**Cavendish Health Centre**

**YOU SAID…WE DID**

Thank you for taking the time to give us feedback via our Friends and Family Test text message system. We are always trying to improve our patient services and appreciate your input.

From October – December 2022, we received the following results and many positive comments – thank you.

We did also receive suggestions for improvements and discussed these as a team with staff and with our Patient Participation Group (PPG).

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| **YOU SAID…** | **WE DID** |
| It’s difficult to book an appointment… | **We have changed our appointments system!**  Each day, appointments are released for two days and two weeks in advance.  After patients told us they also wanted to be able to book further in advance we now also have slots released daily for four weeks in advance.  We also have evening appointments and weekend appointments available at local hub practices so if we can’t find you a convenient time at our site, we can book you at a different site.  And as always, we have a doctor on duty each day to triage for urgent appointments. |
| I can’t book an appointment online… | SystmOnline booking isn’t currently available due to bookings being made incorrectly which resulted in wasted appointments and longer wait times.  Please phone our reception team and tell us the reason for booking so we make sure we book you in with the right clinician – this might be the GP but other times it may be with the Nurse, Pharmacist, or First Contact Physiotherapist.  We do have a new self-book appointment system linked to our text message service (Accurx) which will allow you to book the correct appointment. We will contact you via text if we need to see you and you can choose the date and time convenient to you, without needing to call reception. |
| Often my appointment is late and I am kept waiting… | We never intend to keep you waiting and know how precious your time is. Often patients need longer than ten minutes or there may be an urgent clinical matter that we need to deal with.  **We know improved communication would help and we will endeavour to inform you via our reception team when clinics are running late.**  Please help us by booking an appointment to discuss one problem. You can book a double appointment if you need to discuss more. |
| I have to rebook if I am more than 10 minutes late for my appointment but I am always kept waiting… | Unfortunately, there needs to be a cut off time or all clinics would run even later. We apologise for keeping you waiting and always do our best to see you as close to your appointment time as possible. |
| Why are there two online systems? | PATCHS online message system was commissioned by the NHS across North West London for all practices. Please use it to send us messages.  SystmOnline should still be used for regular medication requests because it links to your record and lists your medication and doses.  We agree it’s frustrating having multiple systems however, **if you use the NHS App, you can access both PATCHS and SystmOnline as they are now both integrated. Fewer passwords to remember!** |
| PATCHS is difficult to use… | They key issue seems to be the misleading wording on PATCHS when sending us a message. We have fed this back to PATCHS and hope to see an improvement on this soon.  In the meantime please watch this quick and easy tutorial [https://www.patchs.ai/patchs\_for\_patients#](https://www.patchs.ai/patchs_for_patients) |
| It’s difficult to get through on the phone and when I do, the welcome message is so long… | We are reviewing our telephone welcome message with our PPG and this will shortly be reduced and re-recorded.  In the meantime, if you have heard the message before and do not need to listen to it, just press 1 for reception and it will end the message.  We are working with our phone system provider to look at data around call volume and times and will endeavour to adapt our telephone cover to match this as best we can.  We really appreciate your patience and do try to get to your call as soon as we can.  To help us, if you have a general enquiry please phone after 10.30am so we keep the lines free for patients who need an appointment.  Please try to keep your calls as concise as possible so we can get through to the next patient phone call sooner.  And remember, you can use the PATCHS online message system if you don’t have the time to call us. |
| I see a different GP each time… | If you would like to see a specific GP, please just ask when booking with reception but bear in mind that you may need to wait a little longer.  We recommend that you get to know two or three doctors so that booking is easier.  If your GP knows they need to follow up with you, they will book the follow up appointment in with them. |
| The receptionists are not friendly or helpful… | Most of the feedback about our team is positive but sometimes we don’t get things right. We always discuss feedback with our team.  We provide the team with a regular programme of training; the most recent course being ‘Handling Difficult Situations with Compassion’.  The team also have ‘Telephone Triage Training’ and ‘Improving Patient Relationships’ training coming up in the next few months.  We encourage a culture of respect and compassion and thank you for your part in this relationship. |

If you would like to join our Patient Participation Group (PPG) please contact our reception team to leave your contact details.