

## CHERITON BISHOP & TEIGN VALLEY PRACTICE

### Patient Feedback Summary – Thank You & Practice Response

We would like to extend our sincere thanks to the Patient Group representatives who kindly volunteered their time to collect feedback during our Flu and Covid clinics and at a recent school event. Their support in gathering and collating this valuable insight is deeply appreciated.

It was immensely gratifying to note that all the patients spoken to were overwhelmingly pleased with the Practice. However of the key themes raised by patients, we wanted to ensure that we had digested and provide our responses below — either to clarify current processes, correct misunderstandings, or explain why certain limitations exist.

#### Appointment Access & Booking System

*(Most frequently mentioned theme)*

- Reinstatement Walk-in / Open Surgeries

This was by far the most common suggestion. While we understand the appeal of walk-ins, we found that the current system is more efficient, allowing patients to be triaged and directed to the most appropriate clinician. This avoids unnecessary GP delays and reduces the need for patients to sit in crowded waiting areas — especially when unwell.

*For example, we received an average of 31 same-day requests each Monday during September. A walk-in system with this demand would be unsustainable and potentially unsafe.*

- More Face-to-Face Appointments / Easier Access

Patients can still book face-to-face routine appointments online, by phone, or in person. For same-day requests, we use a triage form that helps us prioritise care. Telephone requests are also accepted, with our Health Co-ordinators trained to ask brief questions to assist in prioritisation.

We aim to balance digital access with traditional options, recognising our diverse patient demographic. The NHS 10-Year Plan highlights increased use of digital tools, and we are committed to supporting all patients through this transition while preserving accessible booking options.

- More Late Evening & Weekend Appointments (Including Dispensary)

As a small practice with a limited team, we're unable to offer full evening and weekend hours. However, we already offer:

- Late clinics on Tuesdays
- Regular Saturday Well Woman Clinics

Regarding the Dispensary, it closes from 1–3pm to allow staff breaks and essential behind-the-scenes work. Opening it on Saturdays is not currently feasible.

- Seeing the Same Doctor / Continuity of Care

We completely understand the importance of seeing a familiar GP. Where possible, we always aim to book you with the same doctor — particularly for ongoing issues — but this can sometimes lead to longer wait times. We are proud to still offer GP appointments within a few days in most cases.

### **Pharmacy & Prescription Services**

*(Frequently raised with several specific concerns)*

- Reliable Drug Availability

Our Dispensary handles 10,000+ items each month and is restocked twice daily. However, national medication shortages can occasionally cause unavoidable delays — hence our request for 3 working days' notice.

- Requesting Prescriptions Earlier / Larger Quantities

We're happy to accommodate early requests for holidays, and some routine medications can be prescribed for longer periods. However, for clinical safety, others must be reviewed monthly. Large quantities also risk wastage if treatments are changed.

- Sending Prescriptions to Other Pharmacies via Email

As a Dispensing Practice, we do not use the Electronic Prescribing Service (EPS), unlike non-dispensing practices. This means we are unable to routinely email prescriptions to external pharmacies.

### **Communication & Feedback**

- Better Communication of Test Results

We understand the desire for clearer feedback and have investigated ways to notify patients via text when results are normal. The volume of work that this would entail mean that this is not a workable solution, however all test results are uploaded to the NHS App and MyCare very promptly.

- Improved Reception Confidentiality

Concerns have previously been noted and addressed. Health Co-ordinators now avoid using full names or identifiers when discussing patient details at the front desk, and we have installed 'screens' on the counter. However we know that the current layout is not conducive to confidentiality for those who are concerned and the plans for the new extension will factor this in.

- More Use of Text and Email Communication

We already provide:

- Automated appointment confirmations
- Text reminders 3 days in advance for face-to-face appointments
- Text communication from GPs responding to queries

- Text and email communication inviting patients for annual reviews, flu and Covid and screening programmes

We're exploring text notifications for prescription readiness, which could help patients avoid unnecessary trips and reduce staff time spent checking.

### **Requests for New Services**

Some suggestions included:

- ADHD Shared Care
- Hearing Aid Services
- Chiropody / Podiatry

These services are commissioned by the NHS through other providers, and are currently outside our remit. We share your frustrations over reduced access and will continue to advocate for better local provision where possible.

There was also interest in Preventative Health Sessions (e.g., for Arthritis, Diabetes, Nutrition). This is something our Patient Group is keen to explore, and we are supportive of developing this in the future.

In the meantime, our website [www.cheritonbishoppractice.co.uk](http://www.cheritonbishoppractice.co.uk) offers a wide range of self-help and support resources.

### **Practical & Environmental Improvements**

- More Car Parking Space

We're aware of parking challenges and are working closely with the Village Hall to optimise space during events.

- Requests for New Seating & Bike Racks

These suggestions are appreciated and will be considered as part of future facility improvements.

### **Final Note**

We are extremely grateful to all patients who took the time to give feedback and again extend special thanks to our Patient Group for facilitating this process.

Your comments help us improve the way we work and how we communicate — ensuring we provide the best possible care within the limitations we face.

Thank you for your ongoing support.

The Cheriton Bishop Practice Team