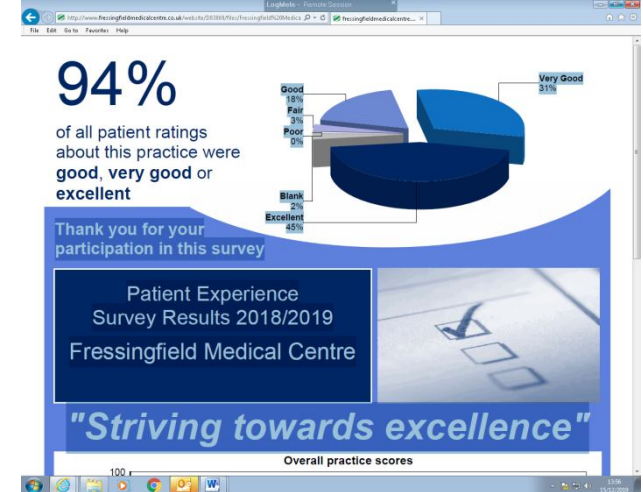


# PATIENT SURVEY - YOU SAID / WE LISTENED

Our recent patient survey showed that 94% of patient ratings about the practice were good, very good or excellent. We received some lovely patient comments.

We are always striving to improve the service we provide to patients. Patients were asked what we could do to improve our service:



YOU SAID	WE LISTENED
<p>Why does the Receptionist ask so many questions when I ask to make an appointment?</p>	<p><b>Our Receptionists are CARE NAVIGATORS</b>  <b>A Care Navigator will make sure you get help from the right person at the right time - right away.</b>  <b>To do this, Care Navigators will need to ask why you are calling so that they can arrange the right care or support for you.</b>  <b>Care Navigators have been trained to keep information confidential and to provide a safe service.</b>  <b>They make sure every person contacting the surgery is helped in a way that is right for them. This could be anything from arranging contact or an appointment with your GP or Practice Nurse, providing information on services within your community that could help you such a seeing a Pharmacist, or by giving you advice or information over the phone, perhaps saving you a visit to the practice.</b>  <b>Why will this help?</b></p> <ul style="list-style-type: none"> <li>• You will get help from the most appropriate person as quickly as possible.</li> <li>• Seeing your GP will become easier when you need to.</li> <li>• You may not need to visit the practice.</li> </ul>
<p>The practice needs another Full Time GP</p>	<p><b>WE ARE FORTUNATE THAT THE NUMBER OF PATIENTS THAT IS ASSIGNED TO EACH OF OUR GPs IS LESS THAN THE NATIONAL AVERAGE.</b> Practices are funded based on the number of patients registered with the practice; this means that we do not have the funding to recruit a further full time GP. We however are always looking at other ways to improve appointment availability for our patients by employing other healthcare professionals.</p>
<p>Improve appointment availability</p>	<p><b>We have improved appointment availability by:</b></p> <ul style="list-style-type: none"> <li>• <b><u>PROVIDING MORE AFTERNOON AND EVENING GP APPOINTMENTS.</u></b> Patients were asking for greater availability of afternoon appointments. The GPs will therefore work fewer mornings in favour of working more afternoons. Patients may therefore find that their GP isn't available certain mornings of the week but hopefully patients will find the greater availability of afternoon appointments helpful.</li> <li>• Employing a further <b><u>ADVANCED NURSE PRACTITIONERS (ANP)</u></b> – Our two Advanced Nurse Practitioners Juliet and Carol are experienced and highly educated Registered Nurses who are educated at Masters Level in advanced practice. They are able to deal with many of the problems you would normally take to a doctor. They can initiate treatments, prescribe medication and refer you to other health professionals such as hospital consultants.</li> </ul>

	<ul style="list-style-type: none"> <li>Utilising other healthcare professionals such as <b>PARAMEDICS</b> – We do not have the funding to employ our own paramedic so we share a paramedic with other practices. Terry is at the practice every Thursday. Terry is able to assess and diagnose patients. You may be offered an appointment with Terry as an alternative to seeing a GP, ANP or Nurse.</li> </ul> <p><b>Utilising SOCIAL PRESCRIBERS</b> - You can self refer to a Connect for Health Community Connector by telephoning <b>01473 835477</b> - They can provide non-clinical solutions to improve patients own health and wellbeing. Social Prescribers are referred to as Community Connectors. It may be that some of your needs can be met by a referral to a Community Connector rather than seeing a GP or Nurse. You can see a Community Connector at our practice, they can link you with different services, giving advice on –</p> <ul style="list-style-type: none"> <li>A healthy lifestyle</li> <li>Welfare benefits and financial support</li> <li>Employment, training and volunteering</li> <li>Education and learning opportunities</li> <li>Arts, culture and creative activities</li> <li>Befriending, counselling and emotional support groups</li> </ul> <p><b>YOU WOULD BE ABLE TO SEE A DOCTOR OR NURSE QUICKER IF PATIENTS CANCEL THEIR APPOINTMENTS RATHER THAN NOT TURNING UP TO THEIR APPOINTMENT</b> – We lose in excess of 20 hours of appointment time each month through patients not attending for their appointments. This has a detrimental effect on the appointments we are able to offer you. If more people let us know when they want to cancel their appointments rather than just not turning up it means that you are able to see a Doctor or Nurse quicker.</p>
Provide longer opening hours	<p><b>WE OFFER EXTENDED OPENING HOURS ON A MONDAY EVENING:</b></p> <ul style="list-style-type: none"> <li>GP &amp; Nurse appointments are available up to 7:15pm – Please ask the receptionist if you would like to book one of these appointments, they are also available to book online.</li> </ul> <p><b>GP+ APPOINTMENTS</b></p> <ul style="list-style-type: none"> <li>Suffolk GP+ is for people who urgently need a doctor’s appointment or are unable to see their GP during normal GP hours.</li> <li>Appointments can be made via Reception during our usual opening hours. Please note: patients cannot refer themselves to this service.</li> <li>The service is staffed by local Suffolk GPs and Nurse Practitioners in Ipswich, Felixstowe, Stowmarket, Leiston and Wickham Market and is an NHS service delivered by the Suffolk GP Federation.</li> <li>You will be given a booked appointment and will be seen by a suitable local GP or nurse who will have access to your medical records (once consent is given).</li> </ul>
Have a female Doctor	Juliet and Carol our <b>ADVANCED NURSE PRACTITIONERS</b> are often able to help with any concerns that you would normally take to a GP.
<p><b>Nationally GP Practices are under pressure - The average wait in England for a routine appointment is now 15 days and nationally for an appointment for patients to see their own GP is much longer.</b></p>	