Highview Medical Centre

Patient Survey 2014 – ACTION PLAN

The practice carried out a patient survey. Patients were invited to take part in the survey and the results are available to view on our website www.highviewsurgery.co.uk and are also available as hard copy from the surgery. In addition copies of the results can be sent via e-mail on request.

We have put an action plan together for 2014 which we hope will improve the services we can offer.

- We will be looking in to having the option of booking our Minor Illness Clinics appointments on-line.
- We will be looking at the availability of pre-bookable and on the day appointments.
- Keep patients up-to-date with our move to the Elms.

To answer some of the comments and queries from the questionnaires

Q. Calling at 8am means you cannot get through to get an on the day appointment. Perhaps appointments could be released the day before after 6pm or a few throughout the same day from 8-12 noon?
A. As well as advance appointments and on the day appointments, you can also book from 8pm the night before using the on-line booking service.

Q. Whenever I try to pre-book an appointment with a Particular Doctor I can never get one?
A. A schedule of when GP’s are due to work is available on-line or in surgery. Some Doctors are more difficult to get hold of due to their working times and if they cover a care home or is on-call.

Q. Can you make routine nurse appointments available on-line?
A. Nurse appointments vary from 5 minutes up to 45 minutes, to ensure the right type of appointment is booked this does need to be done via the receptionist.

Q. It’s obviously easier if you have the facility to book on-line but not everyone does?
A. We do balance the amount of phone and internet appointments available so it is fair for everyone.