



NEDRA

New Edenbridge District Residents' Association

Public Meeting: 17 July 2024

Together, we can.



Very Constructive Meetings!

NEDRA met with the **League of Friends** and the **Patient Participation Group (PPG)** to share feedback gathered from Edenbridge residents about the medical practice.

This included potential ideas and solutions (so not just moaning!).

This was presented by the **PPG** to the medical practice.

#	Issue(s)	Description	Questions	Potential Solutions
1	Long time spent on phone trying to get through.	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. 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'.	Why are the waiting times so long? Are there plans to increase resources? How can elderly people access help to make an appointment if they can't get through?	If able get more to use the online service. Maybe some videos on how to do this on the website? Getting help from the practice to book the appointment and get people off the phones trying (dedicated resource?). Hold some kind of in house training to show groups of people how to do it? Maybe volunteers can help?
2	When people have asked for help to book an appointment they have not got that help. They have been told to book online.	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 area several things to discuss. Could put this under FAQs on the website.
3	Hit and miss way people are treated at practice.	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.
4	People don't have an accurate idea of what successes the practice is having.	7 Online appointments are switched off.	10 Surgery closed for training and short notice social media posts saying the same thing. MIU is closed at the same time.	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. Minor injuries is also then closed. 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'. 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? Who is running the MIU service? Was it the NHS Community Health Trust? Is it still? Some comments suggesting that if it was still doing so, the MIU would remain open. True?
		8 Long waits for appointments		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... 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.
		9 If you are elderly or infirm and are not able to request a repeat prescription, the advice is to take repeat requests surgery and drop them into a box.		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?
			11 Minor injuries unit is not like for like in terms of what Edenbridge had before. It is closed on the weekends when arguably most accidents might happen.	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. 'We were told physio would be available'. 'MIU does not have medical glue for cuts or wounds and cannot provide stitches'. No x-ray or ultrasound.
			12 We hear a lot about stats but not the source of the stats.	The practice is now the best in Kent and ninth best in England for same day access'. Where did this and other stats like this come from? Nothing is ever linked or referred to. Show the links!



Our Combined Efforts Have Led to Some Positive Changes

- More **clarity on extended hours**, early morning or evening appointments so that people know about them.
- **Clarity on planned closures** (NHS policy which they must conform to) and to put a list of these dates and times on their website.
- **A laptop to show people how to use the AccuRx booking system** is being **sourced by the PPG**, avoiding 5-10 minutes in the queue if the receptionist does that work.
- Surgery opening hours have been changed from 8am – 6pm to **8am to 6.30pm**
- Permission granted for **notice boards for the League of Friends and the PPG** in the medical centre, so people are clear who to contact if they have any issues.
- **Feedback box and forms** at reception so people can privately feedback their opinions or concerns.

Launch of the New Practice Newsletter

- Newsletter every 3-months
- One You a completely free 12-week programme: weight, physical health, mental wellbeing
- **LoF** funded the new check-in machine at the medical centre which has saved a lot of time in the queue
- Thanks to the **PPG** for working with the Medical Practice as they transitioned and continue to improve services.

Edenbridge Medical Practice



Hello and welcome to the first edition of the Edenbridge Memorial Health Centre newsletter.

It has been designed to give updates and provide information to the Edenbridge community.

We are looking to do this every three months and will have articles from Sevenoaks Primary Care Network, The League of Friends, NEDRA (New Edenbridge District Residents Association), Kent Community Health Foundation Trust and our PPG (patient participation group).

Firstly, I would like to say a huge thank you to our patients for their kind words and support during our move, especially our PPG who worked very hard with us to ensure a relatively smooth transition within a difficult time constraint.

There have been many changes to the practice in the last year and we are very proud of our team. We have brought in many new roles, such as Advanced Nurse Practitioners, a Clinical Pharmacist and care Co-ordinators to name a few. These new roles combine to ensure that we can offer a better service to our Patients.

The new appointment system has considerably increased our appointment capacity. We were named 9th best out of 6,000 surgeries in England for same day access. Something we are extremely proud of. We process on average 4000 requests a month.

There will always be teething problems but we are working hard to rectify these.

Karen Copping

Practice Manager

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