

The New Dispensary - Original visit 13th March 2015

2 Alder Meadow, Chase Meadow Square, Warwick CV34 6JY

## Practice Information \* Information received from Surgery

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## Recommendations:

### Recommendation 1:

The surgery look into the concerns raised by the patients in respect of the appointment booking system. One solution to this could be maximising the use of online appointment booking to reduce the amount of telephone traffic.

Has this recommendation been met? Yes  No

### Comments:

We constantly monitor our appointment system due to the demand most surgeries are experiencing. Since March we have now got in place two additional registrar GP's which has now offered more appointments for our patients. We are aware that the registrars are supernumerary so will continue to monitor the system. All our partners (4) have online booking appointments available, we have discussed increasing this but find at this moment in time we still find some left unused which are more beneficial for our receptionist to use. We will continue to look at this process as more patients register for online services. This is part of our new registration form and we hope this will encourage patients to register.

**Recommendation 2:**

Informing patients on the day of any delays which may impact their appointment. Good practice seen at other surgeries has involved a notice board in Reception or the use of the electronic check in to notify patients of current waiting times.

Has this recommendation been met? Yes  No

**Comments:**

We have recently upgraded our automatic arrivals system to allow for better information to be available for patients including the length of delays. Unfortunately, we have experienced problems with this new system and last week it was updated again so hopefully this can now be set up to reflect waiting times. Our reception staff are also aware of the importance of informing patients of any delays to avoid frustration.

**Recommendation 3:**

That the surgery review the current use of their notice boards, ensuring that only relevant and up to date information is displayed.

Has this recommendation been met? Yes  No

**Comments:**

We have a designated member of staff who now looks after the waiting room on a regular basis to ensure everything is up to date. She has also created a large 'themed' notice board which is very colourful and pictorial to advertise travel vaccine's, FFT, Flu vaccine's etc.

Any additional comments:

No additional comments.

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Authorised Representatives	Jen Gilder
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