

# Hollies Patient Forum

# NEWSLETTER

No. 2 Supplement April 2023



The Hollies Patient Forum (HPF) is the patient voice of the Hollies Medical Centre (HMC)

HPF is a 'Patient Participation Group' and allows patients to offer their views, experiences, suggestions and ideas to the Centre through a strong and close working partnership between patients and the practice.

## HPF Patient Survey

As promised in our Newsletter No. 2 in March, this Supplement presents the response of the HMC to the HPF Patient Survey.

HMC staff wish to thank everyone who participated in the Survey and the HPF for their work in collating and presenting the results. The HMC found the information incredibly valuable in helping continue their efforts to improve their systems.

You Said	HMC Response
The current appointment system is unclear and difficult to navigate.	The original flow chart image from our appointments page has been replaced with what we feel is a simpler list format with usable links to help navigate how to contact the practice.  Further details and FAQs can be found under the initial paragraph on the appointments page.
The time slots to phone in for urgent appointments (8.30am until 10.00am) and for routine appointments (10am until 12pm) are too narrow.	Unfortunately, we do not currently have any more capacity to be able to extend the times that appointment requests are made. We understand that not all medical issues happen early in the day so please do call us as needed, however we may need to direct you to the walk-in centre or NHS 111 if we do not have the availability to see you today.
Difficulties getting through and knowing your place in the queue on the telephone system.	We are currently speaking with providers and looking to invest in a new telephone system that will help patients communicate with us more efficiently and have specifically asked every provider to include queuing systems into the specifications. Hopefully this will be in place spring 2023.

<p>Waiting times are too high when ringing the Practice for Patients who are unable to use online systems.</p>	<p>The new telephone system is planned to help ease contact with the practice. Allowing more lines into the building to help patients contact us.</p> <p>Please ask at reception if you would like any help using the online systems.</p>
<p>More accessible times for the online system (AccuRx) to be open in the morning</p>	<p>The online appointment service we offer via AccuRx needs to be staffed and triaged by a clinician. Unfortunately, we do not currently have enough staff or capacity to extend the timings</p>
<p>Multiple different digital systems are now in place to make appointments which is confusing (i.e. AccuRx, SystemOnline, Airmid) and not everyone understood how to use these.</p>	<p>To make an appointment request online please use AccuRx 8.00am-8.30am Monday to Friday.</p> <p>Our online service ran through SystemOnline, Airmid or the NHS app all work from the same information so patients can use whichever best suit their preferences.</p> <p>Pre-bookable appointments are shown through this software when available.</p>
<p>It needs to be made clearer that the reception staff do not make clinical decisions on deciding what is an urgent or routine appointment.</p>	<p>Our reception staff are asked by the clinical team to gain relevant information to make sure the clinicians can assess the appointment requests for urgency (triage) with the upmost efficiency. The information from patients is not triaged by the reception team.</p> <p>All patient information that the reception team receives is protected under our General Data Protection Regulation (GDPR) policies, but if you do not wish to give out information to reception staff you do not need to. This is your choice.</p>
<p>Additional training for Reception and Administrative staff</p>	<p>All staff at The Hollies Medical Centre have training and development built into their performance expectations. We will continue to invest in training around all necessary areas of development for the whole team, inclusive of the reception and admin teams.</p>
<p>The practice has thin walls and consultations are being overheard by waiting patients</p>	<p>We are looking to resolve these issues as soon as possible and are currently speaking with relevant companies to help deal with the cause of the poor acoustics efficiently as possible.</p>
<p>The reception area is cramped and not private</p>	<p>We are looking to help patient flow though the building and have various companies looking at the matter, being an old Victorian building the possibilities are quite limited.</p> <p>We are planning on relocating the telephone call taking aspect of reception and moving this to more suitable part of the building</p>