



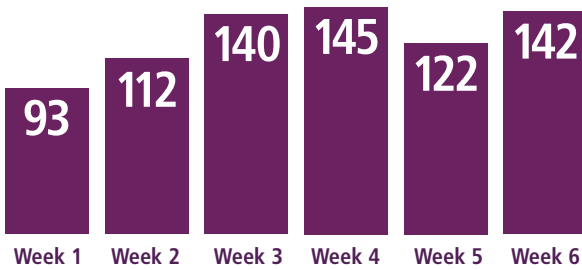
754

patients were seen over the 6-week pilot

20

patients were referred back to emergency department (ED) after discussion with the ED consultants

Number of patients seen



47 onward referrals to other specialities

DEPARTMENT	NUMBERS
USS	15
Ortho	9
ENT	4
Cardiology	3
Lower GI	2
Ophthalmology	2
Paediatrics	2
Allergy clinic	1
Audiology	1
Breast	1
District nurses	1
Echo	1
Haematology	1
Minor surgery	1
Neurology	1
Psychology	1
SPOA	1



FEEDBACK FROM PATIENTS

60% of all patients seen provided feedback

100% of feedback about service delivery and staff was positive

- Kind and helpful
- Listened and understood
- Excellent service and kind GP
- Quick and efficient, safe environment
- Good service, friendly
- Lovely staff, seen very quickly
- Friendly receptionist
- Quick and professional

FEEDBACK FROM CLINICIANS

Both clinical and non-clinical staff were vital in the setup of the services and have provided constructive feedback and ideas about service delivery.

- Feedback loop with A&E working well
- Happy with support from management and daily check-ins by coordinator
- Would like more shifts
- Collecting greater patient feedback
- Built good relationships with FT and BARDOC

