

Session two

Thursday 8 April

**Danebridge
Medical Practice**

**Sandiway
Engagement
Sessions**

Dropping off samples

Sandiway Engagement Session no.2

Snapshot feedback from survey:

'what measures would you like to see made available to support patients living in the Sandiway and Cuddington area with respect to providing samples?'

08.04.21

Is there any mileage in utilising the local pharmacy as a drop off point for collection of samples?

That Sandiway remains open, perhaps in a changed service, that meets the local needs. You cannot expect anyone else to collect samples.

Unless the Practice can persuade Rowland's Pharmacy to collect samples on its behalf the only options appear to be for a District Nurse to visit homes or for the patients to have to travel to Northwich. In either case it would be a major degradation of service.

If it were to close, I'd like it replaced with another one in the same village, offering the same services.

Somewhere to drop them locally

I would need sample bottles to be posted out to my address since I have no transport of my own. I am not sure how I would return the samples, unless I were to pay for a taxi or courier. .

A collection or postal service made available to elderly patients.

Maybe a drop box in the area where samples or even prescriptions could be posted and collected. Maybe even a local volunteer who drives who can collect and bring to the surgery in Northwich

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Snapshot feedback from survey:

'Do you have any further
comments focused on
sample collection?'

08.04.21

The service works well in lockdown and can be replicated when the surgery is closed

Any system need to be efficient, not add delays to the process of analysis or cause a lack of confidence for the patient.

For people who can't drive or walk easily going to Northwich is out of the question. Our community must not be disadvantaged or penalised.

Where can we take them without travelling into Northwich, which is not accessible by public transport

Will there be door to door service?

Where LOCAL (walking distance) can samples safely and privately be dropped off that does not entail using public transport or having access to a car

Travelling to and from Northwich would be very difficult for a lot of people

Why would you make dropping off samples difficult for patients by closing the Sandiway surgery that is within walking distance in the area. Patients can walk to this surgery they need transport elsewhere. Walking to the surgery is great for the environment too as opposed to patients using transport which they also don't have.

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Snapshot feedback from engagement session

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As a Danebridge patient but living in Hartford I do have to travel to drop samples off

Throughout COVID I have felt that the response from Danebridge when I have had to visit the main surgery to drop a sample off has been positive. They were safe, secure and quick to confirm a test result & provide medication

Because Sandiway surgery has been closed my experience has been dreadful. I have not been able to access red topped sample bottles, visit Danebridge in time to drop the sample off or gain access to the antibiotics needed which resulted in me being admitted to hospital

A daily collection point in Sandiway is the only solution

It would be good for the pharmacy to have a stock of red-topped sample bottles and for all receptionists to know where the stocks are available locally

Asking charities & volunteers to transport patients I don't believe is viable at all – it would take me too long to find someone & charities don't have enough resources due to a reduction in donations.

The expected increase in the number of residents in Sandiway in the next few years will mean that this problem with samples will only get worse

Receptionists need to know how significant a UTI is and be aware of the urgent need for access to antibiotics is

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You said, we will

08.04.21



You said	We will
You would like to there to be a stock of red-topped sample bottles available at the pharmacy in Sandiway	Work with our community pharmacy to ensure they have a stock
You would like feel confident that the phone system works effectively, especially when trying to get a home visit	Make it simple to understand how to get through the right person when you need to & it works
You would like more understanding from reception staff about the significance of calling with a UTI – especially towards the end of the week	Review our algorithm and triage process, supporting our reception staff to be responsive to the needs of our patients