

PATIENT SURVEY FEEDBACK

It was agreed at the PPG meeting of the 5th of July that a response should be made to those issues most commented on via the patient survey:

Phlebotomy

The phlebotomy service is controlled by Portsmouth Hospitals however input is provided by the Practice Manager on day to day issues that arise including patient complaints. Any issues or complaints should be made known to reception which will be passed to Portsmouth Hospitals requesting a response to the point raised.

Non Urgent Appointments

It is recognized there can be lengthy waiting times to achieve a non urgent appointment.

Availability of all types of appointments are monitored on a daily basis and of course should it be an emergency a patient will always get in to see a GP (albeit maybe not their own GP) usually on the day that the request for an emergency appointment is made.

Whilst this does not resolve the issue that can arise with the length of time that a patient can wait for a non urgent appointment the only other comment that can be proffered is that if a patient is dissatisfied with the length of time they have to wait for a non urgent appointment they should make their concerns known and every effort will be made to accommodate their wishes.

Extended Opening Hours

Normal opening hours for the Practice is from 8am till 6.30 pm. To allow for those patients whose working hours do not suit there is an extended hour on a Monday night where a patient can see their GP from 6.30 till 7.30 and on Tuesday and Wednesday morning between 0730 and 0800. There has been little demand for a Saturday morning Surgery.

Car Parking

Dr Bassett & Partners are tenants within Lee Health Centre which is owned by Hampshire Primary Care Trust (PCT). There are a lot of services provided within the building, district nurses, podiatry, phlebotomy etc and of course those providing these services need to use the car park. The problem of (patient) car parking is raised with the PCT at regular management meetings.

On Line Booking of Appointments

There have been intermittent problems in the past with online bookings. However the software is becoming more robust and experience now leads us to believe that the software is much more stable.

Problems encountered with online booking is not helped by the fact that the Practice does not have sight of the problem being encountered by the patient and the resolution of any such problem has to be passed by the Practice to the provider of the service for resolution.

Secondary Care Services Available in the Gosport Area

A request was also made at the meeting of 5th July that a list of secondary care type services be made known that are available in the Gosport area. For the provision of such services Fareham and Gosport are treated as one area and whilst the following services are available at the following Gosport locations these services can also be accessed at other locations throughout Fareham:

Cardiology	Brune Medical Centre/Rowner Health Centre
ENT	Brune Medical Centre/Rowner Health Centre
Gynaecology	Brune Medical Centre/Rowner Health Centre
Orthopedic Choice	Gosport War Memorial Hospital
Elderly Rapid Assessment Unit	Gosport War Memorial Hospital
Community Diabetes	Gosport War Memorial Hospital (Retinopathy Screening)
Respiratory Service	Gosport War Memorial Hospital
Dermatology	Gosport War Memorial Hospital and Brune Medical Centre
Paediatrics	Gosport War Memorial Hospital

It should also be noted that the above is a simple listing that the number of surgeries and waiting times vary and that any referral remains, in consultation with the patient, at the discretion of the GP.