

## **SystemConnect Feedback October 2024**

Following the introduction of SystemConnect in July, we asked for feedback from our patients. These are some of the positive comments we have received.

### **Positive comments**

"Couldn't believe how fast they got back to me for an appointment".

"It was great how quickly I was able to get an appointment and the process was so easy and quick".

"Much easier to submit a form than time a phone call and wait. It's easier for when you have work commitments too to get assistance".

"Much better, no waiting in queues to talk to someone, g.p is much faster to respond. If I do need to talk to a human, it's much quicker to get through. Highly recommend".

"Thornfield Medical Group new system has been really helpful, and they respond very quick on needed services".

"A great idea saved a personal appointment which has to be a good thing for the Doctors / NHS and to be honest also myself".

"I was concerned about it when hearing that was new procedure but after having used it, I found it easy to use and the benefit it has you can give better details if your problem and you're not 12th in the queue 😊".

"I cannot fault the system I found it very easy to use which I might add is unusual for me being a golden oldie and not very computer savvy. I love it".

"Works perfectly as described with good instructions".

## Feedback and our responses

The following patient feedback was received, and we have acted on this by explaining our processes and making some changes. These are highlighted in green.

### **You said:**

*"I can use the system, but I'm very concerned that it's another example of the surgery distancing itself from its patients. Many elderly people have no access or cannot easily use the internet; I presume you've made alternative provisions for them?"*

*"I don't know as I don't have a clue as elderly people don't know how to work the internet, so this is not very helpful".*

### **We replied:**

As a surgery we understand that not everyone is able to use or access the internet, we have a system in place for these patients.

Alerts have been added to the patient record for those who are unable to contact us online, this alert appears when the record is accessed by a member of staff.

Therefore, if a patient was to come in or call us, we would know that we are to help them and not direct them to online services to make a request.

We have implemented the online services so we can free up our phone lines for these patients to get through to us in a timely manner.

### **You said:**

*"I have trouble finding the app when I need it. Not easy to recognise with so many health apps available".*

*"I struggle to get access as password and username are hard to remember and NHS login is not always functional".*

### **We replied:**

SystemConnect can be accessed by visiting our website, scanning our QR code using your smartphones camera or by clicking on the link found on our Facebook.

Going forward we are hoping to get an option added to our phonenumber, that will allow patients to select an option to get a link sent to their mobile.

SystemConnect is not yet compatible with the NHS app and cannot be accessed this way. There is an option on the SystemConnect website to log in and use your NHS app details however, this is not necessary for patients to complete an online consultation.

**You said:**

*"Found the system hard to navigate. NHS site remembered who I was and what repeat medication I needed. Systemconnect took far longer for a simple repeat medication request".*

*"Repeat meds could be easier, it's difficult to remember the names of all the medications. Otherwise it's a helpful system".*

**We replied:**

SystemConnect is unable to show patients their prescription list and the current layout is standardised therefore we are unable to change it.

We would recommend using the NHS app to order medication where possible. This will show you the list of medication you are on and will allow you to request it. The app can be downloaded via your app store, and you can sign up to the NHS app using photographic ID. If you don't have any ID, please visit the surgery where we can provide you with log in details for the NHS app.

We still accept paper prescriptions, and either yourself or someone can hand it in on your behalf.

The admin staff can provide patients with a copy of their medication list, this may be useful to keep and refer to when ordering. All medication will be ready to collect in 2 working days, if there is a problem we will contact you.

**You said:**

*"The times that you can access the system is quite restrictive (07.30 to 17.45) for people who work".*

*"Can't book when surgery is closed. Can't get the time to see a GP after 5pm AS I WORK".*

**We replied:**

The medical requests are open between 07:45am and 17:45pm Monday to Friday.

The times are restricted to make sure that all requests are being actioned in a timely manner with the support and advice of the clinical team. We still get requests through that require urgent assistance and we would be unable to provide this during our closing hours.

Admin requests are open and are not to be used for emergencies, this includes fitnote requests and letters.

Once your consultation has been submitted and an appointment is required, we can send a booking link to your phone. This link is accessible for 7 days allowing you to view our appointments and book the most convenient for you in your own time.

**You said:**

*"Bring back good old fashioned human beings to deal with patients. This system is so cold and it really makes you feel you're just another number".*

*"Would rather have the more personal touch".*

**We replied:**

We put our patients at the forefront of everything we do, by contacting us online it means that we can be more efficient and deal with more patients and queries. We still speak to patients over the phone if its better to do so.

By completing a form, it allows you to put your query in your own words and makes it more personal to you, it also means that you are not having to worry about other people hearing your conversation over the phone or in reception.

The IT team are going to be offering drop-in sessions for patients to come in to be shown how to submit an online consultation, a few patients have already been in and found it beneficial. This will start to advertise this.

The Practice produces a 3 monthly newsletter, FAQ and reminders with regards to SystmConnect will be added to this for patients to access. We can send this to you in a test or ask for one in reception.

We have created a leaflet with advice and guidance for patients to take or access as and when needed, this will include FAQ, how to order medication and how to access the system etc. We are also going to be adding a video to our call-in board and Facebook showing patients where to find the SystmConnect website.