

LINGWELL CROFT SURGERY PATIENT SURVEY RESULTS FEEDBACK

We'd like to thank all of you who took the time to complete the patient questionnaire last year, and for all the complimentary comments and helpful ideas to improve our service to you.

As a result of the feedback we got from you, and after consultation with our patient forum, there are some changes that we are making that will hopefully improve the service we offer you.

YOU SAID	WE DID
You'd like us to be open in the evenings for those of you who work and find it difficult to get to the practice during working hours.	We already offer GP appointments until 8.00pm on Mondays and Tuesdays, but we will be introducing nurse appointments until 7.00pm on those days too from March 2012.
You'd like to be offered the appropriate appointment when you ring the practice; you told us that you are only "sometimes" offered alternatives such as nurse or telephone appointments.	All receptionists will now inform you of all the alternatives on offer when you contact the surgery to make an appointment.
You told us that it is sometimes very difficult to get through to the practice on the telephone.	We have now installed more telephone lines in the practice and have employed 2 new receptionists. We have at least 7 receptionists taking calls in the morning now which is our busiest time. You can now also book an appointment online through our website and order repeat prescriptions: www.lingwellcroft.co.uk
You told us that you would like us to take action against people who regularly miss their appointments without cancelling them.	We now write warning letters to those who miss 2 or more appointments in a 3 month period. If they continue to miss appointments we will remove them from the practice list.