



Laurel House Surgery

NATIONAL PATIENT SURVEY 2023

Feedback and Action Taken

The areas below are those that the surgery didn't score well on; we have taken action to improve our service – please see our feedback below:

“Usually get to see or speak to their preferred GP when they would like to”

- We currently have 4 GP Partners, 3 Salaried GPs and 2 GP Trainees.
- Not all GPs work every day so are not always available.
- It is not always necessary to see a GP - we have a team of Allied Health Care Professionals who we employ; please take a leaflet which explains their roles. In addition, local Pharmacies can advise and treat a number of minor ailments.

“Find it easy to get through to this GP practice by phone”

- We now have a new phone system!
- We have more staff answering the phone and are trying recruiting more too.
- To save you holding on in a queue, the new system has a function whereby you request a call back when you reach the top of the queue.

“Are satisfied with the general practice appointment times”

- Appointment times are spread throughout the day from 8am until 6pm.
- We have a late surgery on Tuesday evenings from 6.30pm to 8pm.
- We have other evening and weekend surgeries which work on a rotational basis with other local practices.

“Describe their experience of making an appointment good”

- There is now more choice of how you can book an appointment:
 - Come into the surgery and book at reception.
 - Book an appointment over the phone – with our new telephone system, it should be easier to get through.
 - Request an appointment on the website – complete a form, this is then triaged, a response sent and, if appropriate, an appointment date and time.
 - Via Patient Partner on your phone (you need to request a PIN) - subject to availability, appointments can be made.