

Ambrose Avenue Group Practice, a Branch of



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THE RECENT NATIONAL PATIENT SURVEY

Following the results from the recent national patient survey we are taking actions with immediate effect as well as instigating longer term initiatives to improve patient experience. We acknowledge that there is a lot of work to do but some has already been implemented. The survey was taken at a time when we were already starting to implement changes across the surgery and these changes have sadly not been reflected in those survey results.

We are taking a strategic review of all our processes and looking at ways we can continue to improve patient experience. This is very important to us. As most of you are aware Open Access has changed. We have increased the number of online bookable appointments, prebookable appointments and on the day appointments for urgent matters. We will also be looking at offering some form of e-consult for patients. This is a digital triage and online consultation platform which has had a positive impact on patients' access at other surgeries across the country. This will also free up time for our receptionists to support those who are unable to use online services. We are continuing to develop our appointment system to meet the needs of our patients.

It has been difficult to provide enough appointments with only a certain amount of clinicians. However, our clinical team continues to grow so that we can offer more appointments to our patients. We welcomed a new GP partner and a salaried GP this month and we will also be welcoming another GP in September. This will support us being able to offer more appointments with a GP at our Ambrose site.

With regard to our telephone system, we hope that a new telephone system will be in place from the end of next month and we will keep you all advised of this change. This system will offer more options to us all and will also allow patients to ask for a call back rather than staying in the phone queue. This type of system works well at other surgeries.

Our management team will be liaising with practices in the area who have performed well in the survey and emulating best practice. Our aim has always been to provide excellent health care ensuring the best possible health outcomes for our patients but we know that changes continue to be needed. As part of this change we intend to be open, transparent and communicate with all stakeholders.

Thank you.

The Partners and Management Team at Ambrose Avenue Group Practice