

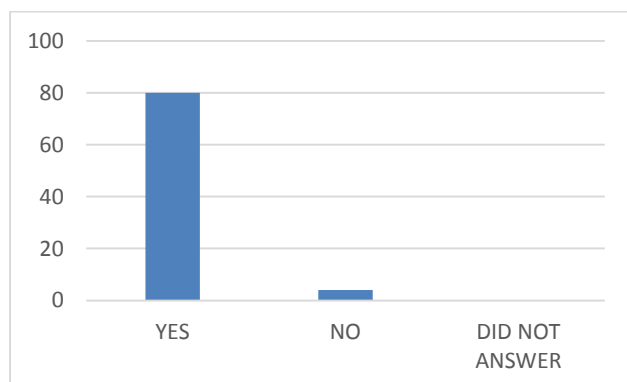
# RESULTS OF PPG PATIENT SURVEY CONDUCTED AT GREEN STREET GREEN MEDICAL CENTRE DURING THE PERIOD 6<sup>th</sup> MARCH THROUGH TO 27<sup>th</sup> MAY 2016.

A Total of 84 people completed the questionnaire and the findings are detailed below.

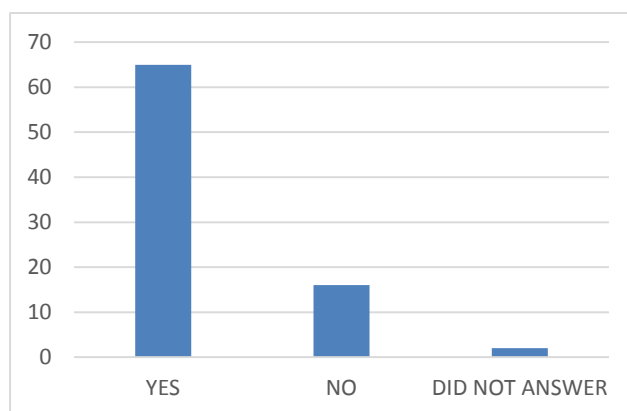
Perhaps surprisingly, more people were satisfied with the current appointment system than were dissatisfied. However, a significant minority reported issues with trying to obtain an appointment. In the case of routine (as opposed to same day) appointments, over 1/3 of patients had to wait 3 weeks or more. An overwhelming majority of people responding (in excess of 85 per cent) were satisfied with the service they received from the doctors, nurses and administration staff. From the comments received most people are of the opinion that surgery staff are doing the best they can with limited resources.

## 1. Same Day Appointments

Have you used the same day appointment system?



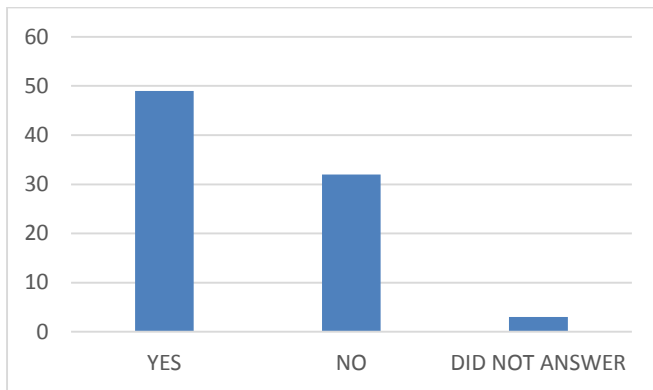
If you tried to get a same day appointment were you successful?



### Comment Received:

1. Ticked No Box and then commented 'hardly ever!'
2. Ticked No Box and then commented 'not always'
3. Did not tick a box but commented 'Not if I phone, yes if I go to surgery'

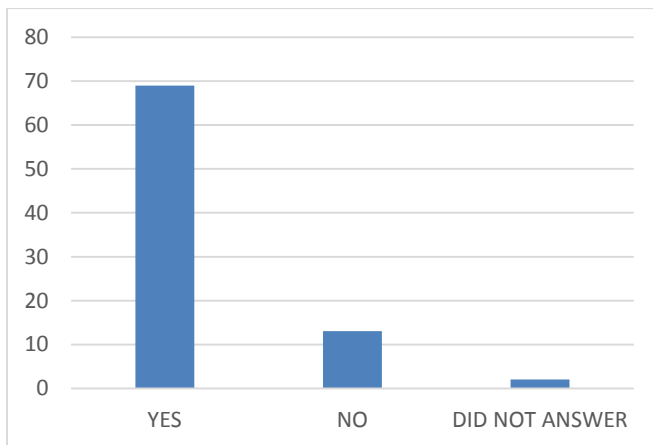
**Do you find the system of telephoning at fixed times for same day appointments convenient?**



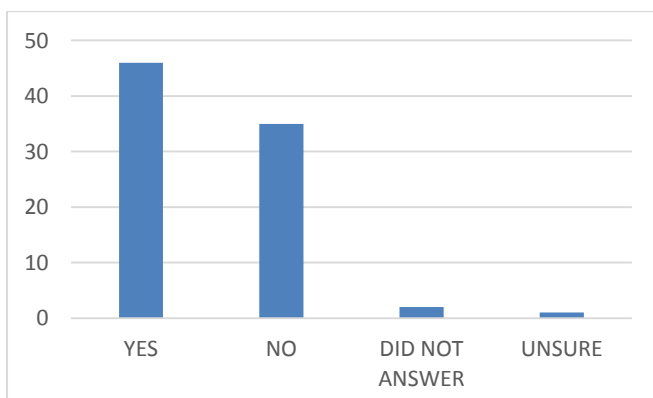
**Comments Received:**

1. Ticked Yes Box and then commented 'though it is very busy to get through'
2. Ticked Yes Box and then commented 'Depends on Work'
3. Ticked No Box and then commented 'Engaged signal for about 20-30 mins'
4. Ticked No Box and then commented 'Takes a long time to be answered'.
5. Ticked No Box and then commented 'I spent a long time hanging on then was told to ring back in the afternoon. Similar situation'

**Would you prefer to be able to telephone at any time (during opening hours) for a same day appointment?**



**Would you prefer to consult a doctor or nurse by telephone in "same day" cases in the first instance?**

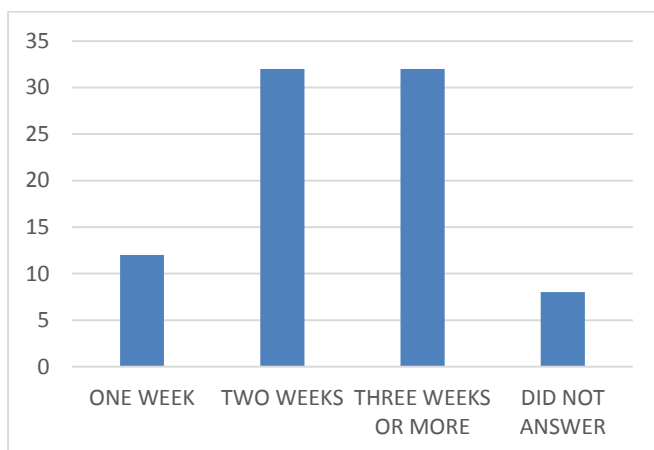


### Comments Received:

1. Ticked Yes Box and then commented 'depending on why I wanted appointment would be good to have the option to talk to a Dr if it's more advice needed or ask for appointment if you felt you needed to be assessed.'
2. Sometimes for when quick advice only is needed.

## 2. Routine appointments

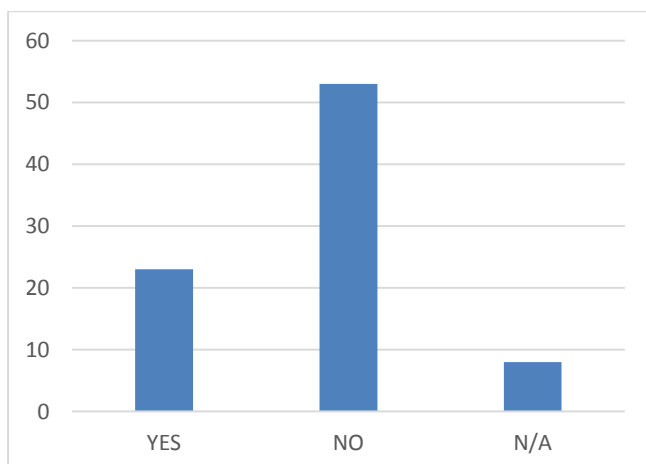
How long, on average, do you have to wait for a routine (non-urgent) appointment?



### Comments Received:

1. Did not Tick a Box but commented 'Have not used it recently but the worst scenario was 6 weeks because of holidays'

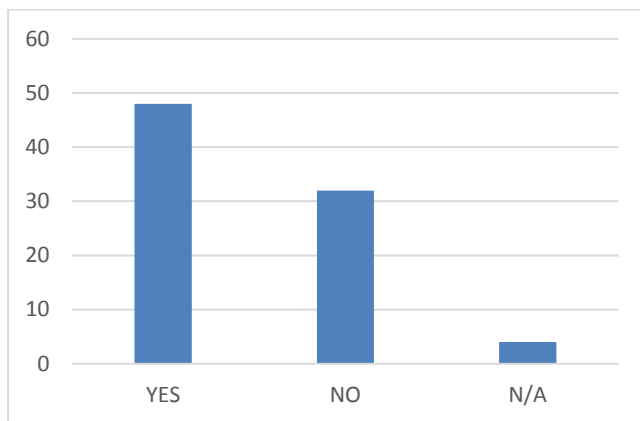
Are you satisfied with this length of time?



### Comments Received

1. Ticked No Box and then commented '1-2 weeks would be better'

**Do you prefer to see a doctor of your choice even if you have to wait longer?**

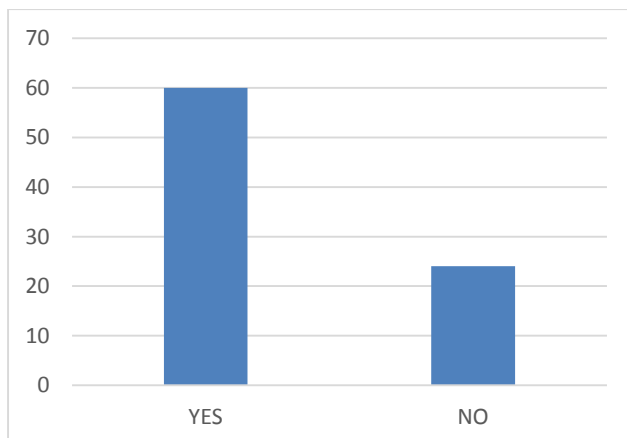


#### Comments Received

1. Ticked Yes Box and then commented 'Depends on issue'
2. Ticked Yes Box and then commented 'Depends on reason for consultation'

### 3. Booking Appointments

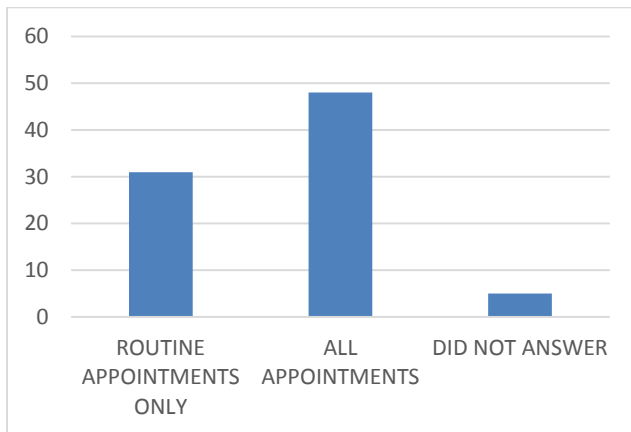
**Would you like the facility to book an appointment "on line" 24 hours a day rather than telephoning when the surgery is open?**



#### Comments Received

1. Ticked No Box and then commented 'Do not have on line facility'

**Should on line booking just be for routine appointments or also include same day appointments?** (For example, if you were taken ill after the surgery closed you could reserve a "slot" for the following day, if one was available).

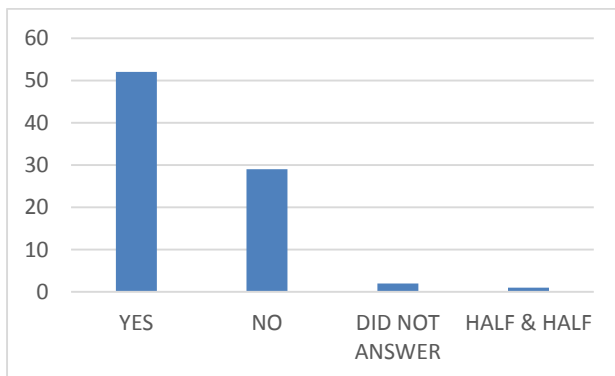


**Comments Received**

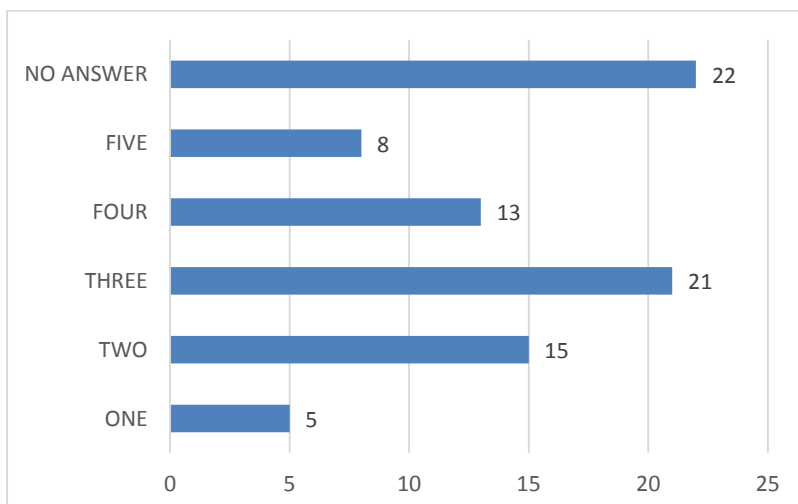
1. Ticked All Appointments box and then commented 'These may all go very quickly the night before so none left for the same day'.

**4. The Overall Appointment System**

**Thinking about the position overall, are you satisfied with the current practice appointments system?**

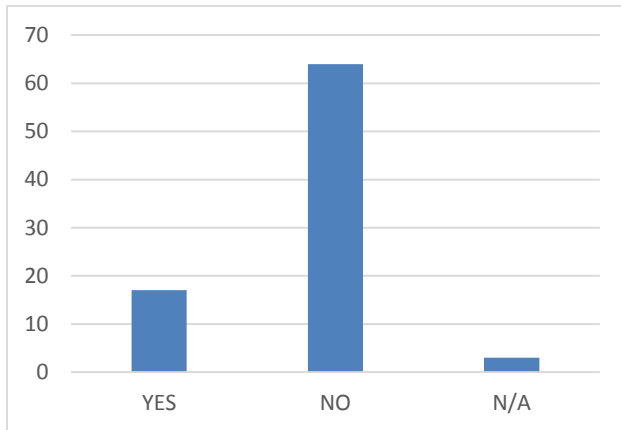


If no, on a scale of 1 to 5 (where 5 is the most urgent) how important is the need for change:

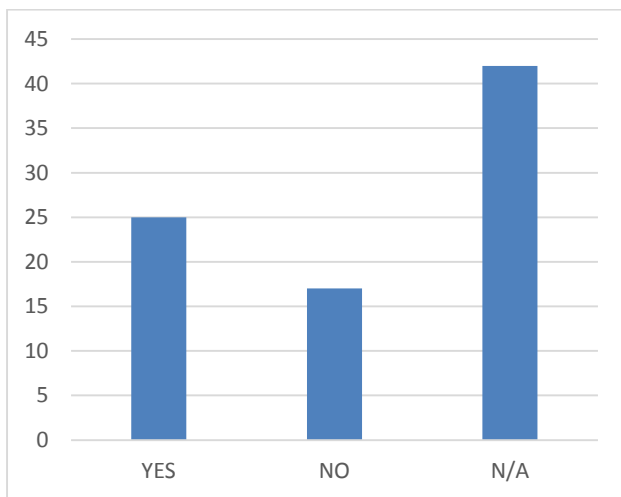


## 5. Prescriptions

Do you currently order repeat prescriptions on-line (the surgery already has this service)?

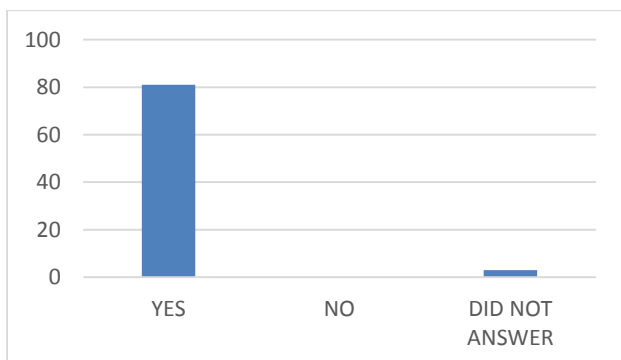


If you do not have computer facilities, and are disabled or lack mobility, would you like to be able to order repeat prescriptions by telephone? *(The surgery would not offer this facility to patients who are able to attend the building, or who can order "on line").*



## 6. Service from the Medical Staff

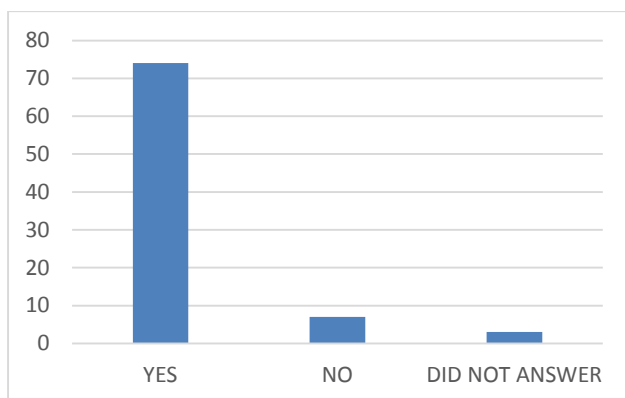
Were you satisfied with the service you received from the doctor during your last consultation?



### What, if anything, could they do better (please enter text)?

1. The 10 minute time slot can be too restrictive and needs more flexibility
2. Doctors I have seen are first class – excellent (Dr Riley & Dr Eilaku)
3. If you need a bit longer than 10 minutes the GP should use discretion and allow this for non-time wasters.
4. The system works very well already
5. The service has been professional and caring.
6. It should be possible to book a 20 minute slot if necessary to discuss several problems. The body is the sum of its parts after all.
7. See patients at the correct appointment time.
8. They do extremely well
9. They are superb
10. 10 minutes not long enough!
11. Longer time given for consultation.
12. No – always very helpful and caring. The problem is getting the appointment.

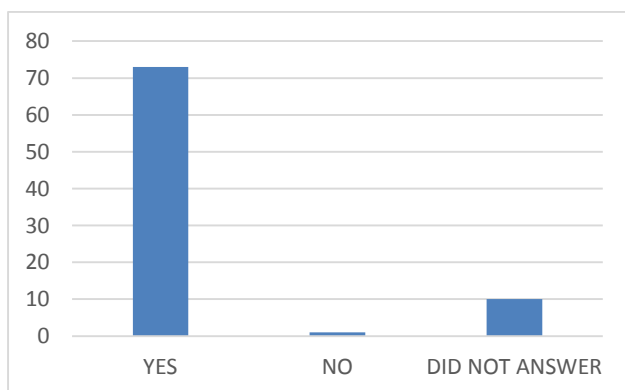
### Have you ever seen the Practice Nurse?



### Comments Received:

1. Ticked Yes Box and then commented 'very satisfied when it is the nurse. Dissatisfied when it was the Health Assistant (they call a nurse here!?)'

### Were you satisfied with the service you received from the nurse during your last consultation?

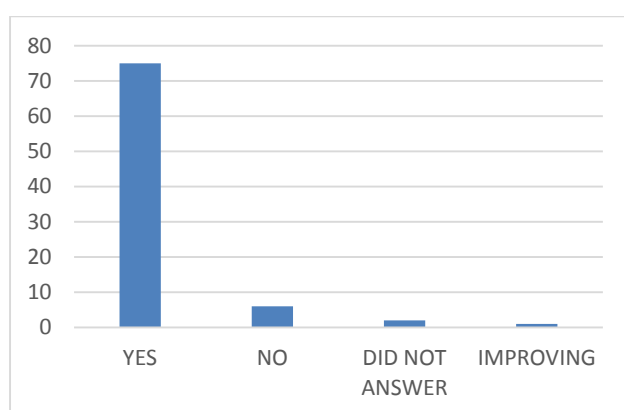


### What, if anything, could they do better (please enter text)?

1. It was excellent
2. Practice Nurse does not have the knowledge of the GP and also does not know my background like the doctor does
3. Always very good
4. I have had difficulty obtaining an appointment with the nurse.
5. Nurse to be available every day
6. They do very well
7. Make it clear the Health Assistant is just that, and she is not a qualified nurse.

## 7. Service from the Administrative Staff (e.g. Reception or telephone call handling)

Were you satisfied with the service you received from GSGMC administrative staff?



### If no, please explain your concern (enter text)?

1. Morning staff not so good. Afternoon staff lots better
2. They are excellent, helpful, kind, efficient.
3. Always very friendly and very helpful
4. Always polite and efficient
5. Had two ill children, tried to make appointment all week when finally got one on the second week was told there was one appointment left and I had to choose which child was more ill!
6. Has improved over past 6 months – they seem to be more helpful
7. The Admin staff are improving, in the past I have found some of them very curt and dismissive (the ones that have worked here years are the worst). I have also heard them talk about patients while I have been waiting.
8. Attitude on the phone was poor. Not willing to offer alternative appointments from the one requested.
9. Sometimes they can be surly, obstructive and lack understanding.
10. With the exception of perhaps one or two receptionists (who could do with a course in people management), they are always helpful and friendly.
11. Most contact with staff are polite and considerate, but have had conversations with rude, unprofessional staff (only once).
12. Helpful but the difficulty of getting appointments when needed is frustrating.
13. Consistently unhelpful and short. Never seek to resolve, only to aid barriers.



## 8. Other Comments

**Are there any other comments you would like to make (comments should be anonymous).**

1. Compared to other local practices the appointment system is well above average
2. I would like the option to be able to see my own doctor more as he knows more about me than the others. No disrespect to the other doctors.
3. Speaking to friends and colleagues the availability of appointments and time to wait for an appointment as well as surgery times compare favourably with other GP practices.
4. More seating in Waiting Room
5. Very good service
6. Dr Barker wonderful, staff friendly and helpful
7. I have always found all the staff very friendly and approachable at the Doctors. Always helpful
8. Sometimes I have to book a 'same day' appointment even if I wanted to make an appointment in advance. By doing this, I cannot book my leave from work in advance.
9. Hopefully the 10 minute slot could be increased!
10. When ringing at 8am or 2pm 9 times out of 10 I get told that all appointments are gone even when it's only 10 minutes past.  
Reception often ask what the problem/illness is so that they can decide if I'm urgent or not!  
Often find myself going to A + E instead as I'm often turned away!
11. It would be very helpful if blood tests could be done at the Surgery
12. Service generally good but as we all know, there is room for improvement, it would be nice to see the same doctor on a more regular basis.
13. A very good practice which I would highly recommend.
14. When it has been very difficult to book a routine appointment in the past, I have booked on a 'same day' appointment, I am sure that many others would have had also to make this decision. Overall the doctors here are excellent but the Admin staff are well below, the majority – some of the newer ones are excellent.
15. Staff always very helpful and polite, especially when trying to fit all appointments in.
16. All medical staff within the practice are brilliant, once you get to see them!
17. Could not get through to book same day appointment. I called 37 times before finally getting through to be told I could not get one.
18. I think you should be able to see the doctor you require or are under all the time.
19. Repeat Prescriptions – Long Term Medication. Better record keeping required of medication that has previously caused adverse effects to a patient, so as to avoid it being re-prescribed at a later date.
20. The practice is friendly and well run. Patients should not have to wait 3 weeks for a routine appointment to see a doctor of their choice but it seems this is a problem with GP surgeries as a whole and not just this practice. There are simply too many patients wanting to see too few GP's.
21. Great friendly staff team.

22. Just recently I had a problem with a routine prescription that was required urgently and the Receptionist who dealt with me could not have been more helpful. She went the extra mile to get it sorted for me particularly as the surgery was closing within the hour.
23. Appointments open further in advance. Dr frequently asks for review in 6 weeks – never available, needs to be 8 weeks.
24. Reception staff excellent nothing is too much trouble.
25. Doctors, nurses and Admin staff always friendly and helpful.
26. The current same day appointment system does not work well for those working/commuting to London. You can never get through when trying to call so all appointments have been allocated, and you just get told to try again the next day. This does not work if you have stayed at home, then need to travel to work, only to have to do the same thing the next day.