

DRSS at GP Practice Patient Forums & Groups

At DRSS we want to hear what patients have to say, we already do this in a few ways:

- We are signed up to Patient Opinion - online and phone based feedback
- Monthly anonymous patient surveys asking questions about DRSS - posted to the patient
- Deal with patient queries through our patient helpdesk on 01626 883 888



Recently we were invited to a GP practice patient forum to talk about DRSS and answer questions about the service. We heard some really helpful things.

Patient A said

Patients don't always get the right phone number to call us and the letter is sometimes too small to read.

DRSS has specially designed patient appointment leaflets for practices to use and give to patients linked to each of our DOSs. We will now be adding a new helpful large print version for practices to use. We also offer documentation in braille which can be requested through our helpdesk.

Patient B said

When a patient calls and cannot book an appointment it seems pointless to call at all

At times services do become busier and in some departments the clinicians need to review all referrals before booking an appointment. DRSS is still able to offer the patient a choice of location for their care and as part of our current service review we will be changing our phone scripts to better explain the referral processes.

New Devon CCG are currently working on how to get clinical reviews completed in a more timely manner and to minimise the impact to the patient.

If you would like DRSS to visit your practice patient forum please contact the DRSS Delivery Team on 01626 883712

