

FRIENDS AND FAMILY February 2025

YOU SAIDWE DID

- **E-CONSULT IS THE WORST THING THE PRACTICE HAS PUT IN PLACE AND NOT SURE HOW ELDERLY PATIENTS OR OTHER GROUPS OF PATIENTS MANGE WITH THIS.**
- **MAKE APPOINTMENTS EASIER TO BOOK**

We are sorry that your experience of e-consult hasn't been as you would expect, however, please see our comments from January 2025 feedback when we explain the reason for the introduction.

With regards to elderly and other patient groups, if the patient cannot complete the e-consult themselves then the reception staff will do it for them when they ring reception.

- **FOR THE RECEPTIONIST TO GIVE THEIR NAME WHEN YOU MAKE A CALL AND THEN YOU KNOW WHO YOU ARE TALKING TO.**

It is the surgery's policy for the reception staff to give their name when answering the telephone and we apologise if this has not been your experience. We will reiterate this again to the reception team.

- **GP DECISION TO RECEIVE A PHONE CALL IN 2 WEEKS WHICH IS NOT IDEAL**

The GPs review all requests for an appointment for a new problem, using their clinical judgement to deem the appropriate timescale. Regrettably due to the unprecedented increase in demand for GP appointments this is not always when a patient would wish to be seen.

- **UNFAIR AND DEGRADING TO HAVE TO EXPLAIN MY CONDITION OVER THE PHONE TO THE RECEPTIONIST WHEN IT'S A PERSONAL MATTER**

The receptionist ask for information as requested by the surgery GPs in order to direct you to the most appropriate healthcare professional. Please be assured that the reception team are covered by the same high levels of patient confidentiality as the clinical team.