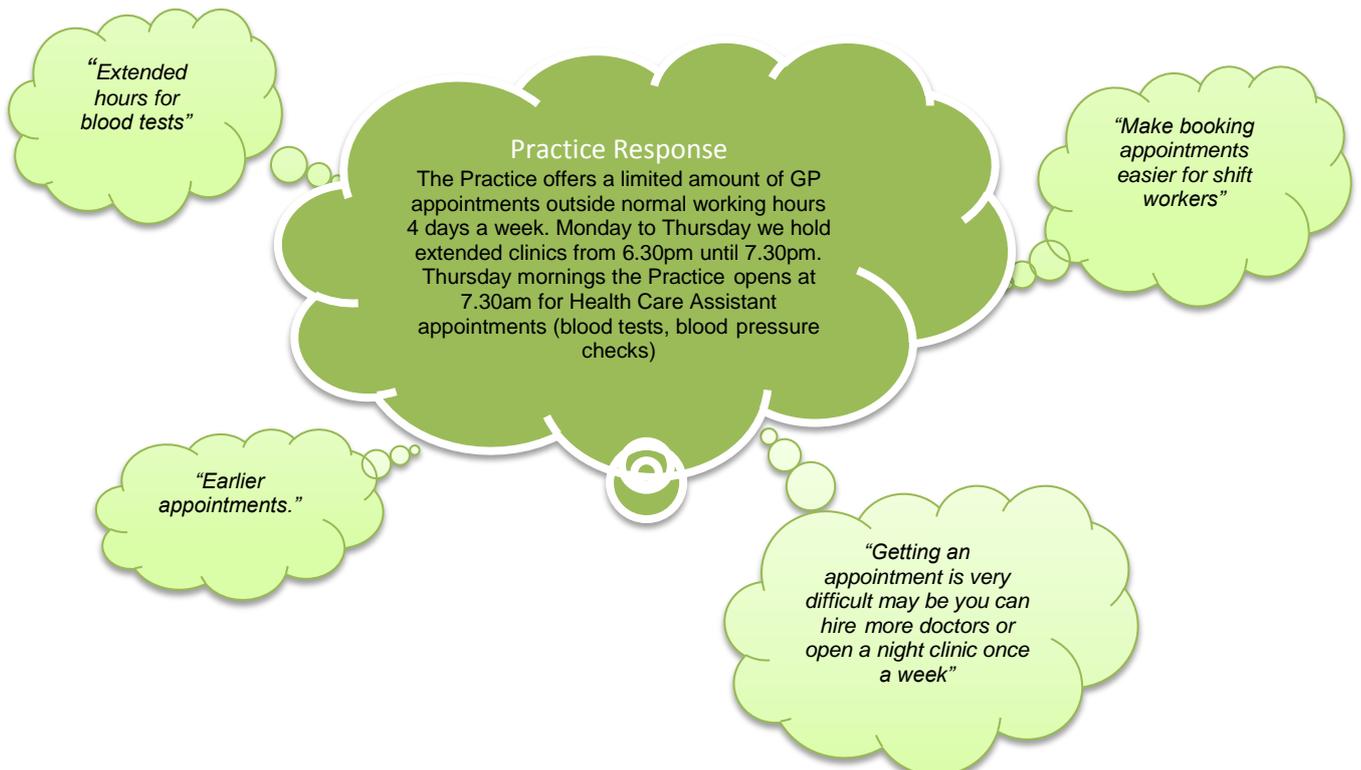
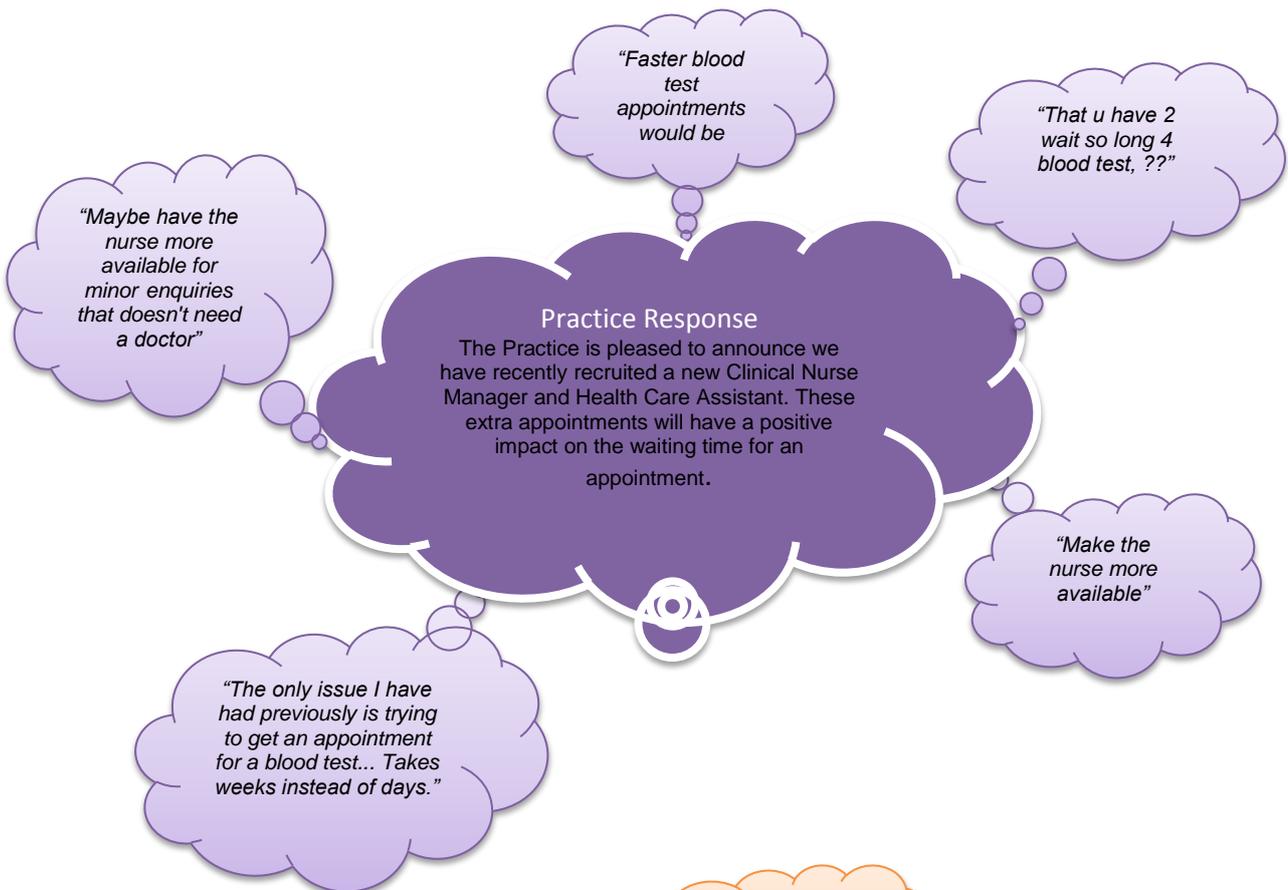


YOU ASKED, WE ARE LISTENING



Your views about your GP Service at Abbey Meads Medical Practice



Your views about your GP Service at Abbey Meads Medical Practice

"I couldn't cancel an appointment as the phones were constantly busy"

Practice Response

The Practice offers a text messaging appointment reminder service which allows a patient to cancel their appointment by replying to the text. This service is available to all patients who have a mobile telephone on their record and haven't declined text messaging.

Patients who use online services can cancel their appointment via SystemOnline.

"Check prescriptions to see if they have a second sheet before sending to Pharmacy as it can be troublesome to have to come back to collect forgotten items."

Practice Response

The Practice now closes every Wednesday for staff training. Any concerns or training issues raised by patients are discussed during these training sessions and any appropriate action taken.

"Ensure reception staff are adequately trained for their position."

"In the waiting room I was able to hear receptionists discussing patients by name"

"Receptionists need to be more understanding and listen to the patient is trying to say"

"Maybe improve the politeness of your receptionist staff."

Practice Response

Unfortunately at this time Practice Nurse appointments are not available to be booked online as they all have different specialities which are difficult to define and ensure the appointment fits with individual needs..

"Make more choices of available appointments when booking online"

**WE VALUE ALL COMMENTS FROM
PATIENTS AND AS A TEAM WILL DO ALL
WE CAN TO IMPROVE YOUR EXPERIENCE.**

**PLEASE COMPLETE THE CARDS
AVAILABLE FOR
THE FRIENDS AND FAMILY FEEDBACK.**