**Feedback from our Text Message Feedback for February 2016**

A recurring theme from the messages that we have received back from you is that patients are unhappy with the length of time they have to wait to see a Doctor routinely and that they cannot see the Doctor of their choice.

We are very sorry that you have had to wait so long for a routine appointment. We are doing all that we can do to try and help this situation (we have now employed a full time Advanced Nurse Practitioner, Peter Hinman, who will see more “on the day” patients which will free up our GPs to see more patients routinely. Last week we had a large number of appointments that could have been offered to you but unfortunately we did not know that they would be free. We thought we would share this information with you.

- **25** routine GP appointments were booked but not attended

- ***19*** *N*urses appointments were booked but not attended.

Of these appointments we thought you might be interested to know who you might have been able to have seen last week should we have been notified of the cancelled appointment.

Dr Lumley had **2** appointments wasted

Dr Gough had **3** appointments wasted

Dr Jhass had **4** appointments wasted

Dr Evans had **2** appointments wasted

Dr Condy had **1** appointment wasted

Dr Burlace had **2** appointments wasted

Dr McGovern had **3** appointments wasted

Dr Ashton had **1** appointment wasted

Dr Allen had **6** appointments wasted

Peter Hinman (Advanced Nurse Practitioner) had **1** appointment wasted

Individually these are not large numbers but putting them together this amount of time lost is equivalent to a morning or afternoon surgery!

We hope that our new text messaging service will help to improve the above figures as it now allows you to cancel an appointment that you find you now cannot attend, opening the slot up for someone else.

**To help us to help you could you please -**

- ensure that we have your up to date mobile number at all times so that when you receive a text message to remind you of your appointment you a) receive it, b) have opportunity to cancel an unwanted appointment and d) gives you opportunity to tell us what you think we do well, or not so well.

- If you do not have a mobile telephone please will you ensure that we have your correct house telephone number. Thank you.