

Brookside Surgery response to issues raised via the patient questionnaire 2015/16

1. You said that there are not enough regular GPs.

We have 4 regular GPs, Dr Nicola Lewis, Dr Tim Ryder, Dr Rachel Hooper and Dr Ros Oliver.

Sadly, Dr Rachel Hooper who has been at Brookside/Pantglas Surgery for the last 2 years will be leaving us in March.

2. Locums are used regularly so they don't know your medical history.

We are striving to maintain as much continuity of GPs as possible as they get to know your medical history.

Locums are used to cover annual leave and sickness and this may give the impression that the practice use a lot of locums. Until the Health Board have been able to recruit a replacement for Dr Hooper, locums will have to be used.

3. You said that you have difficulty getting through to the Surgery by telephone in the mornings.

You only need to telephone the Surgery at 8.00am if you require an URGENT appointment to be seen that day.

Additional administrative staff have been appointed which will give us more staff to answer the telephone.

4. You said that sometimes there is a delay in getting a pre-booked appointment.

Appointments that are not urgent can be booked up to 4 weeks in advance i.e. non-urgent ailments, sick notes, travel vaccines etc. The waiting time for a pre-booked appointment is usually 1 week.

5. You said it would be good to have some music in the waiting rooms to prevent conversations being overheard between the GP and patients.

Music licences have been purchased and a radio will be available in Brookside/Pantglas from 1st March.

6. You said that you would like to request a prescription over the telephone.

The practice does not allow patients to telephone to ask for prescriptions. However, there are other means of requesting a **repeat** prescription – in writing to the Surgery, sending a fax or signing up to the prescription service at your local pharmacy.

7. You said that sometimes you wait a long time in the Surgery to see the GP.

GPs are allocated a 10 minute slot per patient. Sometimes patients with more difficult/complex conditions can take longer than the 10 minutes and this does result in the clinic running late. We will endeavour to advise you when Surgery is running more than 30 minutes late.

8. Obtaining Test Results

86% of patients were happy with obtaining their test results.

We have extended the time that you can telephone the Surgery for your test results.

Results are now given out between **12.00 noon and 4.00pm.**

To give patients more choice, you are now able to ask advice from the GP via the Surgery website and receive a response within 48 hours.

www.brooksidessurgery.org.uk

We are pleased that 74 out of 75 patients rated the 'overall satisfaction with the practice' as either good / very good / excellent.

We welcome any comments or suggestions to improve our service to you.