

Heaton Mersey Medical Practice

Patient Representative Group

Action Plan 2016-17

Access and appointment availability

Our patients tell us...

82% of our patients are satisfied with our opening hours

There is a fairly even spread in terms of patients preference of morning, daytime and evening appointments. Only 4% of our patients find weekend appointments useful.

75% of our patients felt they could get an appointment fairly quickly

17% of our patients find it difficult to get through on the telephone

Some patients felt the online appointment booking and repeat prescription ordering service had ceased since we changed clinical systems

Some patients were not aware the practice had closed on one particular occasion for the afternoon for staff training

We propose...

The Practice will endeavour to ensure there are three receptionists on duty during the busy morning periods where possible (including during periods of annual leave) so as to reduce the number of patients kept waiting on the telephone or receiving an engaged tone.

Our online appointment booking and repeat prescription ordering service changed once we moved to a new clinical system. We did our best to inform patients at the time that they would need to re-register for this new service. Those patients who advised us via this survey that they are unhappy the service has stopped will be contacted with details of how to re-register. We will also put some information on our website and in our waiting room.

Occasionally, we close the practice for the afternoon for staff training. We put a sign up in the waiting room a week or two before to advise patients but will in future email those patients who have provided us with their email address and will put a notice on our website to ensure as many patients are aware as possible of the closure. Please note, whilst we are closed for staff training, medical care is provided by our out of hours provider – Mastercall. Please dial the practice number and you will automatically be diverted.