

Priory Medical Centre - Original visit 20th April 2015

Cape Road, Warwick CV34 4UN

Practice Information * Information received from Surgery

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Recommendations:

Recommendation 1:

The surgery widely communicate changes to the booking system and look into concerns raised by the patients in respect of the process. Particular consideration to be given to people who have difficulty accessing the telephone during the day.

Has this recommendation been met? Yes No

Comments:

We changed the appointment system in Summer 2014 and aside from tweaks to improve in response to patient feedback we haven't changed it since. The tweaks include if patients have difficulty receiving calls they can come into either surgery, specify when they'd like a call back and we'll do our utmost to accommodate, or the GP will just book an appointment after work for example. There are patients hard of hearing or frail / elderly who we'll either just make an appointment for or have agreed to accept appointment request via email.

Our NHS Choices comments are considerably improved since this change, the last 5 posted being 5 star. Our FFT feedback is available on our website and for the last 3 months, 94%, 85% and 96% of patients would be extremely likely or likely to recommend us. Aside from the occasional comments about a desire to book ahead (which patients can within extended hours with GPs & Nurse Practitioners the free text comments are very positive.

Our publicly available MORI survey data, is also considerable improved around the patient satisfaction indicators including question 18, "Overall Experience of Making an Appointment".

The triumvirate leadership programme project we completed late last year was around patient access and communication. Consequently, we've developed information for patients, the system is described on our website and practice leaflet. We're working to complete take 2 of a video we've filmed as a guide for patients which when completed will be available via our website and twitter.

Any additional comments:

No additional comments

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Authorised Representatives	Jen Gilder
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