

# Practice Survey

## You said, we listened

### November 2022



Providing NHS services

**You  
Said**

You have to wait too long at the hatch to collect your medication.



**We're  
Doing**

We are working at the weekends if we need to catch-up, we are now open all day on Thursdays. We are monitoring the hatch and have a separate system for patients with queries.

**You  
Said**

It's really difficult to get through on the phones.



**We're  
Doing**

We have more trained patient advisors answering the phones in the morning. We have also re-enabled e-consult as an alternative way to contact the Practice.

**You  
Said**

Your medication is not always ready when you arrive to collect.



**We're  
Doing**

Our teams are working at weekends to ensure we are as up to date as possible.

**You  
Said**

Sometimes there are delays in sending your prescriptions to local Pharmacies.



**We're  
Doing**

We have now employed a full time prescription clerk, who will ensure we are up to date with script processing.

**You  
Said**

You would like to receive a notification as to when your medication is ready.



**We're  
Doing**

We have started to send patients text reminders to inform them when their medication is ready.

**You  
Said**

Sometimes you find it difficult to book routine bloods tests.



**We're  
Doing**

We are extending our capacity for bloods and are sending text reminders to some patients so they can book their bloods tests online.

Thank you to all of our patients who took the time to complete our online survey. We will repeat the survey in 6 months' time to see where we have improved. Please keep an eye on our website for up to date information.

## What can you do to help us?

Whilst demand on our service has increased by nearly 40% there are a few things you can do to help us.

Please ensure you submit your prescription request in plenty of time.

Use Systmonline to request your medication as it is quicker for us to process your request.

Don't ask us to prescribe medication that is available over the counter.

Make use of other services such as NHS 111 where possible.

Make sure you are aware of any regular blood monitoring your medication may need and book appointments as needed.

Please be patient with us during this busy time.

Please let us know if you are collecting medication for multiple patients so we can make sure everything is ready for you.

Please let us know if you are unhappy or worried about anything .



Please share any feedback good or bad with our PPG. (Patient Participation Group)

Only telephone in the morning if you really need to.

Thank you to all of our patients who took the time to complete our survey. We will repeat the survey in 6 months' time to see where we have improved.