

**MOUNT ROAD SURGERY – PATIENT FEEDBACK ON COMMENTS RECEIVED VIA PATIENT PARTICIPATION GROUP**

Description of priority area: Prompt answering of the telephone by staff
What actions were taken to address the priority? Purchase of wireless headsets for reception
Result of actions and impact on patients and carers (including how publicised):  Time taken by staff to answer and deal with calls appears to be more efficient, more calls also seem to be answered and placed on hold. Notices displayed in waiting area to inform patients of comments and action taken and to ask for feedback.

Description of priority area: Patients who work outside practice opening hours needing appointments
What actions were taken to address the priority? Doctors and nurses will see patients either early morning, 8am or before or after 6.30pm, if they routinely work during our normal opening hours by mutual agreement.
Result of actions and impact on patients and carers (including how publicised):  More flexibility and increased continuity of care for working patients, staff discuss with patient during the appointment booking process and liaise with the patient's usual doctor.  Advertised in waiting area.

Description of priority area:

Patient with long term condition/s on regular medication to have more than one month's supply of meds who pay for their prescriptions

What actions were taken to address the priority?

Patients are encouraged to speak to their usual doctor if more than 1 month's supply of medication is required. Doctor will decide based on clinical assessment and alter as appropriate

Result of actions and impact on patients and carers (including how publicised):

Patients are happier with the service and understand that they must come in for their annual medication review when due

Advertised in waiting area

We welcome any patient feedback on the above which we have seen as priority areas that we need to improve our service in.

If you feel there are other areas that need our attention please submit these in writing to the Practice Manager, email us at:

[CMCCG.mountroadsurgery@nhs.net](mailto:CMCCG.mountroadsurgery@nhs.net) or contact us via our website: [www.mountroadsurgery.co.uk](http://www.mountroadsurgery.co.uk)