



BODEY MEDICAL CENTRE

Patient Comments and Feedback Survey 2012/2013

What could be improved at Bodey Medical Centre:

- **Comment: It can sometimes be difficult to get an appointment at a convenient time.**

(1) Response from Practice

Being a very popular practice in the local area, also makes us a busy one. This was mentioned in last year's survey and in response to it, we employed two new doctors (Dr Duncan Hill and Dr Hayley Medlock) who commenced work at the surgery in September.

This move has already created more appointments and availability so far looks much improved.

We run a Monday evening clinic between 18:30-21:00 hrs, for those patients who struggle to attend during the working day and have the number of appointments available in this clinic has doubled with the arrival of our two new doctors.

- **Comment: It takes too long to get through on the phone, not ideal when trying to ring during a break at work.**

(2) Response from Practice

We have 8 phone lines into the practice which are constantly staffed. We recently were lent some software that monitored the usage of our telephone system which showed on a typical Monday we received and answered 2044 calls!

Certain times of day are busier to get through than others. The busy times tend to be 08:30-09:30 hours and 14:00-15:00 hours.

Therefore if you are not phoning for an appointment it is best to avoid these times. The other reason why it can take a long time to get through, is due to the fact that we train our telephone staff to try and deal with each query or problem in a thorough way when you ring, so hopefully your call is worth the wait.

- **Comment: As a new patient over 40 years old I would have thought I would have been offered a new patient assessment and a preventative "MOT"**

(3) Response from Practice

We are very passionate about preventative medicine at the surgery and it is great to see that you have shown an interest and personal responsibility in this area.

Patients may book an appointment at any age for an MOT with one of our Healthcare Assistants who are specially trained in this area.

Our staff are advised to book any newly registered patients over 45 years of age, in with one of Healthcare Assistants for a health check, at the time of registering.

The practice is also involved in a national Cardio-Vascular Disease Risk Screening Programme, funded by the Department of Health for patients between the ages 40-70 years of age. We have already invited all of the eligible patients for this service last year and intend to send out further invites shortly, for patients who failed to respond to their first invite letter, or eligible newly registered patients like yourself.

- **Comment: The booking system is not ideal with the mad rush at 8.30am but I generally get through within 15 minutes. However, it would be better if you had a phone system which says what number you are in the queue and the approximate waiting time.**

(4) Response from Practice

As mentioned in answer number (2) we have 8 phone lines into the surgery that are constantly staffed.

Only two calls can be placed on hold, if all lines are busy (otherwise you would hear the engaged tone when you ring). So you if you are on hold, you will never have more than one person ahead of you.

It is hard to give an approximate waiting time, as some calls take longer to deal with than others.

- **Comment: My one niggle is with the automated sign-in system. I feel that if an appointment is running late then that should be reflected at the time of arrival. I have had a wait of 30 minutes late but the screen said there is no delay.**

(5) Response from Practice

The automated sign-in system should tell you when you check-in if the clinician is running late and what the likely waiting time is.

It may be in your case that, when you signed in the clinician was not running late, but the patient who was in before you, when you arrived, may have taken 30 minutes longer with the clinician than they were allocated. It is hard to say.

If this happens again, it may be worth notifying our Practice Manager so they could investigate and make sure that our IT system is working correctly.

- **Comment: Book appointments online and make appointments more than 2 days ahead.**

(6) Response from Practice

The two day limit to appointment booking can be a frustration for some people and was mentioned in last year's survey too. To put things into context, It is often useful to explain how the old appointment system ran and its subsequent problems. This goes some way to explaining why the new system was introduced a couple of years ago. In fact one comment on the last year's survey read: *'I like the emergency appointment system now in place, as this accommodates sudden illnesses and worsening conditions. Thank you, thank you, well done, as the previous system meant that you could not see a doctor for days or weeks in some instances. This led me to going to accident and emergency and undergoing tests and procedures that may have been unnecessary and costly and distressing'* .

The old system allowed appointments to be booked up to a month in advance, and it could therefore often take a week or longer, to get a doctor's appointment. This was acceptable for problems that were long-standing and non-urgent, but not for problems that required prompt attention. The new system was therefore introduced in response to patient feedback about the long waiting times to get a doctor's appointment.

The new system has therefore helped us to provide a rapidly responsive service, as we try more and more to deal with problems as they come into the practice on a daily basis, utilising our expanded Rapid Access Clinics to full effect. The Rapid Access Clinics allow acute medical problems to be dealt with on the day and are intended to help reduce the wait for a routine doctor's appointment to a maximum of 2 days. An individual doctor's availability will vary, depending on how many clinical sessions they work per week and their management / teaching commitments.

The Rapid Access Clinics are run every morning and afternoon. Over the last couple of years, we have vastly expanded the capacity of these clinics. The aim of them is to deal with acute / urgent complaints as soon as possible, enabling a patient rapid telephone access, initially to a triaging doctor who will find a solution to the problem that morning / afternoon. Upon ringing the practice, the receptionist will take some contact details from you, as well as some brief medical details. The triaging doctor will then telephone you back (usually within 30 minutes) to discuss the problem and if appropriate will provide telephone advice / a prescription for you to collect or an appointment to see them (or one of their colleagues if more appropriate) that morning or afternoon. We urge patients not to turn up to reception to ask to be seen in this clinic, but instead phone reception, as everything is initially telephone triaged.

We are very proud of how well the Rapid Access Clinic runs and feel that it offers an excellent responsive service to our patients, many of whom have expressed their gratitude at how quickly their problem has been dealt with and resolved.

Indeed the last year's survey results reflected this, with many respondents conveying their appreciation of the service. For example, one reply read : *'I have been very impressed by this service, so have other colleagues whose practice does not offer this service. Usually I have been contacted by a doctor and asked to come in to surgery the same day. Without this I would have been left no choice but to seek medical advice elsewhere, usually the hospital for example with chronic prolonged chest pains that I know are not my heart'* .

In addition to the expansion of our Rapid Access Clinics, to reduce pressure on routine appointments, patients are also able to leave messages and queries for specific doctors

(who will phone them back usually within 24-48hrs), to answer any queries they may have. The doctors and nurses are also happy to have consultations over the telephone if clinically appropriate and more convenient for the patient, as this also helps preserve the routine appointment availability.

If we were to allow appointments to be made more than 2 days in advance again, we are concerned that long waiting times to see a doctor may ensue. The current system gives you an opportunity each day to acquire a routine appointment within 48 hours. Therefore, if for some reason you don't manage to get an appointment one day, you have another chance the following day.

As far as online booking goes, this is something that the Government may wish all practices to implement in the future. There are several concerns with this method though:

- (a) Not all patients, especially the more vulnerable (eg very elderly and frail, people on low incomes, people living in hostels) have internet access.
 - (b) Our staff ask a reason for your appointment, to make sure that you are booked in with the most appropriate clinician and are also able to advise patients that their query can be dealt with that day or straight away on the phone, etc. With online booking this would not be possible and may effect the efficiency of our appointment system.
- **Comment: Availability of appointments and having to explain why you need an appointment on the phone feels very intrusive.**

(7) Response from Practice

Regarding availability of appointments, please see answer number (1).

Our staff ask a reason for your appointment, to make sure that you are booked in with the most appropriate clinician for that query (eg repeat prescription for the pill should be booked with a nurse, etc) and follow strict confidentiality procedures.

If you do not wish to disclose the reason for your appointment, this is completely acceptable and we often advise patients to say 'personal'.

- **Comment: It is sometimes hard to get an appointment with the GP I want.**

(8) Response from Practice

This can occur for various reasons. We are a group practice, so you are not registered to just one doctor, but can see any doctor you like at the surgery. However, for continuity of care reasons, if you have chronic, complex or long-term conditions, we usually recommend that you try and stick to one particular doctor.

However, not all the doctors that work at the surgery are full-time and the partners (Drs Gill, Kidd, Martin, Tomkinson and Macintyre) have less appointment availability due to management and teaching commitments.

As mentioned above all the doctors are happy to take telephone messages and should you be struggling to get in to see a particular doctor and not wish to discuss your problem with anyone else, then you could ask a member of staff to leave a message for your preferred doctor to call you back.

- **Comment: Being able to get an ordinary appointment as so often when I have rung up they are all booked up.**

(9) Response from Practice

See answer (1) – employing more clinicians should improve appointment availability.

For routine appointments it is best to ring early in the morning from 08:30 hours as they are booked on a first-come-first served basis.

- **Comment: Reception desk is very high (I am small). Would prefer if the practice would open earlier as I always go for the first appointment of the day and I am often early and end up standing in the rain/wind/snow for 10 minutes. Maybe receptionists could have earlier shifts so they can book people in before their appointment time.**

(10) Response from Practice

Unfortunately the front of the reception desk has to be high for security reasons, as it reduces the risk of an aggressive patient being able to jump over or grab a member of our staff stood behind the desk.

There is a lowered section to the reception desk (near the self check-in), specially made for wheelchair users, that smaller patients may feel free to use.

Your comment about opening the surgery from 08:20 hours has been noted and we tend to implement this. Thank you for the valuable feedback.

- **Comment: Wish I could order repeat prescriptions via email/Skype. Access not good for pedestrians having to walk on the cycle track or through Sainsbury's car park. Still no handrails on the steps leading from the cycle track. Physio appointments and acupuncture would be helpful.**

(11) Response from Practice

You're in luck! You are able to request your repeat prescriptions via our website www.bodey.co.uk and click on the link in the bottom left hand corner.

We will investigate the handrail situation.

We too would like to have in-house physio and acupuncture services, but our consulting rooms are already full providing the current services we offer. Further services may be developed in the future, depending on room availability and the commissioning decisions made by the new CCG.

- **Comment: Repeat prescription requests on the website are confusing as there is no confirmation given as to whether your request has been checked and accepted.**

(12) Response from Practice

We have investigated this and it is possible to send confirmation. As a direct result from your feedback, we intend to implement this immediately.

- **Comment: Easier to get sexual advice**

(13) Response from Practice

We actually provide a full Sexual Health Service at the surgery and have done for the last few years. It has been a great success and well received by our patients. The service offers screening and treatment for STDs, as well as contraception advice and HIV and hepatitis testing.

We recently received the highest level **GOLD** award too by the Lesbian and Gay Foundation (LGF) for Excellence in LGB Healthcare Provision and have been shortlisted in the 'Best Clinical Team' category in recognition of this innovative service, in the GP Magazine National Awards to be held in November in London – wish us luck!

- **Comment: Not to leave a message on an answering machine on a Friday without saying if it is urgent or not. Just spent a stressful weekend about tests I had earlier in the week.**

(14) Response from Practice

Thank you for alerting us to this incident. We will share your feedback with all the clinicians at the surgery at our next weekly meeting, so this does not happen again and would like to offer our sincere apologies for any unnecessary stress that was caused.

- **Comment: I am unsure full names on the screen maintain confidentiality perhaps initials only.**

(15) Response from Practice

This is an interesting point. In many ways, you could argue that having to sit in a waiting area with others breaks your confidentiality too!

Your suggestion of changing it to initials is an interesting, but would likely cause confusion if people had the same initials and also for patients with cognitive problems.

- **Comment: State clearly on website collection times of prescriptions**

(16) Response from Practice

Thank you for your feedback, as a direct result of it, we have adjusted the website to include this information.

- **Comment: More staff on phone lines at peak times, e.g., AM. Dislike only being able to book routine appointments 48 hours in advance, this is extremely inconvenient, as necessary to call first thing in the morning when the phone lines take a long time to be answered, and many people are at work. It also means that they are often impossible to book at a convenient time, for example, during late night opening on a Monday evening.**

(17) Response from Practice

See answers (1), (2) and (6) above.

- **Comment: The appointments only within 48 hours rule is no longer necessary (is it?). We do not have a SARS problem, but the rule stands.**

(18) Response from Practice

See answer (6) above.

- **Comment: First and most important aspect - change the receptionist particularly one who deals in morning. I have never met such a rude and cold person on any reception.**

(19) Response from Practice

We aim for all of our staff to be polite, courteous and friendly and in return expect the same from our patients.

All of our staff undergo regular training on communication skills and any problems or complaints are discussed with the staff at fortnightly practice meetings.

We are concerned by your poor experience and patients are welcome to ask to speak or can write to the practice manager about any concerns, should they wish to do so. All of our staff are instructed to wear name badges, so hopefully you could identify a member of staff that you have a problem with by name.

- **Comment: I know that you offer late night appointments on a Monday which is brilliant for people who work. Have you ever thought of closing on an afternoon one day a week to offer a Saturday morning or another late night surgery.**

(20) Response from Practice

We are very glad that you are pleased with the Monday evening surgeries that we provide. The surgery in fact is no longer funded by the health authority to run these

surgeries, but we decided continue to run them at a cost to ourselves, as they were so popular with our patients.

Unfortunately, surgeries are no longer allowed to close on an afternoon (if they did not already do so), so at present a Saturday morning clinic is not in the pipeline.

- **Comment: It is a struggle to get through sometimes on the phone- maybe another receptionist?**

(21) Response from Practice

See answer (2) above. All lines are manned in the morning, and our current telephonic infrastructure does not allow scope for increasing the number of lines.

- **Comment: The monitors are not always in sync with the words; sometimes the information displayed is not completed**

(22) Response from Practice

Thank you for highlighting this problem, which occurs intermittently. It would be very useful if patients could notify the receptionists if there is a problem with the monitors so that this can be addressed in a timely manner.

- **Comment: A message was left on my answer machine which referred to a repeat scan I don't think the detail should have been mentioned as my partner heard the message before I did**

(23) Response from Practice

Thank you for notifying us of this. You are right medical details should not be left on answerphones and we will use this example to highlight the importance of confidentiality in this regard at our clinical and staff meetings. Please accept our sincere apologies that it happened in this instance.

- **Comment: Ability to book and cancel appointments online, more appointment dates offered (rather than the current 3 days when you phone to book one), and appointments without major delays.**

(24) Response from Practice

The online booking system is something that the Government are currently looking into and aiming to have in place by 2015. It would obviously need the appropriate IT resources put in place to make it work. In addition, the service would have to ensure patients without online access are not disadvantaged in anyway (eg elderly or frail patients).

See answer (6) above regarding the 48 hour-rule, which in effect prevents major delays in getting an appt, as everyday you have the option of getting an appt no later than 2 days

away or being seen in our emergency rapid access clinic. If the 48-hr rule were to be removed, the routine appts would quickly get booked up and return to how they used to be – ie waiting 7-8 days to get an appt which many patients disliked more than the current system.

- **Comment: The waiting room is depressing, all those mismatched chairs! No one asked me when I registered if I wanted my name on display (I could be escaping domestic abuse), some receptionist lack people skills, Do I really need to tell the receptionist why I need to see a doctor? Takes ages for phone to be answered. I need to be able to book appointment more than 2 days in advance so that I can arrange cover at work!**

(25) Response from Practice

We are surprised by your comments on the waiting room as it is one of the things we get the most positive feedback on.

Regarding names being shown on the board, other systems are possible, giving everyone a number, etc. However, as we are such a busy and popular practice, logistically that would be difficult and possibly more confusing for some patients.

Please see answer (7) regarding giving a reason to the receptionist and answers (2) and (6) for your latter points.

- **Comment: Everything is updated but only improvement needed on prescription signing. If a heart failure nurse is regularly available, will be a great help.**

(26) Response from Practice

Thanks for your comments. We will consider in our next practice meeting how the speed of prescription signing could be improved.

We would love a Heart Failure Nurse to work at the surgery, but they are not currently paid to work in General Practices, but hospitals and there is no funding available for us to employ one.

- **Comment: I think by developing a website it could be improved especially for making an appointment.**

(27) Response from Practice

See answer (24) above.

- **Comment: Some receptionists are quite abrupt and rude. My partner's registration form was lost from the reception and couldn't register. We found out when he was sick and needed an appointment!**

(28) Response from Practice

Please see answer 19 above.

- **Comment: need separate phone lines for separate doctors - will cut down waiting time considerably. Grant a doctors appointment should the patient ask for it. Allow doctors to grant prescriptions - every other practice I have ever been to does.**

(29) Response from Practice

We are a group practice and all the doctors work together in a team. By having separate lines this would go against this philosophy. In addition, our present phone system would not support it and we would not have the man power to man each of the separate lines.

Appointments are in high demand. Therefore a reason is always asked for when making the appointment. This ensures that the patient sees the most appropriate person (eg a blood pressure check can be carried out by a healthcare assistant, a contraception pill check performed by a nurse, etc).

We are unclear by what you mean in your last point. Doctors are responsible for what they prescribe and will always be the ones who decide what will be prescribed or not.

- **Comment: Getting an appointment can only be described as appalling! I am sure you would disagree and say it is not your intention but from where I view your service it looks like you are fully aware that your customer can not go anywhere else so they can like it or lump it! It is almost impossible to get an appointment. "Cant do it now, phone back in morning" when I phone back - engaged for many attempts. Can not sit all day on the phone. I assume u still wish to provide a service to patients who are not in immediate danger of death. This is not an isolated view as I can assure you that your reputation in the community is as I describe. I challenge you to publish openly in the surgery and on this website the figures for the number of patients that are unhappy about appointments. You won't! Too embarrassed! No feedback about test results after 8 weeks!!! What does 'Think Broadly' mean? Are you suggesting we should not complain about the everyday problems that you hear all the time? This is because they matter and YOU are failing to solve them.**

(30) Response from Practice

We are very sorry to hear about your experience of the services we offer. Answers (1), (2), (4) and (6) above will answer many of the points you raise.

Regarding test results, it is a practice policy (that is published on the waiting room monitors and our website), that it is the patient's responsibility to chase up their results.

'Think broadly' actually meant that we wanted as many topics to be brought up as possible.

If a patient is very unhappy with the surgery they do have the right to register at another general practice in the locality.

- **Comment: More helpful reception staff**

(31) Response from Practice

See answer 19 above

- **Comment: I have a 9 year old who was advised by Dr Martin to have a blood test at Withington. Unfortunately on ringing, I found the nearest centre he could have a blood test was Wythenshawe. I do not drive, and this is at least 40 minutes on the bus, with a child who is unwell. I understand that children do have to have a special test, but surely we could be referred to paediatrics at MRI? We are right next to a new children's hospital and cannot use it because we come under South Manchester? In this case, it would be better if the practice offered a children's blood test. I also do not understand why Withington cannot offer this service? My child now needs a fasting test and will have to go to Wythenshawe again, he will miss school, I will miss work, and it is hard as a full time, working single mum, to get the time off. Surely, there could be a better solution"**

(32) Response from Practice

Many thanks for your feedback here. We can completely understand your frustrations and have the same frustrations ourselves at times, usually related to the geographical position of the services that we have to use at times, mainly due to contractual and political reasons.

We have passed your comment onto the South Manchester Commissioning Group, who will be responsible for commissioning all services from April 2013, as they are very keen to acquire feedback like this to see how services can be improved.

- **Receptionist in the most is lovely but there is one that talks to fellow colleagues rather than who is stood in front of her**

(33) Response from Practice

Thank you for this feedback. We are very proud of our reception staff who in the whole are popular and well liked by patients and have a difficult job being on the front line in a very busy practice. However, your comment here about your experience where one of the receptionists was not as attentive as you would have expected will be discussed at our next team meeting.

- **More evening appointments. The health services are not geared up for people with chronic conditions but who also work full-time! Ability to book appointments online"**

(34) Response from Practice

This is something that is on the National and Local Health Agenda. The government are aiming to ensure that patients will be able to book appointments online by 2015 and there is a call for an NHS that is accessible 7 days a week.

Both of these initiatives however, will require big investments to resource these services. We currently open up on Monday Evenings voluntarily out of good will, as to open after 18:00hrs is not in our core contract, and are glad that this extra service we provide is popular and appreciated. To open later on other days and at weekends would have to be resourced by the government or set up as a local initiative by the CCG, so that staff could be employed to cover these shifts.

- **Reception desk too high**

(35) Response from Practice

See answer (10)

- **By not spending good money on Gay and Lesbian Front Organisations which are political pressure groups and nothing less**

(36) Response from Practice

As a practice we are completely committed to equality for all regardless of age, disability, race, sex, sexual orientation, religion or disbelief, gender identity, marriage or civil partnership and pregnancy or maternity. The practice has worked with various charitable organisations, including the Lesbian and Gay Foundation (LGF) to explore how we can improve our services better to meet the needs and be more accessible of all members of our community.

- **Sometimes when on the phone trying to make a appointment the staff will say well we can only book 2 days in advance and try to offer you another doctor instead of just looking at your records to see if you are a review patient when you say you are review with a certain doctor they say of course and say sorry for the misunderstanding also I think rather than your full name coming up on the board it should be your initial and surname which would be best**

(37) Response from Practice

Thank you for this feedback. We do try and encourage continuity of care with a doctor you know already and will mention this to our staff at the next staff meeting. We will also look into your comment regarding the call in system and consider the pros and cons of this, and whether the software that supports it would allow it.

- **I am very fortunate and don't use many of the services**

(38) Response from Practice

We are glad to hear that you are in good health! Remember prevention is better than cure. Several of our services actually consist of health checks (eg well women / man checks / cardiovascular disease checks, smear tests, sexual health screens) that follow

this ethos and help pick up problems before they present, so it is always worth being aware of the services available.

- **Have some Online Appointment for seeing the doctor. Because sometimes it is really hard to make an appointment.**

(39) Response from Practice

See answer (34) above.