

## Falkland House Surgery Q&A

We are a wonderful Practice ! Thank you to everyone who gave us such fabulous, positive feedback. However, a number of common themes were identified which are noted below with our response:-

**Q** - Could we provide a water dispenser in the waiting room?

**A** – We have made the decision not to install a water dispenser due to Infection Control Legislation concerning the potential for them harbouring Legionella Disease . Patients are welcome to bring bottled water to the surgery.

**Q** – Where have the childrens’ toys gone?

**A** – Toys in the waiting are considered a potential health hazard. Infection Control Legislation requires a member of staff to clean any such toys on a daily basis and we do not have the capacity to undertake this additional duty

**Q**- Can we pave over the `muddy patch outside the surgery?

**A** - We have asked the Council a number of times to remove the grass/mud patch and to create a lay-by for patients to park. Unfortunately, despite all the ongoing remedial work, our request has yet again, fallen on deaf ears but we will keep asking

**Q**- Can we offer on-line services for ordering repeat prescriptions?

**A** – We already do this. Prescriptions, some appointments and a limited summary of medical information can be seen on-line. To register for this service, please complete the form available at Reception or on the Website and bring to the surgery for your access to be enabled

**Q** – Can we improve on the appointment system ?

**A** – We regularly review the appointment system in the knowledge it is impossible to get it right for everyone. We currently offer a range of pre-bookable and on the day appointments and to increase the number available of one means we would have to reduce the number available of the other. We appreciate the frustration when surgeries are busy but do our best to accommodate everyone who needs to be seen.

**Q** – Why do surgeries run late ?

**A** – There are a number of reasons e.g. we are expected to provide an increasing range of complex services in the surgery with little additional finance to support this. Patients often present with more than one problem and often request other family members are seen in the same appointment. Emergencies have to be dealt with. Again, we do our best to accommodate but, by doing this, it can mean a slightly longer wait to be seen than anticipated.

**Q**- Can you let us know to come later for my appointment if surgery is running late ?

**A** – Where possible, we do inform patients to come later but it is impossible to operate the appointment system fairly/effectively if people don’t attend for their appointment time. We will always try to be flexible with small children or patients who have conditions which make it very difficult for them to sit in the waiting room for any length of time.