**Feedback from our Text Message Feedback**

**(May 2017)**

**We have reviewed the messages that you send back to us and can tell you the common themes**

**Positive Comments**

* You find our GPs to be professional and efficient
* You find our Practice Nursing Team to be professional and efficient
* You find our Reception team are friendly
* You find our whole team to be caring
* You find that we will always see you on the day if you need to be seen

**Negative Comments**

* You feel you have to wait too long for a routine appointment
* You feel that we don’t always answer your calls
* You can’t always get convenient appointment times
* Some staff at the practice can be rude
* Sometimes you have to wait longer than 10 minutes for the doctor/nurse to see you when you come

Thank you very much for taking the time to send the feedback to us. We have looked at your comments and as a direct result of this feedback we have made the following changes -

1. We have now made ALL routine appointments available on line too which should offer more flexibility of appointment times that fall either before or after work.
2. To ease the pressure of the telephone lines we have now released On the Day appointments on line (you do have to register with us for this service). They open up at 7pm the night before.
3. Our Advanced Nurse Practitioner, who we employed last year, is now well into the swing of seeing patients which has released GP time to see more acutely ill patients.
4. Our Pharmacist now sees patients for medication reviews as well as chronic conditions which is saving GP time to see more acutely ill patients
5. The telephone system is a source of frustration to us all. A new system is in the pipeline but there are complications due to us being a large practice with other service users on site that we have to overcome. We are doing all that we can do to ensure that this goes ahead and hopefully soon.

Dr Lumley, Dr Gough, Dr Jhass, Dr Deacon, Dr Evans

The Partners