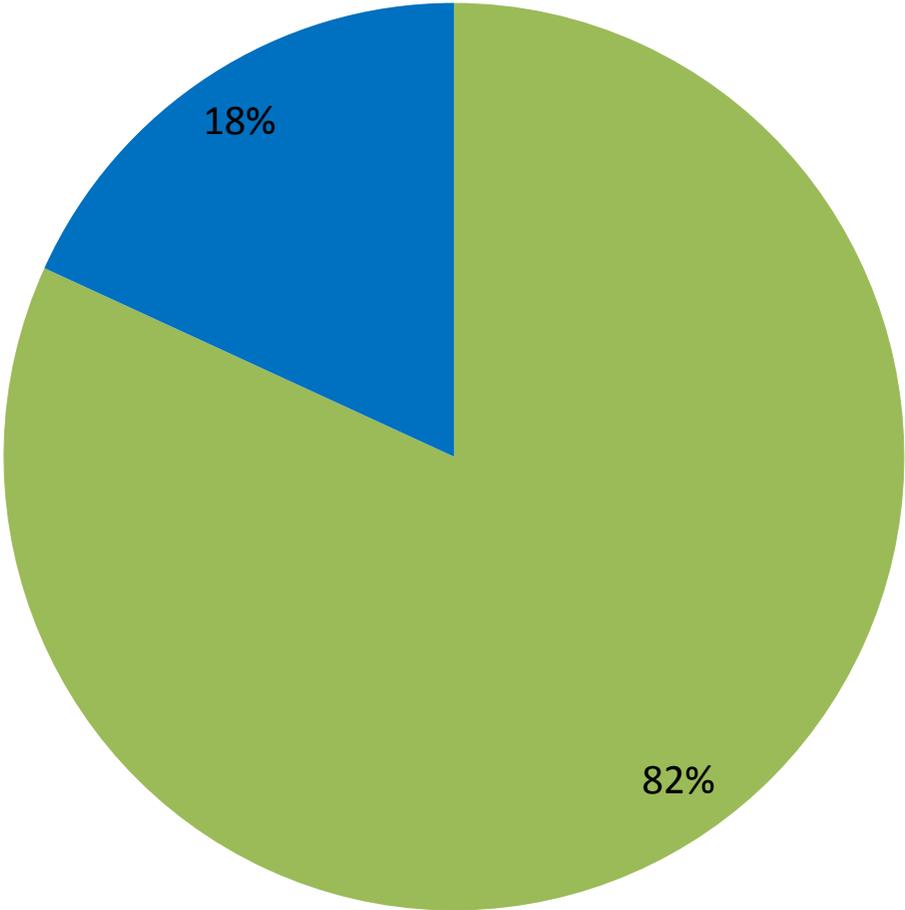


Telephone triage questionnaire results. Thank you to all patients who responded.

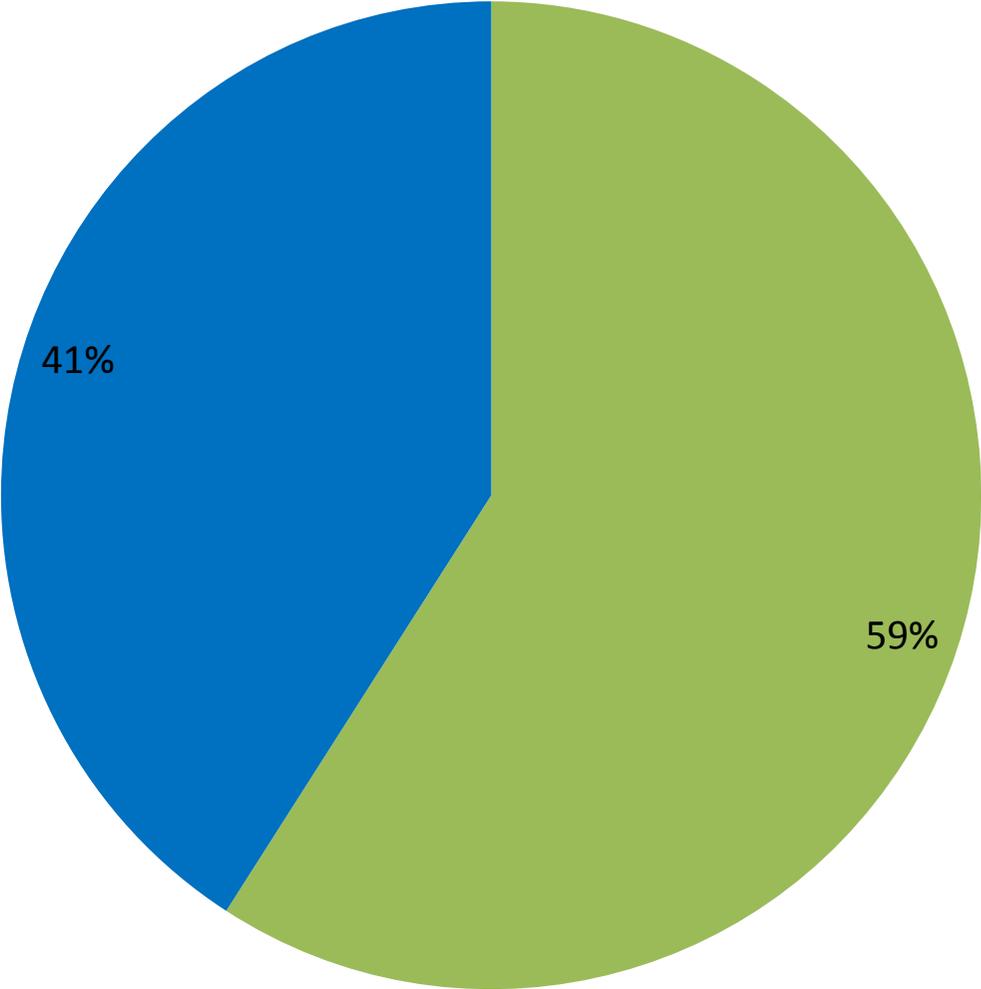
1. Are you aware of the telephone triage system for urgent appointments?

■ Yes ■ No

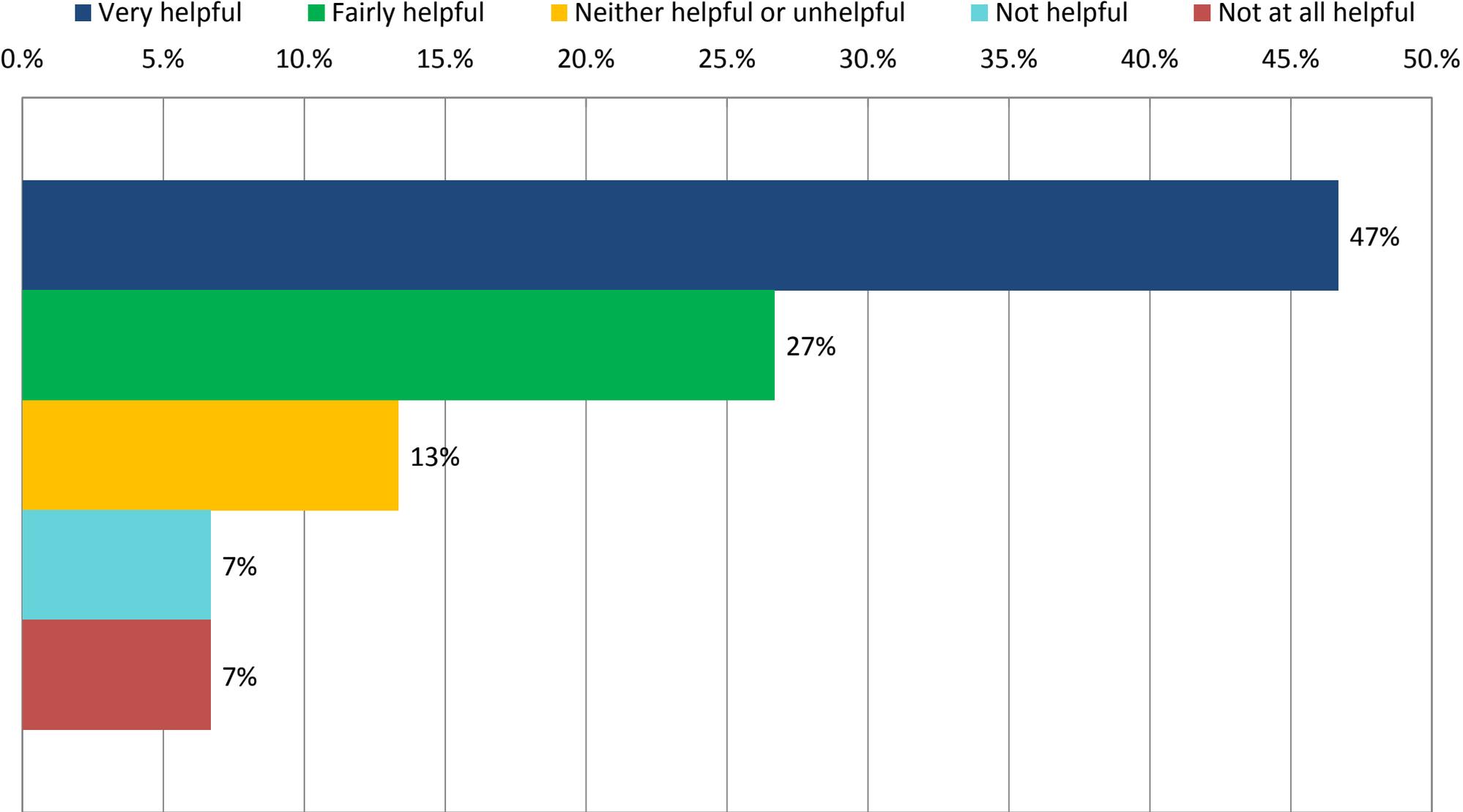


2. Have you used the telephone triage system?

■ Yes ■ No



3. For those who have used the service could you rate it from very helpful to not helpful at all.



4. Please leave any other comments on the appointments system here:

- I have noticed it has become extremely difficult to arrange an appointment in recent months (e.g. my elderly mother waited 1 month to be seen by a doctor). However, I do think telephone appointments are a very good solution to the strain the NHS is currently under. It is reassuring to know that we can at least speak to a doctor or nurse practitioner who can then refer us for further care if necessary. I am very concerned about the impact this will have on those with non-urgent but potentially serious issues (e.g. deteriorating mental health) as it is already a struggle to get support when needed. Considering the links between poor mental health and physical illness I hope the practice will continue to prioritise the mental (as well as physical) health of the community when deciding who needs a follow up appointment and who doesn't.
- **Response from Walker Medical Group.** Thank you for this feedback. We are aware of the issue of those of our patients with non-urgent but potentially serious issues and are continually looking to improve access to care for this and all other patient groups. If you want to help shape the care offered by the group perhaps you could consider joining the Patient Participation Group.
- It's a great service. It has meant I got an appointment on that day when needed. But also, after discussion with a doctor, was able to receive a prescription without taking an appointment slot for simple/easy self diagnosed condition such as oral thrush.
- **Response from Walker Medical Group.** Thank you for this feedback. This is how we want the system to work but also do not forget that there are other routes to take if you need care for non-urgent conditions, for example speaking to the Pharmacy is another option available to you.
- Really hard to get an appointment lately was told 4/5 weeks last week and even though it's not urgent I would need seen before 5 weeks.
- **Response from Walker Medical Group.** We apologise for the wait for non-urgent appointments, especially if you want to see a named GP. However, our resources are finite and are being stretched to meet the need which has been especially high this winter. Please ask for a telephone consultation with a member of the on-call team and they will be able to give you the most appropriate appointment slot and offer advice.
- Satisfied with the options available from Walker Medical Group and NHS choices.
- **Response from Walker Medical Group.** Thank you for this feedback. Yes. NHS Choices is a good resource to use along with the 111 service, Walk-in centres and Pharmacies.
- Trying to ring early in the morning for a cancellation appointment and not being able to get through is quite frustrating.
- **Response from Walker Medical Group.** We understand your frustration. There are six lines available and we have invested in a queuing system for them. Once through to reception ask for a telephone consultation with the on-call team. They will give you the most appropriate appointment slot and offer advice.