

The WMS Patient Survey

November 2013- Responses

We asked patients to fill in a patient survey during November 2013, 96 forms were filled in, some of them with responses from more than one person.

Accessing the Surgery

Q1. Generally, how easy is it to get through to someone at Whittington Moor Surgery on the phone?

- 85% Very Easy
- 15% Not Very Easy
- 0% Haven't Tried

Q2. In the reception area, can other patients overhear what you say to the receptionist?

- 79% Yes, but this is not a problem
- 15% Yes, and this makes me uncomfortable
- 6% No

Q3. Which of the following methods would you prefer to use to book appointments at Whittington Moor Surgery?

- 13% In Person
- 67% By Phone
- 6% Online
- 15% No Preference

Q4. How do you usually book your appointments to see a doctor or nurse at the surgery?

- 19% In Person
- 81% By Phone

Q5. Are you usually able to see the doctor or nurse of your choice?

- 63% Yes
- 16% No
- 22% Usually have no preference

Q6. Overall how would you describe your experience of making an appointment?

- 76% Very good
- 21% Neither good nor poor
- 3% Very poor

Waiting Times

Q7. How long after your appointment time do you normally wait to be seen?

- 7% Less than 5 minutes
- 87% 5 to 15 minutes
- 5% More than 15 minutes
- 0% Can't remember

Q8. How do you feel about how long you normally have to wait to be seen?

- 77% I don't normally have to wait too long
- 10% I have to wait a bit too long
- 2% I have to wait far too long
- 10% No opinion/ doesn't apply

Opening Hours

Q13. Are you satisfied with our opening hours?

- 95% Yes
- 4% No
- 1% I'm not sure when you are open

Q14. Are we open at times that are convenient for you?

- 96% Yes
- 2% No
- 2% I'm not sure when you are open

Q15. Which of the following additional opening times would make it easier for you to see or speak to someone?

(Please x all that apply)

- 11% Before 8am
- 9% Lunchtime
- 15% After 6:30pm
- 24% Saturday
- 8% Sunday
- 32% None of these

Overall experience

Q16. Overall, how would you describe your experience of Whittington Moor surgery?

- 93% Good
- 6% Neither good nor poor
- 1% Poor

Q17. Would you recommend us to someone who has just moved into the area?

- 95% Yes
- 4% Not sure
- 1% No

Some questions about you to help us target our services

Q18. Are you male or female?

- 41% Male
- 59% Female

Q19. How old are you?

- 0% Under 18
- 2% 18-24
- 0% 25-34
- 7% 35-44
- 6% 45-54
- 12% 55-64
- 44% 65-74
- 29% 75-84
- 0% 85 or over

Q20. What is your ethnic group?

Please describe:

All responses *White British/English*

Val Johnson, our practice manager has read through all the comments that people put on the Patient survey and would like to thank everyone who took the time to respond. All the responses are available to view in the surgery and on our website, but Val wanted to reply to certain issues raised:

Comments about Access and Waiting times

Telephones:

- *Good since new telephone service, so much better*
 - *Booking has improved greatly since changing of the phone number.*
 - *Waiting for more than 3 minutes for the phone to be answered not good and then to be told you cannot see the doctor or nurse you wish to see. Again not good. Especially when that person has told you to make an appointment.*
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- Most people seem to be happy with our new local phone number.
 - One person did like the old system that let you know what number you are in the queue.
 - Since the survey we have changed our phone message, so now the message is more concise and there are fewer options to listen to.
 - Our telephone lines are open from 8am until 6:30pm.
 - The lines are very busy at 8am with people looking for same day appointments, but we have all available admin staff answering the phones. (Usually four people at 8am).
 - We have just opened up on-line booking for certain appointments.

Availability of appointments:

- *It is very upsetting when being told 'no more appointments today – ring again at 8 tomorrow'. I've never managed to book one of the bookable appointments ahead of time – more of these might help.*
- *Very difficult to arrange early appointments. Particularly with nurse.*
- *Have always been able to get an appointment the same day when phoning in. Very rare these days most have to wait a week at some surgeries. Very good service. Always satisfied with the way I am treated.*
- *Bad trying to get in touch at 8 o'clock in the morning would be better if you could day before for next day.*
- *Very difficult to get early appointments, I leave for work early and if I am unable to get an early appointment I lose a full day's work.*
- *I think it is too long to wait for blood tests eg myself a wait for 2 weeks and then when I had to have further blood tests a three week wait, also my husband had a 2 week wait, does not seem acceptable when the blood tests are to determine if you have a problem, and this could delay your treatment*
- *More Saturdays*

- We have next day and 10 days in advance appointments available to book.
- Some people commented that they were unable to see the doctor or nurse they preferred; we do our best to accommodate patients to see their preferred clinician, but some clinicians work part time and so are not available every day. All doctors do have a variety of same day, next day and 10 day appointments available, doctors' appointments are not usually available further in advance.
- The CCG has made some additional funding available for winter planning, we have used this to book additional doctors sessions using regular locum GPs.
- Our extended hours are Wednesday morning 7am - 8am and one (occasionally two) Saturday morning per month. All these appointments are available to book from 10 days in advance. If we made more extended hours appointments available there would be fewer appointments available in normal working hours.
- Nurse appointments are available most mornings from 8:05
- Our Phlebotomist (takes blood samples) is usually available three days a week, the practice nurses can take bloods on other days if they are urgent, or if you cannot come in on the days she is available.

On Time?

- *The waiting times can take too long but sometimes this can't be helped*
- *I don't mind waiting to see my doctor. Each patient should be given time to fully express their problem and not be rushed off*
- *I've always found the access and waiting times acceptable*
- *I was waiting for over 45 minutes passed my appointment time. Only one lady came out of the room, so I can't understand how she could have 50 minutes of time.*
- 87% of respondents said they had to wait 5-15 minutes for their appointment, 77% of respondents said they did not have to wait too long.
- Where people commented most were very understanding about delays.
- Our doctors try to give each patient the time they need, they may ask you to rebook if they do not have enough time to deal with all your issues, but some problems cannot wait. Patients can help by requesting a double appointment if they have more than one problem to discuss

Other Comments

- *I am very thankful to be a patient at Whittington Moor Surgery. I have been with the practice many years and through all these years the doctors have been caring and first rate.*
- *I really appreciate the care and support given to my family by various members of the practice. I don't feel that you view as "just a job"*
- *Wonderful, professional service throughout surgery.*

- *Have to wait far too long for blood tests. Never no available appointments unless it's a month later. Not good! When you don't feel well. Get better receptionists. They are rude and unhelpful when you phone or when you are here in person. I have never had a good receptionist in seventeen years!*
 - *FB would be nice. Lovely service. Thank you.*
 - *Car parking can be a problem.*
 - *We have almost always been satisfied. Sometimes after several visits we have had to ask for a referral to hospital which has delayed treatment causing unnecessary problems*
 - *minor operations procedures should be brought back*
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- We are happy patients feel we are providing a good service; it is our aim to treat others as we would wish to be treated.
 - Rudeness; at Whittington Moor Surgery we try to treat everyone with care and consideration. If ever you feel we have failed in this please ask to speak to our Practice Manager, Val Johnson.
 - Facebook; the practice has no plans to use Facebook. Patients can register for SystmOnline; this allows you to book some appointments and view a list of your repeat prescriptions. We have just started to offer this service and it may expand further in the future.
 - Car parking is an issue we have looked at in the past, we have liaised with Derbyshire county council about the problems, we have spoken to the church and the school and asked that visitors park considerately. There is nothing further we can do.
 - Referrals; this is a clinical judgement and if you feel you should have been referred sooner you need to speak to your doctor, if you are still not happy we have a complaints procedure, please ask for more information.
 - Minor operations; these are available if they fall within the guidelines. We are governed by the Procedures of limited clinical value and the East Midlands cosmetic and aesthetic surgery polices. This does not permit the removal of benign lesions unless they are causing significant problems.