

- **People's Experience** – with the available resources we aim to meet our patient demand to the best of our ability. We understand that at peak times it may take a little longer to get through by telephone to our team of Receptionists for on-the-day booking of appointments. The Practice does offer routine appointments which can be booked up to a month in advance and does enable patients to book appointments throughout the day. Additionally there are appointments accessible online which are also available up to a month in advance. This allows patients access 24 hours a day.
- **Localities at a Glance** – according to your survey the South Wight Locality is able to offer the highest number of appointments per 1000 patients, and the lowest average waiting time to see a GP. Our Practice aims to continue with this.
- **Telephone Line Opening Times** – our team of Receptionists aim to respond to telephone calls as quickly as possible during the working week between 8am-6.30pm.
- **Online Booking Systems** – the online facility for patients to book advance appointments is well received in the Practice and we will continue to promote this.
- **Waiting Times (South Wight Medical Practice)** – if patients specifically ask to see a particular GP, there may be a longer wait due to absence for holidays, or whilst covering another site for a colleague on holiday. Our waiting times for 'on the day' appointments are low.
- **Telephone Consultations and Home Visits** – telephone consultations are available with the GP upon request. This offers the opportunity for the patient to solve queries and questions without the need of coming into the surgery. Home visits are at the GPs discretion depending on the patient's needs, as a telephone consultation may be able to resolve the issue.
- **Sit and Wait Provision/Appointment Availability** – all our appointments with the Doctors, Advanced Nurse Practitioner and Practice Nurses are bookable with our Receptionists by telephone or in person, or by using the online secure log-in connecting to our appointments system. These are available up to a month in advance. The Practice does not offer an open-surgery for patients to sit and wait. The Practice is able to meet the acute needs of patients by booking appointments on-the-day. As the Practice is spread over three sites (Brighstone, Godshill and Niton Surgeries) patients may be offered appointments at a different location within the Practice. Appointments are not available on Saturdays and Sundays.
- **Staffing** – there are currently no GP/Nursing vacancies in the Practice.
- **Patient Participation Group** – the Practice has an active Patient Participation Group and we are keen to gain feedback and ideas from the Group. As some patients are unable to attend our meetings, we do offer a dedicated email for patients to write into the Practice with items to raise, on their behalf, at the PPG next meeting. Previous Minutes are available on our Practice website, or in the Waiting Room, keeping patients informed on items discussed by the Group.

- Anonymous GP Practice – December 2016

In response to the recommendations from the report I would like to confirm the following:

1: Proactively advertise and signpost people to other appropriate services and schemes such as the pharmacy first scheme.

Our registration pack and website includes relevant information on other services, including Pharmacy First.

We also advertise the service in the surgery on our noticeboards as well as individual slips to patients attending our daily on call clinic.

2: Actively seek to engage with their patients to ensure their voices are heard. They should aim to improve their PPG numbers to ensure the voices that are heard are representative of their patient population.

We currently have a Virtual PPG who have access to a dedicated email address for communicating directly from/with the Practice. Our current membership is in excess of 340 patients.

3: Advertise their booking systems more widely using a variety of methods, such as online, via posters/information sheets within the practice, to ensure that all their patients know how and when they can make an appointment.

We currently advertise our booking system by various methods including: online, posters within the practice, within our new patient registration pack and opportunistically when speaking to our patients.

4: Evaluate their booking systems with the aim to make them more equitable for all their patients as not everybody is able to call when telephone lines open at 8/8.30 am.

Patients can book appointments through a variety of methods including, online, in person or over the telephone. To date we have achieved over 1300 active registrations for online services, exceeding the target set nationally.

As part of our ongoing work, we will be undertaking a demand and capacity audit in January & February 2017 to better inform our provision of services and booking arrangements.

- Anonymous GP practice – December 2016

The South Wight Practices would appear to offer patients the best service of the three Localities and the smaller Practices, many in South Wight, tend to come out at the top of MORI surveys. However, there are several small Practices in the South Wight that are at risk under the IOW Clinical Commissioning Group's draft Strategic Plan.

The CCG wants to centralise services and reduce the number of GP Practices but that is not what the patients would appear to want. There are no current GP vacancies in the South Wight Locality so no problem with service here at present.

As highlighted in a BBC documentary a few years ago, hospitals tend to be very inefficient organisations and there is considerable room for cost savings and experience would indicate that St Mary's Hospital is no different. By contrast GP Practices on the island tend to be well managed individual businesses that represent good value.

- Anonymous GP Practice – December 2016