

SYSTEMCONNECT I would like to complete a questionnaire in the evening, but the system is close.	We close the system evening and weekends as they are not monitored by a clinician and administrator. Some patient's requests are urgent and complete a questionnaire instead of attending A & E despite the alerts. This is unsafe.
CONTACTING A GP I would like to leave messages for the GP via email as it takes a long time to get through on the phone.	By completing a Systmconnect questionnaire you are automatically reviewed by a GP, please use this service to leave information. If we require information back from you we can send you a text link to reply to our message. There is also a call back service on the telephone system. By selecting a call back, you remain in your position in the queue and the next available receptionist automatically calls you on the telephone system.
APPOINTMENTS RUNNING LATE My appointment always runs 15 mins past the time i was supposed to be seen, then always seems like healthcare professional is trying to rush through my appointment.	We sometimes come across emergencies in the surgery, even if another clinician has an emergency, a panic button is pushed and clinicians go to assist, this may cause some of your appointments to be late. Occasionally a patient will need a little more assistance during their consultation and again the clinical will try to accommodate. We ask all patients to attend with one problem to try to avoid being late. A lot of the time this is just unavoidable. Appointments are 12 minutes in length for GPs
WEBSITE I have a problem getting onto the website as it changes.	The website is continuously updated and may change from time to time. We leave the Systmconnect but in the same area. Please ask the reception team to put a shortcut for our website or Systmconnect on your phone or tablet. We are happy to help you.

CAR PARKING The car park causes a lot of stress before an appointment in person. There seems to never be a disabled space free, It is always very difficult to get in and out. People parking on the sides where they shouldn't because they have nowhere else to blocks the whole space.	We are one of the only practices with a large car park in the Southend area. A number of GP practices in Leigh and Southend do not have any parking at all. We share the building with another GP practice and hospital services. Unfortunately, we cannot monitor the car park as we only rent this building and do not own any part of the parking. We would hope that patients were respectful and did not park in the disabled bays if they do not require them. Parking around the streets is allowed as long as road tax is paid by the driver.
BLOOD TEST I wasn't able to book a blood test sooner than in two weeks' time. I had to get it done at the hospital	There are very few practices that do blood tests for their own patients locally. We have decided to continue to provide this service for our own patients. There is a service that runs downstairs, which can be booked on Swift Queue, these are complete by hospital phlebotomists. If you require a blood test urgently, speak to our reception staff who would be happy to help you.
DEAF PATIENTS Training for receptionists to deal with patients who are deaf.	We would dearly love to be able to communicate with deaf patients better. We have tried for a long time to find a course for our staff for sign language without any success. A number of our receptionists are keen to complete courses within their own time.
RECEPTION tion is never a Receptionists be kinder to , I always feel like urden to them.	I am sorry to hear reception is not happy. The team we have now all work very well together and have been trained in customer service. They are here to help you, sometimes they are unable to offer the help you need which can cause conflict. Reception is a very busy area and can be overwhelming at times, we do our very best to stay happy and focused and assist in any way we can.

ADHD We received a complaint about ADHD shared care and prescribing.	This practice no longer accepts shared care for ADHD. If you have been diagnosed privately to will need to complete the forms for 'Right to Choose' and select an approved NHS provider for a diagnosis. If you already have a diagnosis under the NHS and are seen locally you should have already been picked up and assessed by EPUT services.
RECEPTION HELP I have always received excellent hlp especially as i haven't got a laptop and rely on reception for help.	If you do not have a laptop then we have 3 tablets available to use in the surgery's reception area. The receptionists are more than happy to help if you are elderly or vulnerable.
WHY ARE WE USING QUESTIONNAIRES	To help us provide the right care, at the right time, from the right healthcare professional, we ask patients to submit requests through our online triage system. Online triage allows our clinical team to review your symptoms and needs before an appointment is booked. This helps us to: • Prioritise patients who need urgent medical attention. • Direct you to the most appropriate member of the healthcare team, such as a GP, nurse, pharmacist, physiotherapist or other specialist clinician. • Reduce waiting times and make better use of available appointments. • Resolve some issues without the need for a face-to-face appointment. • Ensure patients receive safe and effective care based on clinical need. The information you provide is reviewed by a trained member of the practice team, and you will be contacted with the most appropriate next step. This may be advice, a prescription, referral to another service, a telephone

	consultation, or a face-to-face appointment if needed.
I am elderly and cannot access online and I need an appointment	Please call in and speak to our reception team who will be happy to complete the form for you over the telephone. They will ask you all of the questions exactly the same as the online questionnaire and submit it on your behalf for review of the clinicians.
I could not book an appointment by email or at the reception desk	We are now total triage, which means you complete a questionnaire relating to your problem or medical condition. This is reviewed by a doctor who prioritises you doctors/nurses or paramedic appointment. This helps you by seeing the most appropriate clinician for your condition.
I can only book blood tests on the app which is disappointing	We only book blood test appointments on the NHS app because you need to be triaged and offered an appointment with the most appropriate condition. A doctor is not always the best appointment for you. We have nurses that specialise in diabetes and asthma and ANP and paramedics who have specialist training in minor ailments, such as chest infection, sore throats, skin infection etc
Why can't I see results on my NHS app	You should be able to see your results on your NHS App or Systmonline App, we also have linked with Airmid. If you cannot see your full record, please let us know and we will see if your settings need to be changed.