

St Peter's Medical Centre

Friends and Family replies



July 2019

Patient:

Doctors, nurses and Ros on Reception are very professional and caring. It's very difficult to get through on phone lines though.

St Peter's Medical Centre's reply:

Thank you so much for your kind comments of which I will communicate to the team here at St Peters.

Patient:

All staff - office and medical - are always supportive, friendly and honest.

St Peter's Medical Centre's reply:

We have tried various different call answer services in the past which have their pros and cons. As each patient calls, we need to manage their concerns in their entirety before moving to the next call. We do have a new phone system which will launch in late Feb 2017. This should ease waiting/queuing times on the phone. We are also in the progress of increasing the number of receptionist during our peak times.

Patient:

Good service and kind people

St Peter's Medical Centre's reply:

Thank you so much for your kind comments of which I will communicate to the team here at St Peters.

Patient:

Very long waiting time for appointments

St Peter's Medical Centre's reply:

Thank you so much for your kind comments of which I will communicate to the team here at St Peters.

Patient:

Very good Doctors and staff and always helpful

St Peter's Medical Centre's reply:

Thank you so much for your kind comments of which I will communicate to the team here at St Peters.

Patient:

The waiting times for appointments are too long. No wonder so many people don't attend appointments.

St Peter's Medical Centre's reply:

10 minute appointment times should be sufficient to discuss the average clinical condition. However, when required, double appointments can be booked. Whilst it is not our intention to keep patients waiting, we cannot determine the length of each consultation. Generally, patients are not left waiting for any considerable length of time, and if any clinician is running exceptionally late, patients are informed.

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Patient:

Reception appointment time

St Peter's Medical Centre's reply:

Unable to comment.

Patient:

It is always impossible to get an appointment within a reasonable time (I waited 3 weeks). No wonder non-attendance/cancellations are so high!

St Peter's Medical Centre's reply:

If patients turned up for their appointment, or cancelled their appointment, it would reduce waiting times.

Patient:

GPs are always fully booked for weeks so you can't get quick appointments. When you get here, GPs are often late to see you (today I was waiting for 20 mins). My sister's phone appointment here was a whole hour late(!) My siblings moved to this surgery not long ago and have not had good things to say either.

St Peter's Medical Centre's reply:

We have 30 emergency appointments each day here at St Peter's, plus another 3 routine appointments available each morning. We offer our patients over 600 appointments each month, which is above the country average. Appointment times are limited to 10 minutes and there may be times when our patient needs require just a little more time and others that are almost flying visits. It is our objective here at St Peter's to check each patient needs thoroughly, giving them a feeling of reassurance and safety. Please let our reception team know if you feel you are waiting for an exceptional period of time and they will kindly check when your doctor will be available. Lastly, we have on average over 175 times each month when a patient does not turn up for their appointment, which are around 8 each day. We are currently working on reducing this number as a practice.

Patient:

I had an appointment at 9am - am still here at 1030am.

St Peter's Medical Centre's reply:

On this day, the anticoagulant nurse was running one hour late. This was due to her arriving into the building one and a half hours late. Whilst this is not the norm, all patients were asked if they wanted to wait or to book a further appointment. Her lateness was due to serious traffic congestion on her route to work. Her lateness was fed back to Harrow Health Services. She is not an employee of St Peter's.
