

WHITEACRES MEDICAL CENTRE

PRACTICE SURVEY October 2015

In October 2015, the Practice surveyed a number of patients about a possible change to the way patients are able to make an appointment at the Surgery. The South Worcestershire GP Commissioning Group recognises that demand for GP appointments is increasing at a time when the number of whole time equivalent GPs in the area is reducing. A pilot is being set up with one year's funding from central government which would allow patients ringing the Surgery to press an option which would divert them to a Nurse Practitioner based in Droitwich who would try to give advice over the phone or signpost the patient towards a Pharmacy which might be able to help. If necessary, the Nurse Practitioner could book an appointment for the patient at their own Surgery. The Whiteacres survey asked whether patients would like Whiteacres to join in with this new pilot or whether they would prefer us to continue with the current system whereby patients can phone or turn up before 10.00am, Monday to Friday, and will be given an appointment that morning with a Doctor, and can continue to book appointments with a particular Doctor up to a month ahead.

200 surveys were handed out in the Waiting Room and 80 were emailed to members of the online Patient Representative Group.

Of the 200 handed out in the Waiting Room, 34 were in favour of joining with the new pilot, and 166 were in favour of staying with the current system. Of the 80 on line surveys sent out, there were 35 responses, all of which were in favour of keeping things as they are.

83% of those asked responded to the survey, and 85% of responses were in favour of keeping the access system to GP appointments at Whiteacres the same.

The Practice, therefore, will make no changes at the moment to its system.