

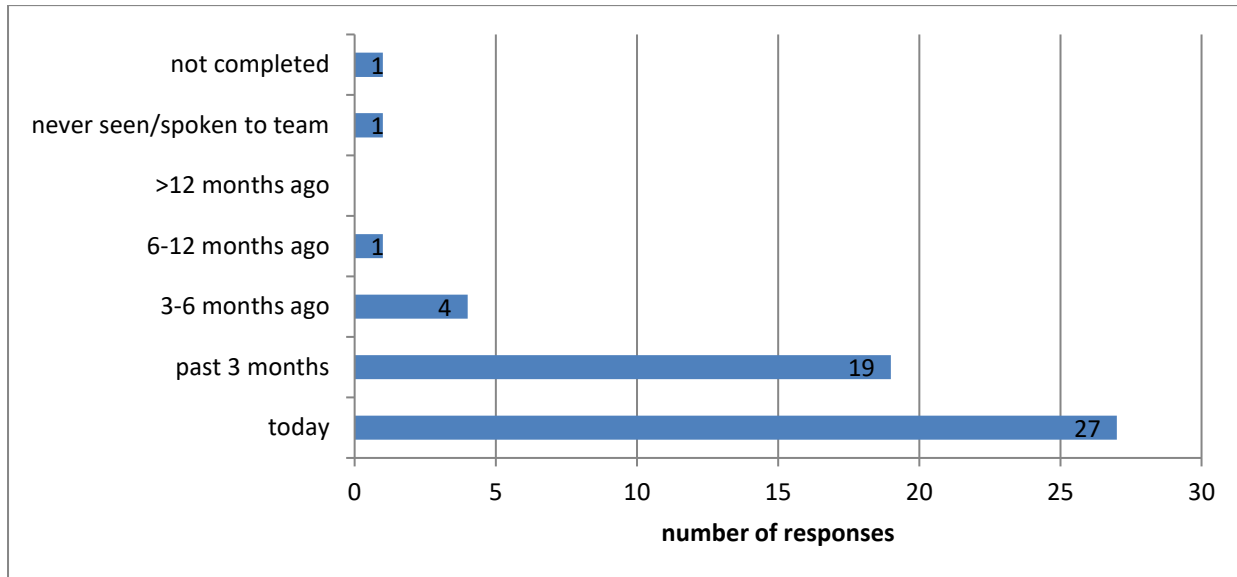
PATIENT SURVEY RESULTS 2016

INTRODUCTION

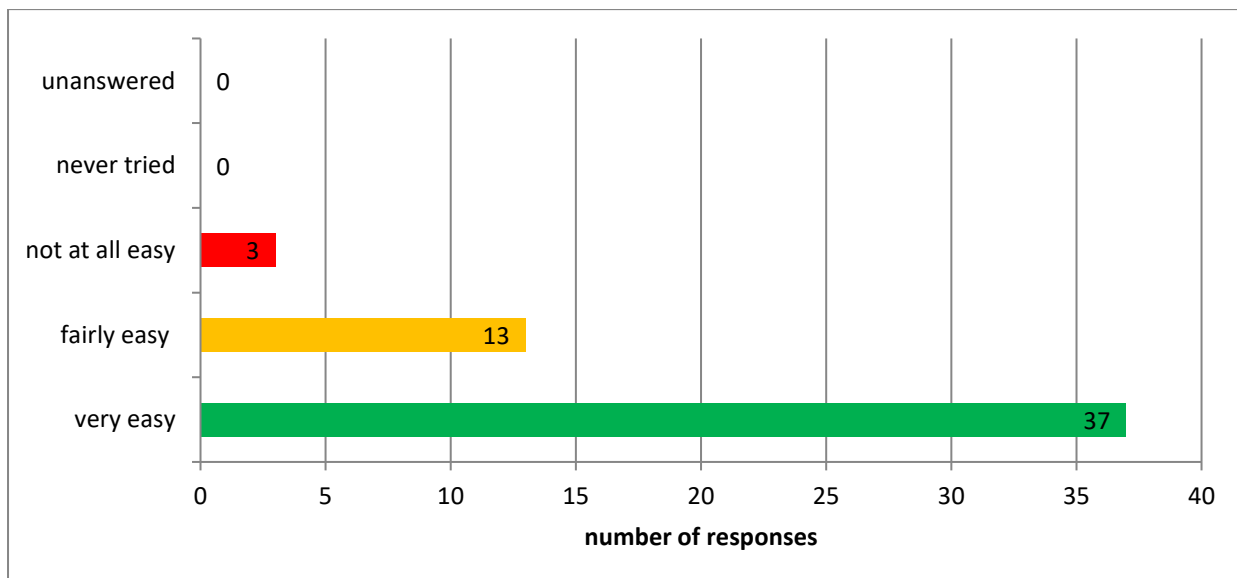
53 surveys were completed by patients during October – December 2016 and the results collated below.

ACCESSING SERVICES

When did you last see or speak to a member of the surgery team?



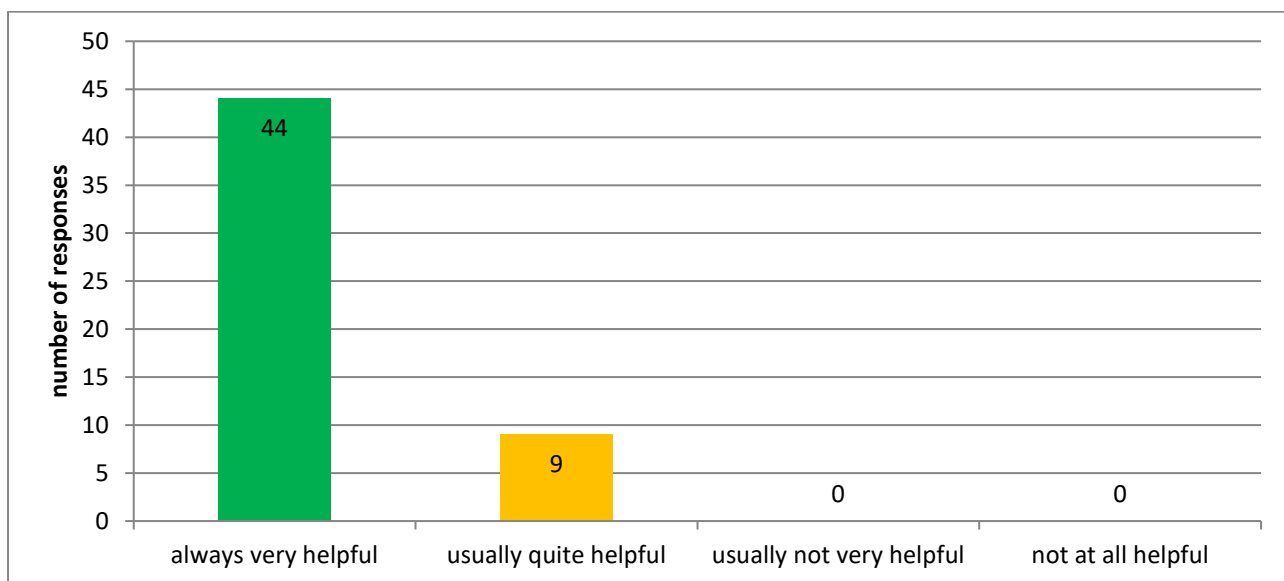
Generally how easy is it to get through to someone at the surgery on the phone?



If you have had a problem getting through to the surgery, what time of day are you calling?

- 3 patients responded 8:30am
- 1 patient responded 9am
- 1 patient responded early am
- 4 patients responded morning
- 1 patient responded 8:30am & 12:00
- 1 patient responded 9am – 2pm
- 1 patient responded 10am – 2pm
- 1 patient responded that they had called a couple of times & got a message that the surgery was closed between a period of time but that time had been over & no-one answered.

How helpful do you find the receptionists at the surgery?

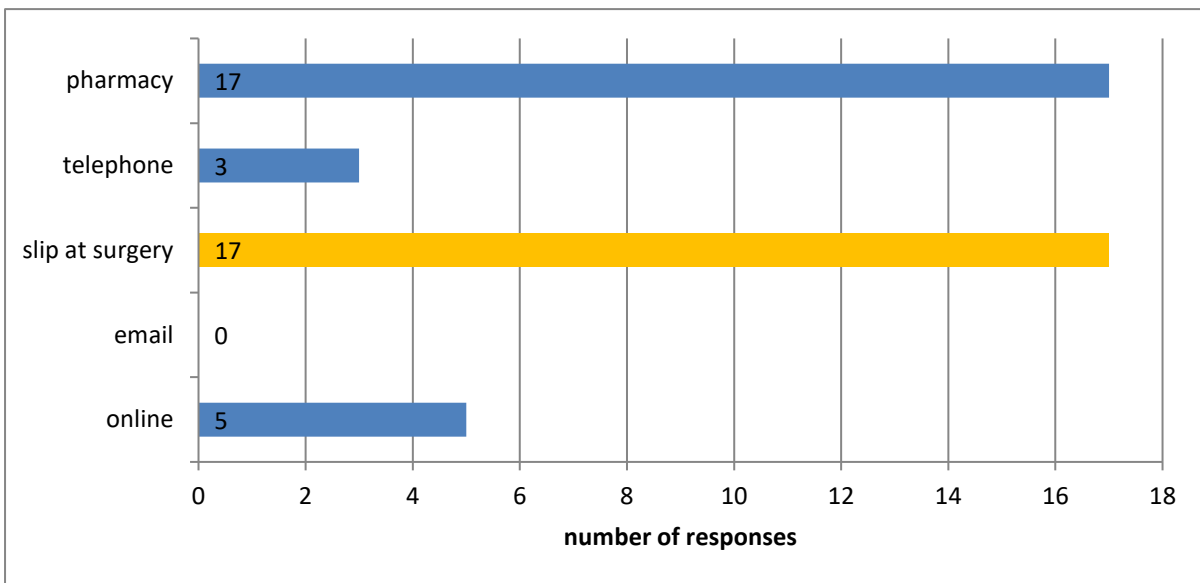


Why do you feel this way?

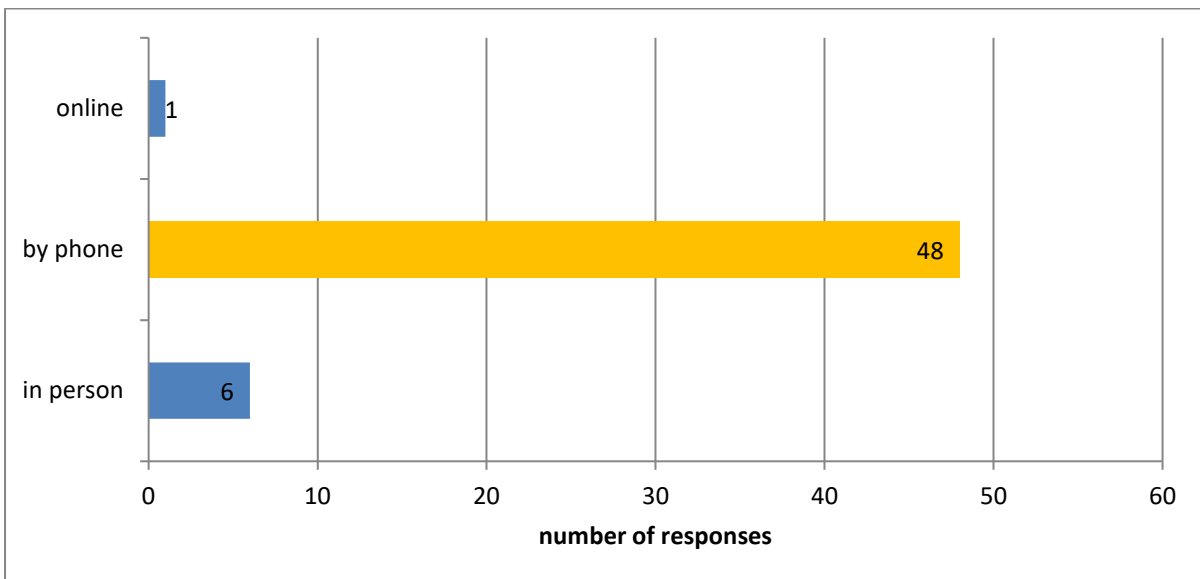
- Very friendly & helpful
- Always helpful & welcoming
- They help you always
- Happy smiling
- Issues are followed up
- She is kind every day
- Friendly, know what they are doing, really try to make things simple for you
- Only spoken a few times but always helpful
- Always happy to help quickly
- Very helpful
- Very friendly, spare a few minutes to chat
- They are always pleasant & knowledgeable
- Always straight to the point & focused

- Questions answered well
- They always are very helpful
- I never had any problems
- They are kind
- I have had no problems
- Always no problem
- Appointments are made as requested
- Because I have had no problems

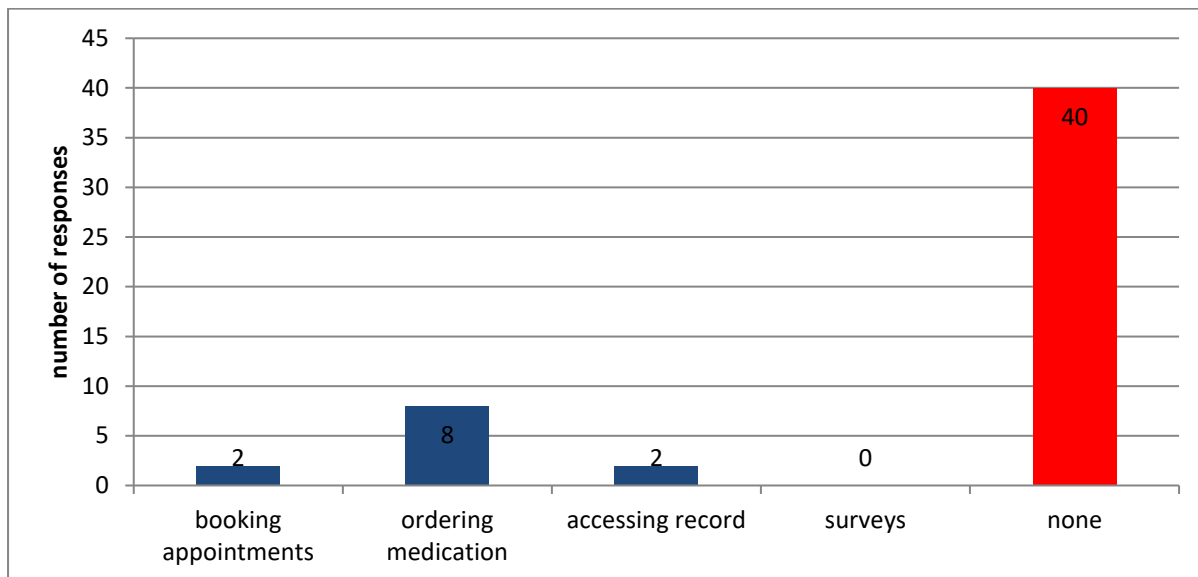
How do you normally order your repeat medication?



How do you normally book appointments to see a GP or nurse at the surgery?



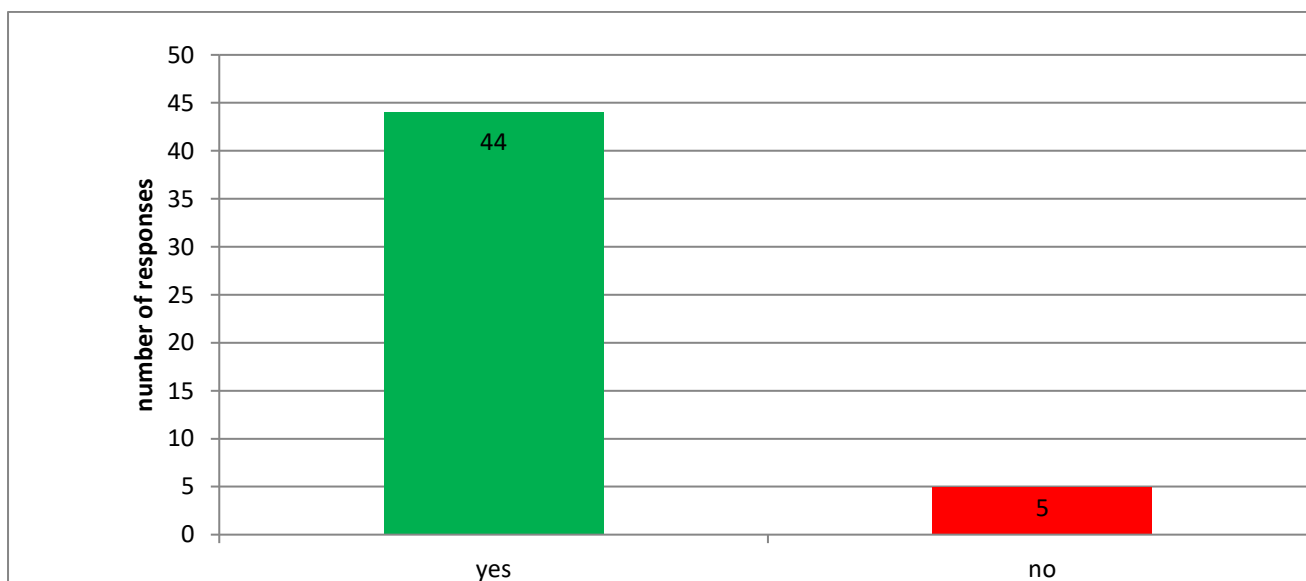
In the past 6 months which of the following online services have you used?



If you don't use online services, why is this?

- 3 patients stated that they had no internet access
- 0 patients stated that they were concerned about security
- 25 patients stated that they prefer to come into the practice
- 7 patients stated that they didn't know that they could access these services
- Other:
 - in process of organising it
 - My password didn't work
 - I prefer to talk
 - It is easier in person
 - By phone

Do you know who to contact for medical advice when the surgery is closed?

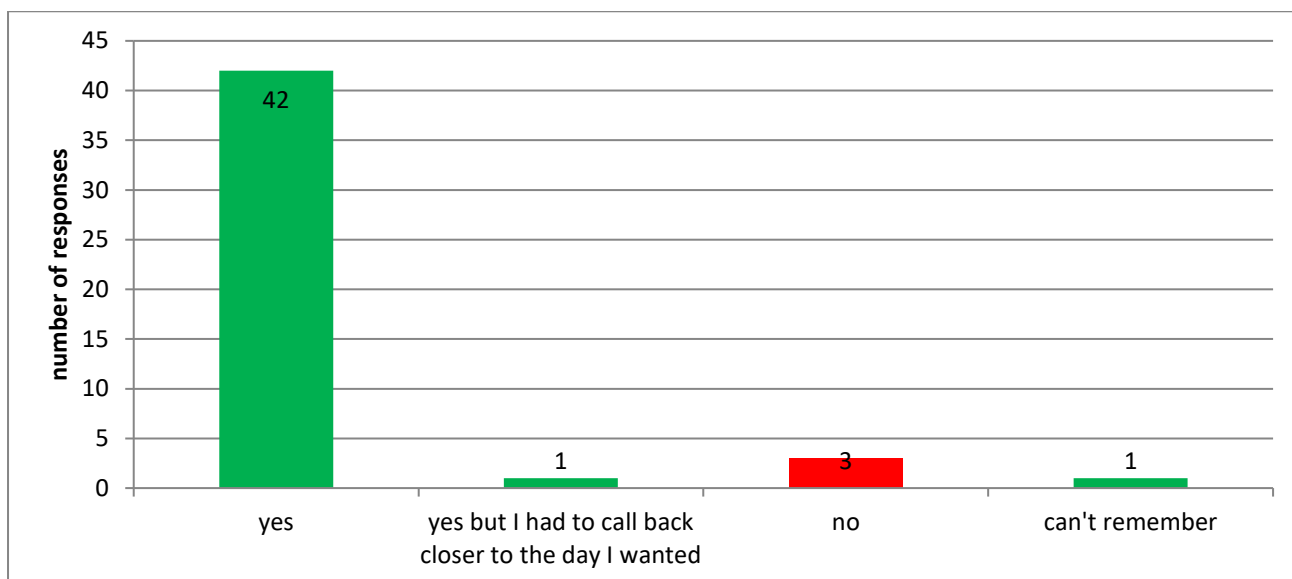


If you have visited A&E within the past 12 months why was this?

- 3 patients stated that it was an emergency that required hospitalisation
- 4 patients stated that it was a minor injury but the surgery was closed
- 1 patient stated that A&E was more convenient than going to the surgery
- 9 patients stated that they were referred to A&E by 111
- 3 patients stated that they couldn't get an appointment at the surgery
- 1 patient stated that they were referred by the practice
- 2 patients stated that they had a problem that had lasted more than a couple of days
- 21 patients stated that they had not been to A&E

MAKING AN APPOINTMENT

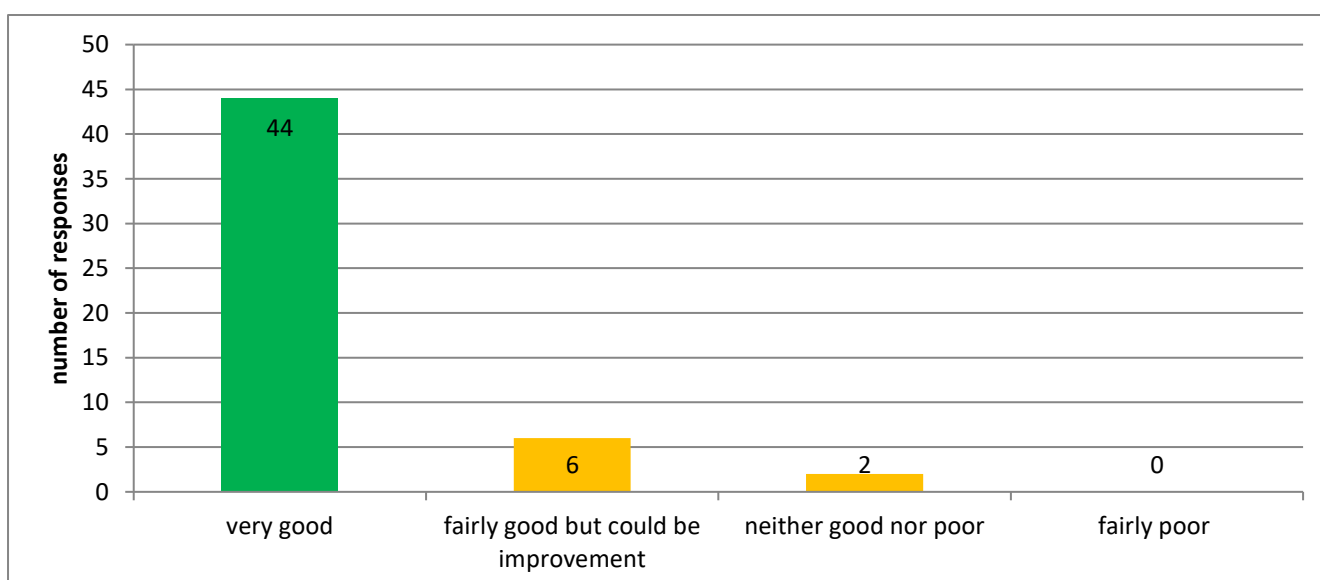
Last time that you wanted to, were you able to get an appointment to see or speak to someone?



If you weren't able to get an appointment or the appointment that was offered wasn't convenient, why was that?

- 7 patients said that there weren't any appointments for the DAY that they wanted
- 1 patient said that they couldn't see their preferred GP
- 2 patients said that there weren't any appointments for the TIME that they wanted
- 2 patients said that they couldn't book ahead at the surgery
- 17 patients said that they got an appointment when they wanted one
- 1 patient said that it was half day closing
- 1 patient said that they fit their time around the appointment when required

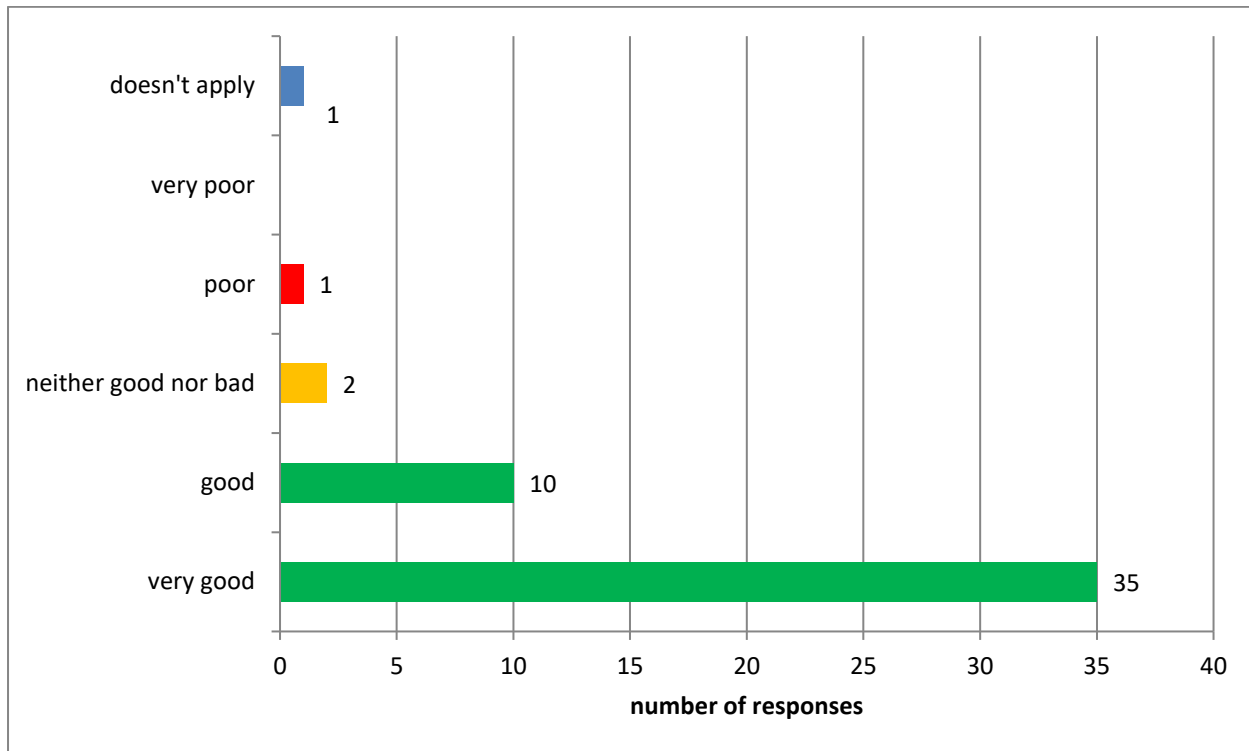
Overall how would you describe your experience of making an appointment?



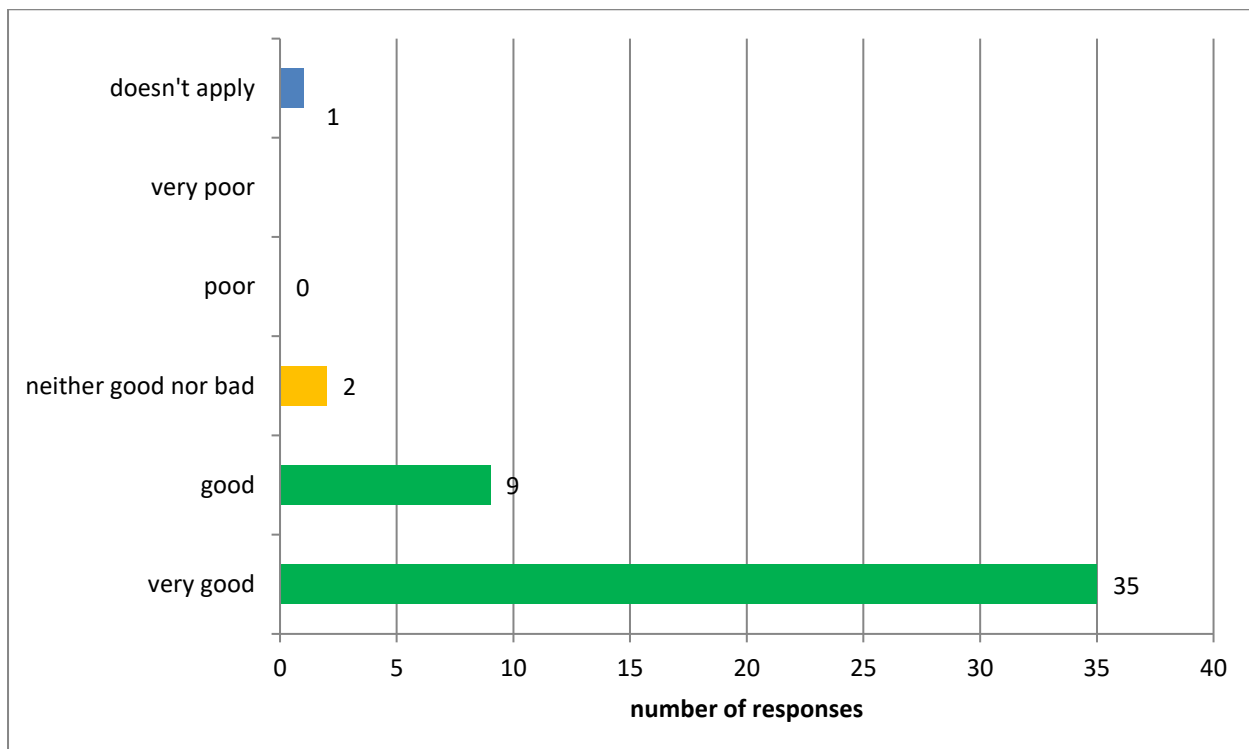
LAST GP OR ADVANCED PRACTITIONER APPOINTMENT

Last time you saw or spoke to a GP or Advanced Practitioner from the surgery, how good were they at each of the following?

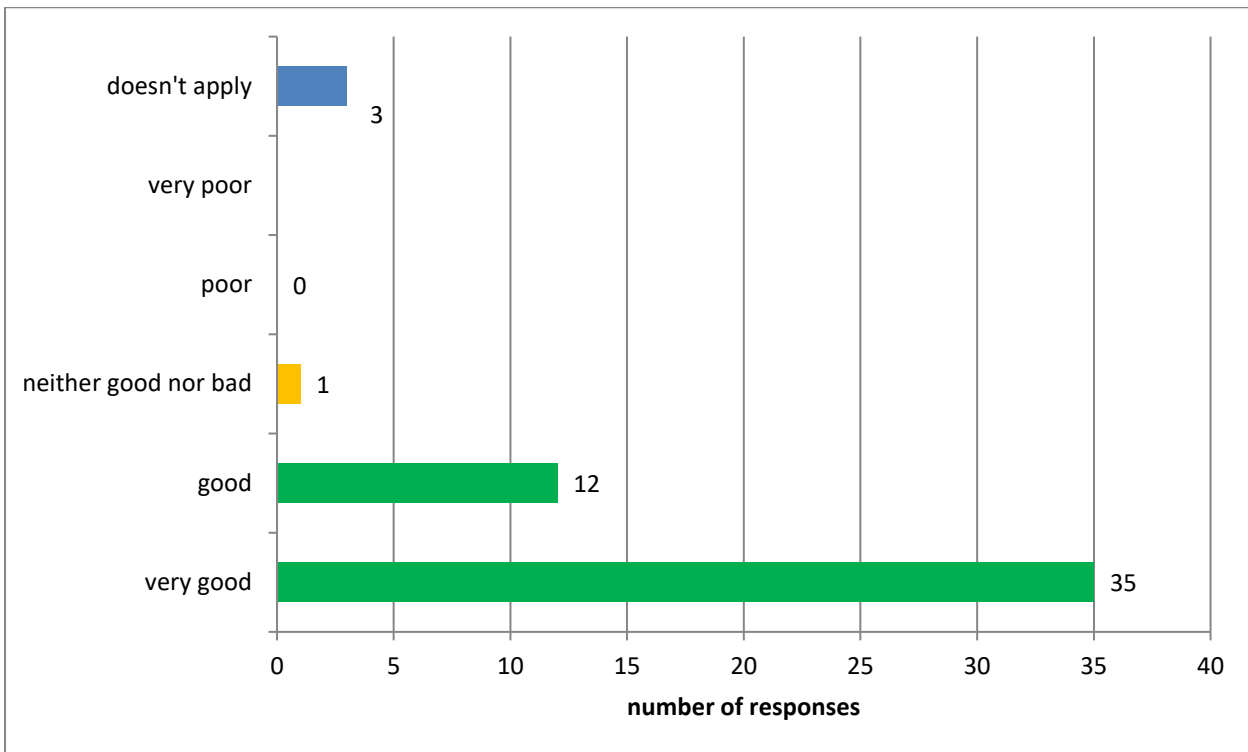
Giving you enough time



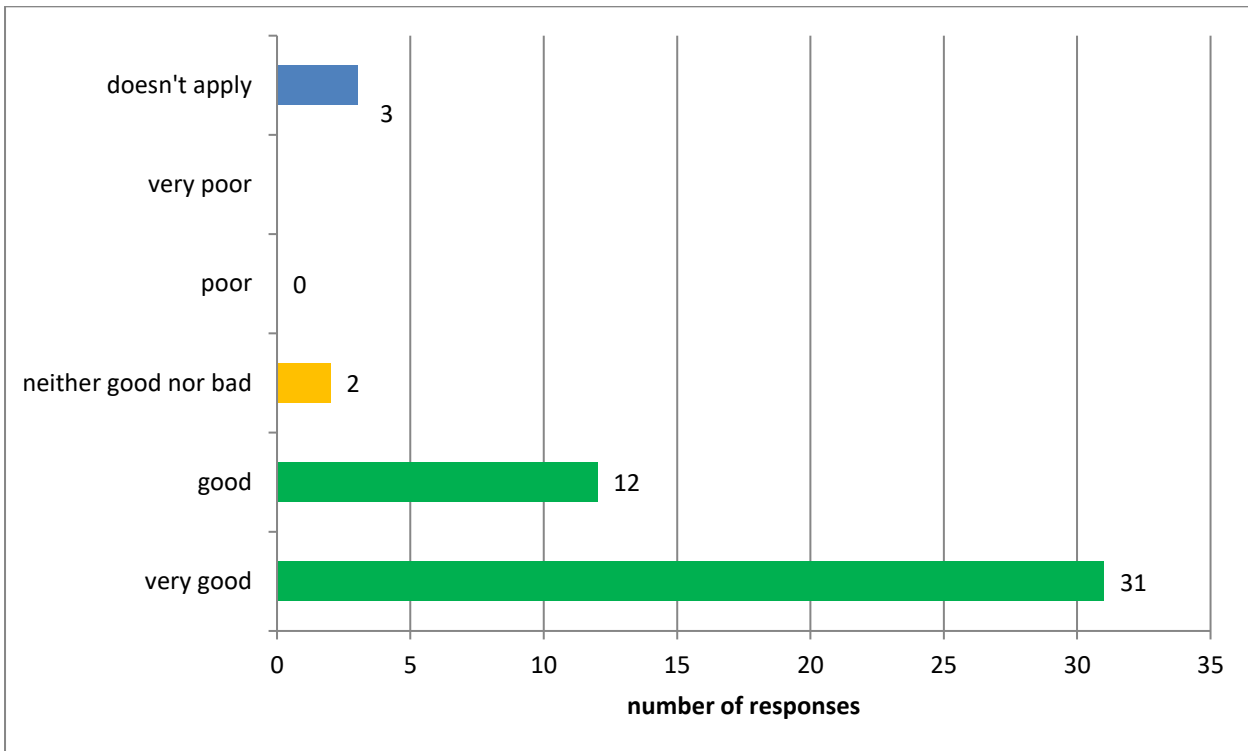
Listening to you



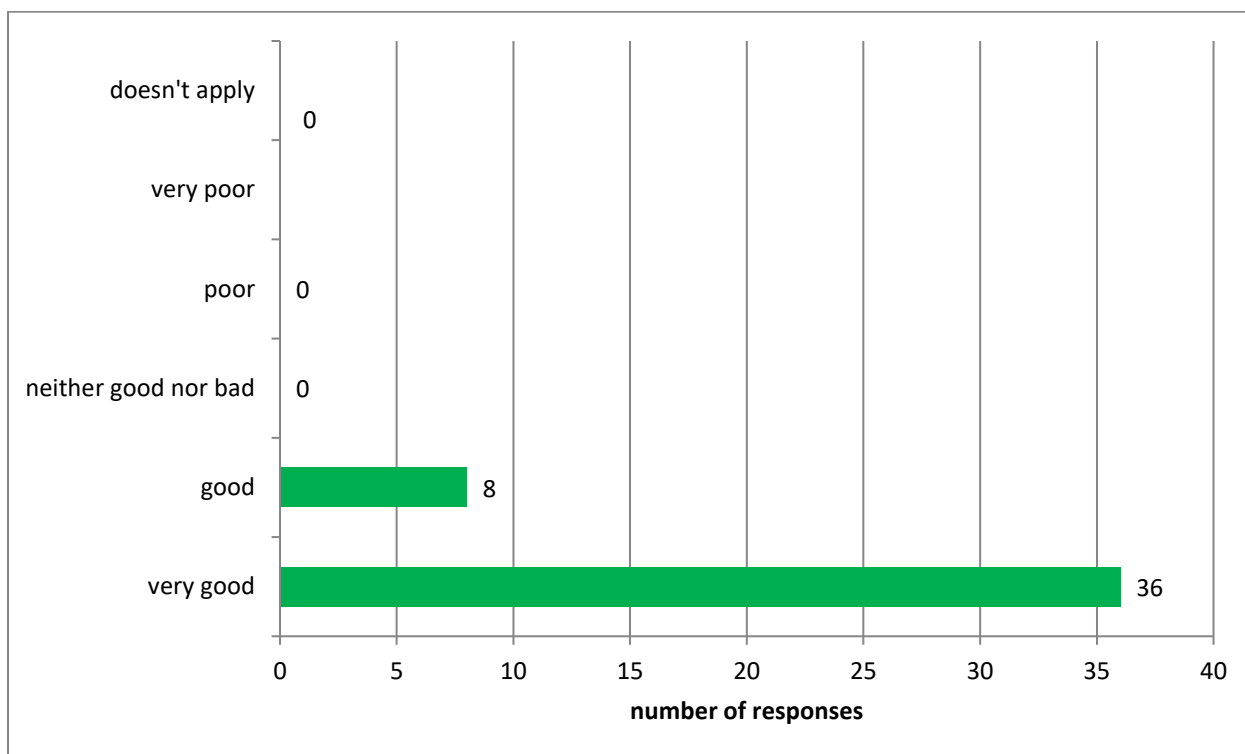
Explaining tests & treatments



Involving you in decisions about your care



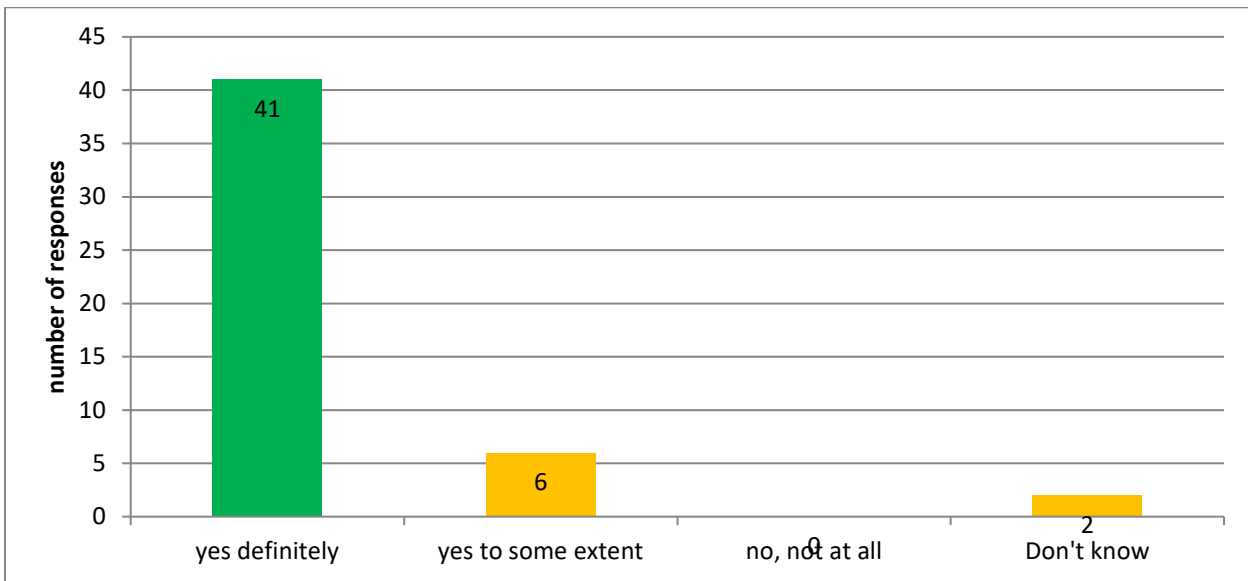
Treating you with care & concern



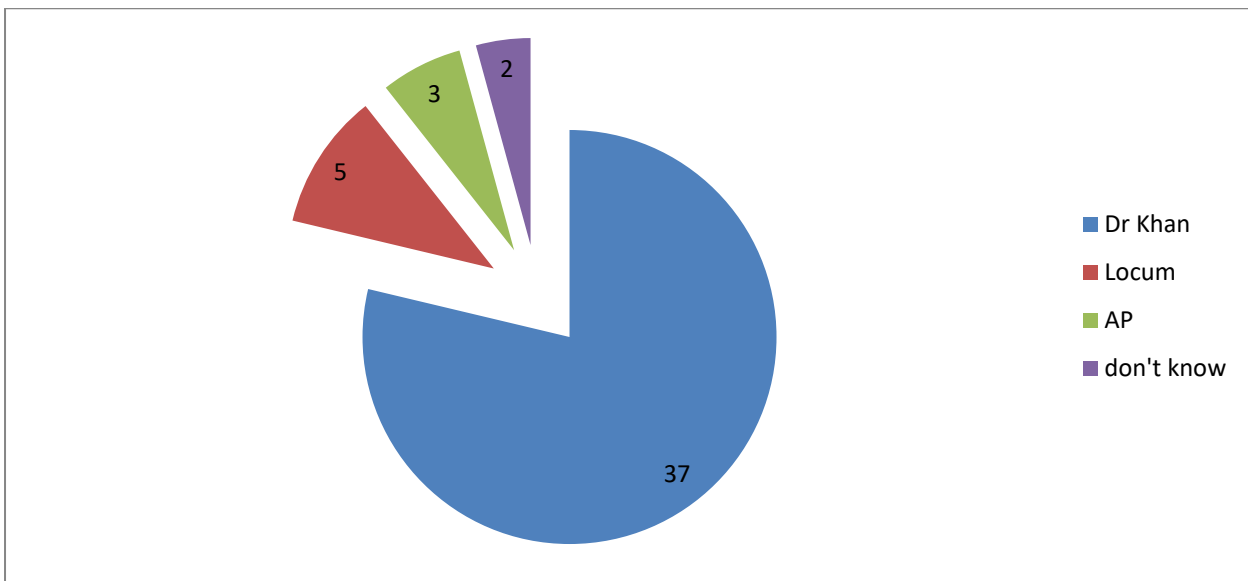
Thinking about your answer to the previous questions about your GP or Advanced Practitioner, why do you feel this way?

- They listened and treated me like a person
- Dr Ford gave a perfect consultation
- I was made to feel very relaxed
- I felt time was pressed and probable a human response but not a satisfactory result
- Been at docs for a long time
- I was treat with respect
- Dealt with very well. Love the practice, all staff
- Not seen a doctor at the surgery before
- Always felt respected and helped with issue
- Great service
- Very understanding
- Always feel comfortable
- Always excellent service
- No problem
- Happy with visits
- Very good surgery
- Fair answer
- I wanted better results
- I feel comfortable and safe in this GP

Did you have confidence & trust in the GP or AP you saw or spoke to?



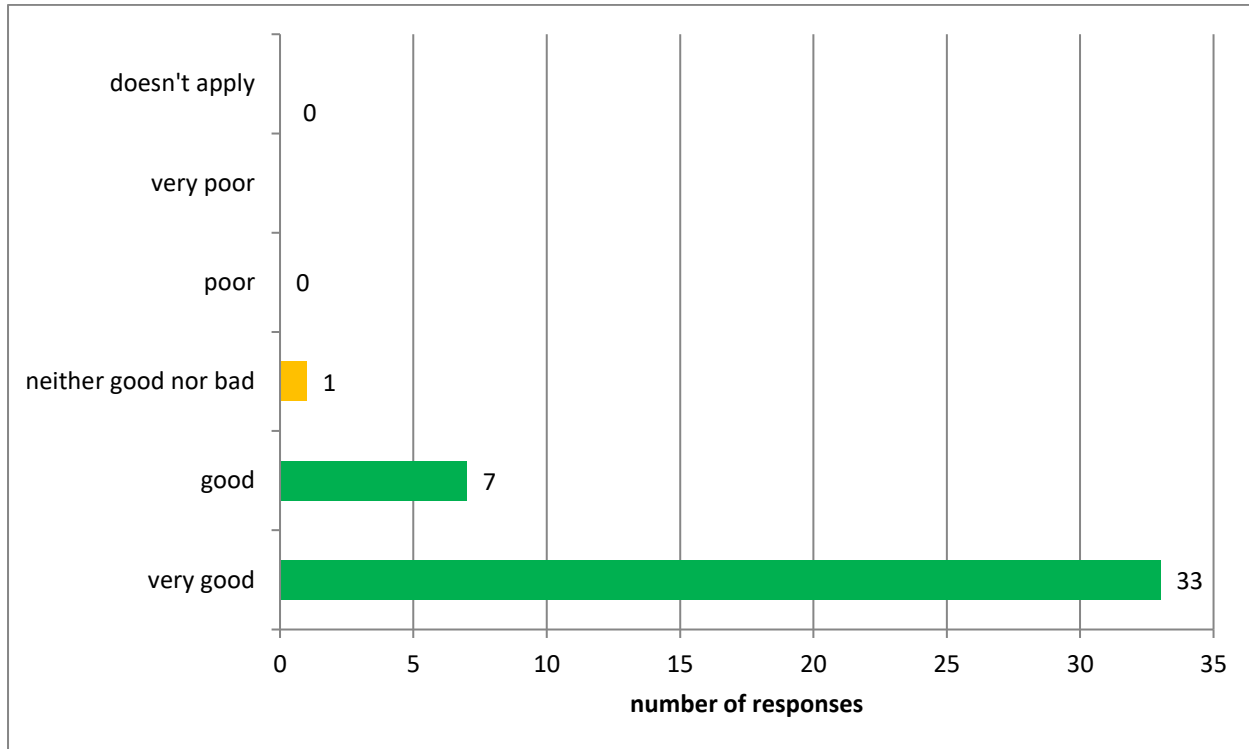
Which GP or AP did you see?



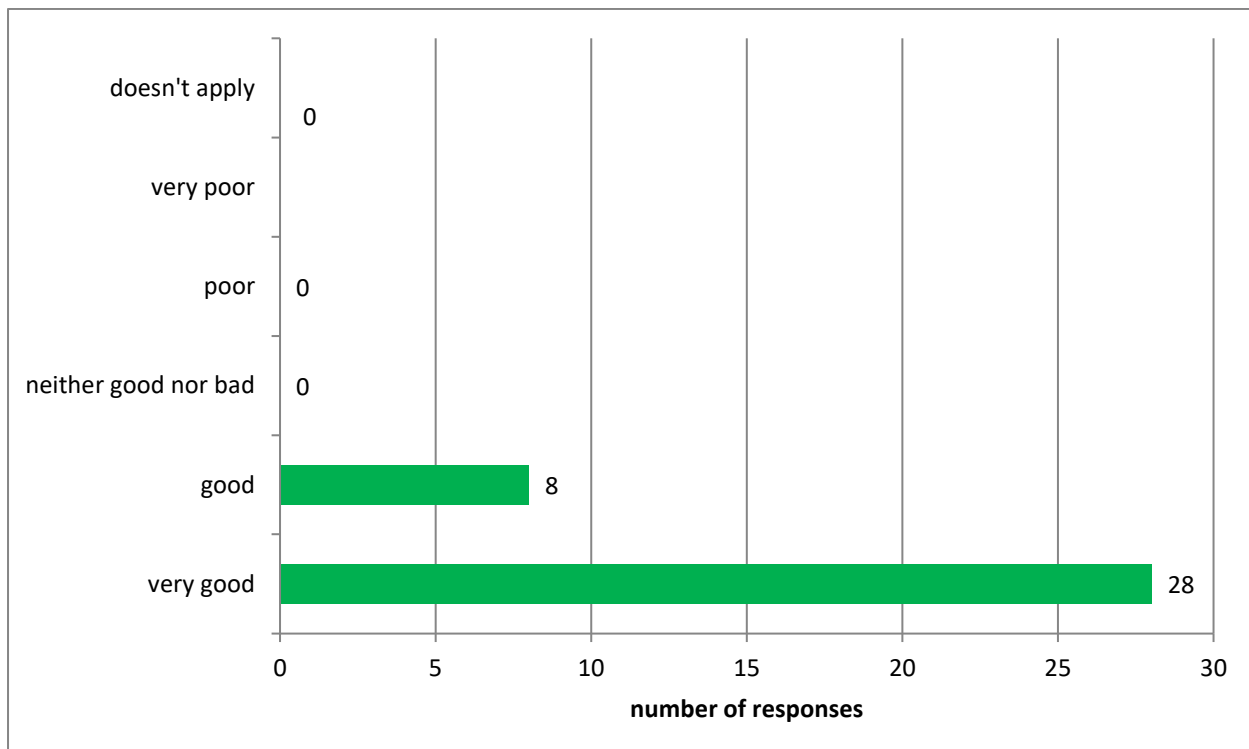
LAST NURSE OR HEALTHCARE ASSISTANT APPOINTMENT

Last time you saw or spoke to a nurse or healthcare assistant how good were they at the following?

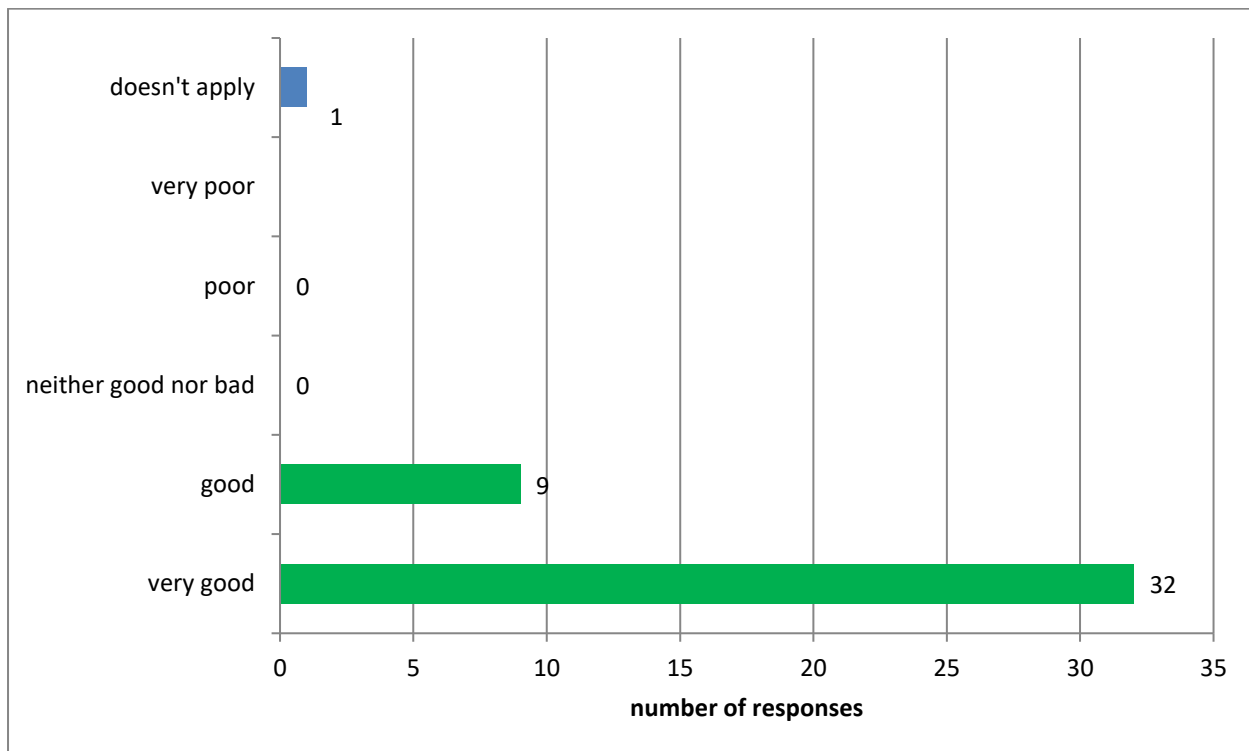
Giving you enough time



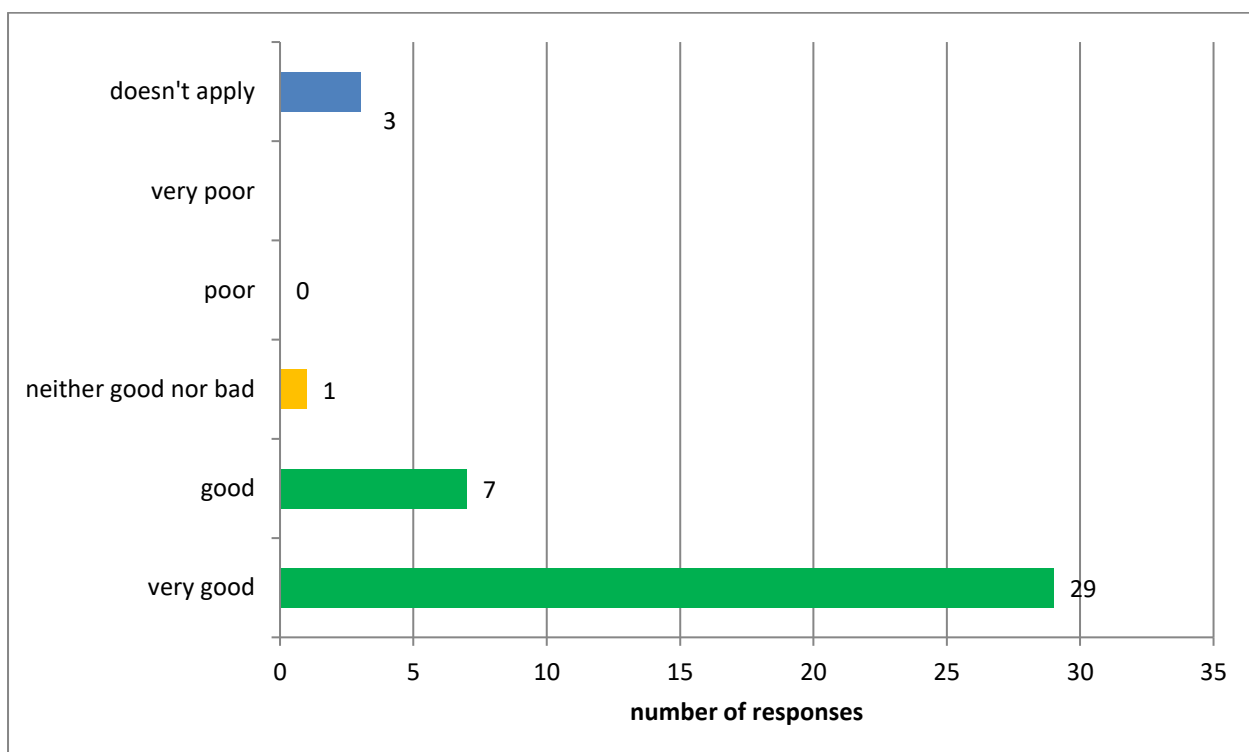
Listening to you



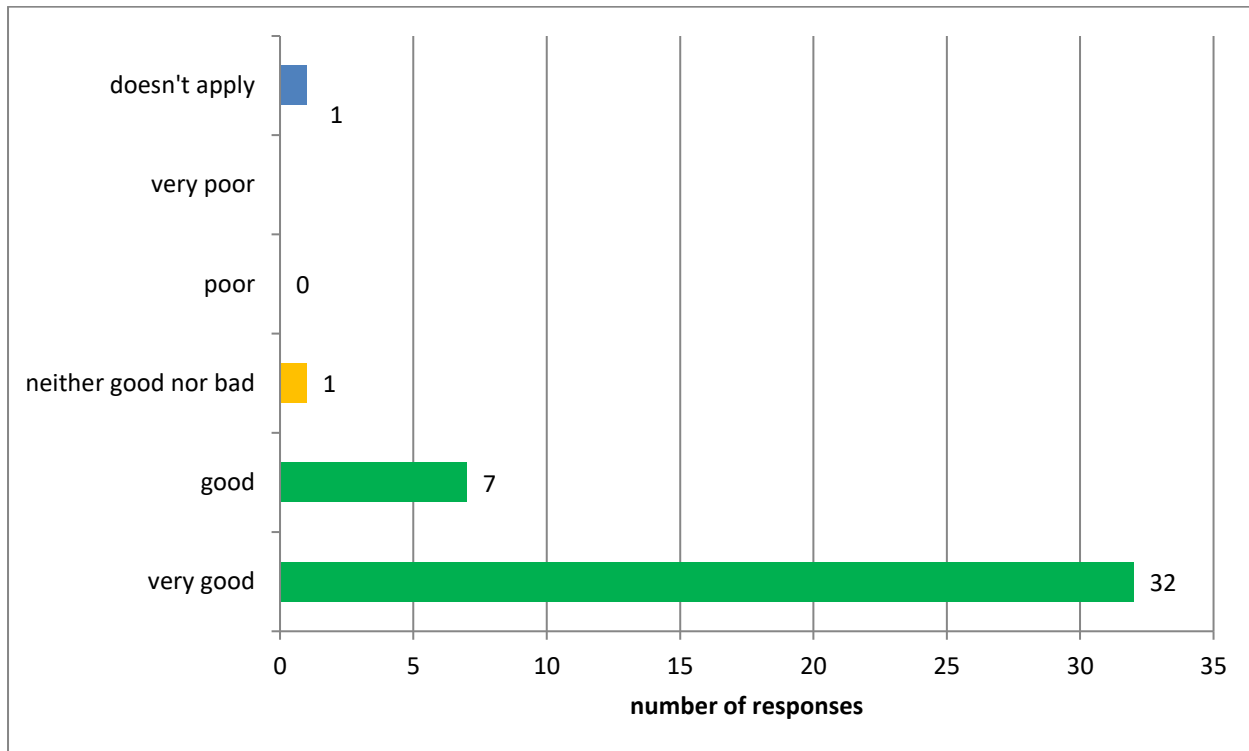
Explaining tests & treatments



Involving you in decisions about your care



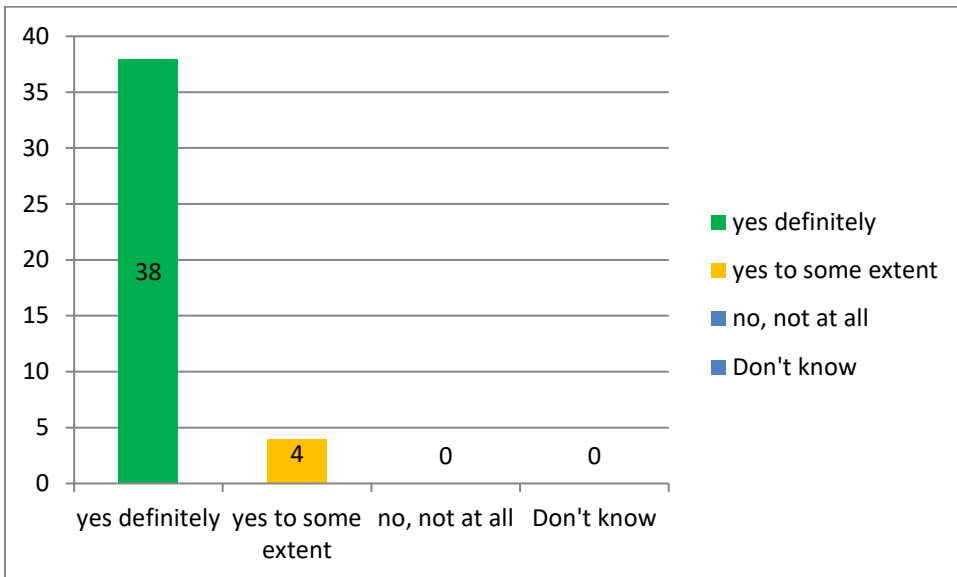
Treating you with care & concern



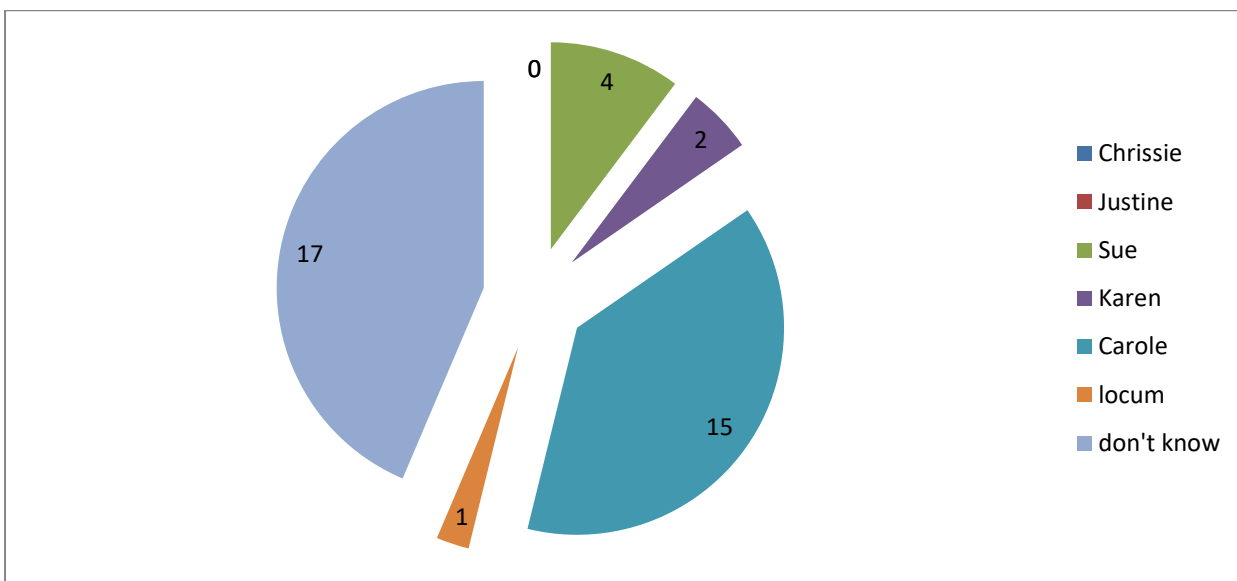
Thinking about your answer to the previous questions, why did you feel this way?

- Very understanding & helpful
- Very good at job
- Excellent
- Always feel comfortable
- Appointment rushed
- No problem with service I receive from nurse
- I have no reason to question
- No concerns at all, excellent practice
- Always excellent service
- Took plenty of time & felt like they cared about me

Did you have confidence & trust in the nurse or HCA that you saw or spoke to?

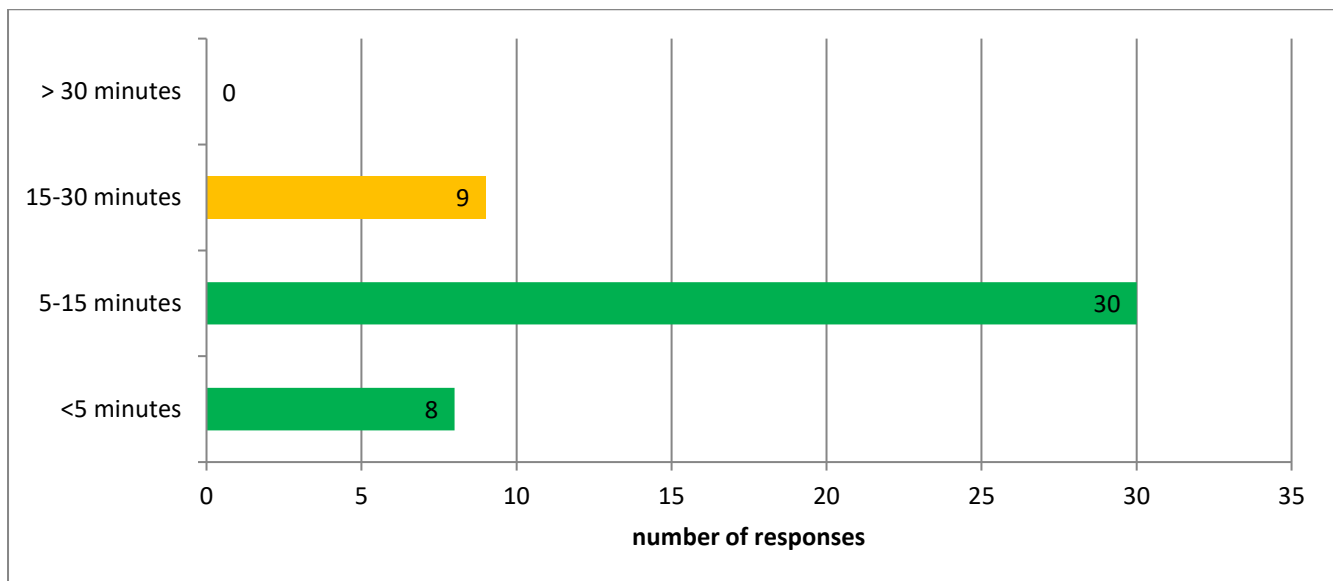


Which nurse or healthcare assistant did you see?

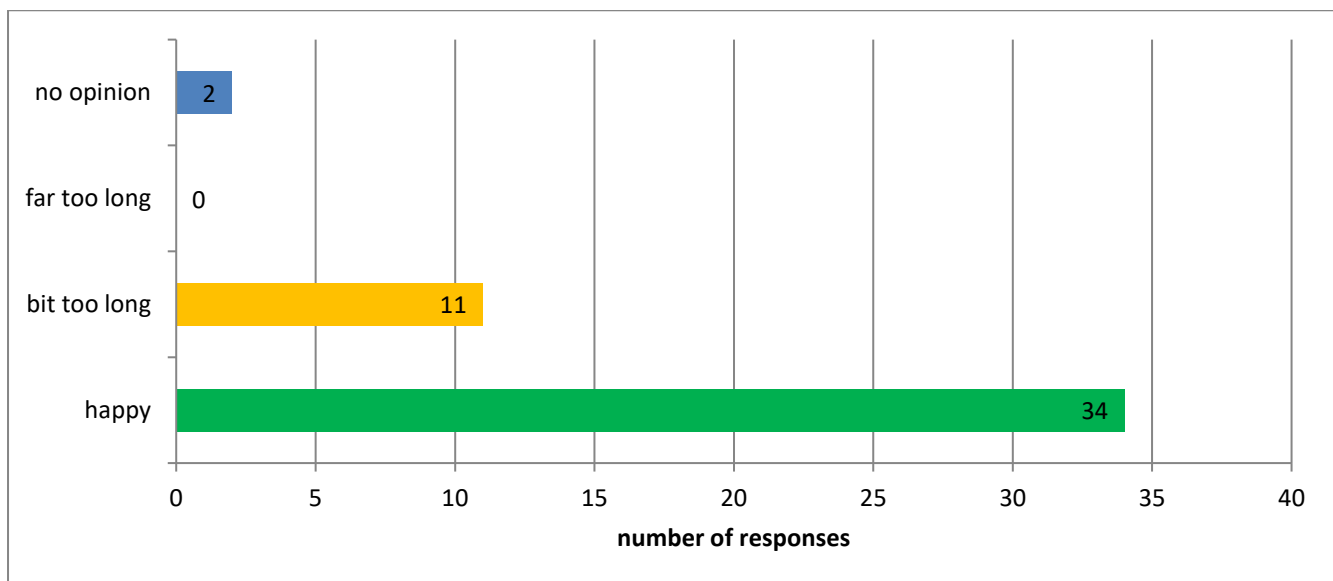


WAITING TIMES

How long after your appointment time do you normally wait to be seen?

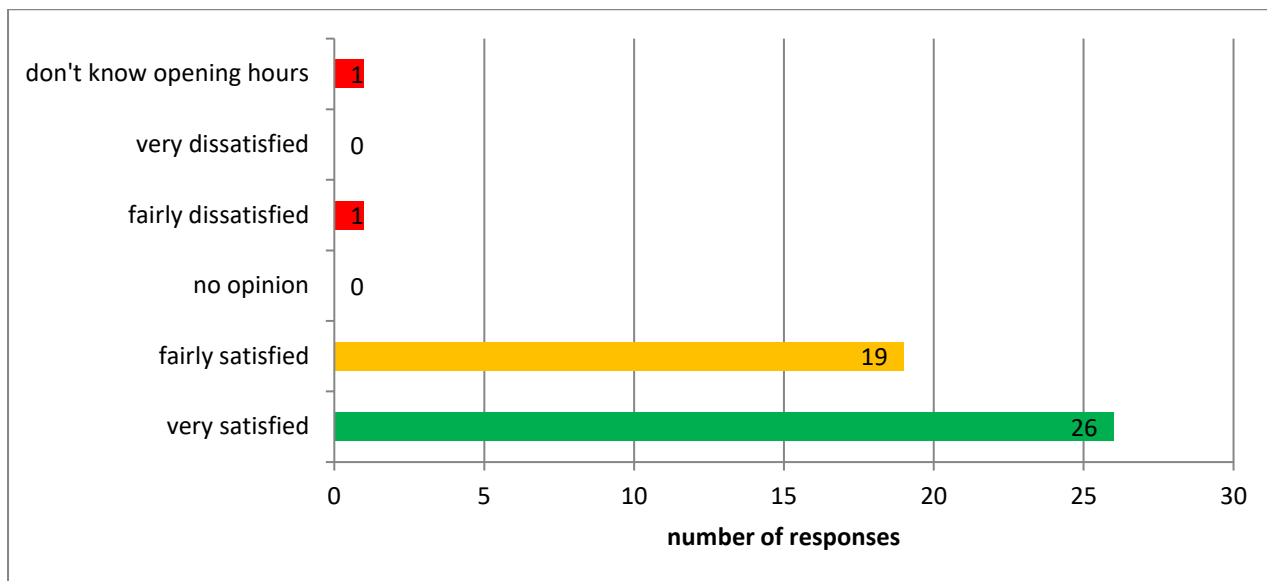


How do you feel about how long you normally have to wait to be seen?



OPENING HOURS

How satisfied are you with the hours that the surgery is open?

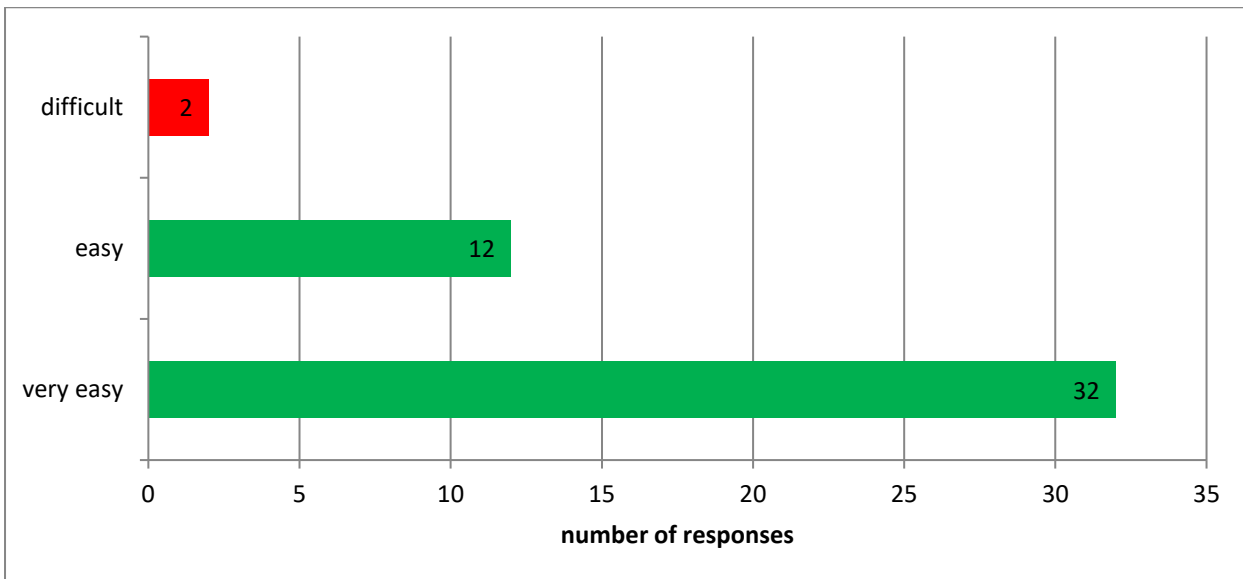


If the opening times are not convenient for you, which of the following additional opening times would make it easier for you to see or speak to someone?

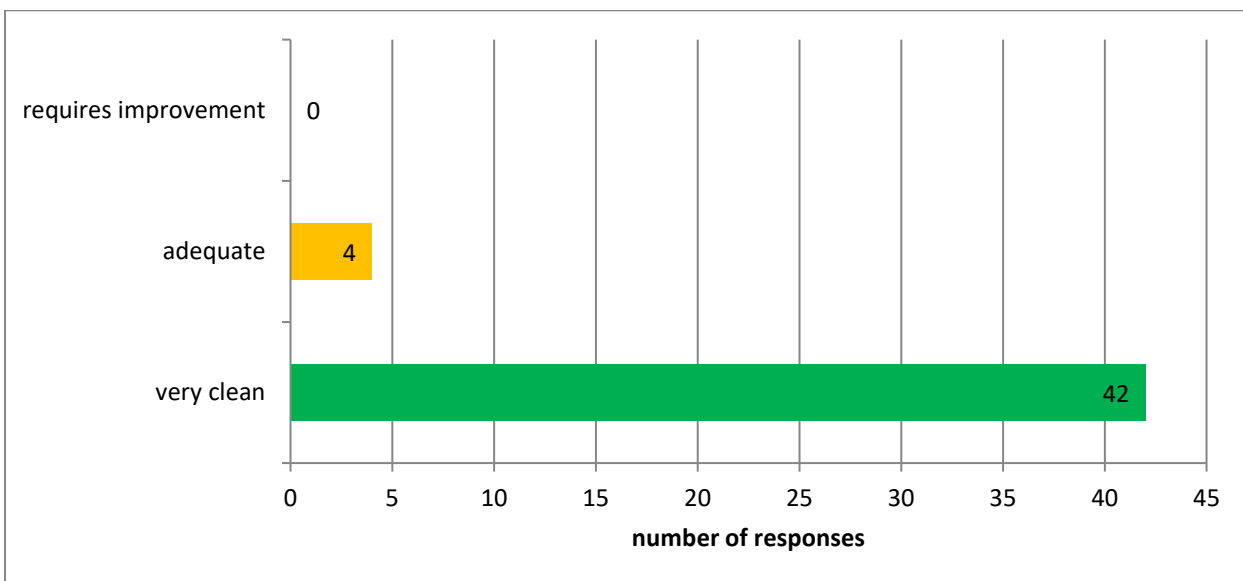
- 6 patients said before 8am
- 10 patients said after 6pm
- 12 patients said a Saturday
- 1 patient said a Sunday

BUILDING

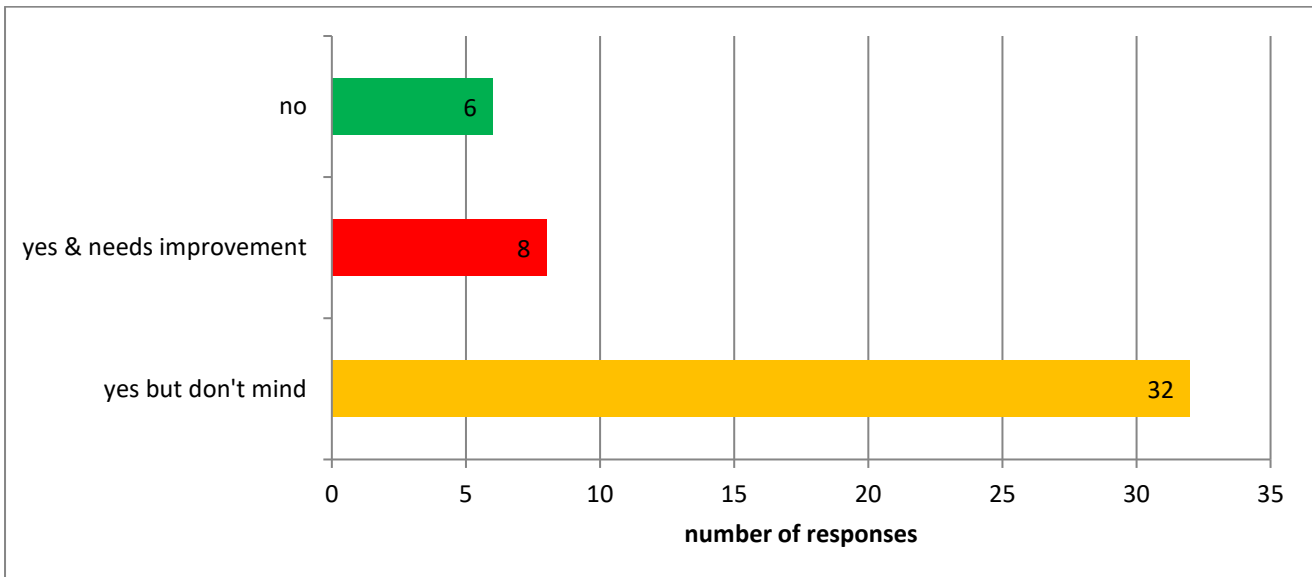
How easy is it to get into the surgery building?



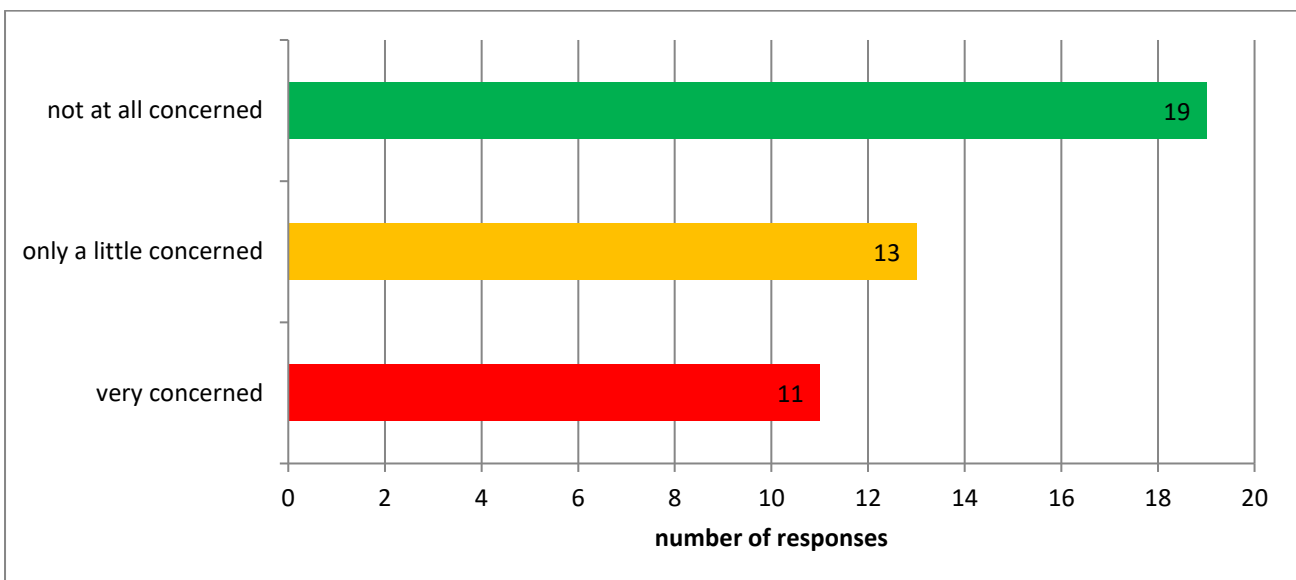
How clean do you find the building?



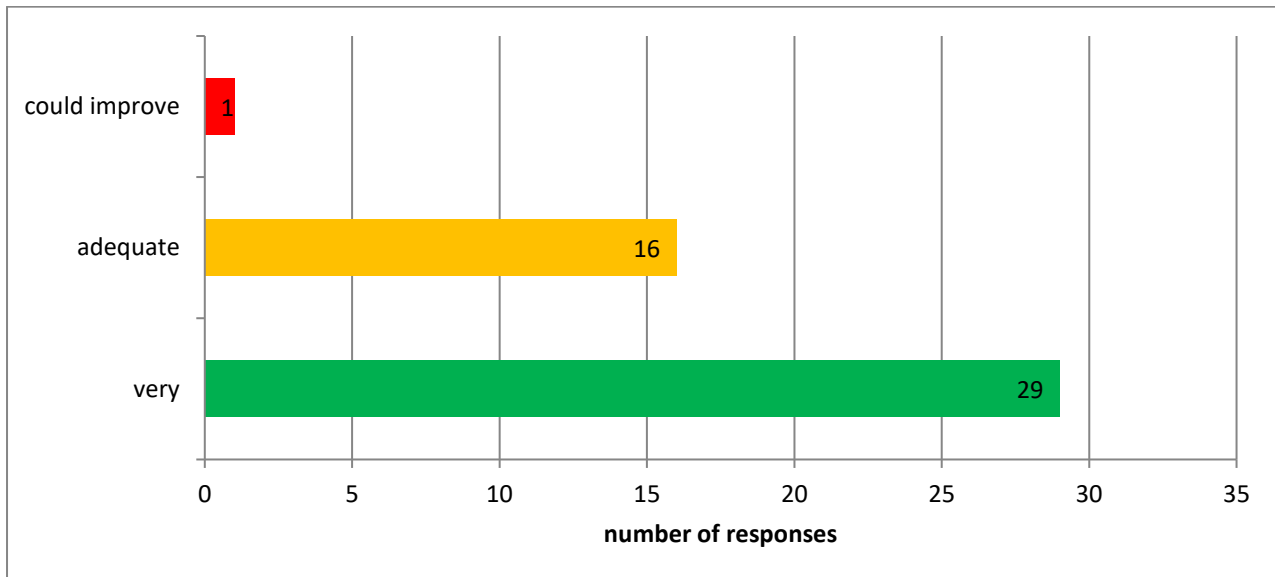
Do you feel that other patients can overhear private conversations with receptionists?



If yes, how concerned are you about this?

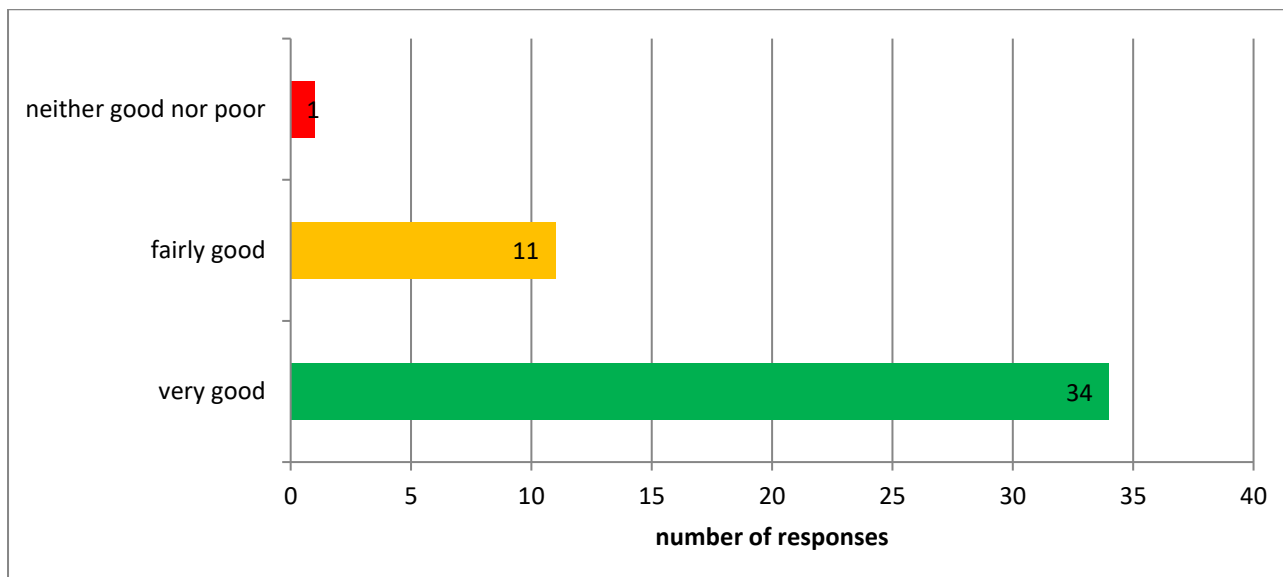


How comfortable do you feel in the waiting area?

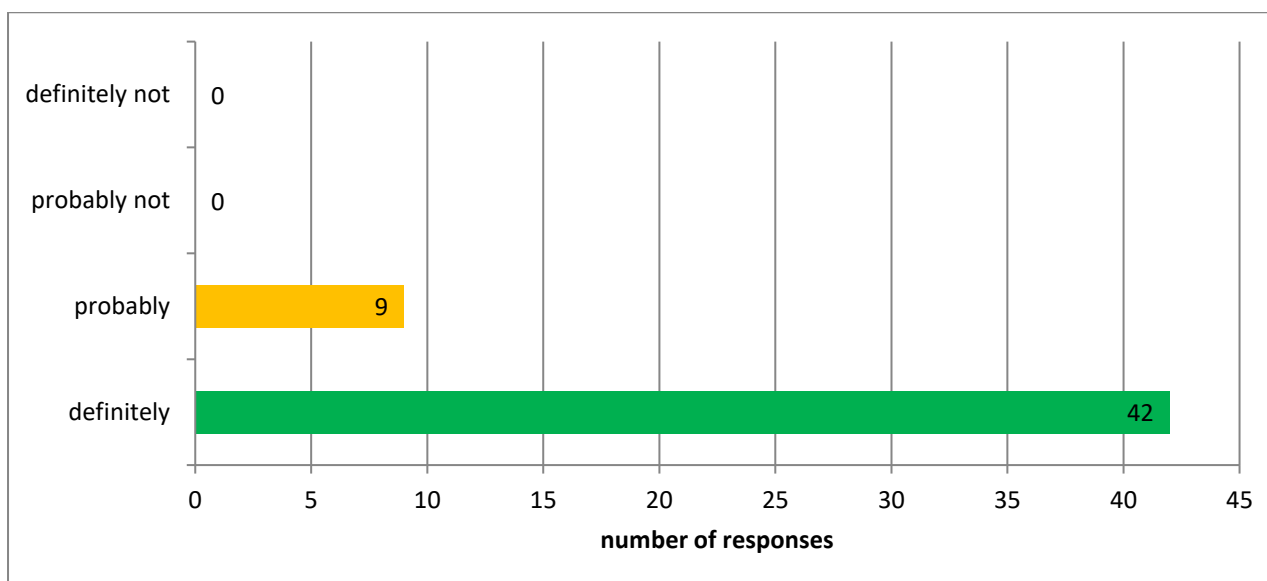


OVERALL EXPERIENCE

Overall, how would you describe your experience of the surgery?



Would you recommend the surgery to friends or family?



Thinking about your answer to the previous question, why do you feel this way?

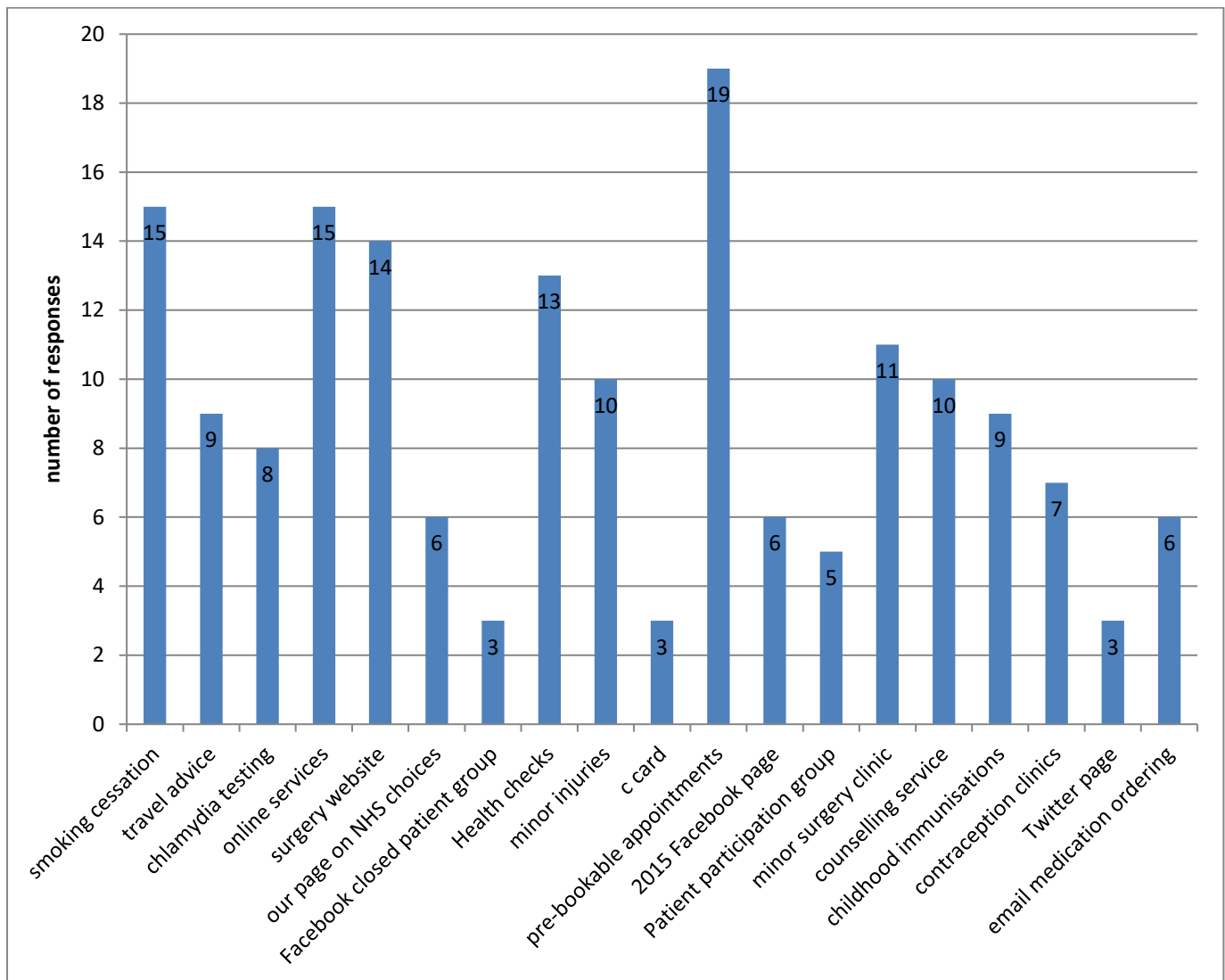
- Nothing stands out that would mean I would not recommend
- Small but very efficient, quick appointments, helpful & friendly staff
- All staff are lovely
- Always stayed with Brandon Lane.
- Been our family practice for over 20 years now, very happy with all
- Staff are very friendly & helpful
- Been here lots this year. Received fantastic service

- Always feel comfortable at surgery
- Always friendly/polite
- I have had no problems whilst being a patient here
- Always been very well served and looked after
- Friendly, not just a number
- Excellent surgery
- Always happy here
- Never had any issue getting appointments
- Recommended surgery to my sister, she & her husband have moved to this surgery

If you could change or improve one thing at the surgery what would it be?

- Waiting times
- Parking
- Easy printing off of letters & investigations without cost
- Waiting times – privacy
- Maybe triage system when busy
- More doctors needed
- Longer opening times
- More parking

Which of our services & communications do you know of?



Do you have any suggestions as to how the practice could make improvements to their services or premises or any other comments that you would like to make?

- Keep in contact with patients regarding services, changes or planned improvements
- No quite happy thanks (sharper pencils)
- Don't have to come often but when I do everything is always great