NHSApp and the call back facility at the MOL, details of which are available on their website: <https://www.derbyandderbyshireccg.nhs.uk/your-health-services/information-for-patients/prescription-medicines-order-line-mol/>

