

YOU SAID WE DID

Feedback from the seaside medical centre patient survey 2018

You Said

We Did

Please introduce a service for contraceptive implants and the removal of implants.

We are pleased to say we were able to start this service in August once our Advanced Nurse Practitioner completed training.

Please introduce an easy access counselling service.

We are now able to offer our patients a counselling service at Seaside Medical Centre. Patients that are referred to the counsellors by their GP will have shorter waiting times compared to other services. Patients are offered an initial 6 individual sessions, additional sessions can be considered if required.

Please introduce a service for parents of children of school age to access a GP easier each day.

We offer a daily early morning phone triage service for patients to ring and get advice from the duty doctor. This service starts at 8.00am before the phones open for appointment requests at 8.30am.

We now offer appointments on a Tuesday evening from 6.30pm to 8.00pm with a GP and the Advanced Care Practitioner team.

A Saturday and Sunday morning service will be available soon for our patients to use at a GP Hub in Eastbourne.

We will advertise this as soon as it's up and running.

Please can we make appointments to speak to a GP on the phone and book emergency appointments?

We offer a daily early morning phone triage service for all patients to ring from 8.00am-9.00am with the duty doctor.

Requests for emergency appointments are now triaged by the duty doctor. This system has meant that all appointments are being used effectively.

Please can we have more help with mental health issues?

We are pleased to be able to offer our patients the services of an outside provider based at Seaside Medical Centre. Community Connectors/Wellbeing Service runs a weekly booked appointment clinic every Tuesday. They are able to offer advice for anyone concerned about their mental health and can signpost patients to many services that can help them.

Booking appointments at 8.30am can be difficult if you are on the school run.

We offer patients the facility to book appointments on-line. Patients need to register for this service. This enables patients to book appointments 24 hours a day, 7 days a week.

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Web services need improvement.

Our website is updated regularly; patients can access important information about Seaside Medical Centre and the services that are available both at the practice and in the community. Patients can also register for on-line services to book appointments, order medication and view their coded medical record on-line.

Need later day appointments for patients that work during the day.

We are pleased to be able to offer our patients appointments on a Tuesday evening. Patients are also able to ring at 8.30am each day to book the later afternoon appointments that are opened each morning.

Don't like HIV tests that are put in the new patient packs.

As a GP practice we were asked to take part in a pilot study. This has now finished and the tests are no longer included in the new patient packs however there is a stock available in reception for patients who request them.

Saturday appointments.

This service will soon be available to our patients to use in the Eastbourne area.

More awareness of services available.

With the help of our Patient Participation Group we have installed a new sign in the reception area listing all the services we offer at Seaside Medical Centre.

Higher seats for arthritic patients

We have listened to the needs of our patients and are looking into how we can adapt some of our waiting room chairs. We intend to make this available to patients very soon.

A larger reception area for better privacy when talking to the reception team.

We acknowledge that the size of the reception doesn't always enable patients to feel comfortable discussing personal issues. Patients can always ask to write down the problem they want to discuss to avoid being overheard.

We have also introduced signage requesting patients to stand a certain distance from the desk to help with privacy.

