

Pear Tree Surgery - Original visit: 12<sup>th</sup> October 2015  
28 Meadow Close, Kingsbury, B78 2NR

## Practice Information \* Information received from Surgery

Practice Manager: Amanda Byrne

Contact Details: 01827 871869

abyrne@nhs.net

## Recommendations:

### Recommendation 1:

The Surgery look into the concerns raised by the patients in respect of the appointment booking system, including the telephone hold system. One solution to reducing phone traffic could be to maximise the use of online appointments.

Has this recommendation been met? Yes  No

### Comments:

The surgery have tried various approaches to improving the telephone appointments system, mainly by extending the time that calls can be held. Prescriptions can be renewed over the telephone and the doctors want this option to be continued, even though it does add to the pressure on the telephone lines. The practice manager thinks that some 20-30% of appointments are now made online. She reported that currently 6.5% of patients are registered for online booking of appointments. The practice is trying to encourage more patients to opt for online booking but there is considerable resistance to this from many patients. All new patients are given information about online booking when they register with the surgery and many of them do then sign up.

**Recommendation 2:**

The Surgery provide a comments box for patients in addition to the Friends and Family test.

Has this recommendation been met? Yes  No

**Comments:**

A comments box is now clearly displayed at the entrance to the surgery. There is also a clear notice about the complaints procedure at reception and the reception staff are asked to contact the practice manager about any complaints notified to them and the Practice Manager then tries to deal with complaints immediately.

**Recommendation 3:**

The Surgery to renew disabled parking bay demarcations to ensure that it is clearly visible.

Has this recommendation been met? Yes  No

**Comments:**

The demarcations are clear - it might be helpful to have a notice indicating the position of the disabled parking. There was a sign but this had been vandalised.

Any additional comments:

The surgery has “open” walk-in surgeries with two doctors from 8.00-10.00 a.m. on Mondays and Fridays. The reception staff prioritise babies and young children and anyone who is clearly significantly unwell on these sessions. We spoke to some 12 patients in the waiting areas. Some use the open surgery sessions by choice, others indicated that they were unable to get appointments when they wanted them by telephone.

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| Date of Enter and View Revisit | 27/02/17      |
| Authorised Representatives     | Dilys & Diane |
| Report Published               |               |