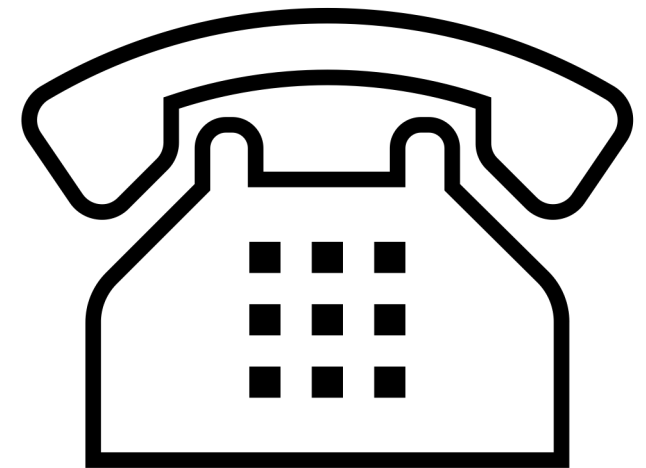


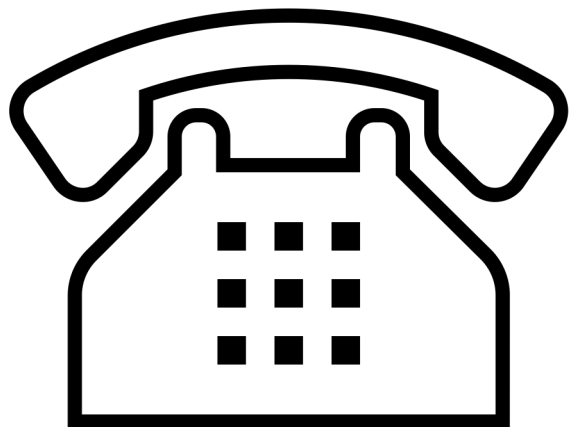
You said....
We did.....

- “It isn’t easy to get through by telephone”
- “I struggle to see my own GP”
- “I can't get an appointment at a time suitable for me”
- “ I want a better choice of appointment types”

It isn't easy get through by telephone

- We have increased the ways in which you can now book an appointment
- To use new our online booking system, go to our Ivy grove website, online consultant request and follow the links. This is open to book from 8am -10am.





It isn't easy get through by telephone

In July 2024 we installed a new digital telephone system this has meant:

- The new system allows you to be held in a queue. This means no redialing to get through
- You can be placed in a virtual queue and request the call back service. You will keep your place in the queue, but you can hang up and the system will call you when you get to the front
- The new system gives us access to call data allowing us to respond more effectively to patient demand



I struggle to see my own GP

As of the 10th of March 2025 we are changing the ways we schedule our GP appointments. What that means for you:

This means you can book into your preferred GP's available appointments

Follow up appointments can be booked in with the same doctor.

I struggle to see my own GP

The future of the NHS and general practice is incredibly important to us, and its why we have joined the registrar training program. This means we have registrars with us for 4 months at a time. It allows them to work along side and be mentored by experienced GPs. These are trained, competent doctors its just that they are new to general practice. Being booked in with them gives them experience and may give you a slightly longer appointment! It also allows us to support the talent of the future.





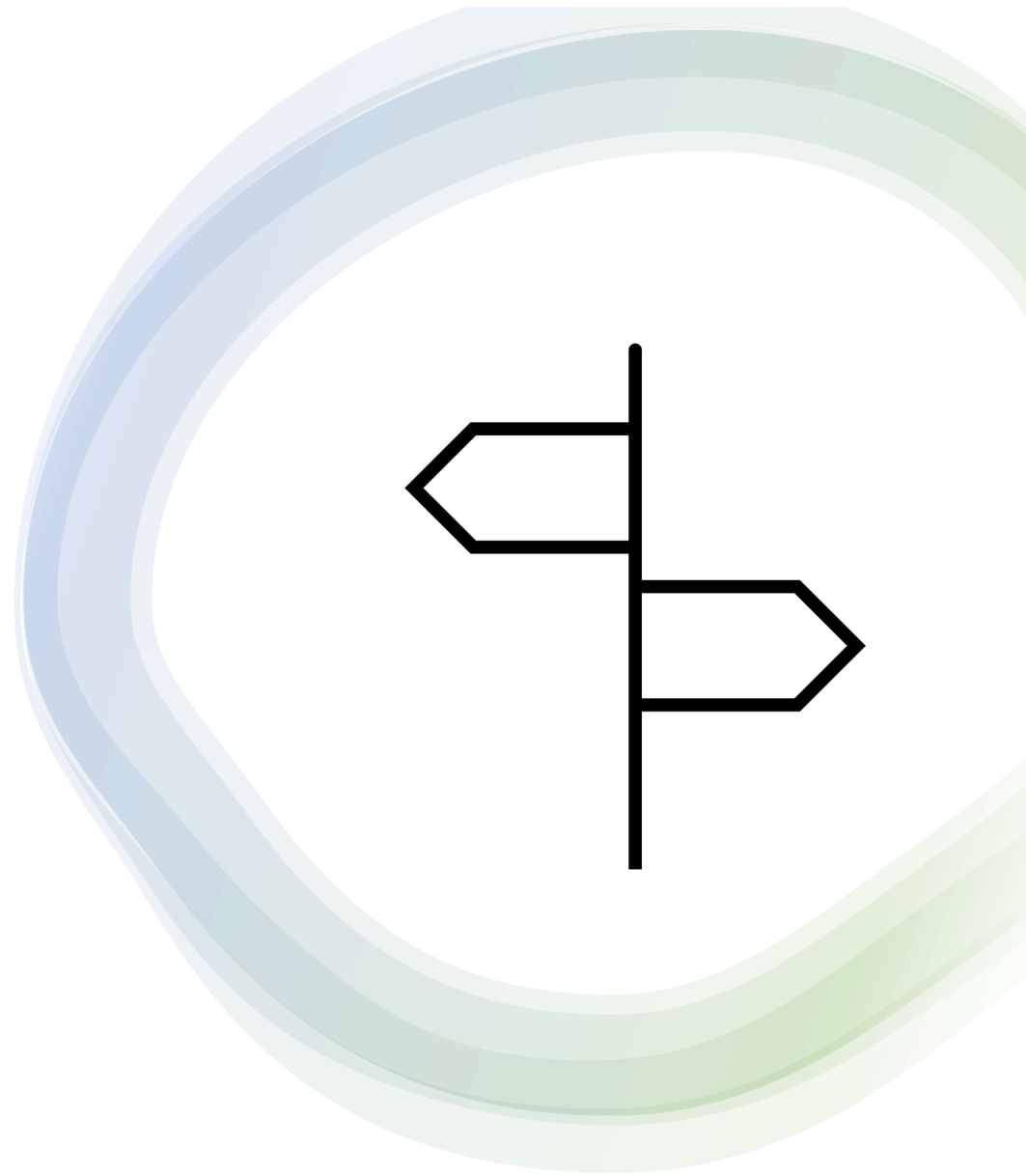
I want a wider choice of time or day, when I can get an appointment

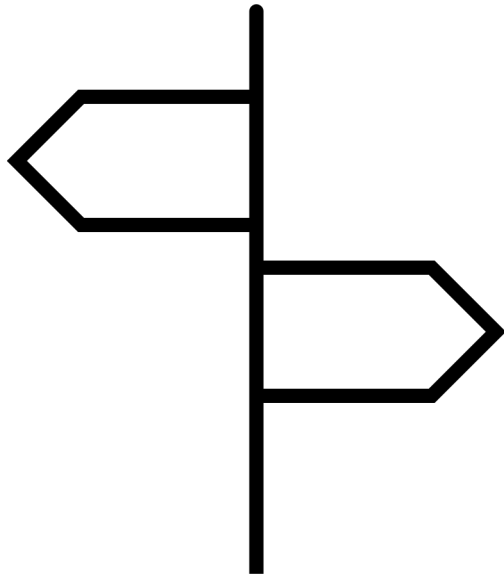
We have increased the amount of out of hours appointments we are able to offer

- We offer Saturday morning Hub appointments
- We have prebookable appointments from 7am Monday and Tuesday
- As well as GP appointments offered Wednesday night until 8pm , we now offer nursing appointments during that time.

I want a better choice of appointments types

- Following patient feedback we have changed our appointment profiles. This means we will:
- Offer more face-to-face appointments
- Offer more prebook able appointments
- Reduce the amount of telephone appointments, but allow you to decide if you want to change a face-to-face appointment into a telephone appointment if that suits you






I want a better choice of appointments types


As well as choice of face to face or telephone appointments, we offer a range of specialised appointments such as:

- Diabetes reviews
- Heart failure reviews
- Coil clinics
- Medication reviews
- Vaccinations
- Baby immunisations
- Dressing changes
- minor operations

And many more services



How you can make a difference



We are always interested to hear from you. You can let us know by completing a friends and family survey or by answering the questionnaire attached. However, if you can provide regular, constructive input into how we manage our practice, you could consider joining our Patient participation group. This is how you will be able to shape the future of the practice and help us make informed decisions which affect you.

To join the Patient participation group (PPG), or find out more about it, please send an expression of interest to ddicb.admin-ivygrove@nhs.net