

PATIENT SURVEY 2017

Legend

- ↑ Positive Change since 2016
- ↓ Negative change since 2016
- Similar/No change

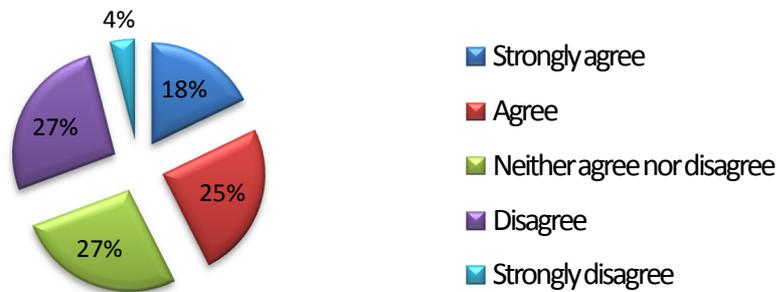
APPOINTMENTS

If you need to be seen **urgently**, we will try our best to give you an appointment on the same day. This appointment might not be with your regular doctor. If you need a **non-urgent** appointment we will try our best to give you an appointment within a week of your call.

If I need an urgent appointment I am usually seen on the same day



If I need a non-urgent appointment I am usually seen within one week.



If I wish to see a particular Doctor I understand that I may have to wait longer.



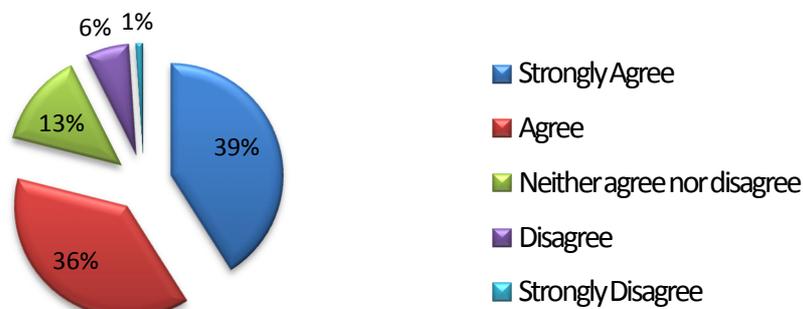
I am happy with the current appointment system.



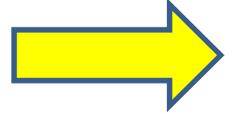
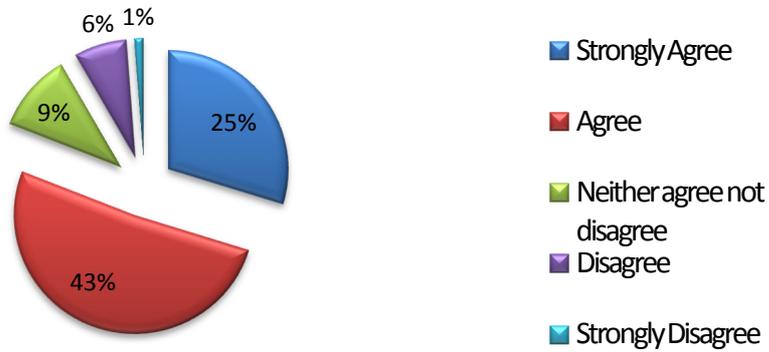
OPENING TIMES

We appreciate that many patients need flexible opening times and, within reason, we will endeavour to support our patients' needs. If you have any suggestions on improving opening times, please make a note in the 'other comments' section of this form.

The Practice is open at times when I can attend an appointment.



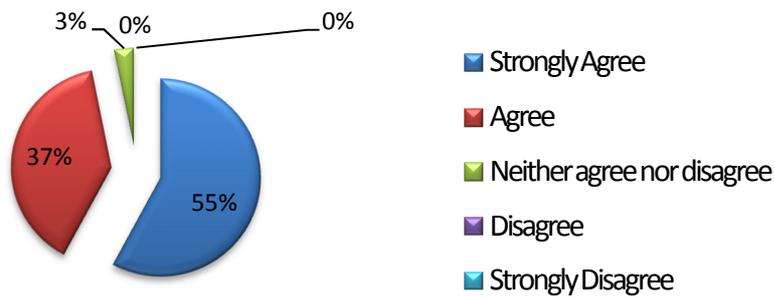
I am happy with the current opening times.



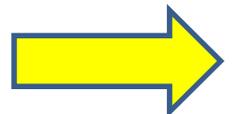
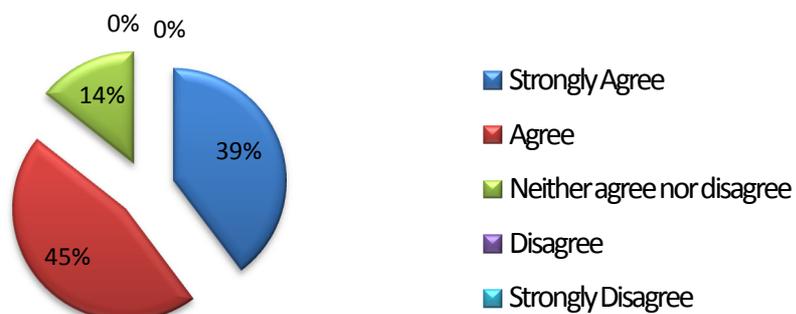
OUR SURGERY

We want to make your visit to the Surgery as pleasant as possible.

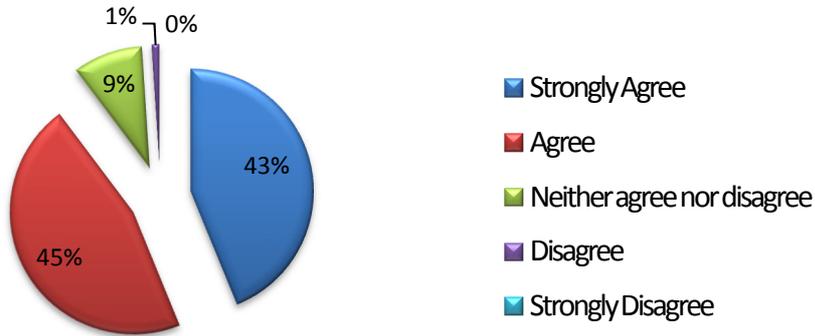
The Practice is easy to get to.



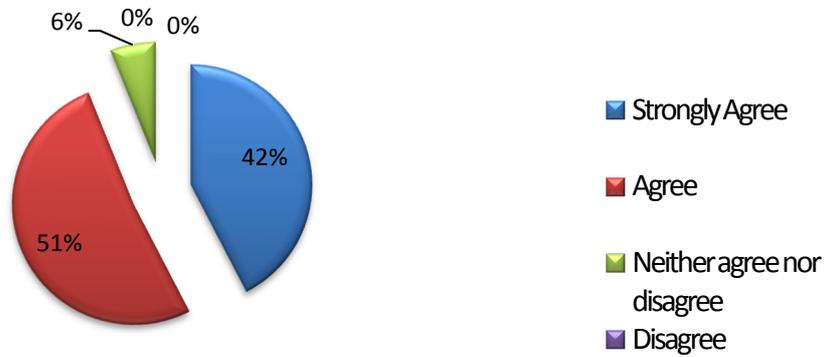
The staff are friendly and approachable.



The Practice is clean and tidy.



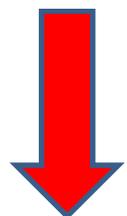
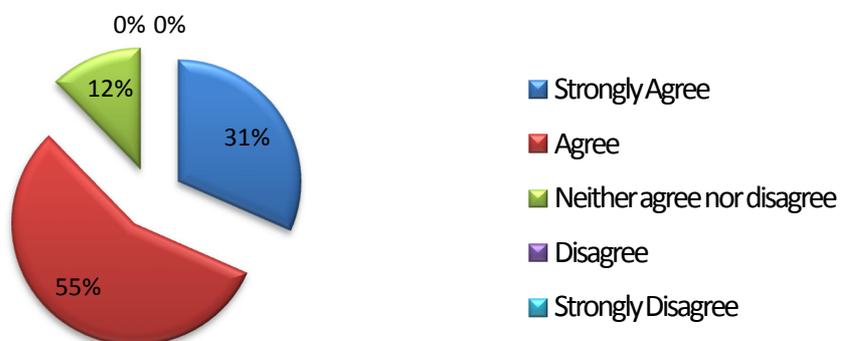
Overall, I think the Practice is welcoming.



CLINICAL CARE

Providing excellent Clinical Care is our priority.

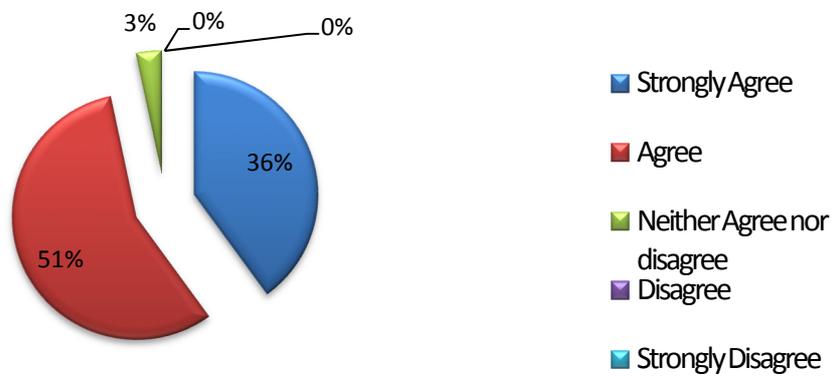
I feel listened to by the clinical staff.



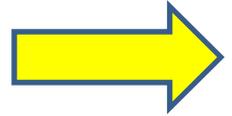
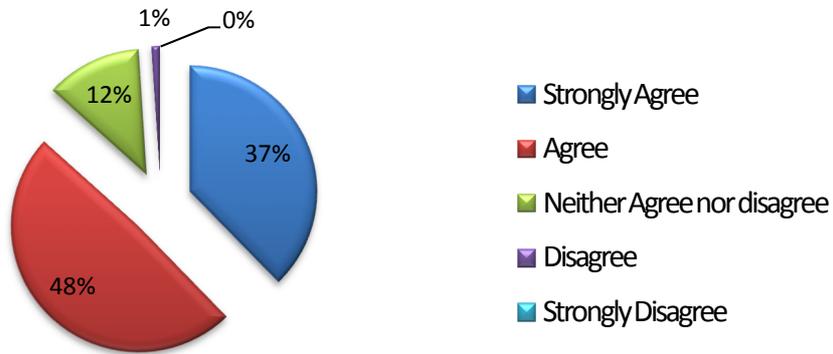
The clinical staff treat me with dignity and respect



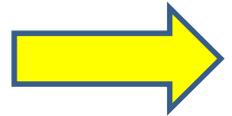
The clinical staff communicate their message clearly and effectively.



I am confident in the treatment I receive from the clinical staff.

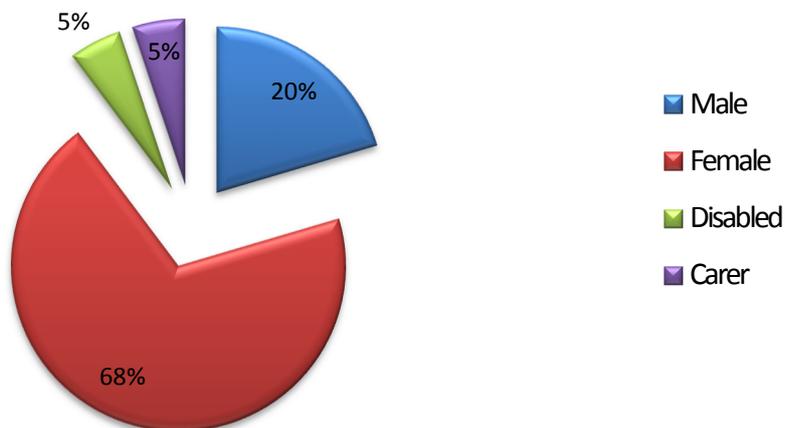


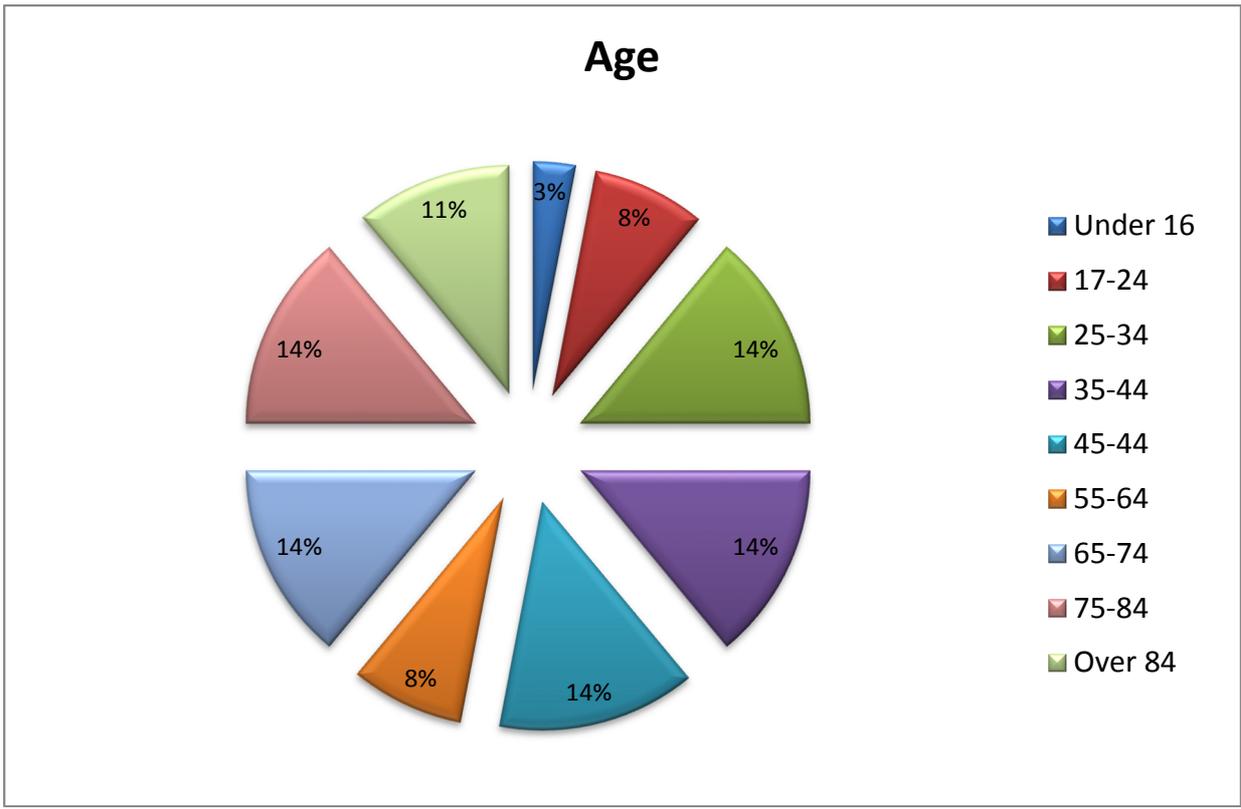
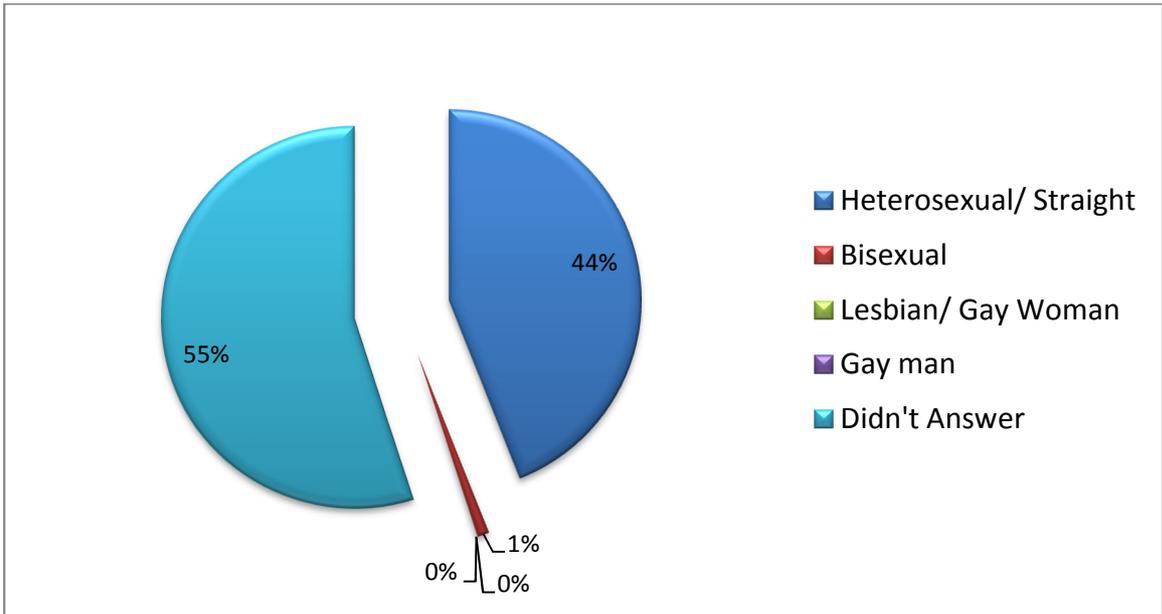
I am happy with the clinical care I receive.

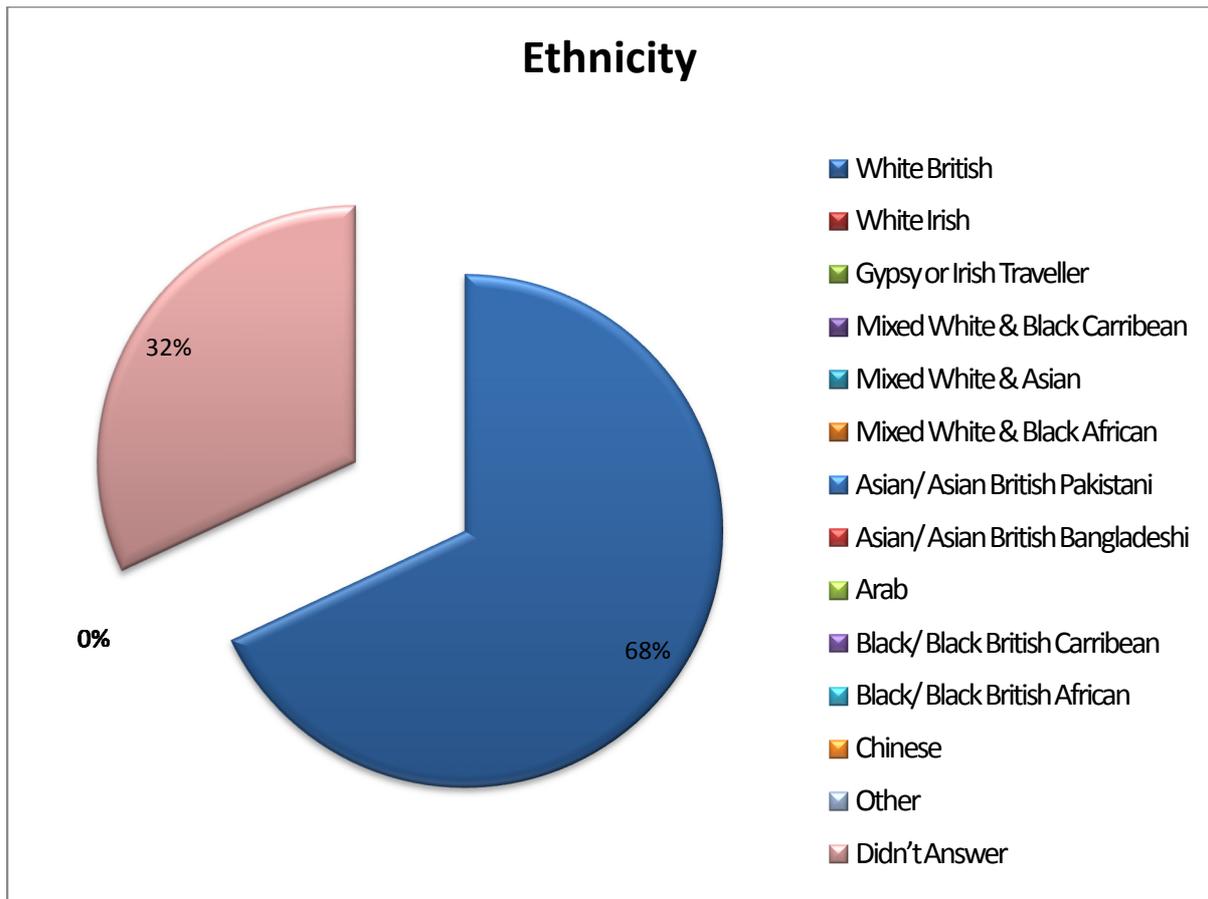


EQUALITY MONITORING (This section was optional)

By completing this section you help us to ensure that we get feedback from different communities in our area. Any information given will be kept in strict confidence.







Other Comments

Positive

1. Service excellent 10/10
2. Fantastic support from Dr Halligan with fertility issues
3. Amazing positive support throughout numerous miscarriages and a positive pregnancy with Mandy
4. I am very happy with the service. The Doctor I see is approachable, professional and always listens and explains
5. This is an excellent service when I compare it with the service my work colleagues received. I feel lucky I can get a n appointment as easily as I did this morning
6. Clinical care is excellent - no issues at all

Negative

1. I usually have a good experience but when I visited recently I felt she didn't listen and rushed me out
2. I work full time and it is often difficult to get appointment outside of working hours because of the distance involved and public transport unless I can get early or late appointment I have to take holiday.
3. Not enough time when speaking to the GP. If there are a few concerns yet they could all be relevant and related

4. I struggle to get appointments for non-urgent appointments as I work 0800 – 5.30 pm
5. I feel the inside of Marsh Street is looking tired and needs re vamping
6. When needing an appointment the same day it is very inconvenient to call in person into the surgery to be told that the appointment might be in 2 hours. Obviously one is ill and therefore difficult to make 2 journeys. Ringing first would be better for the patients.
7. Being able to use technology would make it easier – viewing your records online, Speaking to a GP online
8. Being able to access Drs at weekends for urgent or for simple things

Action Plan

Area	Action	Comment
If I need a non- urgent appointment I am usually seen within one week	Discussion at Partner meeting/PPG meeting	
If I wish to see a particular Doctor I understand that I may have to wait longer.	Communication Issue. During the appointment process it must be made clear to the Patient that requesting to see a specific GP will limit the appointment availability	Action All reception Staff Note on Website
I feel listened to by the clinical staff	GP meeting/Nurse meeting	This message needs to be fully understood by all clinicians and every effort made to alter this perception
All Static Areas	Discuss at Practice meeting/Nurse meeting/Partner meeting/PPG meeting	Coordinate suggestions to see where we can improve the service delivery

Practice Response to patient comments

Patient comment	Practice response	Action
1. Not enough time when speaking to the GP. If there are a few concerns yet they could all be relevant and related	The Practice has altered some appointments to 12 minutes (Effective 1 July 2017)	Monitor and review the impact
2. I struggle to get appointments for non-urgent appointments as I	Enhanced access is offered : Monday - 6.30 pm – 8.00 pm Tuesday 7.00 am - 8.00 am	Revitalise the advertising of the enhanced service

work 0800 – 5.30 pm	Friday 7.00 am – 8.00 am Saturday 0900 – 1200 am	
<p>3. I feel the inside of Marsh Street is looking tired and needs re vamping</p> <p>4. When needing an appointment the same day it is very inconvenient to call in person into the surgery to be told that the appointment might be in 2 hours. Obviously one is ill and therefore difficult to make 2 journeys. Ringing first would be better for the patients.</p>	Agreed	Practice has submitted a comprehensive refurbishment plan is awaiting funding approval via the NHS Estates transformation bidding process.
<p>5. Being able to use technology would make it easier – viewing your records online, Speaking to a GP online</p>	<p>The Practice currently offers the ability to view Detailed Read code access on line. It also offers the ability to book appointments etc. on line.</p> <p>The Practice has no plans to offer speaking to a GP online</p>	
<p>6. Being able to access Drs at weekends for urgent or for simple things</p>	See Point 2	Revitalise the advertising of the enhanced service