

Annual Surveys 2016/2017

You said...	We did...	The result is...
<p>Car Parking</p> <p>Has always been an issue for the Practice with very limited car parking space being available. We employed a car parking company to “police” our car park for us and whilst things have improved somewhat, we still get complaints about the car park.</p>	<p>We have given notice to our current provider of car park security. We intend installing an automatic number plate recognition (ANPR) system. Not only will this reduce the number of individuals using the car park to “hang out” with their friends and fishermen driving onto the towpath, thus churning up the hardcore - but it will provide car parking for genuine users of the health centre only.</p>	<p>This is currently ongoing with an initial installation date scheduled for the last week in March 2017. We will report back shortly. Watch this space.</p>
<p>Men’s Sexual Health</p> <p>We have noticed from our surveys that men do not engage with our clinics as frequently as women when it comes to sexual health. We undertook a survey which was specifically targeted at men’s sexual health to gather further data and try to identify any barriers to their attendance at the clinics.</p>	<p>We bid for some innovation funding and were successful in our bid thereby securing funding from the Queens Nursing Fund to help us raise awareness of Men’s Sexual Health. Our Team have created a model whereby we will have pop up clinics for Sexual Health over at the University. Both registered and non-registered students will be able to take a kit and bring us a urine sample back for testing or drop the sample off anonymously in “collection points” to be located on the University Campus and at the Health Centre. This service has been developed as a result of the feedback which we received in the survey identifying that males were often embarrassed or did not think the service applied to them. By targeting men specifically and taking the service to them – encouraging both registered and non-registered we hope to see increasing numbers of males accessing the service.</p>	<p>Watch out for our pop up clinics appearing over at the University – we will concentrate around the Student’s Union area. There will be drop off points for the urine samples and we will pick up these samples and test regularly. We hope to see increasing numbers of males accessing the service with improved awareness around the need for STI screening.</p>
<p>Online Access</p> <p>Many of you have commented that you do not use the online service for making appointments or repeat prescriptions yet a high number of patients are asking for the service seemingly unaware that it is already available. Patients are, at times, unhappy with the length of time it can take to get through on the telephone during busy periods – having on line access can save you the phone call as you can book your own appointments or order your own repeat medication.</p>	<p>We are promoting our online services at the moment. Come and ask us for your password and make sure that you use the service to make your appointments and get your repeat prescriptions – it will alleviate any lengthy waits on the telephone when the lines are busy first thing in the morning. We hope to raise awareness in the waiting area, by staff encouraging patients to register for on line access during their visits to the practice and also promoting this more visibly on the practice website/plasma screens etc.</p>	<p>This will be an ongoing project throughout the coming year as NHS England are also targeting practices to improve uptake of on line services. We will let you know if we have made a difference in a few months’ time.</p>

