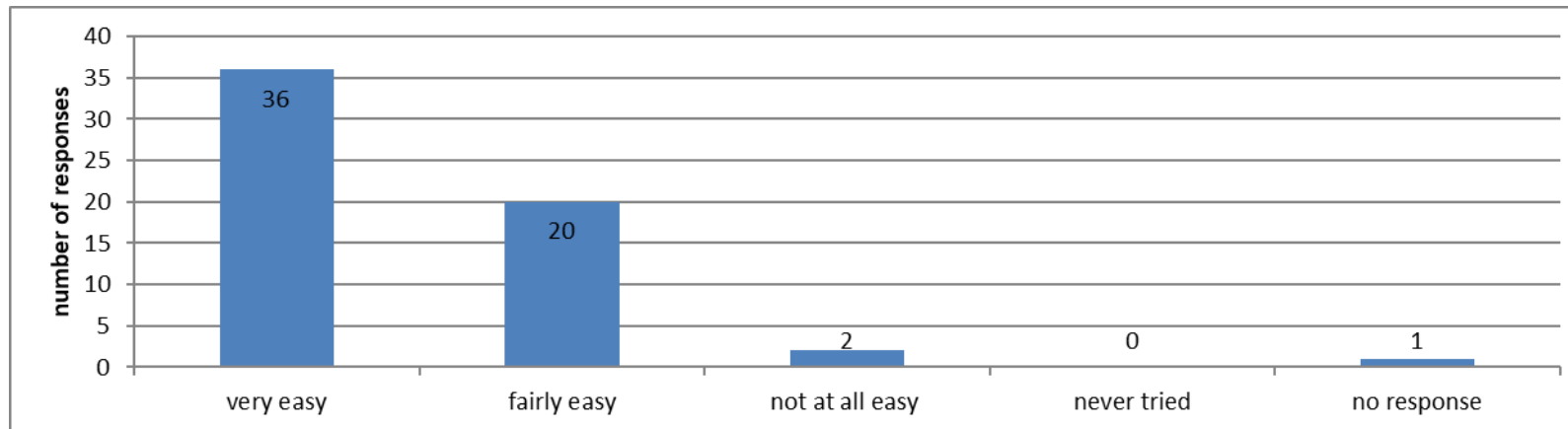


2019 Patient survey results

ACCESSING SERVICES

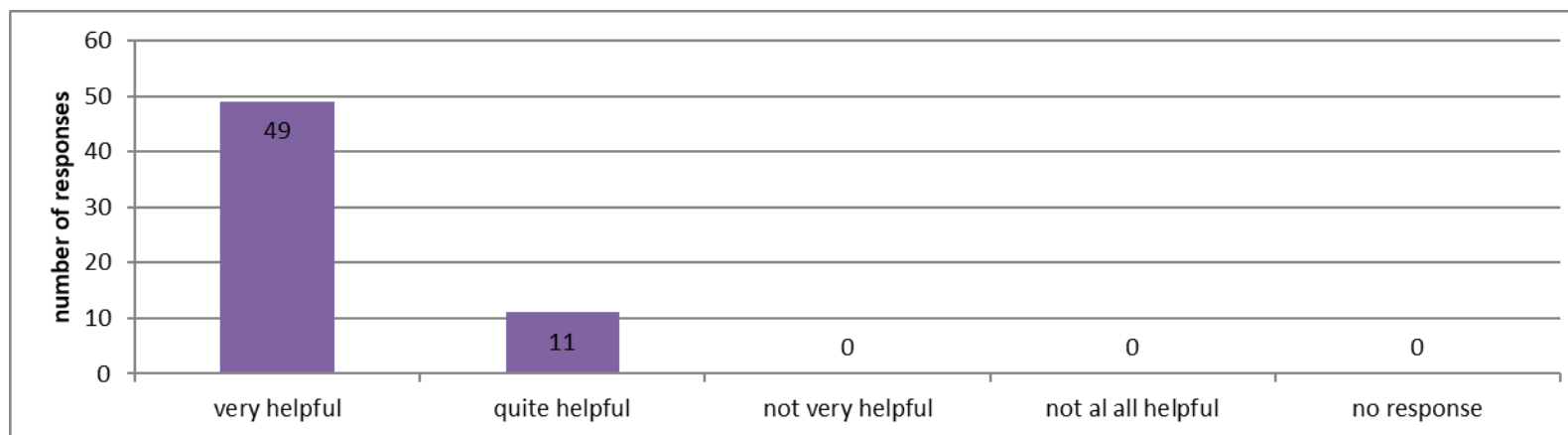
Generally how easy is it to get through to someone at the surgery on the phone?



- 13 patients stated that they had been trying to speak to someone around 8:30am/first thing
- 4 patients stated that they had been trying to speak to someone in the morning
- 1 patients stated that they had been trying to speak to someone at various times
- 1 patient stated that it was nothing major

PRACTICE COMMENTS – there has been an improvement against last year's result. The practice puts all available resources to reception first thing on a morning as this is the time when the majority of patients call for an appointment or come into reception. There is usually a member of the team answering each line. The first 10 minutes are the busiest, particularly if certain doctors are on duty. Any patient who has access to online services is encouraged to utilise this as it saves them time waiting in a queue and reduces times for those on the phone who are unable to access the service.

How helpful did you find the receptionist at the surgery?



Patient comments

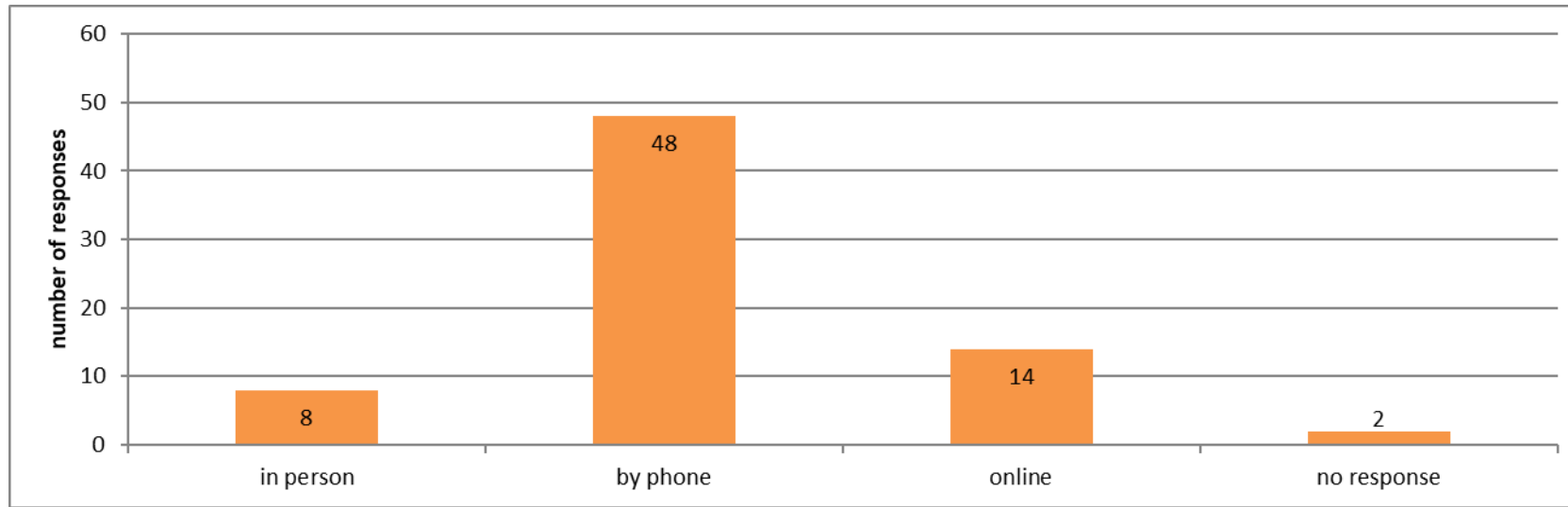
- Very kind, considerate, welcoming
- Appointment changed & not informed
- One occasion had issue getting direct appointment with GP. Over 3 weeks it took
- Polite
- No issues, very polite
- Always friendly & helpful
- They are friendly but remain professional. I am always greeted with good morning/afternoon. Good communication skills
- Always helpful & tries to resolve any problems
- Supportive – re other options too
- Leanne & Paige always go above & beyond to help. Professional & helpful
- Very chatty
- Nothing is a trouble to Paige. Very helpful and understanding. Sue also helpful & kept me updated

PRACTICE COMMENTS – the results are very good and reflect all of the hard work and training that the team have done, however, there is still room for further improvement. We will continue to develop the team over the coming months and expand knowledge in key areas. I would be interested to hear from patients, any areas that they feel could be developed or that they would find useful. Would it be useful to have themed months such as a month when we display information in relation to dementia then a month re cancer and so on?

As practice manager I would be interested to know why a patient had to wait over 3 weeks for an appointment although I wouldn't agree that this was any fault of the receptionist. Receptionists can only book into appointments on their screens. If patients are happy to see any GP they are seen within a day or two either at the practice or in the extended access service. The only time that a patient may have to wait for 3 weeks is if they want to see a specific GP and that GP also has holidays. For example, if Dr Khan or Dr Ford are on 2 weeks holiday there is frequently a rush to see them when they returns to duty and therefore it may be 3 weeks before a patient is seen. We respect patient choice but would remind patients that they could be seen earlier if they saw the GP on duty and would encourage them to do so if their problem requires urgent attention. All GP's that work at the practice has access to patients' records and are therefore able to see the full medical information both past and current.

Patients should be informed when their appointments are changed. I am unable to look into this without further information but apologise if this has happened and will remind the team of the need to do so.

How do you normally book your appointments?



NB multiple answers per patient therefore numbers exceed total number of respondents

If you do not use online services for booking appointments or ordering medication, why is this?

- 9 patients stated that they didn't know that they could access these services
- 16 patients stated that they prefer to come into the practice
- 4 patients stated that they prefer to call/phone
- 3 patients stated that they have no internet access
- 4 patients stated that they used online services
- 1 patient stated that they had not tried online services as yet
- 2 patients stated that they had experienced problems with the service

PRACTICE COMMENTS - There has been quite a bit of advertising of online services done in practice, on the practice website, on Facebook and via texts and messages but we need to do more as a quarter of the patients who responded did not know that they could access these services.

Online services are quite easy to use once set up but a small number of patients have problems during the setup process. Practice staff are happy to talk patients through the setup process and if anyone is having particular difficulty, we will try to make an admin appointment to go through this with you. In addition to existing services there is a new NHS app available on Google and Apple stores which is free to download and gives you access to online services. If you are having difficulty with the link to Systmonline on our website you may want to try the app to see if this is any more user friendly.

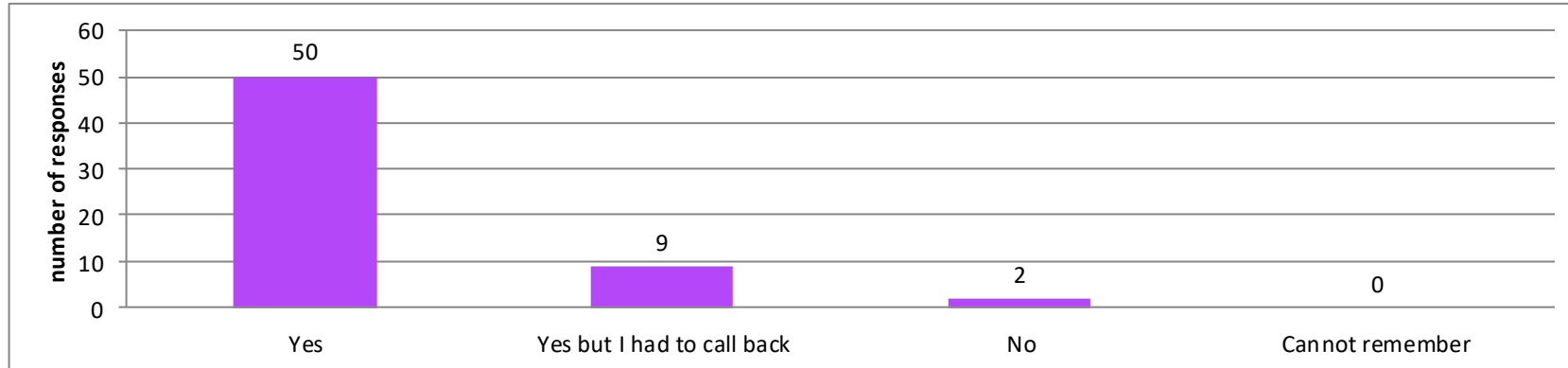
We completely understand that some people prefer to come into the practice and talk to staff which is absolutely fine. The benefit of online services is time saved waiting in queues to book appointments and as a secure way of ordering repeat medication which also reduces the possibility of errors.

MAKING AN APPOINTMENT

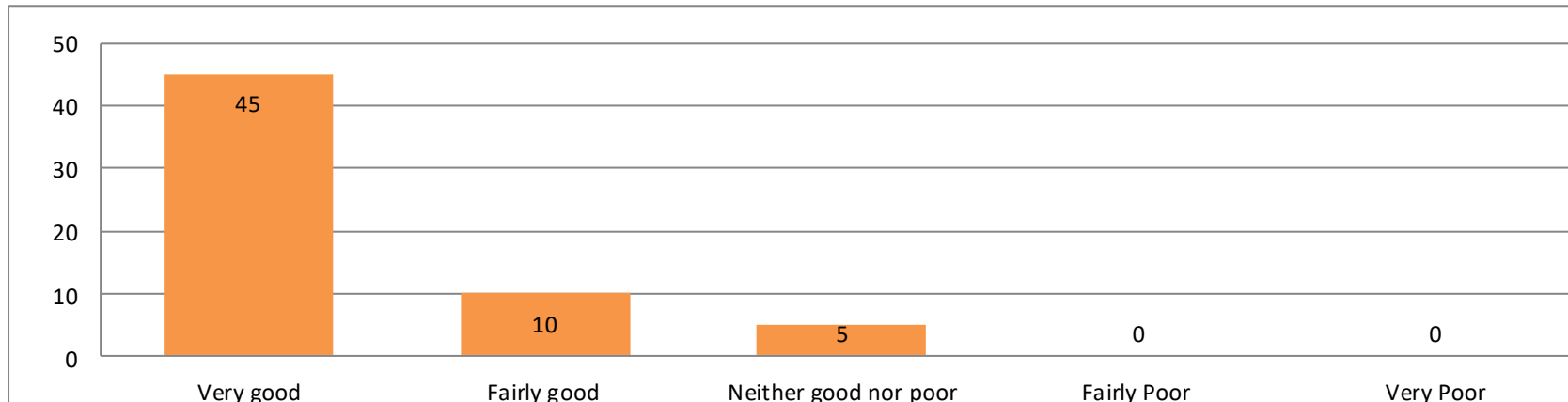
Last time that you wanted to, were you able to get an appointment to see or speak to someone?

- 50 patients replied yes
- 2 patients replied no
- 9 patients said yes but they had to call back closer to or on the day that they wanted the appointment

Were you able to get an appointment to see or speak to someone?

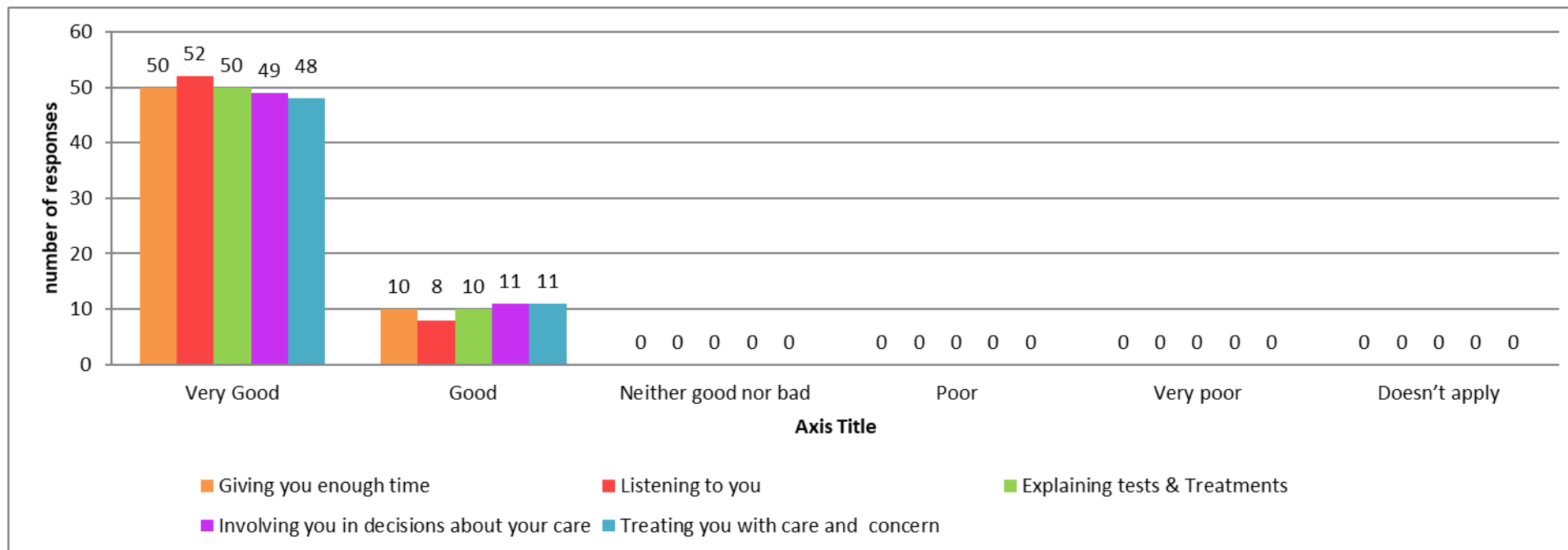


Overall, how would you describe your experience of making an appointment?



LAST GP APPOINTMENT

Last time you saw or spoke to a **GP**, how good was that GP at each of the following?

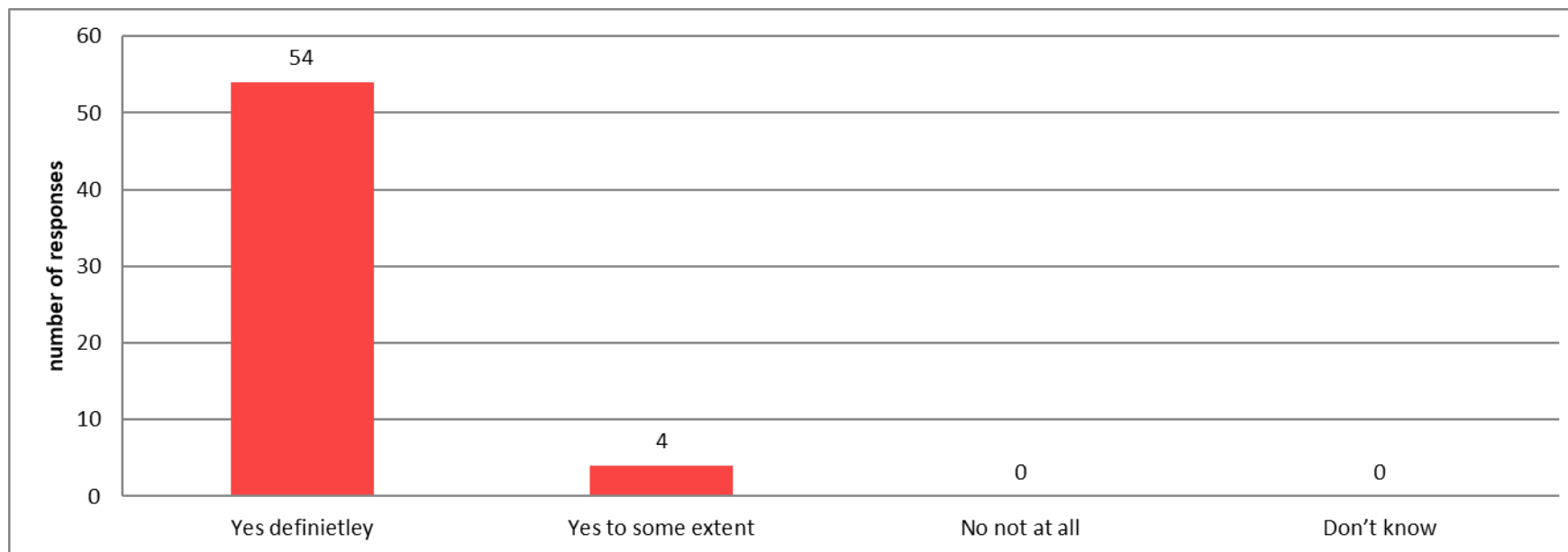


Patient comments:

- Good service
- Doctor makes time to listen and I never feel rushed, always put at ease
- Doctor listened and didn't rush my appointment, I came out feeling reassured

- Dr Khan – always have excellent communication skills. I have been a patient with Dr Khan for many years, he always uses a person centred approach which enables me to feel no discomfort in his care
- Excellent care and support system
- Overall care is very good
- Always helpful
- Dr is a tonic and very compassionate
- They were respectful, patient and understanding
- Very helpful and took time to listen
- I feel understood, supported and I fully understand everything they tell me
- Great Doctor
- Explained everything
- I have always had a caring professional treatment from this surgery
- Always come out happy and feel I made the right decision to book an appointment
- They listened and helped in what was the right option
- Listened, gave advice and acted
- Lovely doctor
- Dr Khan always has time and concern
- Dr Ford is excellent
- Very thorough and explained fully

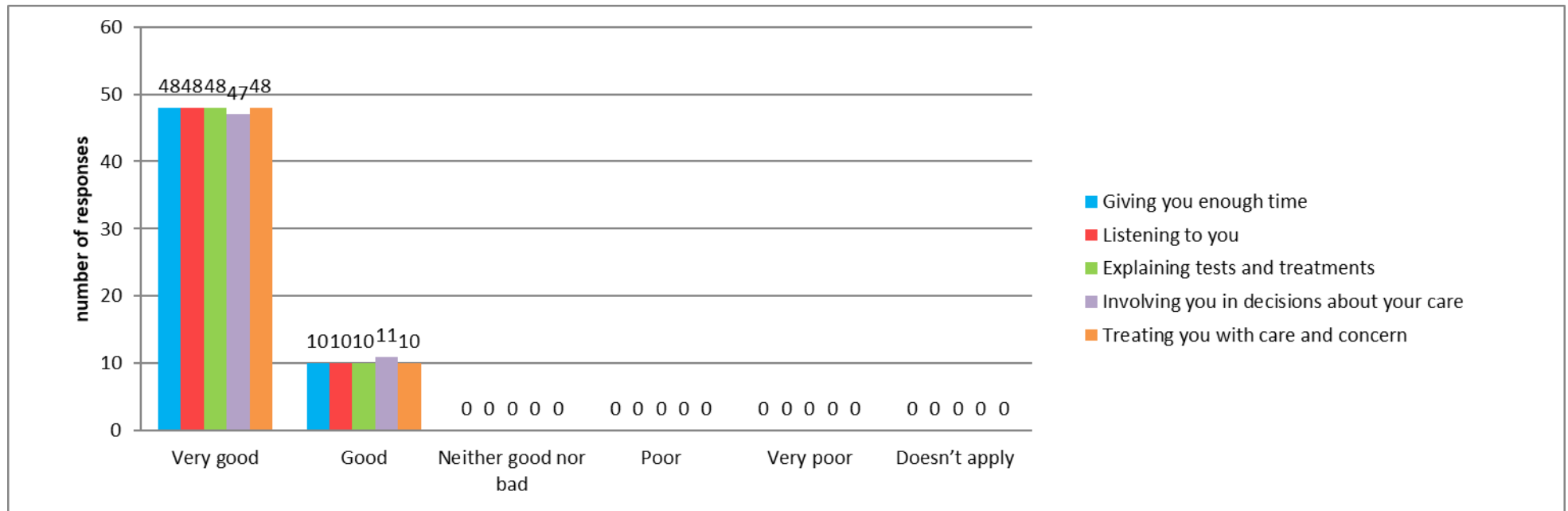
Did you have confidence & trust in the GP you saw or spoke to?



Which GP did you see?

- 45 of the above patients saw Dr khan
- 4 saw Dr Mohamad
- 16 saw Dr Ford
- 1 saw Dr Potey

Last time you saw a **nurse or a health care assistant**, how good were they at the each of the following?



Which nurse/HCA did you see?

- 18 saw Justine (nurse)
- 17 saw Jenna (HCA)
- 23 did not know/could not remember

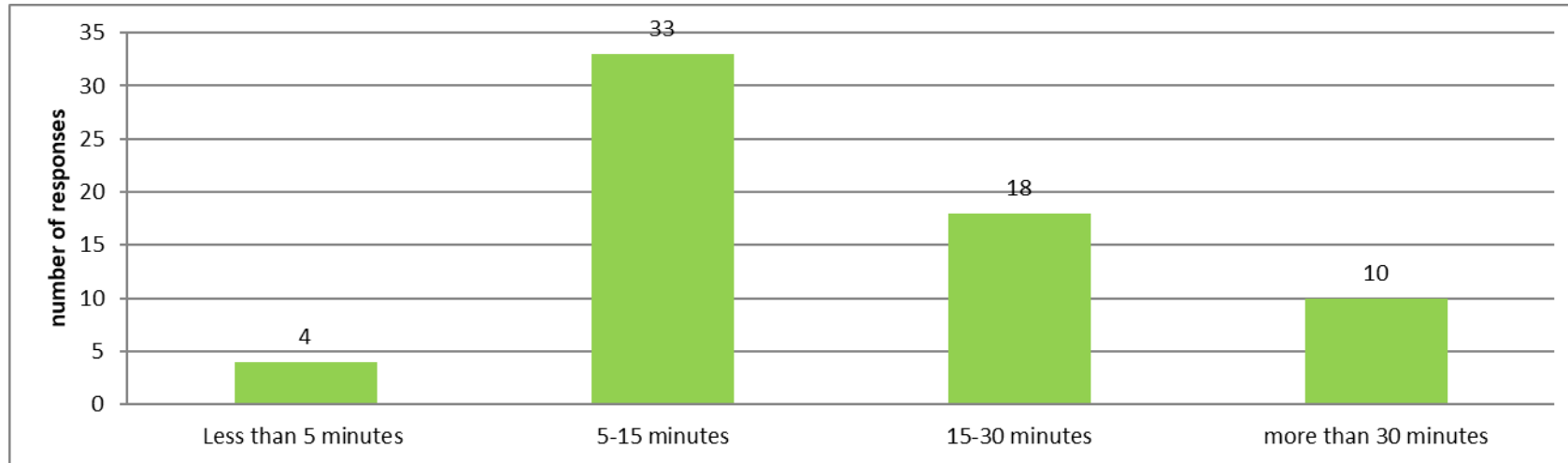
Patient comments:

- Took time to listen to my concerns
- Not seen the nurse much but the experience was very good
- Very friendly
- Gave good advice
- Came out happy
- I felt very positive after the appointment
- Very good
- Very kind and helpful
- They were professional and caring
- Attended to my needs
- The procedure was explained and the nurse made sure I was comfortable
- Justine took her time and helped – calm and settled
- Explained and put me at ease
- Always have time and very pleasant
- Good service

PRACTICE COMMENTS – the GP & Nurse responses and comments are very good. These will be fed back to the team and we will continue to build on them.

WAITING TIMES

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



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

- 37 patients are happy with the waiting time
- 18 patients think they have to wait a **bit** too long
- 2 patients think they have to wait **far** too long
- 2 patients have no opinion

Did you know that appointments with the GP are allocated 10 minutes per person?

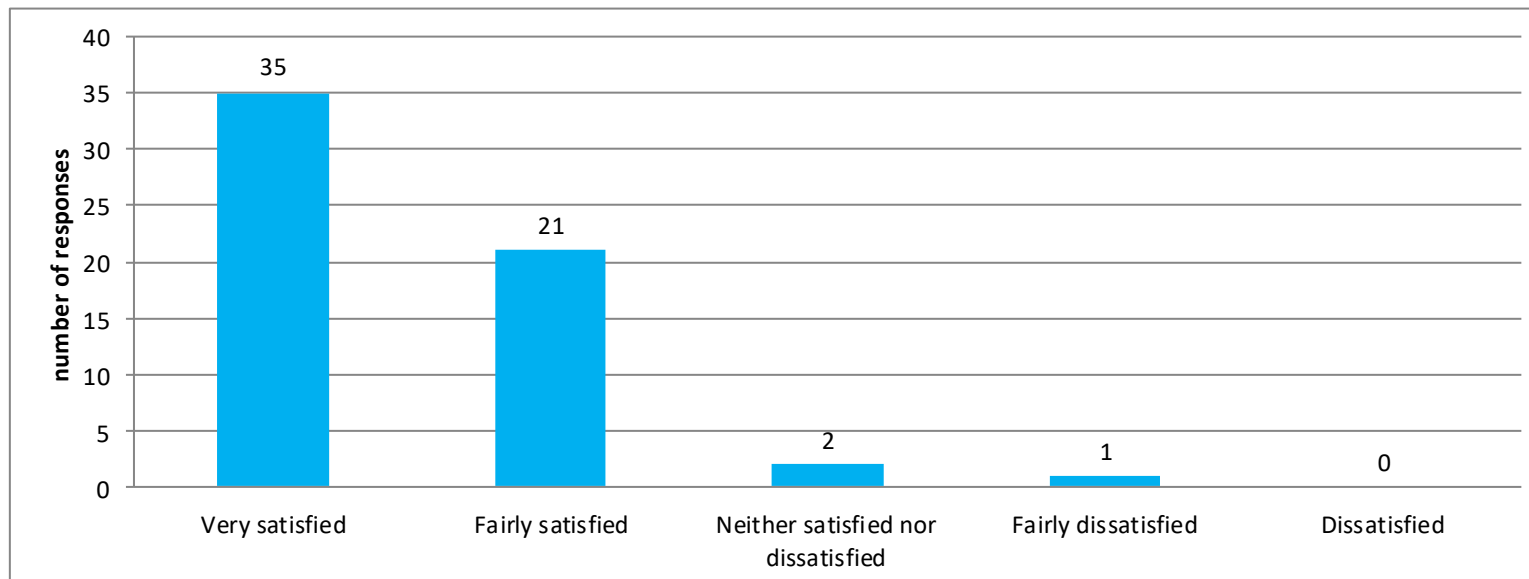
- 33 patients said yes
- 9 said no

PRACTICE COMMENTS – this is an area that we are always trying to improve, however, it is quite difficult. All appointments are 10 minutes with the GP. If we increased the length of each appointment it would mean fewer appointments available each day and thus longer waits to be able to see a GP. From feedback received patients like the fact that they are not rushed out of consultations and feel that they are an individual and not just a number. If the practice stuck strictly to 10 minutes this would be lost. Sometimes patients are chronically ill or receiving bad news and therefore the appointment can take more than 10 minutes.

We would ask patients to let the GP know all things that they would like to discuss at the beginning of the consultation so that the GP can deal with the most urgent first. You may be asked to make another appointment for non-urgent queries. If you think that you might need to be examined we would ask that you wear clothing that can easily be removed as this saves time.

OPENING HOURS

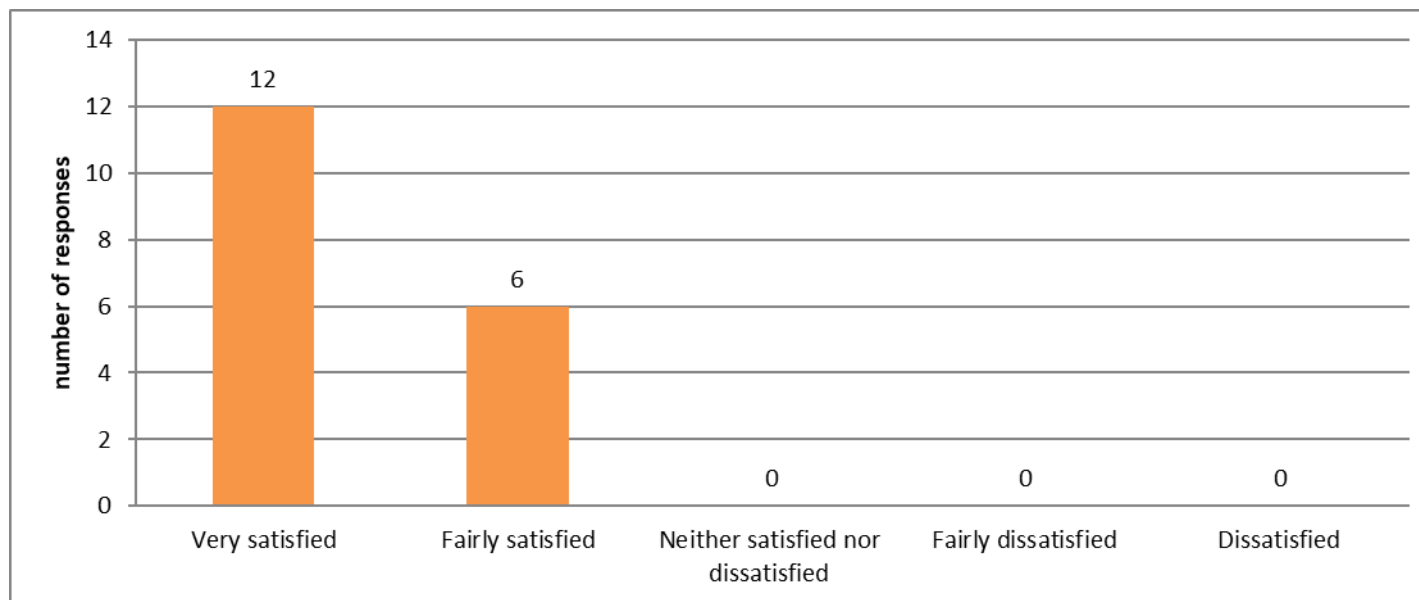
How satisfied are you with the hours that the surgery is open?



All Durham GP practices provide an extended access service which operates on an evening and during weekends and bank holidays. Nurse, Doctor, Advance Practitioner and Healthcare Assistant appointments are available to pre-book. The service is held at one location for all patients registered with any Durham practice. The current location is Meadowfield. Have you used this service?

- 20 patients said they have used this service
- 39 patients said they have not

If yes, how satisfied were you with this service?



If no, did you know this service was available to book?

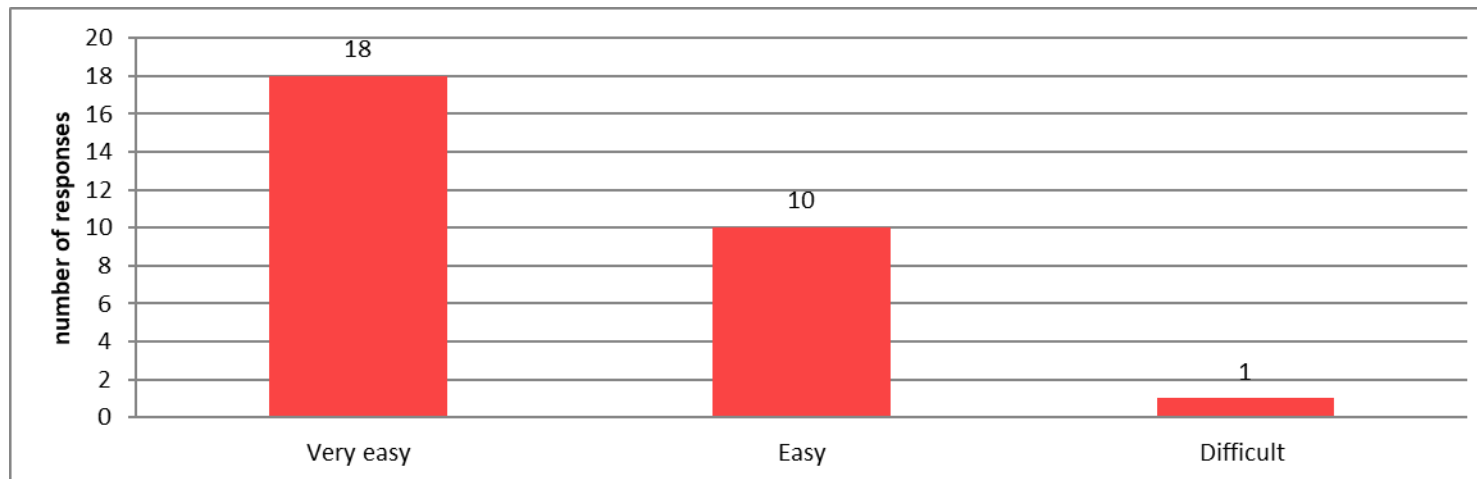
- 19 patients did not know about this service

- 2 patients did

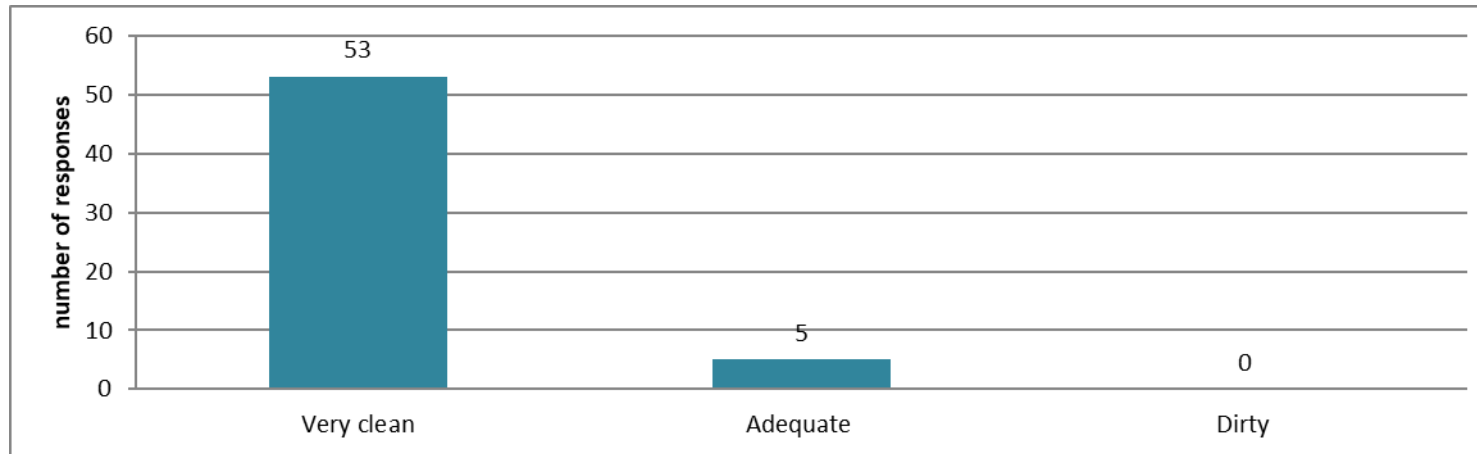
PRACTICE COMMENTS – the extended access service provides appointments for all Durham patients until 9pm and over the weekend and with the hub being at Meadowfield it is a convenient location for our patients. Extended access appointments should be routinely offered as an option to patients and up until the Coronavirus outbreak these were advertised on our telephone message. The service is advertised regularly on Facebook & Twitter, in our practice booklet, on our practice website and on NHS Choices. We will continue to offer and advertise this service over the coming months.

BUILDING

How easy is it to get into the surgery building?



How clean did you find the building?

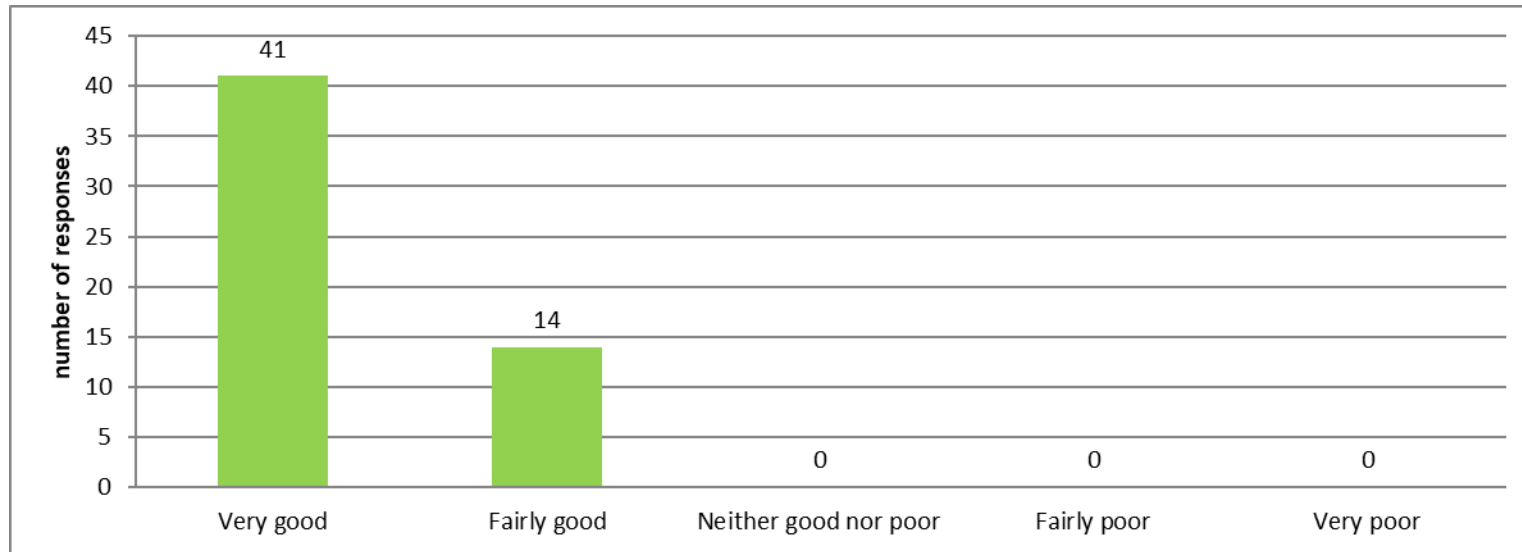


We are constantly working to improve confidentiality in the waiting room. Do you feel that other patients can overhear private conversations with receptionists?

- 38 patients said yes, but they don't mind
- 11 patients said yes and it needs to be improved
- 6 patients said that no other patients can hear

OVERALL EXPERIENCE

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



Would you recommend the surgery to friends or family?

- 42 patients would definitely recommend
- 12 patients would probably recommend
- 2 patients were not sure

Thinking about the above, why do you feel this way?

- Friendly and professional
- I will always be grateful
- Had no problems
- Been here for over 10 years
- Very professional
- Small and friendly
- Long waiting times

- Been here for 29 years and had no problems
- Always had fantastic service
- Everyone is helpful
- Very positive and caring environment
- Very good
- Never had a problem with the surgery
- Caring staff
- No issues
- Privacy at reception
- No issues with the surgery and I have always received excellent care from the surgery
- Neither happy or unhappy
- Friendly and small practice and go the extra mile – especially over the last few weeks
- Always have time and listen
- Good service

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

- More appointments online
- None
- More comfortable waiting area seating
- To be able to log yourself in
- Improve waiting times
- Nothing
- Waiting times
- None
- Nothing
- Waiting times
- Nothing

- Easier way to get an appointment. More female doctor appointments
- Only confidentiality issues (in reception) but not sure if or how that could be improved
- Privacy at reception area

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?

- Would like a nurse practitioner for minor ailments
- Car parking is not enough

PRACTICE COMMENTS - thank you to everyone who took time to comment.

Waiting times and confidentiality are the two main areas that the practice will focus on this year. Waiting times has already been commented on above. Confidentiality at reception is something that we are acutely aware of. Reception staff are trained to use dates of birth to identify people and avoid using names. The television is used for background noise . We will seek further views on confidentiality over the coming months.

Over 25% of our appointments are available to book in advance online with same day appointments also available online. The balance between online and same day is reviewed daily.

More comfortable chairs and a self-check in are things that we will consider taking into account cost and any time saved.

We would totally agree that additional car parking would be fantastic. We don't have very much space available to us but will explore possibilities with the space that we have.

Although we don't have a nurse practitioner on site we do have one as part of the extended access service.

STATISTICS

- 16 of the patients stated that they were male
- 35 of the patients stated that they were female

