

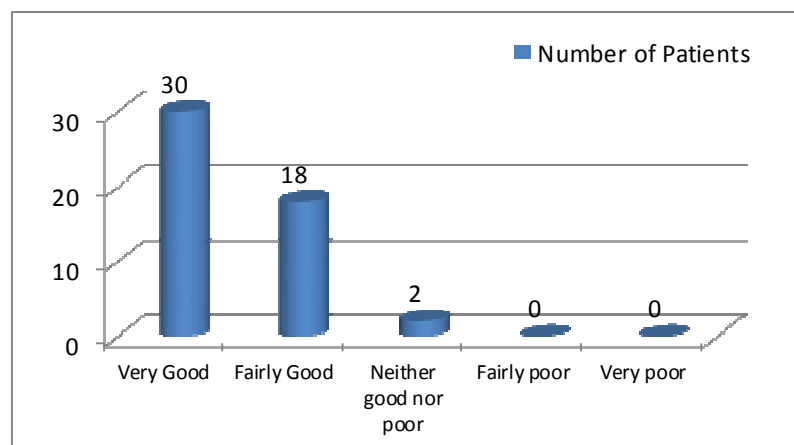
## Patient Survey of Access

March 2014

*Our patients were surveyed about their experience of accessing the practice, appointments, telephone access, home visits etc. A total of 50 responses were received. The results and our comments are as follows:*

### **Booking an Appointment**

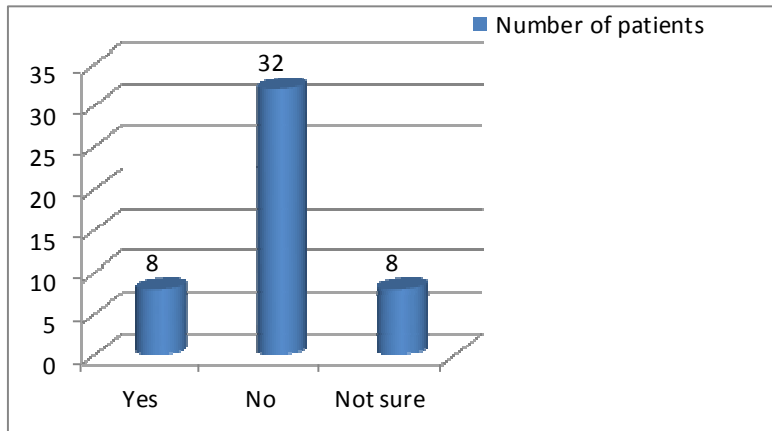
**Q1. Generally, how would you describe your experience of making appointments at your GP surgery?**



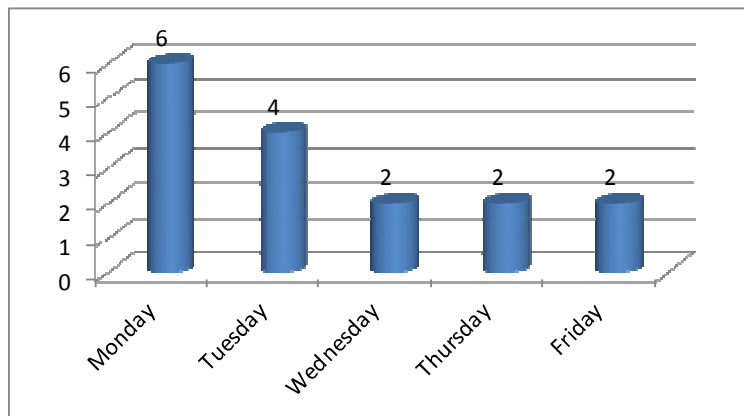
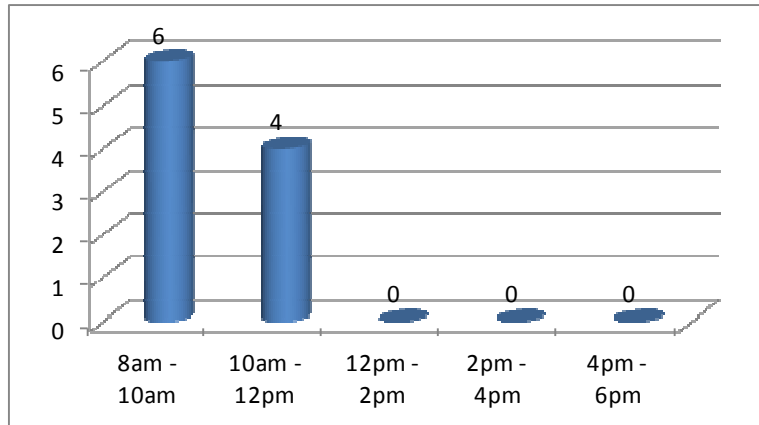
*60% of patients found the experience of making appointments very good and 36% fairly good. We are very happy with this but would like it to be better. We have increased the capacity of GP appointments this year, have made efforts to increase the capacity of our on-line services and increased our reception team. We are planning to review our appointment system in Spring 2014 in order to offer more "same day" routine appointments in order to offer better continuity of care.*



**Q2. Are there times when it is difficult to get through to your surgery on the telephone?**

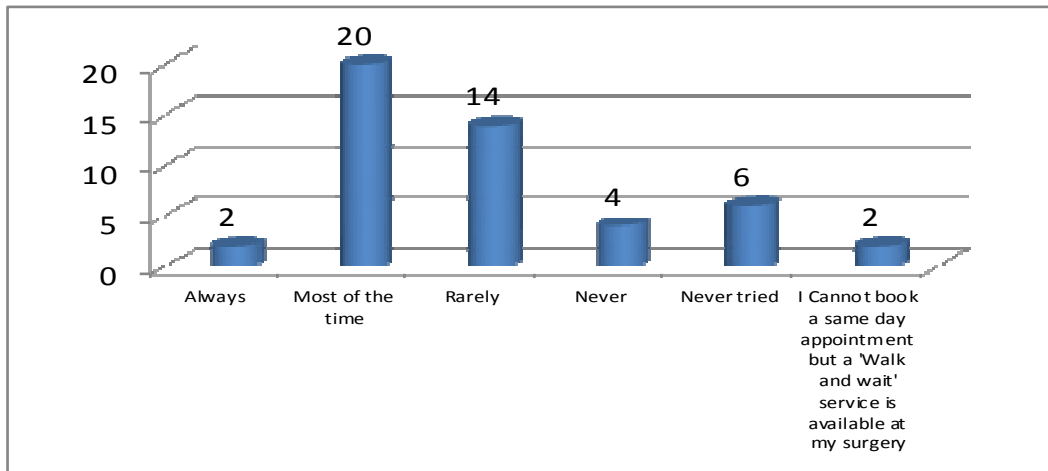


**Q2a. If yes, which days and times do you have the most difficulty?**



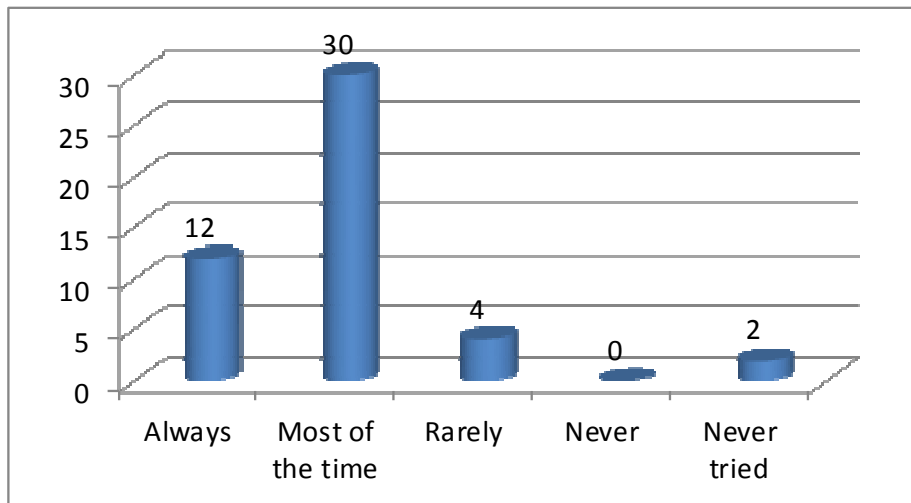
*64% of patients surveyed did not have any difficulty in getting through on the phone. This showed a slight increase of 1% on last year. Of those who answered yes Monday and Tuesday mornings were shown to be the problem times. We have already increased our telephone answering capacity during those times. We will monitor this further using our telephone system's monitoring software and address any staffing level issues. We also plan to continue to increase capacity of users of our on-line services.*

**Q3. How often can you book a 'same day' appointment at your surgery?**



*Only 4% of patients surveyed said that they could always book a same day appointment at the surgery, 40% saying that they could do this most of the time and 28% rarely. We are planning to address this issue with a review of our appointment system in Spring 2014.*

**Q4. How often can you book an appointment that fits around other commitments you have (e.g. work, family, caring responsibilities) within 3 days?**

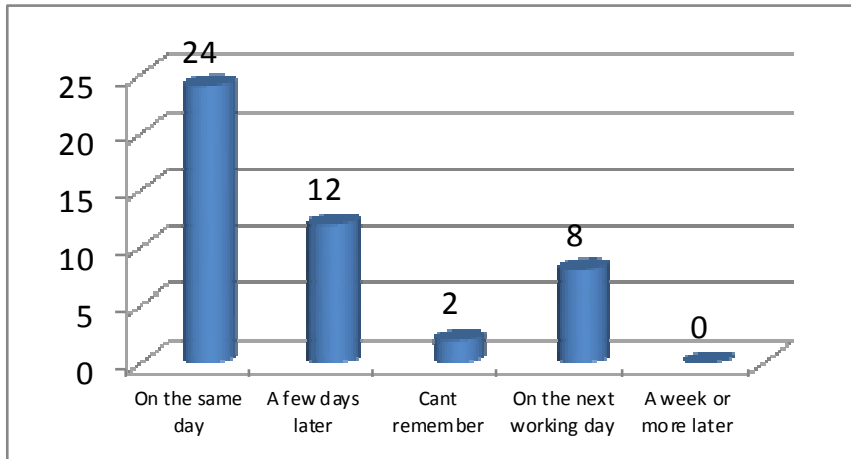


*Again we are hoping to address this with a review of our appointment system.*

### Your Appointments

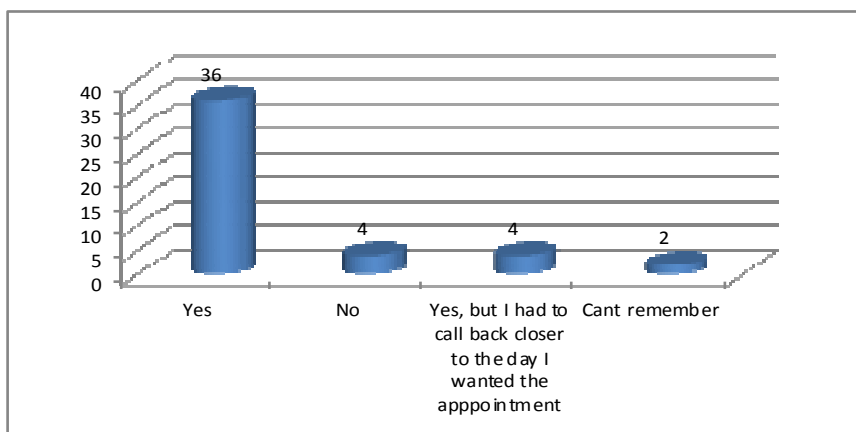
Think about the last time you wanted to see or speak to a doctor or nurse from your GP surgery.

#### Q5. When did you want to see or speak to them?

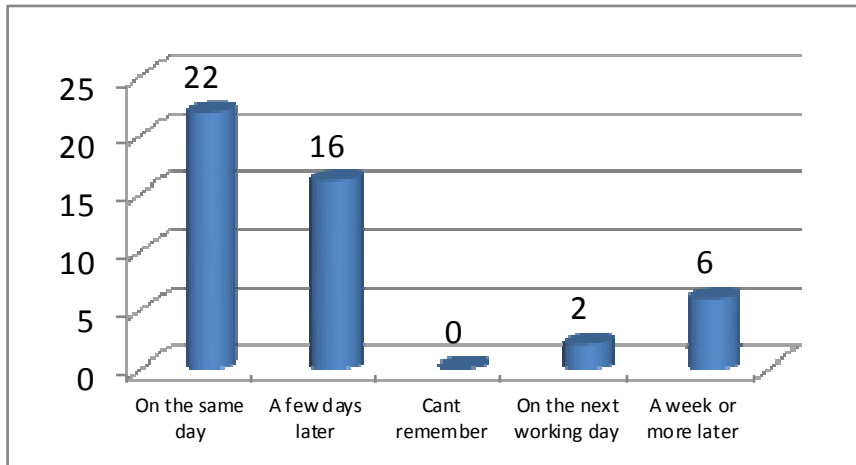


*48% of patients were able to see or speak to their GP or nurse on the same day with a further 16% being able to do so either on the next working day or a day later. We are planning a review of our telephone consultation availability alongside our appointment system review.*

#### Q6. Were you able to get an appointment to see or speak to someone?

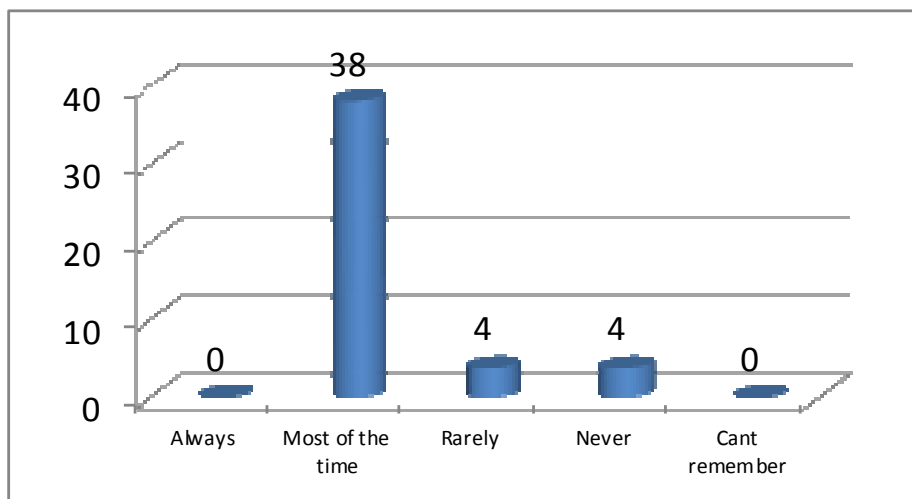


**Q7. How long after initially contacting the surgery did you actually see or speak to someone?**



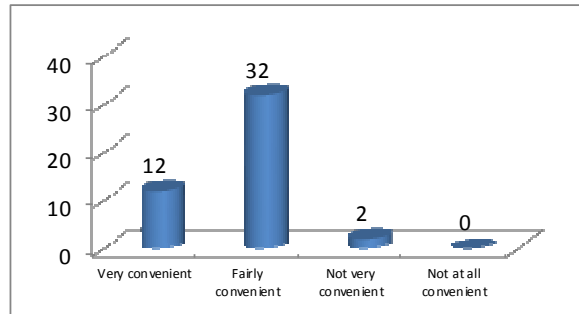
*We are fairly happy on the whole with these results but hope to improve this following our appointment system review.*

**Q8. When you have an appointment booked, how often are you seen within 10 minutes of the time you were given?**



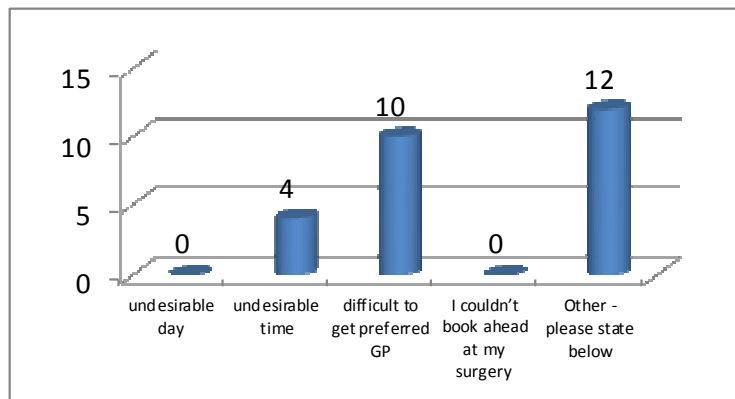
*We have publicised the availability of double appointments for more than one problem or for complex problems this year and this has shown an increase in people saying that they have been seen most of the time of almost 10%. Unfortunately, there will always be times when a Doctor runs late, especially when dealing with emergencies but we do our utmost to ensure that they have catch up time incorporated into their clinics in order to minimise disruption to patients.*

**Q9. Usually, how convenient are the appointments you are able to get?**



*This has shown a decrease of very convenient from last year which is disappointing. We do offer extended access appointments every Monday and Thursday evening from 6.30 until 7.30pm and have a Saturday morning surgery once a month. We plan to publicise this better and address the problems below with regards to difficulty of preferred GP with our appointment system review.*

**Q10. If you appointments are either not very convenient or not at all convenient, why is that?**





**Q11. If you have ever booked an appointment and then not attended that appointment without cancelling it first, why was that?**

| I went to a walk in centre E instead+or A | I no longer needed the appointment because the problem got better without seeing the doctor or nurse | I still needed the appointment but couldn't attend because of other commitments ,such as work family and caring responsibilities | I couldn't get to the surgery | I forgot about my appointment | I tried to cancel my appointment but couldn't quickly and easily contact the surgery at a time that suited me | Other - please state below |
|---|--|--|-------------------------------|-------------------------------|---|----------------------------|
| 0   | 0  | 0  | 0                             | 0                             | 0   | 10                         |

"On the rare occasion when I have been unable to attend or when my condition has improved I have always cancelled the appointment"

"I have never missed an appointment"

"N/A but if I did it would be because I forgot. However the text reminder service is great!"

**Q12. Please tell us any suggestions you have that would make it easier to cancel appointment you no longer need.**

"interface is great for making appointments and for cancelling them The web

I never cancel but there are plenty of options! Email, text, phone"

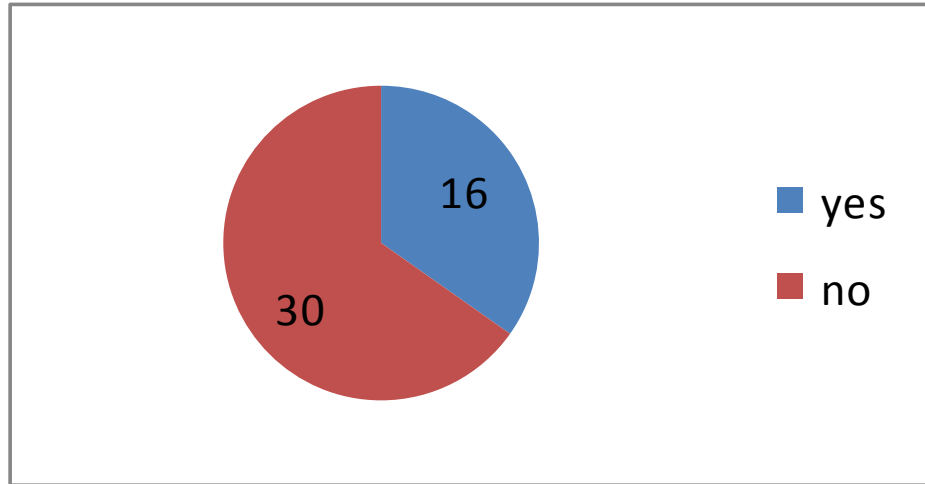
"Text service maybe"

**Home visits**

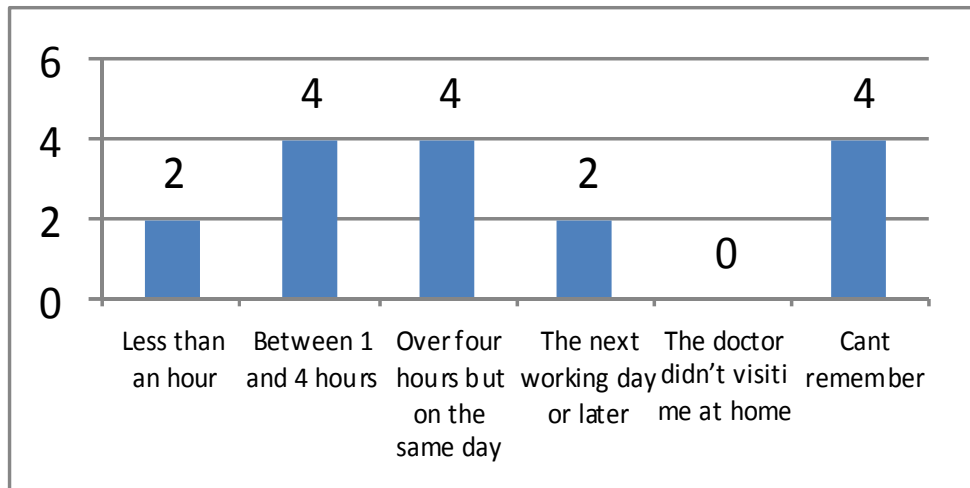
**Q13. Have you ever needed to request a home visit from a GP?**



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Q13a. If yes, how long did it take between the initial phone call request and the actual visit?



We have changed the way that we deal with home visits this year, all home visit requests are triaged by the duty doctor to ascertain the urgency and, if necessary, visit within 1 hour.

General Access

Q14. What do you think of access to your GP surgery?

- Excellent compared to other surgeries I have used
- Good
- Good and disabled toilet available
- ok
- Good
- Excellent
- Good
- ok
- Excellent





Good Access  
Excellent  
v. good  
Good  
v. good

**Q15. How could access to your GP surgery be improved?**

No need to improve the current service  
More late night surgery for those that work and cannot get there in the day.  
Its good for me  
More after work or weekend access. More same day appointments. More telephone access to nurses / doctors  
Not sure  
No need to improve the current service  
More late night surgery for those that work and cannot get there in the day.

**Q16. Is there anything else you want to tell us about access to your GP surgery?**

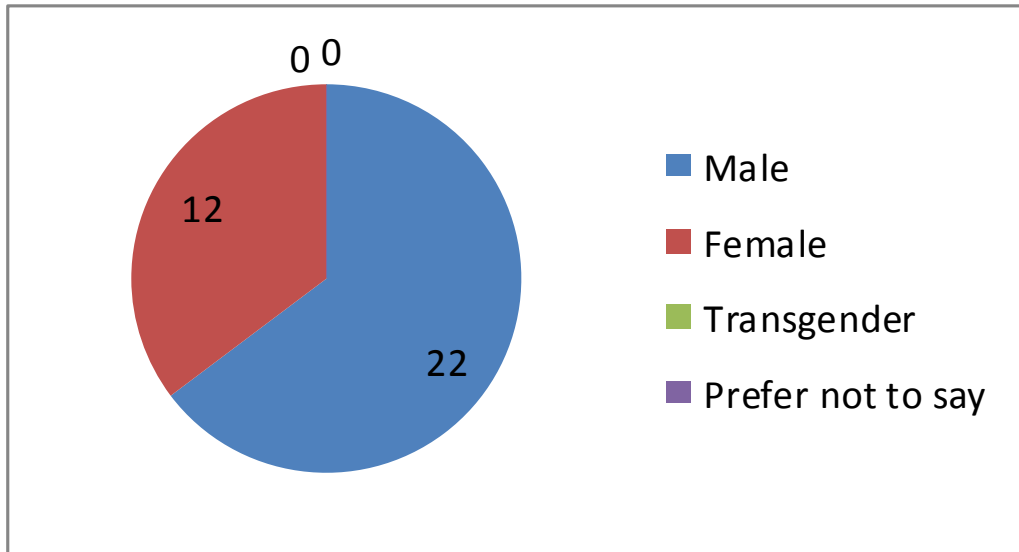
The chemist service next door is appalling!! With prescriptions not being ready or cant get hold of preferred drugs.  
There are two points that cause me intense irritation when in the waiting area. 1- The morbidity of the piped music. More suitable to a funeral directors premises. 2 - The written word should be as easy to read as possible - your displays are not. Whoever designs them simply has no idea!  
I have found all staff very helpful and friendly when I have needed to speak to my doctor (the only reason for a couple of days later was because my GP I usually speak with didn't work every day and my need way not urgent in nature). I think you offer a superb service and have often mentioned to family that they should ask about registering with you rather than their current provider who is not as accommodating. Thank you to all.  
No  
A welcoming and friendly practice/ I have confidence in most of the GPs. The practice nurse is always helpful and I trust her opinion - seeing or speaking to her on the phone is very useful and can be preferable to attending the surgery.

**About you**

**Gender**



## Patient Survey of Access 2014



### Age Band



## Patient Survey of Access 2014

### Other Comments

*We will source some more cheerful music for our waiting room and review the patient information system.*

*We are aware of issues with the local pharmacy and now meet regularly with the pharmacist every month. We have voiced our concerns to the area manager and steps are being taken to address their issues.*

*If you do have any further comments or suggestions, please address these to Sharon Taylor, Practice Manager or use our patient feedback link on the website, [www.elmhayessurgery.co.uk](http://www.elmhayessurgery.co.uk).*

*Thank you for your participation.*