

Short Survey of PV patients re new Appointments system

Gail and Peter met 46 patients and completed 31 surveys in the waiting room last week, mainly with patients mainly attending flu clinics. Only 2 patients declined to tell us their views. Quite a surprisingly high number had not used the new system so did not complete the survey.

Brief summary of what we learned:

- Not a single patient said they did not want to explain to the PA why they wanted an appointment (a previously old chestnut) - it seems that the PA role is better understood and accepted now? Several patients said they had considerable sympathy and praise for PAs in what they saw as a difficult role.
- Patients seemed generally happy with the triage/call back process, although some found it annoyingly “long-winded”. Others were there to see a GP by 11am that morning.
- We had a couple of instances where the PA had told a patient calling after 1030 that their condition was urgent, not routine, and advised a call back at 0830 the next day.
- This highlights a point raised several times that the definition of what is urgent is not clear enough to everyone
- Many patients thought that a 2-week wait for a routine appointment was unnecessarily long.
- One patient opted for LIVI instead of waiting, had a consultation almost immediately, and was delighted. Another found it impossible to get through on LIVI as they were “timed out”.

Suggestions and observations from patients:

- Hankering after the old system where you could ask to see “your own GP” is still present, and there were many complaints about the lack of appointments generally
- The text message system for nursing and vaccination appointments is well liked: “you can pick your own appointment time”. Some would prefer online booking again.
- E-Consult not felt to be helpful