



## GREAT HARWOOD MEDICAL GROUP

### Patient Survey Actions 2016

#### **You Said – We Did**

**Out Of Hours Service** – We are working closely with the East Lancs Federation of GPs who are looking at providing appointments up to 8pm and on Saturday mornings at a hub in Hyndburn – watch this space!

**Pharmacy** – There is space for a pharmacy on the ground floor of the health centre but NHS Properties have not been able to attract a pharmacy to take up a lease. There are 4 pharmacies in Gt Harwood and 2 in Rishton, some of which open 7 days a week and late evenings and some can deliver medications to your home.

**Appointments** – As we are now fully doctored with Dr Ansar joining us and Dr Radice returning from maternity leave, we hope that you will find it easier to make an appointment with your GP of choice in a timely manner.

**Sit & Wait Clinics** – This service has been very popular and will continue for patients with urgent problems who cannot wait until the next routine appointment to be seen.

**Early Evening Appointments** – We currently offer appointments up to 6pm three evenings per week.

**Missed Appointments** – Communications are sent to patients informing them of missed appointments and warning them that if this is regularly repeated they will be removed from the practice.

**Telephone Consultations** – This service has been running for several months and will continue.

**Podiatry** – The health centre has a podiatry department on the ground floor. Referrals can be made by your GP.

**Yearly Medical Reviews** – All patients with chronic conditions are invited to attend for an annual review. If you are lucky enough not to fall into this category, please feel free to make an appointment with our Practice Nurse Carol or Health Care Assistant Sharon on an annual basis.

**Magazines** – Unfortunately these are seen as an infection control hazard. Please feel free to bring a magazine, tablet, book, knitting with you!

**Staff Attitudes** – Our reception staff have a very tough job and I am sure you will agree that most of the time they do an excellent job. If you have any concerns please bring it to the attention of the Practice Manager. All our staff wear name badges and state their name when answering the telephone so you know who you are speaking with.

**Psychiatry** – There are no plans for a psychiatric service to be held on site. The nearest provision for this is Accrington. However the practice does work closely with mental health services and regularly

lets the service see patients at the health centre and High Street Surgery so the patient can be seen closer to their home.

**Phone Lines** – We are aware that the phone lines are very busy and the practice has invested heavily in improving the system to include call queueing and call handling. If we increased the amount of lines we would need more staff to man them. Funding to GP practices has been cut over recent years and unfortunately we do not have any budget for extra staff at the moment.

**Named GP** – The practice has a contractual obligation to allocate each patient a named GP. This does not mean that this GP is solely responsible for your care. We are a group practice therefore you can see any of the GPs. Due to annual, study, sick, maternity and paternity leave it may not be possible to see one GP all the time. If you would like to know who your named GP is please ask at Reception.

**Waiting Time** – Unfortunately sometimes you may have to wait a while when you have turned up for your appointment. This is usually due to a patient needing to be admitted to hospital in an emergency situation. Please be assured that the GPs / Nurses know you are waiting and will try to see you as quickly as possible.

**GP Areas Of Interest / Speciality** – Please see our practice website.

**Thank for you all your comments / suggestions.**

**For those of you who said they are happy with the service –  
Thank You – we try our best!**

Please ask for details regarding appointment types, electronic access and electronic prescribing.

Please check out our website: [www.ghmg.org.uk](http://www.ghmg.org.uk)