

NEDRA

New Edenbridge District Residents' Association

Public Meeting: 16 April 2024

Together, we can.



New Edenbridge Medical Centre

Have been both positive and not so positive comments:

The positive:

"I very much doubt Private Health Providers could match this service. We are so lucky to have our NHS and even more so to have such efficient and dedicated Doctors and staff on our doorstep."

"Excellent service received from Edenbridge Medical Practice@ today. Submitted an online form for an appointment for my daughter at 8.15am this morning. Was called at 9.30am with an appointment time of 10.30am and we were out of the door by 10.45am! Great to see the new self-check in is now up and running. Couldn't fault my experience at all. Thank you."



The not-so positive:

*“My mum rang for an appointment today, she's in her 70's and was told they wouldn't book an appointment on phone, has to go through form on website. **You can only submit this form during opening hours**, so haven't been able to help her this evening.”*

“Oh dear, the GP website says that if you phone up because you can't do it yourself via the website, they will fill one in for you during the phone call.”

“Wasn't true for my mum.”

Please don't worry if you do not have access to the internet or have difficulty with IT, you can telephone us instead on **01732 865055** and a member of our Reception Team will be happy to complete and submit a medical or admin query on your behalf.

Once your submission has been reviewed by the Triage Team, we will contact you with the outcome.

Practice details

Edenbridge Med Practice

The Surgery, Station Road,
Edenbridge TN8 5ND

G82019 Practice code

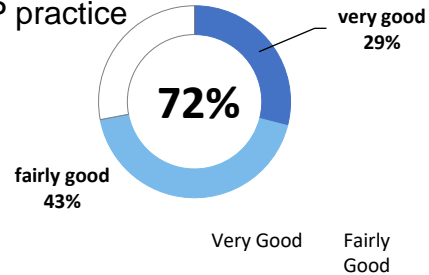
308 surveys sent out

124 surveys sent back

40% completion rate

Overall experience

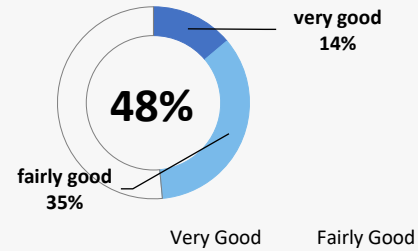
Good overall experience of this GP practice



	Very Good	Fairly Good
National	37%	35%
ICS	32%	33%

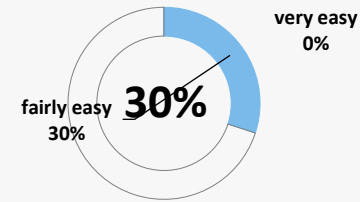
Accessing the practice

Good overall experience of making an appointment



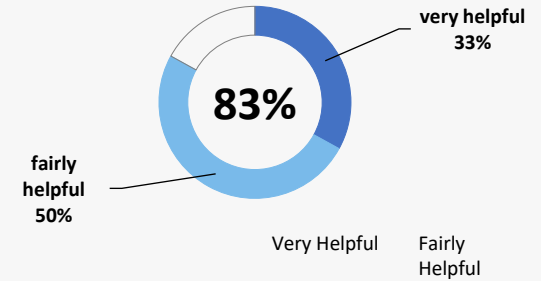
	Very Good	Fairly Good
National	23%	32%
ICS	18%	28%

Easy to get through to this GP practice by phone



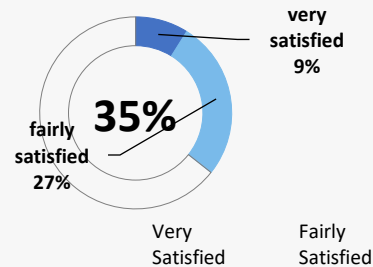
	Very Easy	Fairly Easy
National	13%	37%
ICS	9%	32%

Helpfulness of receptionists at this GP practice



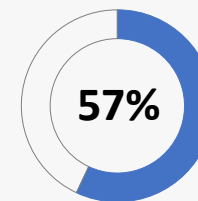
	Very Helpful	Fairly Helpful
National	37%	45%
ICS	34%	46%

Satisfied with the general practice appointment times available



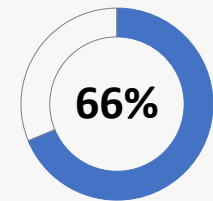
	Very Satisfied	Fairly Satisfied
National	19%	34%
ICS	15%	31%

Offered a choice of appointment when last tried to make a general practice appointment



	Offered a choice
National	59%
ICS	51%

Satisfied with the appointment offered



	Satisfied with the appointment
National	72%
ICS	68%

Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

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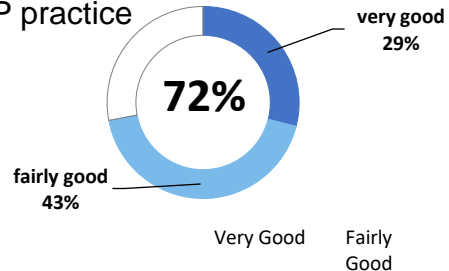
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Overall experience

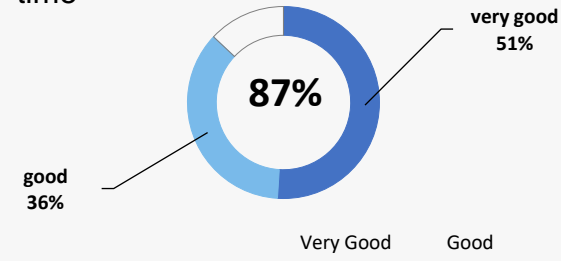
Good overall experience of this GP practice



	National	Very Good	Fairly Good
National	71%	37%	35%
ICS	65%	32%	33%

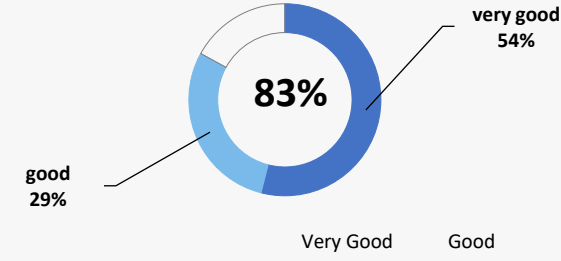
Appointment experience

The healthcare professional was good at giving the patient enough time



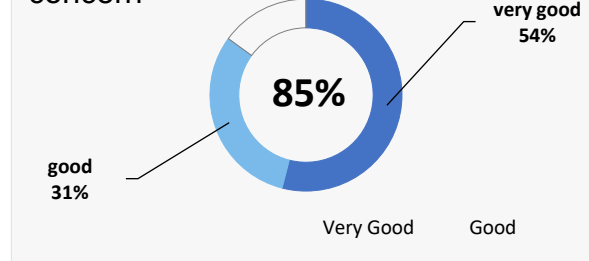
	National	Very Good	Good
National	84%	48%	35%
ICS	81%	45%	37%

The healthcare professional was good at listening to the patient



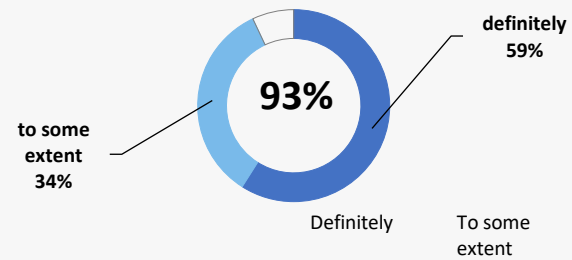
	National	Very Good	Good
National	85%	49%	36%
ICS	82%	46%	37%

The healthcare professional was good at treating the patient with care and concern



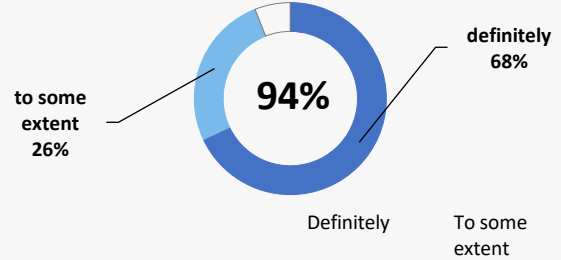
	National	Very Good	Good
National	84%	50%	34%
ICS	81%	46%	35%

The patient was involved as much as they wanted to be in decisions about their care and treatment



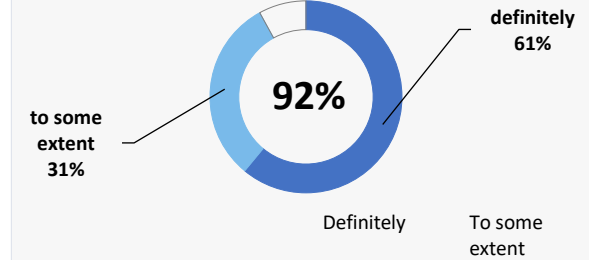
	National	Definitely	To some extent
National	90%	56%	34%
ICS	89%	53%	36%

The patient had confidence and trust in the healthcare professional they saw or spoke to



	National	Definitely	To some extent
National	93%	64%	29%
ICS	92%	62%	30%

The patient's needs were met



	National	Definitely	To some extent
National	91%	57%	34%
ICS	90%	54%	36%

Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Some Questions to Ask

Why is this and who does it benefit?
Not really the spirit of online!

Edenbridge Medical Practice

How to Make and Cancel an Appointment

Make an Appointment

Patients no longer need to telephone to book an appointment with a clinician. You must now complete a simple on line form via our website, which allows you submit a short medical or administrative query to the Surgery for review by our GP Triage Team.

The form is available for clinical queries from 8-5pm Monday to Friday (excluding Bank Holidays), however in the event we reach a safe working capacity, the clinical submissions will be switched off for that day. For administrative enquiries the form is available 7 days a week, please note that forms submitted out of hours will not be looked at until the next working day.

The surgery will be closed for staff training on the following dates:

Thursday 1st February 2024

Wednesday 6th March 2024

Thursday 9th May 2024

Wednesday 5th June 2024

Tuesday 16th July 2024

Wednesday 14th August 2024

Thursday 5th September 2024

Tuesday 8th October 2024

Wednesday 6th November 2024

What happens when the surgery is closed, and people need to be seen by a doctor?

Why does the 2040 plan show Edenbridge as having a hospital?

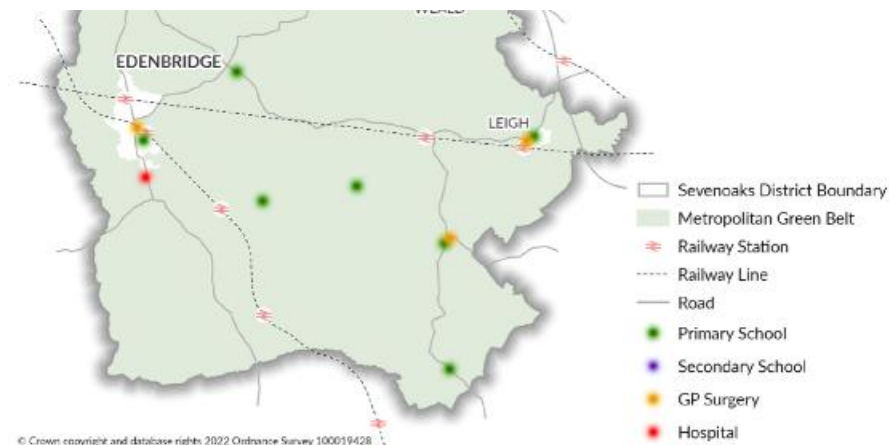


Figure 0.4: Doctors Surgeries, Hospitals, Primary and Secondary Schools in the District