

CASTLECRAIG MEDICAL PRACTICE

REVIEW OF PATIENT EXPERIENCE SURVEY - COMMENTS

PATIENTS' COMMENTS	OUR REVIEW ACTIONS	No.
Waiting room chairs	Consider buying more of the black arm chairs.	3
Locum service – long wait needed, but patient advised was two years previously	Checked with the after hours service and patients are advised that there could be an up to 3-4 hour wait, depending on the number of patients to be seen.	1
Waiting time	<p>We advise patients when they come in or phone them prior to their appointment if there is a long delay.</p> <p>We also advise patients of the availability of the HotDoc App to check their 'place in the queue' before they arrive. Posters and cards are available at the reception desk.</p>	11
SMS reminders	Some patients have said they would like SMS reminders, which we offer. We often find that they have not consented to SMS reminders, so we request their consent.	3
Offer bulk billing for regular patients who come more than 8 times per year	At the doctors' discretion.	1
The magazines in the foyer	We have a variety of magazines to cater for all tastes.	2
The receptionists should smile more and smile when answering the phone	Our receptionists are very friendly and helpful under (at times) very stressful and busy situations and they smile most of the time, but they are not Cheshire Cats!	1
Open longer hours, e.g. longer hours on Saturday & Sunday or earlier and later appointments	At this stage we do not have sufficient doctors to cover the extra hours and we feel our doctors need a break to continue doing a great job.	8
Waiting room - not enough space when full with children and a lot of coughs & sneezes.	<p>There is enough room, but if necessary we ask parents to control their children - in a nice way!</p> <p>We do try to isolate patients with coughs & sneezes in the treatment room or an empty consulting room.</p>	3
Privacy in waiting room	We do have some background music, but if we feel that something of a sensitive nature needs to be discussed, we ask the patient to come to the back office.	1
Television off	We prefer it off on the whole and tend to use the radio, but there are some patients who request the television generally for special occasions or sports.	1
Reception Staff name tags	We will consider having some made.	1
Request copies of test results	It is the onus of patients to request copies of test results from the doctor at time of consultation.	1