

*EAST LYNNE MEDICAL CENTRE
3-5 WELLESLEY ROAD
CLACTON ON SEA
ESSEX, CO15 3PP
Tel: 01255 220010 Fax: 01255 476350*

*Dr S Sherwood, Dr D Halstead, Dr P Tien
Louise Mulford – Nurse Specialist*

Friends and Family Test – August 2015

We are pleased to have received many very positive reviews of our practice, the Doctors and staff alike. We have been commended for professionalism, efficiency, knowledge and inspiring confidence.

Many patients have praised our nursing team and have stated they have received good treatment and follow up care.

Receptionists and administration staff have been acknowledged as competent, helpful, friendly and polite.

We take on board all constructive criticism and have taken the following steps as a result of comments made on Friends and Family Test cards or website:

- You said: “We don’t want to stand outside in the cold if we are feeling ill.”
- ✓ Our doors are now open all day from 8:00 to 18:30

- You said: “All appointments are gone within first half an hour of opening.”
- ✓ We have successfully trialled a new appointment system whereby appointments are staggered throughout the day, enabling the majority of patients to obtain an appointment the same day, without being asked to telephone back at a later time.

- You said: “It is a shame we cannot book an appointment online for the Nurse Practitioners.”
- ✓ Appointments are now available online for our Specialist Nurses and our Advance Nurse Practitioner. Historically we have limited the number of pre-bookable appointments due to a high level of patients who did not attend or cancel their appointment.

- You said: “It is very difficult to get through on the phone.”
- ✓ We have 6 telephone lines coming in to the surgery and 3 people answering the phones and booking appointments at the busiest times. Now appointments are being booked throughout the day, patients are experiencing fewer problems with the telephone system.

- You said: "It is a shame we do not take bloods."
- ✓ Unfortunately we do not have the space to offer a phlebotomy service at the practice, however with the changes put in place at Clacton Hospital, there should be less waiting time and appointments to suit each individual.

- You said: "Why do we get sent to another surgery for some services?"
- ✓ We have altered the wording in our referral letters to explain some specialist services hire clinical space within local surgeries to offer their service to all patients.

- You said: "We want our voices to be heard and listened to."
- ✓ We set up a Patient Participation Group and invited patients to join a committee to speak for patients and gain knowledge and understanding of the pressures faced by the NHS and East Lynne Medical Centre.

- You said: "We sometimes struggle to see the same GP."
- ✓ The regular GPs continue to commit as much clinic time as possible within their capacities. Locum GPs are often employed to cater for patients' urgent medical needs when we are short of regular GP members.

Whilst most patients stated good reception service and helpful reception staff, a few patients indicated otherwise. We are optimistic this shows a significant improvement and the practice intends to continue to monitor and implement techniques to provide an even better service.

Overall patients appear to have adapted well to the new systems put in place to improve their service. Negative feedback has been noticeably reduced, with 90% or more patients willing to recommend East Lynne Medical Centre to their friends and family over the last 2 month period.

We hope as we work closely with the Patient Participation Group we will consistently continue to manage the challenges faced within the NHS effectively and commendably.

Please continue to provide positive or constructive feedback to help us maintain the high standard we strive to achieve.