

11-04-2017 to 30-09-2017, 794 Friends and Family Test surveys were collected with a total of 24 Comments (3.2% of those surveyed left comments)

4 Positive comments and 20 Negative comments were recorded. 1 discounted since comment neither positive nor negative.

The main areas of concern in the negative comments were grouped and discussed at the Patient Participation Management Group meeting. See below for surgery comments on these areas.

Comments	Solutions
Positive	4 patients happy
Appointment Availability	<p>4 Patients concerned about availability of GP appointments and waiting for an appointment.</p> <p><u>Availability of GP appointments</u></p> <p>A National shortage of GPs continues and so available GP Resource has to be used wisely. Pembroke surgery has responded to daily patient demand by developing a “Multi-Disciplinary Team” (MDT) approach to patient care needs. This approach ensures that our patients’ daily medical concerns and issues can be dealt with in a timely, efficient manner and all patients will be followed up by a clinician appropriate to their medical presentation and need. Seeing the Clinical Pharmacist for an appointment will not delay any referral to another clinical service.</p>
Courtesy - Clinicians	<p>3 patients made comments about staff being unhelpful or unsympathetic.</p> <p>It is never the aim of any staff member to upset patients and we apologise if patients feel that our clinicians or staff seem uncompassionate and abrupt. Unfortunately appointment resource and increasing demand is such that appointments do need to be conducted in a “business-like fashion”, to best address the medical issue presenting and ascertain as accurate “a clinical-history” as possible. Patients who have an “issue or personality clash” with a particular clinician are advised that they are at liberty to see who ever they wish to when booking any non-urgent appointments. However as a small clinical team we are unable to offer urgent care requests with any particular clinician of the patient’s choice and under such circumstances patients should consider their continued registration with our practice should they find they have such issues with any of our clinicians within the team.</p>
General/ Political	<p>1 patient made general comments about the state of the NHS and GP budgets.</p> <p>Agree and don’t think we need to comment back on this.</p>

Longer Appointments	<p>2 patients expressed concern about the length of appointments.</p> <p>The surgery has a limited amount of clinical resource available. With increasing demands for urgent assessment nationally both in primary care and in A&E departments, clinicians follow appointment duration guidelines and have to utilise their time to see both pre-booked patients and those needing on the day assessments. It is for this reason your clinician may ask you to return for a further review if clinically appropriate, if there is insufficient time to cover your needs that day. Appointments do over run with Clinicians often attempting to cover all presenting needs at that time, but to treat all those waiting to be seen as fairly as possible Clinicians need to be mindful of trying to run their clinical sessions to time.</p>
Online Appointments	<p>2 patients expressed the desire for more online appointments and adding nurse appointments to the online availability for patients.</p> <p>The surgery has now made online slots available for both our male sessional GP Dr Rana and our Clinical Pharmacist Mr Rafiq. As the Clinical nurse team all offer differing skill sets, the surgery has opted not to make nurse appointments online to avoid inappropriate bookings. Our reception staff will be able to book you with the appropriate nurse to avoid both wasted appointments and to minimise any inconvenience for the patient.</p>
Waiting times	<p>1 patient commented on the lengthy waiting time once they had arrived for their appointment.</p> <p><u>Waiting for an Appointment (below previous given response back in early 2017)</u></p> <p>This remains a constant challenge between the quality of GP consultation and timeliness. Unfortunately our Clinicians only have a ten minute slot allocation per patient appointment. Patients can help us by understanding they may be asked to return for a further appointment at a later date/time. Emergency presentations can delay clinicians considerably, especially where a patient may need an admission to hospital that day. Please understand that the clinicians aim to manage their sessions to time where at all possible. If patients find they are waiting longer than 25 minutes beyond their scheduled appointment time please check with the reception team who can advise further or reschedule your appointment</p>

Touch Screen Book in	<p>1 patient was unhappy with the touch screen interface to book in on arrival for an appointment. Patients are able to book in with reception team if they prefer not to use the auto book in system at both sites</p>
More Cryotherapy Clinics	<p>1 Patient wanted more wart clinics to be scheduled. Due to the specialist liquid nitrogen required which needs to be sourced externally for each Cryotherapy clinic session it is necessary to run a clinic with a certain number of patients to make this economically viable for the surgery.</p>
More specialist Doctors, not generalist, quicker private referrals.	<p>1 Patient raised this comment. In the UK the Primary Care System utilises the role of the Primary Care clinician to offer a front of house service to manage patient clinical needs appropriately. Patients can also opt to utilise private GP Services to enable them to receive a quicker onward private referral should they wish to. The surgery will always endeavour to fulfil all requests for private referral letters and often we do this on the same day as the request arrives.</p>