

#	Issue(s)	Description	Questions	Potential Solutions
1	Long time spent on phone trying to get through.	<p>People have reported waiting 30+ minutes waiting to get through. Some longer. Some report getting cut off. The perception is the telephone system to make an appointment does not work.</p> <p>Answer from EMP as response to the review said of answering the phone 'demand for this can at times be greater than the resource available'.</p>	<p>Why are the waiting times so long?</p> <p>Are there plans to increase resources?</p> <p>How can elderly people access help to make an appointment if they can't get through?</p>	<p>If able get more to use the online service. Maybe some videos on how to do this on the website?</p> <p>Getting help from the practice to book the appointment and get people off the phones trying (dedicated resource?).</p> <p>Hold some kind of in house training to show groups of people how to do it? Maybe volunteers can help?</p>
2	When people have asked for help to book an appointment they have not got that help and been told to book online.	The practice says they will help, but some people's experiences are not bearing that out.	<p>Is there a resource set aside to do this?</p> <p>What is the current process and is it followed?</p>	<p>Could you identify who might have problems i.e. anyone over 70.</p> <p>Send out letters with specific number for them to call a older persons 'bat phone' to get help making appointments.</p> <p>Someone at the practice to be on hand to help older people who come into the practice on the day.</p>
3	Hit and miss way people are treated at the practice.	Some people are reporting that they are dealt with rudely and dismissively.	<p>Can staff wear name badges? That would help patients to identify who it is they are talking to.</p> <p>What are the current options for feedback and where does that go?</p>	<p>Feedback mechanism for patients</p> <p>Offline as well as online options.</p> <p>Customer facing training?</p>
4	People don't have an accurate idea of what successes the practice is having.	They will just hear the negative, we are not hearing the positive.	Read on NHS ratings and reviews of EMP that over there are over 800 successful appointments a week using the online booking system can these stats make their way onto the website or the facebook page?	<p>Better communication on where things are going well.</p> <p>Not necessary 'toxic positivity' i.e. where people are angered by an overly positive stance, but a balanced view in conjunction of 'where we got it wrong and how we are fixing it' type information.</p>

5	Being told at the doctor's appointment you can only talk about 'one thing' and having to explain over and over again to different doctors what your medical history is as they don't appear to read the notes.	Concerns this is not covering all bases for an accurate diagnosis as both things might be related. Also told that if you want to see a specific doctor you will have to wait longer for an appointment. 'Was appalled by the service I received today app was 40 minutes late to be told by the doctor to hurry up and explain my problems as he had 10 minutes so he didn't have time to sit and listen and to make another appointment.'	Why are doctors (locums?) not reading the notes? Is it a time issue? Is this not crucial? Is asking for just one issue interfering with proper diagnosis and costing more time and money in the long run?	Suggestion made by EMP as response was to request own GP and to ask for a double appointment if there are several things to discuss. Could put this under FAQs on the website.
6	The original hours on the website said the practice closed at 6.30pm. This has now changed to 6.00pm.	People who work and who find it difficult to get time off from work may need later appointments.	Why and when did these hours change? How does this square with out of hours appointments mentioned on the website?	Communication when things like this change. Show what the out of hours timings are on the website.
7	Online appointments are switched off.	One woman reported that her elderly mother could not get through to make an appointment. The daughter tried to go online that night to do it and the online appointments system was turned off.	How do working people then help their elderly parents navigate the online system? How is this truly an online experience if it is switched off?	Have a hybrid online and phone system until this is figured out. More resources? Explain why and what is being done to address it. Or what the alternatives are like 111. Explain that people can use the admin query when appointments are closed. Show how to do this with a video maybe on the website? A quick how to 1 minute video.
8	Long waits for appointments	Some people are saying that they have waited 5 weeks for an appointment. Some people seem to sail in on the same day.	What is the triage system? Why are some people waiting so long to get an appointment? Is this tracked or monitored in any way?	
9	If you are elderly or infirm and are not online and need to request a repeat prescription, the advice is to take repeat requests to the surgery and drop them into a box.	The surgery is not that easy to access for people in this condition.	What is being done for people like this?	A collection service run by volunteers? Edenbridge Voluntary Transport Service?

10	<p>Surgery closed for training and short notice social media posts saying the same thing.</p> <p>MIU is closed at the same time.</p>	<p>There is a published list of closures on the medical practice website. But it does not tell you what you can do if you need to see a doctor.</p> <p>Minor injuries is also then closed.</p> <p>'Don't bother going to the multimillion pound doctors as no doctors or minor injuries from 1pm today. That building is such a waste of money as no services'.</p>	<p>People have asked why the whole building needs to be closed when in other walks of life a rotation of staff happens for training. Not many other businesses will close down entirely. Why does this happen then for the medical practice?</p> <p>Who is running the MIU service? Was it the NHS Community Health Trust? Is it still?</p> <p>Some comments suggesting that if it was still doing so, the MIU would remain open. True?</p>	<p>There are quite a few simple 'quick wins' on the medical centre website, this is one of them. To simply add information on the page i.e. what is found on the PPG information 'When the surgery is closed, West Kent Primary Care trust is responsible etc.... Please dial 111....' - other minor injuries locations are...</p> <p>The same again on the social media posts. One came out on FB 9 May saying we are closed today. That was it. No information on what to do if you needed to see someone.</p> <p>In the comments someone pointed out they have to do the training, it is compulsory. Maybe this kind of information can go on the site as well?</p>
11	<p>Minor injuries unit is not like for like in terms of what Edenbridge had before.</p> <p>It is closed on the weekends when arguably most accidents might happen.</p>	<p>It is not what people thought would be provided by the new centre. Some have suggested it should be called 'VERY minor injuries unit' and said it is a large building with few services.</p> <p>'We were told physio would be available'.</p> <p>'MIU does not have medical glue for cuts or wounds and cannot provide stitches'.</p> <p>No x-ray or ultrasound.</p>	<p>Who is running this service? Was it the NHS Community Health Trust? Is it still?</p>	<p>People on facebook were directing each other to East Grinstead who has a 'world class burns centre' and are able to stitch up wounds.</p>
12	<p>We hear a lot about stats but not the source of the stats.</p>	<p>The practice is now the best in Kent and ninth best in England for same day access'.</p>	<p>Where did this and other stats like this come from? Nothing is ever linked or referred to.</p>	<p>Show the links!</p>

13	Quite a few things were promised. Not sure they have all been delivered, nor have we seen any timeline for delivery.	Childrens Services Diagnostic Services Ultrasound Wellbeing Centre Dementia / Social Isolation Specialist Wound Care Care Package with transport & care at home Frailty and Proactive Care Catering & voluntary drivers service One You Advisors Outpatient Clinics Community Space Opening 6 Days a week	Are all of these up and running? Will some not happen? What is the timeline?	People are thinking they have been some 'short changed'. Can we communicate what is actually happening and when, and maybe explain why it is not open 6 days a week etc.?
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