

# PATIENT FEEDBACK

Thank you to all of those patients who participated in the boundary extension and extended hour's survey

Several questions/concerns were raised by patients. Please see the comments and response from the practice below

Comments Received	Response from the practice
<p><b>Why does the practice want to extend the practice boundary</b></p>	<p>Since the new partners was formed in 2014 the partners have worked very hard, making many improvements and introducing new operating systems to improve the services we offer to our patients. We have also invested heavily into recruitment and retention of our staff.</p> <p>With the introduction of our Clinical practitioners and the Triage system which was previously done by the GP Partners we have been able to increase the number of routine appointments by 100 per week. Our current list size is approximately 8200 patients, which equates to 2050 patients per partner.</p> <p>The average National list size per partner is between 2500 -3000 patients. The national average appointments offered per 1000 patients is 72 appointments per week; we are currently offering in excess of 100 appointments per week.</p> <p>Southampton CCG have recently congratulated us on being the most improved practice in the whole of Southampton City for patient satisfaction, having an increase of 11% compare to the previous year.</p> <p>Many practices in Southampton have closed, been taken over by the private sector or merged with other practices.</p> <p>In order for Alder Moor Surgery to remain operational and viable both as a GP practice and as a business we feel that we must plan for the future and grow our patient population to ensure sustainability for the practice.</p> <p>With the increased number of appointments a new full time partner we feel confident that we are able to increase our patient population without detriment to our current patient population</p>
<p><b>Not enough appointments now</b></p>	<p>As previously stated above, since July 2017 with the introduction of full time Clinical Practitioners we have increased the number of appointments we offer per week by 100. Our Clinical Practitioners offer between 50 – 60 urgent on the day patient contacts. We are a training practice and we have long-term placements for returning GP's and training Doctors as well as medical students. Currently we are offering up to an extra 150 appointments per week in addition to our usual appointments</p>
<p><b>One extra doctor won't be enough</b></p>	<p>All our 4 partners are full-time plus 2 part-time salaried GP's (one presently on maternity leave) plus 3 attached doctors</p>
<p><b>How many patients will the new boundary extension bring</b></p>	<p>We do not know how many patients would register with us. We are just offering these patients more choice of primary care services. We do not envisage a mass influx of patients more of a gradual trickle</p>
<p><b>How will it affect parking</b></p>	<p>The new area is highly populated with university students which we feel would use public transport. There are very good bus routes which run from Southampton Train Station via Hill Lane – Lordswood Road to the practice</p>
<p><b>Cannot get through on the telephone</b></p>	<p>We have acknowledged that we have had many problems with the telephone system. In January 2018 we purchased a new automated telephone system which introduced more telephone lines enabling us to answer more calls. We have had a period of problems which have now been rectified. We feel this new system has greatly improved access for our patients and we have received good feedback indicating this.</p>
<p><b>Offering extended hours once a month will be a decreasing the appointments offered</b></p>	<p>There will be no decrease in the number of appointments offered for extended hours. Extended hours are offered to practices by contract from NHS England with specific terms and conditions. We have to offer 16 hours non-urgent routine appointments every 4 calendar weeks. This means that in some 5 week months we will be required to offer 2 clinics in the month. The weekly Tuesday extended hours 18:30 – 20:00 offered 4 clinical hours, with 3 clinicians.</p> <p>Saturday extended hours 8:30 am – 12:30 with 4 clinicians we are offering 16 hours.</p> <p>To change our extended hours we have to put a business case to Southampton CCG for approval and to ensure that we comply with the contract offered.</p> <p>Extended hours not part of our GMC contract and therefore practices can choose if they want to offer this service to their patients. Alder Moor Surgery is happy to be able to continue to offer this service</p>

