



## **Important changes**

### **Dear patient**

#### **Patient Survey Results**

Thank you to all the patients who filled in a survey form in December and January. The Practice values all the constructive feedback that the surveys have produced. We have thought very carefully about how to improve how we work in response to this feedback, and this leaflet sets out some of the important points.

#### **Opening hours / telephone contact**

Many of you have told us that you find it hard to get through on the telephone at 08.00. We have been closely monitoring our performance over the last few months. Whilst performance has improved, there is more we can do to better serve you. For this reason, we have decided to make more staff available to answer calls first thing in the morning. However, in order to do this, the Practice is proposing to open its doors at Barry at 08.20, twenty minutes later than currently. In Rhoose, the doors will be opened from 08.30. This will be introduced from Monday 6 July 2015.

#### **Appointment check-in system**

We have also listened to the comments we have received about the electronic check-in system. Many of you found the system useful when it was operational. Despite the best efforts of our IT supplier, the current system cannot be made to work effectively. We have instead decided to implement a different technology, and this will be introduced over the coming weeks. We hope this will eliminate the need to check-in with a receptionist, and reduce the queue at reception for all patients.

#### **Electronic appointment booking**

Many patients may be unaware of the facility to book an appointment using your telephone at times when the Practice isn't open. We intend to make more appointments available through this system. This will help you to make an appointment when it suits you, and you don't have to speak to a receptionist to make an appointment. We are also aiming to introduce an internet-based appointment and repeat prescription system which will give a greater choice of appointments.

## Choice of doctor

The Practice has to balance requests for a consultation with a specific doctor against seeing patients as quickly as possible. We want to offer choice, but this can only be offered if you are willing to wait longer for an appointment. We will be looking at this issue over the coming months to see if we can get a better balance.

## Rhoose Surgery

Many patients who live in Rhoose and its surrounding rural villages have told us they find it increasingly difficult to get appointments. This is largely due to us accepting appointments at Rhoose for patients who live in Barry. From 6 July, we can no longer accept requests for Rhoose appointments unless you live in or around Rhoose.

## Please help us to help you

- **Please check the mobile phone, email and other details we hold are correct** – check with the receptionist or give us a call
- **Turn up on time for your appointment** – we regret we cannot rearrange surgeries and the doctor or nurse will not be able to see you if you turn up late
- **If you or a loved one need a home visit because you are too unwell to come to the surgery, please call before 10.00** – we can no longer accept requests after this time
- **If you have a minor illness or ailment, please ask to be seen by the Nurse Practitioner** – she is specially trained to diagnose a range of common illnesses as well as provide prescription medication where necessary
- **Please restrict calls between 08.00 and 08.45 to appointment bookings and cancellations only** – call us after 11.00 for test results
- **We value your feedback** – email us at [Enquiries.w97001@wales.nhs.uk](mailto:Enquiries.w97001@wales.nhs.uk)

## Opening times from 6 July 2015

	Monday	Tuesday	Wednesday	Thursday	Friday
Barry	08.20 – 18.00	08.20 – 18.00	08.20 – 18.00	08.20 – 18.00	08.20 – 18.00
Rhoose	08.30 – 12.00 14.00 – 17.30	08.30 – 12.00	08.30 – 12.00	08.30 – 12.00 14.00 – 17.30	08.30 – 12.00

When we are closed, please call the Out of Hours Service: 01446 729562

**Remember – in an emergency, don't delay – call 999**