

The Light GP Practice engagement – you said/we did

You Said	Our recommendations to the commissioning team (based on what you said)	We Did (what did the commissioners do)
<p>Patients are interested in using digital (online) functions that enable them to book appointments, view test results and manage repeat prescriptions.</p>	<p>Consider providing a service that offers a range of digital and online functions to patients.</p>	<p>We included the use of digital technologies within the service specification for the procurement of the service. The use of digital technologies will be monitored within contract management meetings with the provider of the service.</p>
<p>Around half of patients are interested in using online functions such as online symptom checkers, online health questionnaires and video consultations.</p> <p>However, many people still value more traditional, face to face contact and have concerns about accuracy and data security.</p>	<p>Consider offering a range of digital health services and providing information on data handling and effectiveness in order to reassure patients.</p>	<p>We included the use of digital technologies within the service specification for the procurement of the service. The use of digital technologies will be monitored within contract management meetings with the provider of the service.</p>
	<p>Consider continuing to offer face to face appointments and telephone contact, particularly for patients who cannot or prefer not to access digital services, for example:</p> <ul style="list-style-type: none"> • People with no internet access • People whose first language is not English • People with long term conditions and disabilities 	<p>Accessing appointments has been included within the service specification for the procurement of the service. Registered patients will be offered a range of different appointments from face to face, telephone consultations and use of other digital technologies to support their preference/need.</p>
<p>People told us that booking an appointment at The Light is too difficult and they have to wait too long for an appointment. People have to rely on</p>	<p>Consider reviewing the online and telephone booking systems to make it easier to navigate and easier to book an appointment.</p>	<p>Accessing appointments has been included within the service specification for the procurement of the service. Access will be reviewed within the</p>

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<p>other health services as they cannot access GP appointments when needed.</p>	<p>Consider increasing the number of on the day appointments available.</p>	<p>contract management meetings with the provider of the service</p>
	<p>Considering increasing the number of book-ahead appointments available in order to reduce waiting times.</p>	
<p>Access to evening and weekend appointments is important to people, particularly where people need to access appointments outside their working hours.</p>	<p>Consider offering appointments in the evenings and at weekends.</p>	<p>Accessing appointments has been included within the service specification for the procurement of the service. Access will be reviewed within the contract management meetings with the provider of the service</p>
<p>The majority of respondents are satisfied or very satisfied with the service they have received at The Light and are particularly pleased with the interactions with clinical staff.</p>	<p>Consider feeding this information back to practice staff.</p>	<p>The patient engagement report with all patient feedback has been received by the provider of the service.</p>
<p>Some people have had unpleasant experiences with some staff being rude, unfriendly or unhelpful.</p>	<p>Consider ensuring that all staff receive customer service training.</p>	<p>The patient engagement report with all patient feedback has been received by the provider of the service.</p>
<p>People are unhappy with some administrative procedures such as registering as a new patient, ordering prescriptions and logging complaints.</p>	<p>Consider reviewing procedures to ensure they are robust, effective and fully implemented.</p>	<p>The patient engagement report with all patient feedback has been received by the provider of the service.</p>

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<p>People liked the current location of the practice.</p>	<p>If the practice is to move, consider:</p> <ul style="list-style-type: none">• A central location• Close to public transport links• Close to car parks• Safe and well-lit location• Fully and easily accessible for people with mobility issues, hearing impairments and visual impairment, as well as prams• Close to a Pharmacy• Increased capacity of the practice in order to accommodate a growing city centre population• A modern, clean building• Adequate privacy around the reception area <p>Some of these issues could be considered within the existing building, for example ensuring cleanliness, privacy and reliability of lifts.</p>	<p>There are currently no plans to move the practice. We will consider the feedback if the practice had to move buildings in the future.</p>
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