

**WELBECK ROAD HEALTH CENTRE**  
**LOCAL SURVEY RESULTS TABLE (2011/12):**

<b>I was not able to see my preferred doctor today because of the following:</b>		
I didn't mind which doctor saw me.	36	<b>Comments:</b> <ul style="list-style-type: none"> <li>- ?possible to have Glapwell surgeries on Wednesday and Friday PM also</li> <li>- Good service all round</li> </ul>
There were no appointments left with the doctor I wanted, at the time/date that suited me.	13	
I had to be seen urgently, so took the first available appointment	17	
This does not apply to me, I am seeing the doctor/nurse I wanted to see	44	
<p>Feedback:</p> <ul style="list-style-type: none"> <li>- <b>13 people out of 110 felt they were let down by appointment system as surgery full</b></li> <li>- ?More flexibility will be brought in by chronic disease work as we are working on streamlining the number of visits to the surgery required by people with multiple chronic conditions.</li> <li>- Difficult to address – as it's keeping appointments back vs. spare capacity.</li> <li>- Explained re: more demand for appointments at Bolsover, hence unable to provide Wed and Fri PM surgeries in Glapwell – but this may change as list size grows.</li> </ul> <p>SUGGESTIONS FROM PRG:</p> <ul style="list-style-type: none"> <li>- No further suggestions at present</li> </ul>		
<b>I have had difficulty getting my results on the phone because:</b>		
I was asked to call back at a later time.	1	<b>Comments:</b> <ul style="list-style-type: none"> <li>- Team have been very responsive.</li> <li>- Pleased with appointment system</li> </ul>
The results were not back yet.	2	
I had to see or speak to the GP/Nurse to get the results.	7	
This does not apply to me. I have not needed to phone for any results.	51	
This does not apply to me. I have not had any trouble getting my results on the phone.	45	

- 1 out of 106 was asked to call back at a later time – this isn't bad really and ?reason –comp failure or if just sticking to some protocol then no need to be told to call back.
- 7 people weren't given their results as needed further discussion with GP – but ?we can put more effort into at least some message that the patient can be told. Or more specific about urgency etc.
- But the figures are promising!

**SUGGESTIONS FROM PRG:**

- The PRG expressed it would be helpful if the GPs/Nurses could put more information on the results than just 'speak to Dr or Nurse' – as in some cases this can lead to unnecessary anxiety. (This was subsequently feedback to all clinicians as agreed)
- Also, the 'phone in the afternoon' rule for results should be discarded as some people who work or due to other commitments cannot call after 2pm. (There was a historical rule of reception staff asking patients to call in the afternoon for results to free up the phones for appointments in the morning – we have since reminded staff, as agreed, that this does not apply – and we should try to be accommodating with results)

**I have NOT discussed how best to deal with my long term health problem with my GP or Nurse:**

I was unable to get an appointment to do this.	2	<b>Comments:</b> - whenever I have needed an appointment urgently I have been accommodated; I accept in this situation I will see the on-call doctor.
I did not feel it was necessary to do this.	20	
This doesn't apply to me. I do not have a long term health problem	32	
This doesn't apply to me - I HAVE discussed my long term conditions with my GP/Nurse	49	

- **2 of 103 felt they couldn't get in to discuss their chronic disease – people should always be able to get in – but may need to wait for a mutually convenient time and appropriate to do so if just chronic disease review. Should be attainable with some planning ahead.**
- 20 didn't feel it was necessary – we can only educate; but must respect autonomy. Will still invite – but patient's can opt out.
- But again figures not bad.

**SUGGESTIONS FROM PRG:**

- No suggestions
- People were pleased with our plans for the chronic disease work we are doing and thereby perhaps addressing some of the above anyway.

The PRG did express an interest in looking at emergency care, OOH etc as the next area for our local survey.