

SWANLOW MEDICAL CENTRE

Dr A Krishna Bsc, MB, BS, MRSH
Dr V Prasad MB, BS, MD
Dr A Damania MB, ChB
Dr S Kemsley MB, ChB, MRCP, DFFP
Dr J Griffiths MB, ChB, MRCP
Dr Oxley, MB, ChB, MRCP, BSc (Hons)

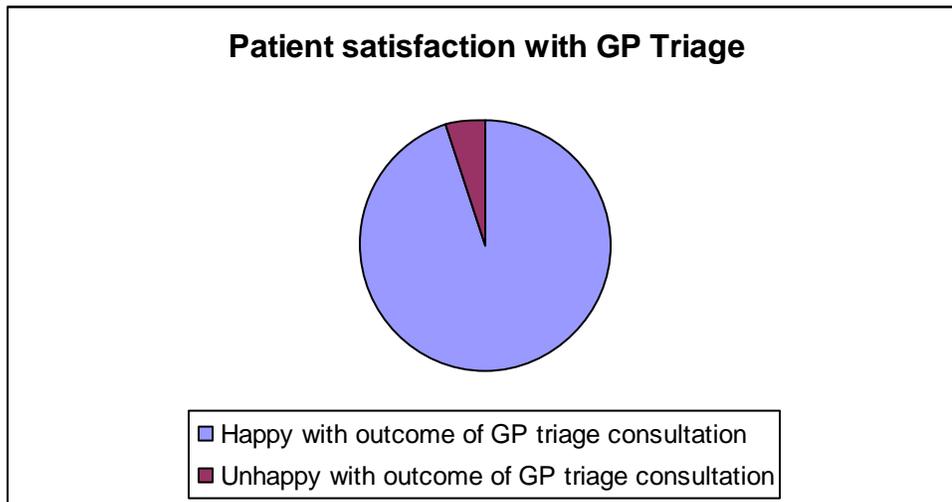
Dene Drive Primary Care Centre
Dene Drive
Winsford
Cheshire
CW7 1AT

Tele: 01606 544 644
Fax: 01606 862 997

PATIENT SATISFACTION QUESTIONNAIRE

Sent out in the post to a randomised cohort of 200 patients.

Thank you to the people who returned the above questionnaire, it is much appreciated and hopefully will assist us in ensuring we are providing an excellent service to our patients.



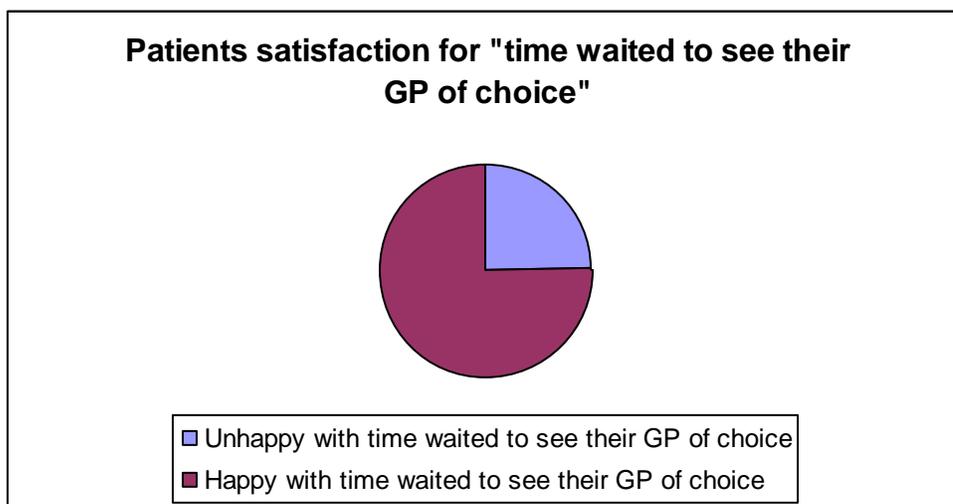
The first question was to do with our new GP triage system. This was introduced at the end of October 2012 in a bid to ease the pressure on same day appointments. Same day appointments have historically been used for on the day medical emergencies, this is something which is an acute illness and requires you to take time off work, school or college. It was felt that patients were bypassing the reception staff and being booked into a medical emergency appointment for non urgent needs. The GP Triage would take the onus off the reception staff and it was felt the GP was the best person to decide whether your condition warranted a same day appointment. It was also meant to be an educational tool to educate patients to think about other avenues of care rather than the GP being the first port of call. In Winsford every pharmacy runs a Minor Ailment Scheme which will see a variety of conditions without the need to see a GP. If you are exempt from paying for prescriptions from your GP you will also be exempt from payment for any prescriptions the Pharmacist may issue you with.

There is an excellent website www.patient.co.uk with a wealth of information on. You can also ring NHS Direct on 0845 46 47 for advice.

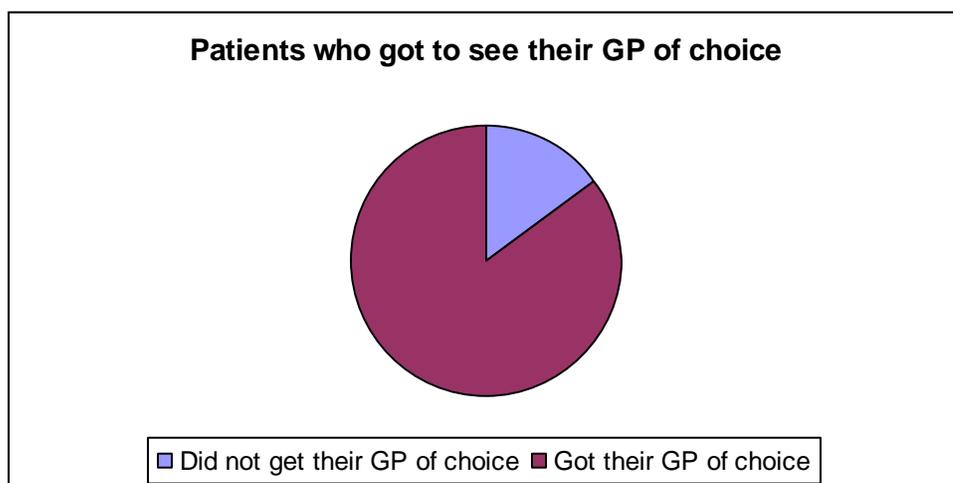
As can be seen from the results of the survey we feel it is a service that the majority of patients are happy with, 95% of patients are happy with this system. It must be stressed that GP Triage is still for medical emergencies on the day. We do offer routine telephone consultations with all GP's, so

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if you feel you would like to speak with a GP of your choice, and there is no need for a physical examination you can request a telephone consultation. Alternatively we also still offer Skype consultations so if you have the technology and would benefit from this type of consultation please do not hesitate in asking for a Skype consultation.



The second part of the questionnaire was to do with routine appointments. These appointments are for non medical emergencies which can be booked up to one month in advance and hopefully with a GP of your choice. 75% of patients were happy with the time they waited to see the GP of their choice. Due to sickness, holidays and training days all the GP's will take time out of their working week and so the length of time waiting for your GP of choice will be increased during these times. Even though you may have a GP of choice it is worth bearing in mind that all GP's have access to all of your records including blood results, referral letters, letters from consultants and medication so if you feel you cannot wait until your GP of choice has appointments you may wish to consider another GP within the practice. Each patient is now registered with the practice and not with an individual GP, it is purely a personal preference whom you choose to see but there may be a wait for that individual GP.

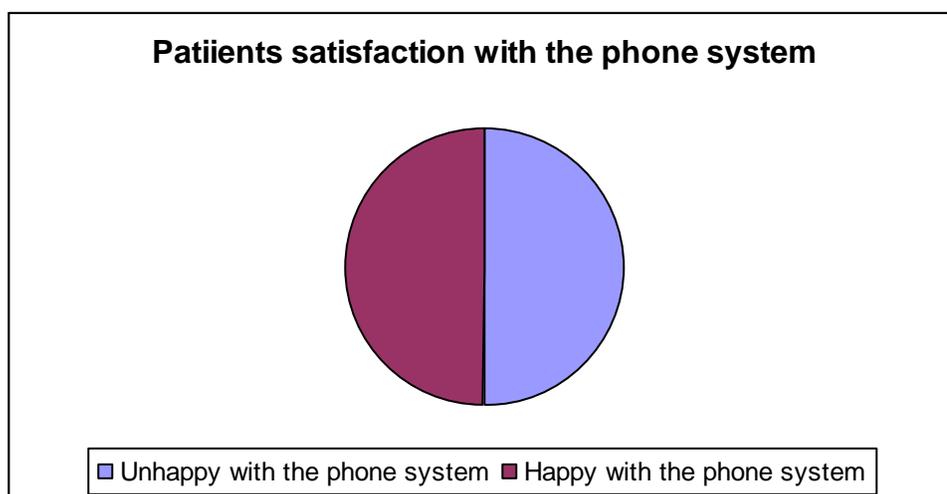


85% of patients who expressed a preference when seeking a routine appointment got to see their GP of choice. One comment on a returned questionnaire was "nothing available for 2 weeks". It

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has to be stressed that a routine appointment with a GP of your choice can be up to 4 weeks in advance and if you want anything sooner you may wish to consider seeing another GP. From 1st April 2013 we will be having a restructure to our partnership, Dr Krishna will be reducing his time down to just one day per week, Dr Prasad will be reducing his time down to 2 days per week, Dr Griffiths will be doing 2 days per week but we will have a new Salaried GP, Dr Ejaz Mahmood. Dr Mahmood was with us a couple of years ago as a ST1 and ST2 registrar and now he has qualified as a GP we are pleased to welcome him back to Swanlow. He will commence on 1st April 2013 and will be working 4 days a week.

New Rotas from 1.4.2013									
Monday		Tuesday		Wednesday		Thursday		Friday	
Morning	Afternoon	Morning	Afternoon	Morning	Afternoon	Morning	Afternoon	Morning	Afternoon
Dr Damania	Dr Damania	Off		Dr Damania	Dr Damania	Dr Damania	Dr Damania	Off	
Dr Griffiths	Dr Griffiths	Dr Griffiths	Dr Griffiths	Off		Off		Off	
Dr Kemsley	Dr Kemsley	Dr Kemsley	Dr Kemsley	Dr Kemsley	Dr Kemsley	Off		Off	
Dr Oxley	Dr Oxley	Dr Oxley	Dr Oxley	Off		Dr Oxley	Dr Oxley	Dr Oxley	Dr Oxley
Off		Off		Dr Prasad	Dr Prasad	Off		Dr Prasad	Dr Prasad
Off		Off		Off		Dr Krishna	Dr Krishna	Off	
Dr Mahmood	Dr Mahmood	Dr Mahmood	Dr Mahmood	Off		Dr Mahmood	Dr Mahmood	Dr Mahmood	Dr Mahmood
Off		PT Salaried	PT Salaried	PT Salaried	PT Salaried	Off		PT Salaried	PT Salaried



Our phone system has once again shown a huge gap between those patients who are happy with the phone system and those not so happy.

The times that the “unhappy” patients were ringing in were predominantly before 10am. This is our busiest time of the day but this does not need to be the case, we now run the GP Triage system which means that a GP will ring you back during the day regardless of what time you call in. If patients could try and ring in a little later for emergency on the day triage appointments it will assist with the stress on the phone line. If you are phoning in for a routine appointment please ring later on in the day or alternatively register yourself for online booking of appointments. Having spent some time in reception to try and understand why our phones were so busy it is apparent that many patients are phoning in “just to check” on something. Calls taken by myself include “I just want to check if my prescription is ready”, “I just want to check what time my appointment is, as I have forgotten”, “I just wanted to check what time you are open til”. You can help with the stresses on the phone system by writing down the date and time of your appointment so there will be no need to ring in to double check, if you make an appointment on line you can print the date and time off, if you make the appointment in the surgery we either write it down for you or print off a slip with the appointment details on. Please write it down on your calendar, in your diary or on your mobile phone. If you want to know our opening hours please go to www.swanlowmedicalcentre.co.uk. If your prescription goes to a nominated pharmacy and it is due, check with them first before calling the surgery. Providing your prescription is due and you have put in a request slip it should be processed within our agreed time frame of 72 hours. As with any organisation we have a limited number of staff who have a vast array of duties, whenever a receptionist is able she will answer the phone, if she is not available she will log her phone out of the system so you should never hear a ringing tone which is never answered. This has also been reiterated to all the staff and they will continue to be appraised of best practice for answering the phones.

Ways to book appointments – on line at www.swanlowmedicalcentre.co.uk
On the phone at 01606 544644 (if possible not between 08:00 and 10:00)
Call in person to the reception desk.

Information about opening hours etc - go to the website www.swanlowmedicalcentre.co.uk
Ask for a practice leaflet with all our details in at reception
We are open from 08:00 – 18:30 Monday to Friday