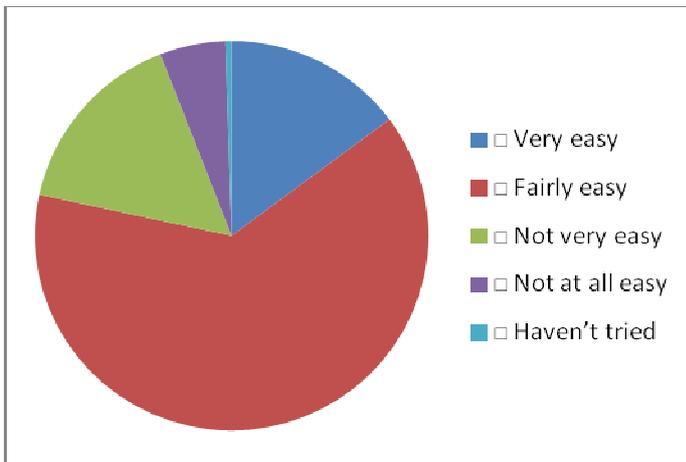
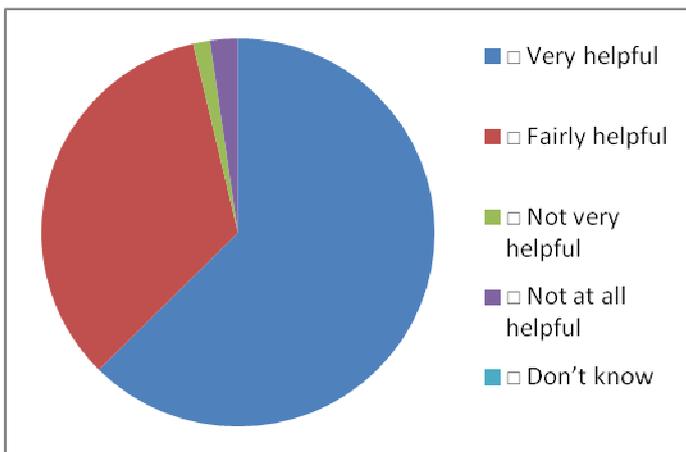


ACCESSING THE SURGERY

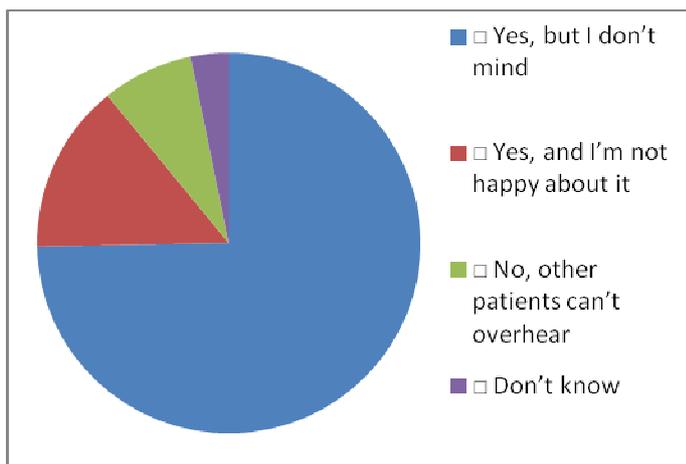
1. Generally how easy is it to get through to a receptionist on the phone?



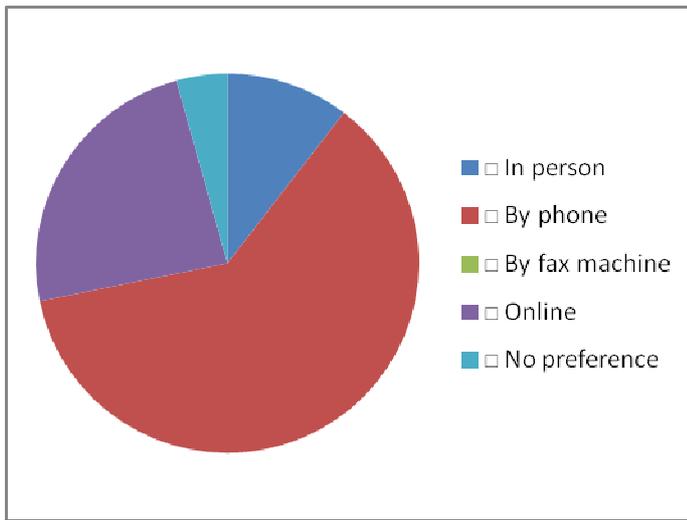
2. How helpful do you find our receptionists?



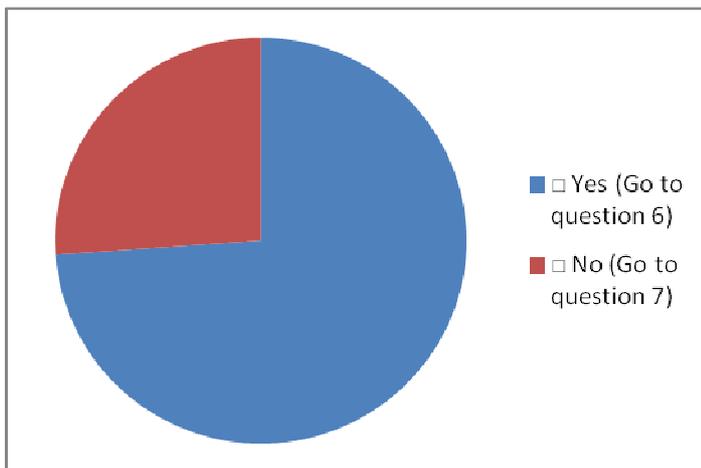
3. In the reception area of the practice building, can other patients overhear what you say to the receptionist?



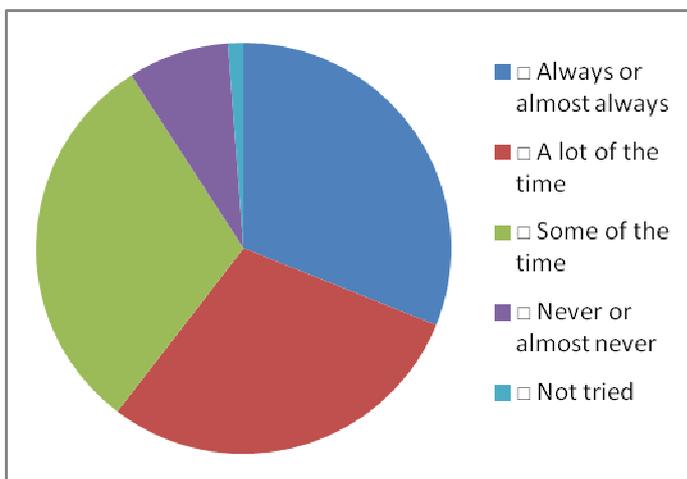
4. Which of the following methods would you prefer to use to book appointments?



5. Is there a particular GP you usually prefer to see or speak to?

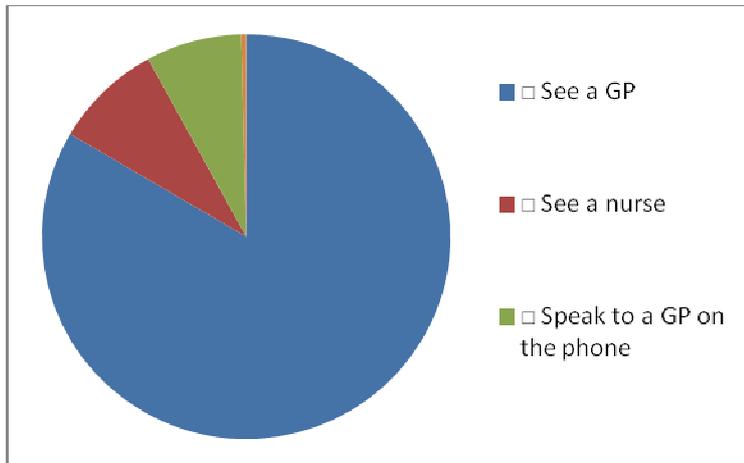


6. How often do you see or speak to the GP you prefer?

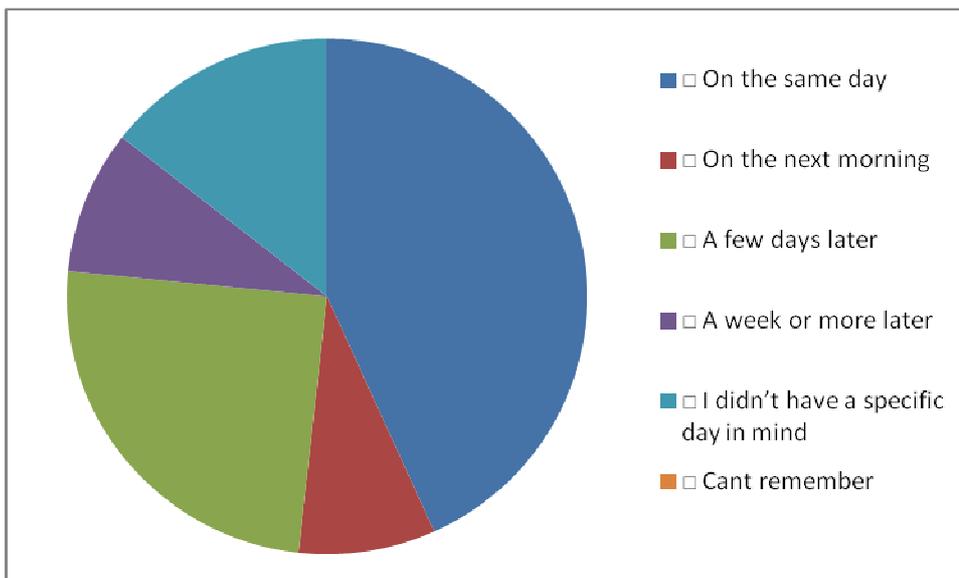


MAKING AN APPOINTMENT

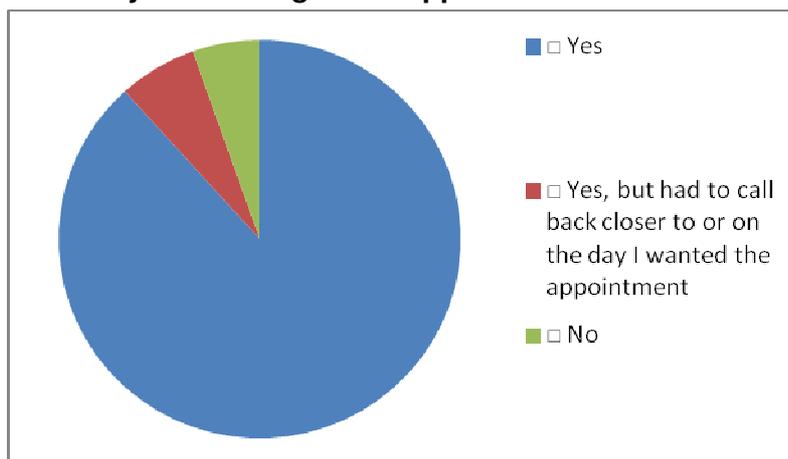
1. Last time you wanted to see or speak to a GP or nurse, what did you want to do?



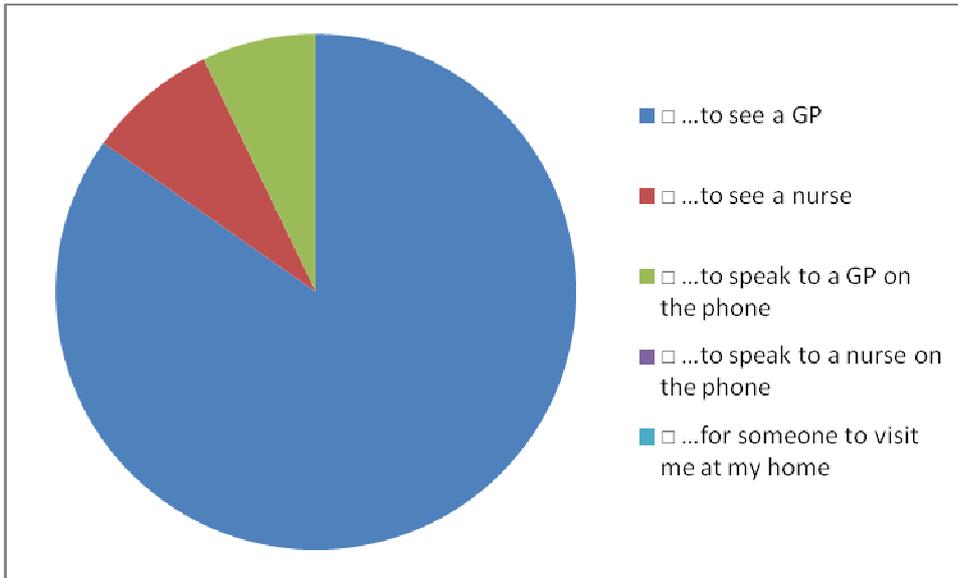
2. And when did you want to see or speak to them?



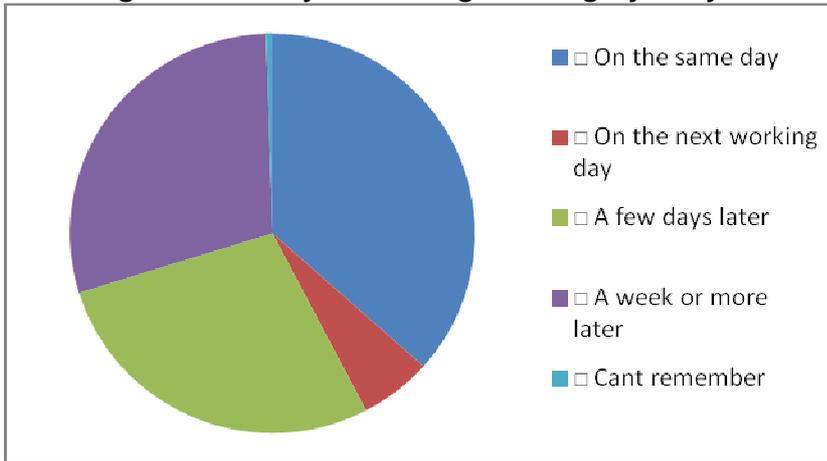
3. So were you able to get that appointment?



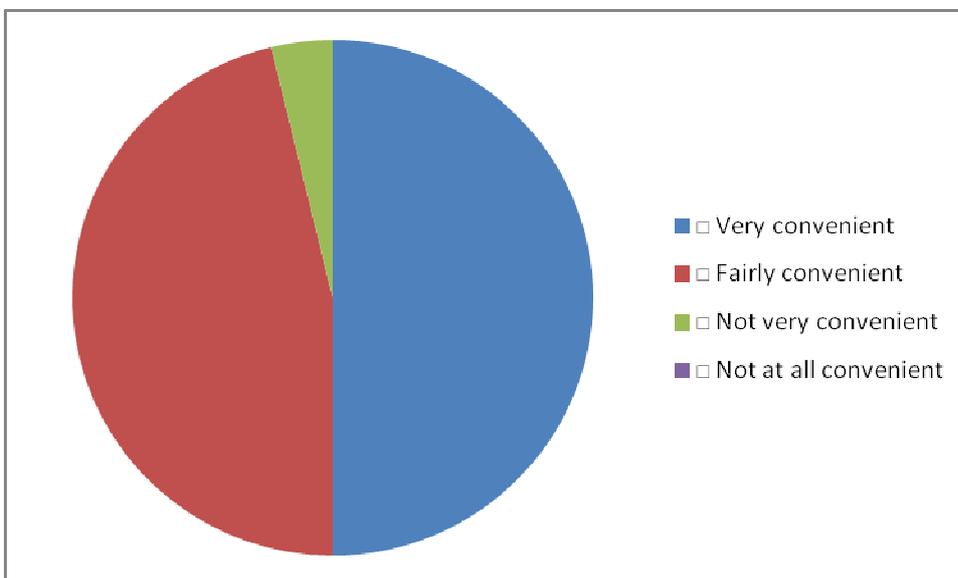
4. What type of appointment did you get?



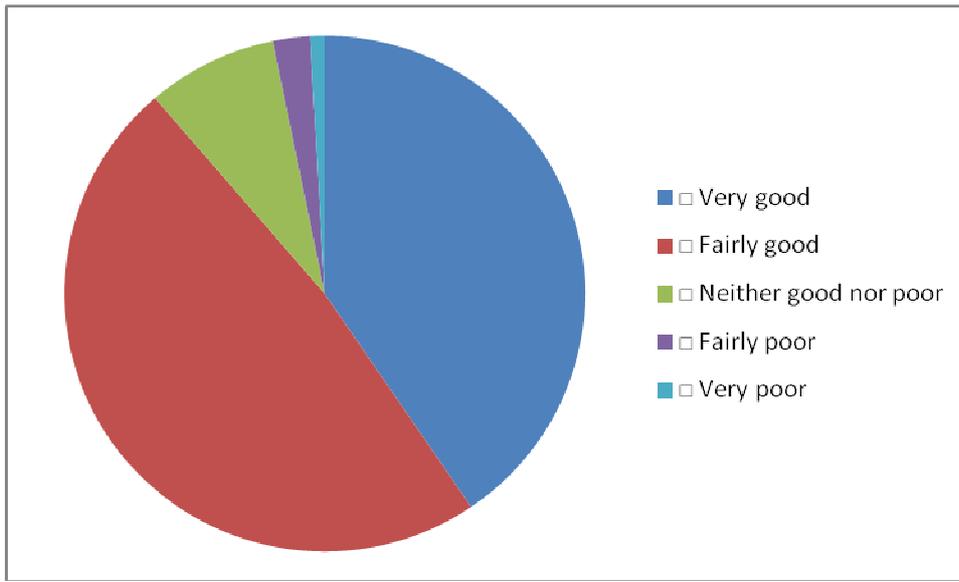
5. How long after initially contacting the surgery did you actually see or speak to them?



6. How convenient was the appointment you were able to get?



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



WAITING TIMES

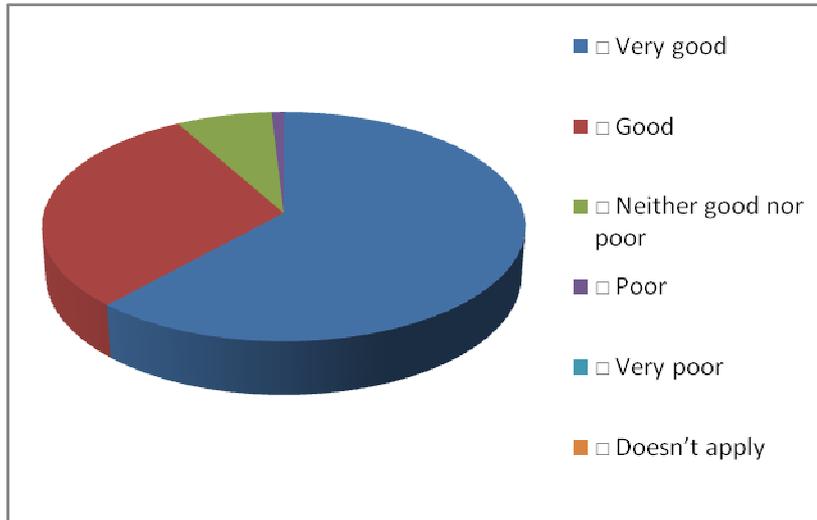
1. How do you feel about how long you normally have to wait to be seen? And how long after your appointment time do you normally wait to be seen?



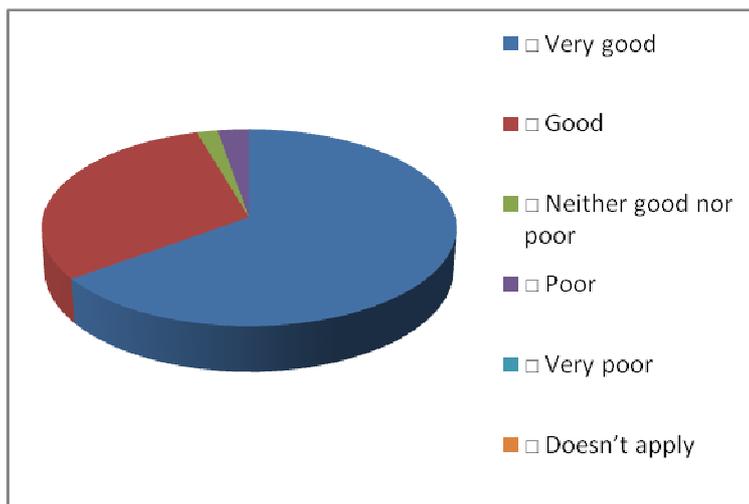
LAST GP APPOINTMENT

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

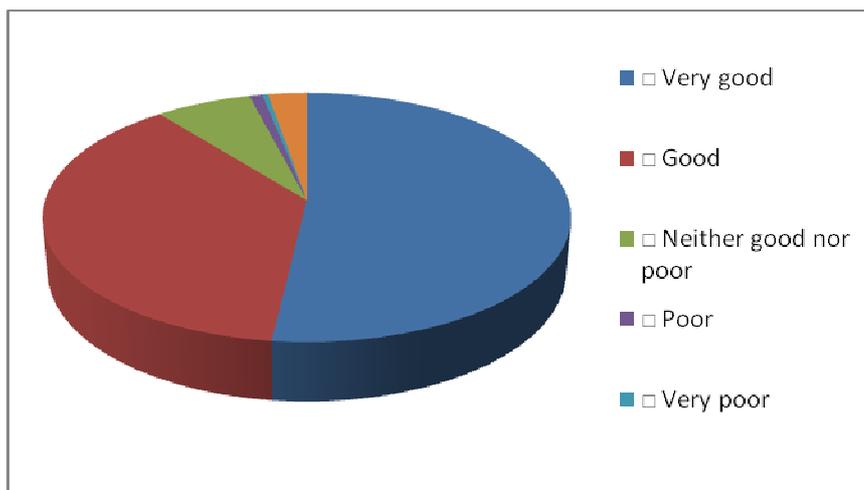
- **GIVING ENOUGH TIME**



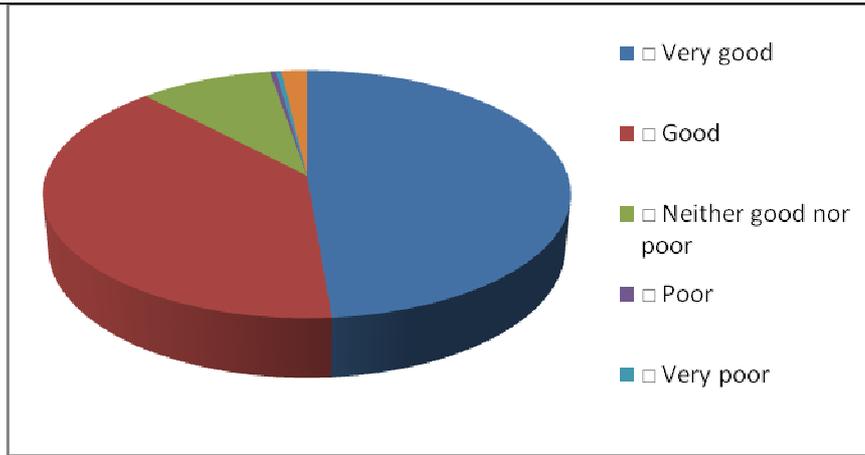
- **LISTENING TO YOU**



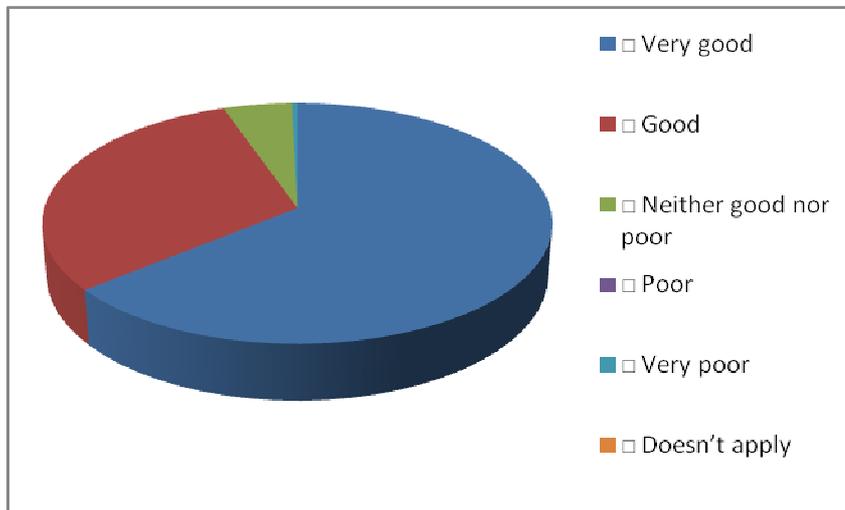
- **EXPLAINING TESTS AND TREATMENT**



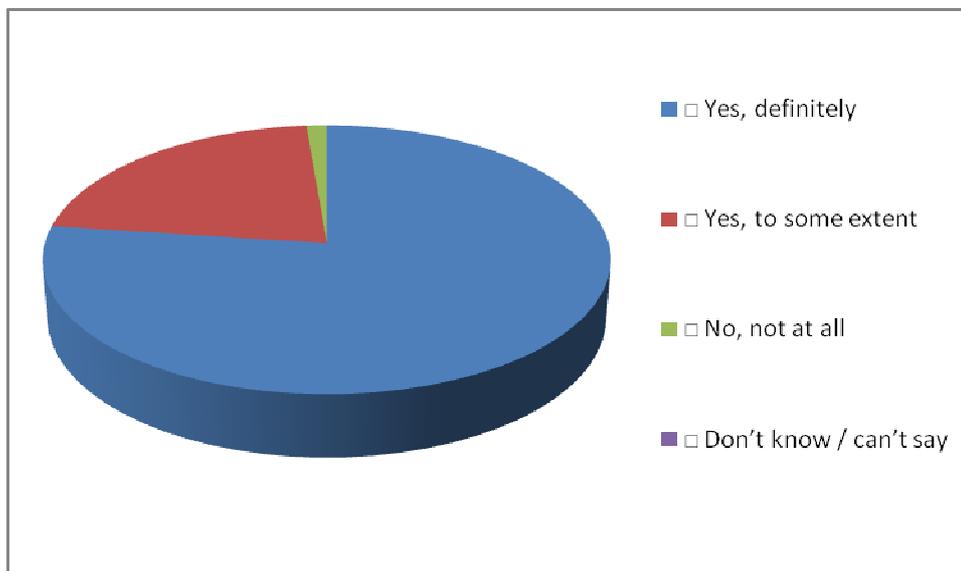
• INVOLVING YOU IN DECISIONS ABOUT YOUR CARE



• TREATING YOU WITH CARE AND CONCERN



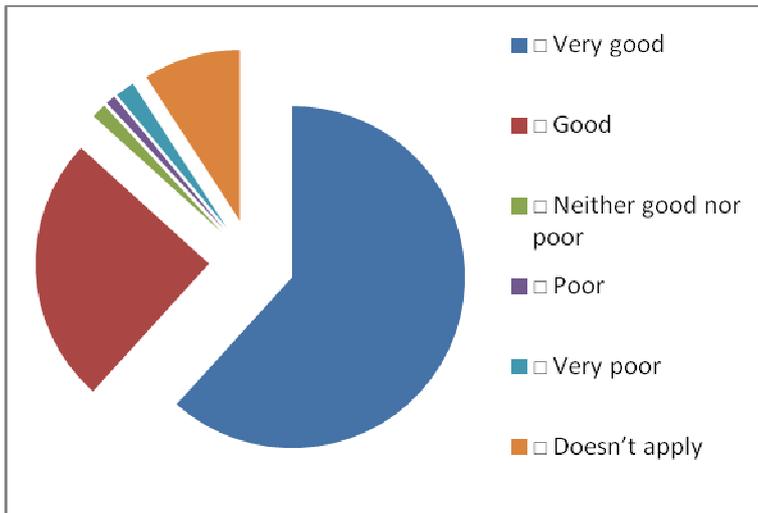
• DID YOU HAVE CONFIDENCE AND TRUST IN THE GP YOU SAW OR SPOKE TO?



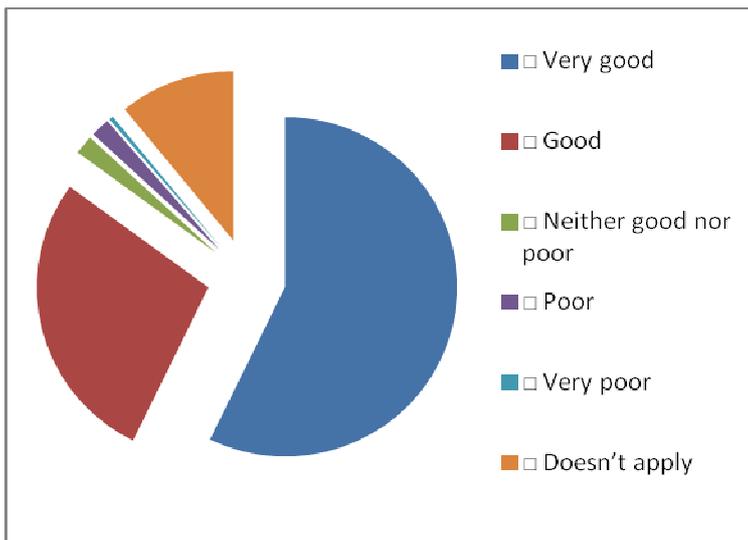
NURSES

1. Last time you saw or spoke to a nurse, how good was that nurse at each of the following?

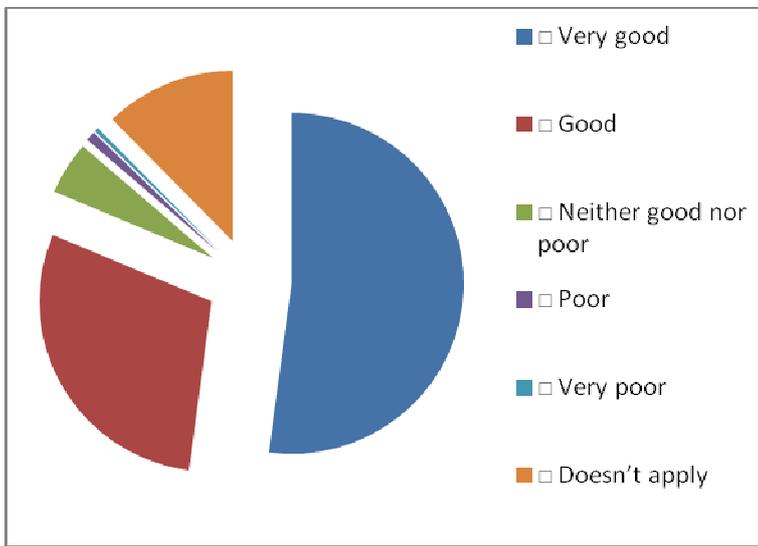
- **GIVING ENOUGH TIME**



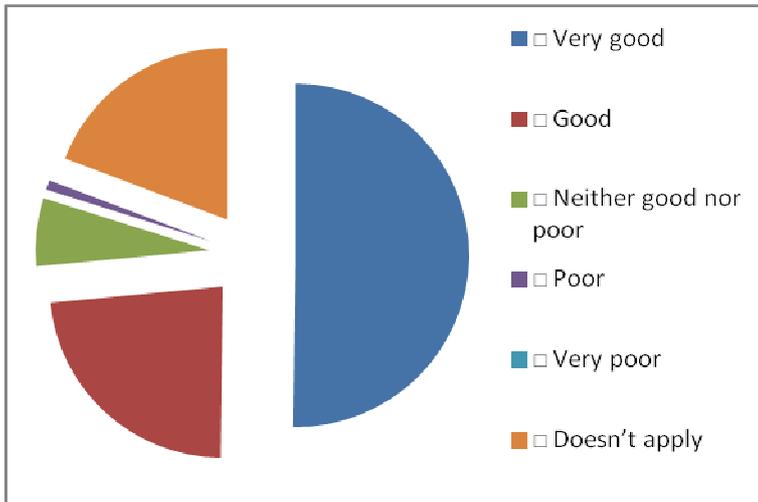
- **LISTENING TO YOU**



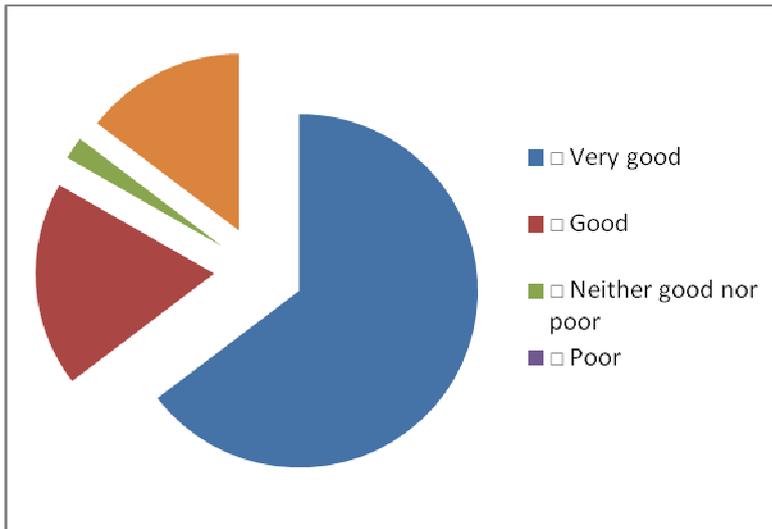
- **EXPLAINING TESTS AND TREATMENTS**



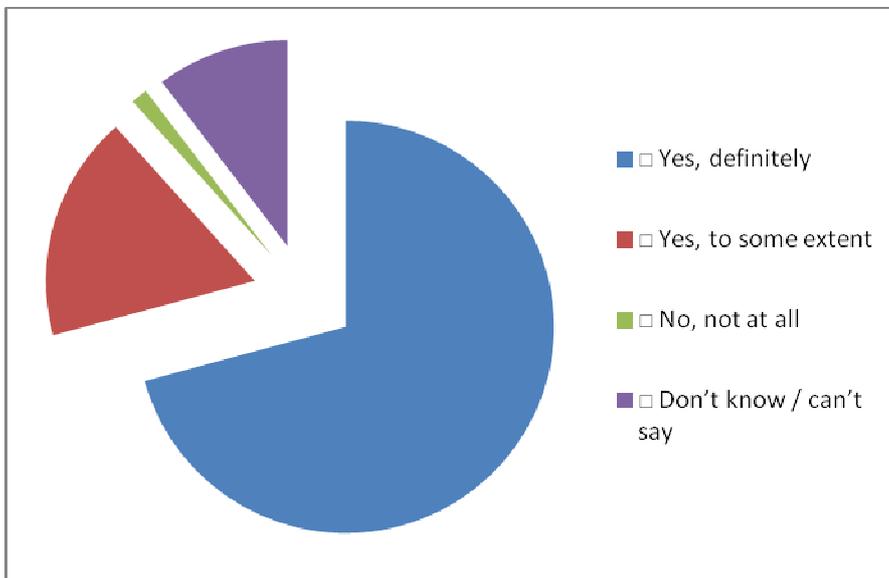
• INVOLVING YOU IN DECISIONS ABOUT YOUR CARE



• TREATING YOU WITH CARE AND CONCERN

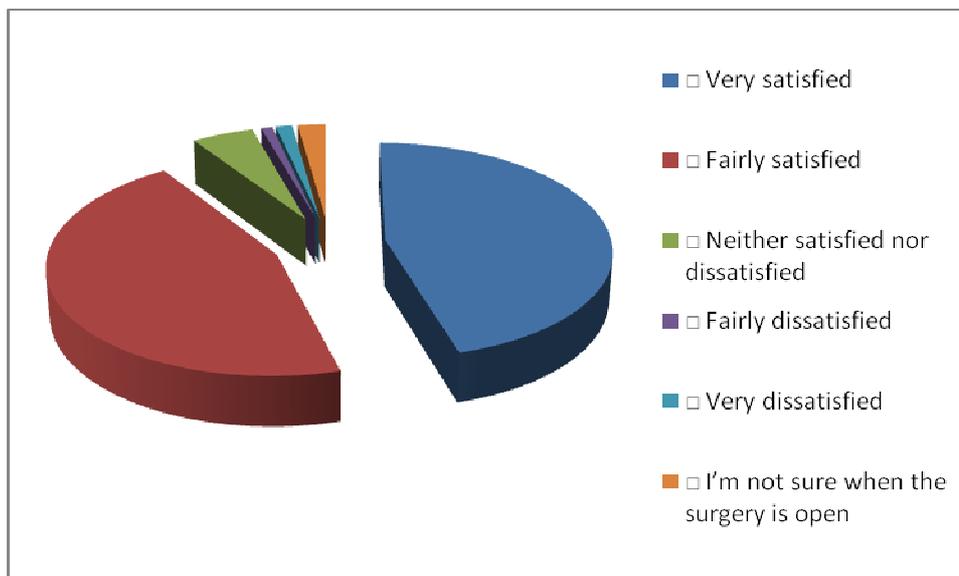


• DID YOU HAVE CONFIDENCE AND TRUST IN THE NURSE YOU SAW OR SPOKE TO?

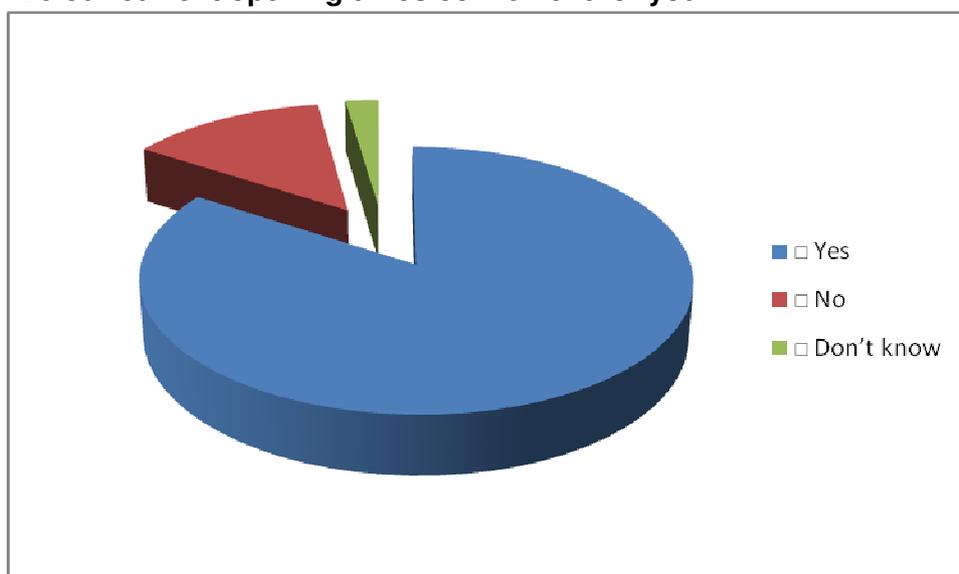


OPENING HOURS

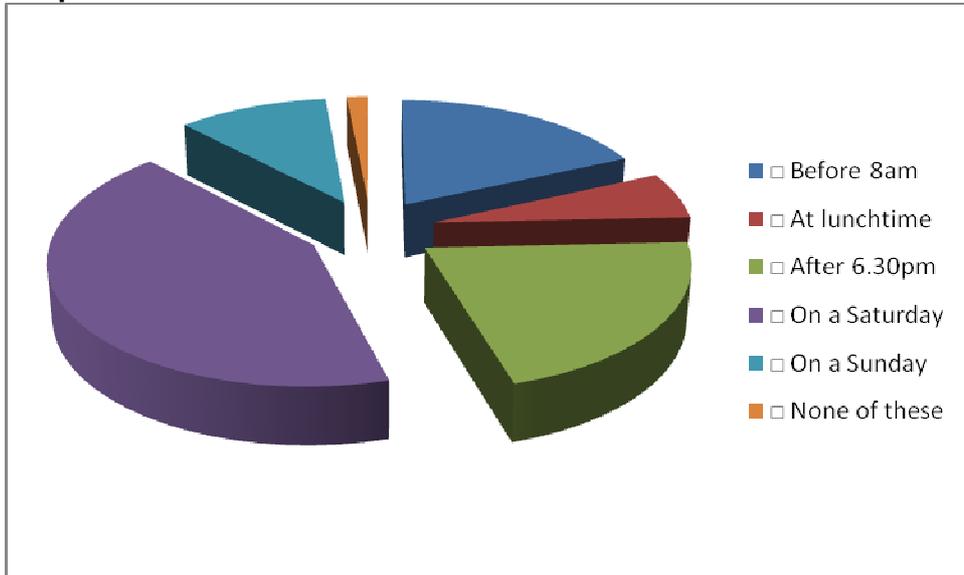
1. How satisfied are you with the hours that we are open?



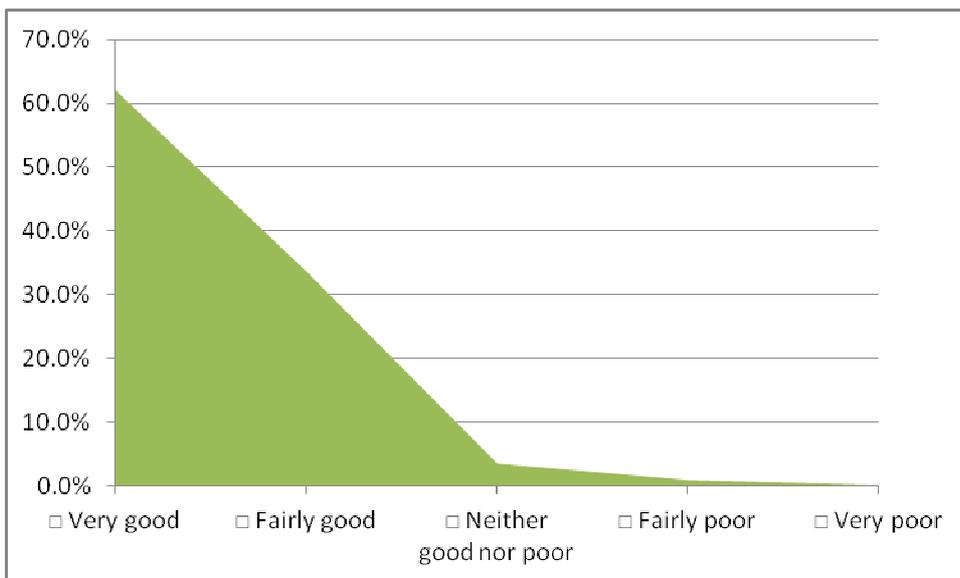
2. Are our current opening times convenient for you?



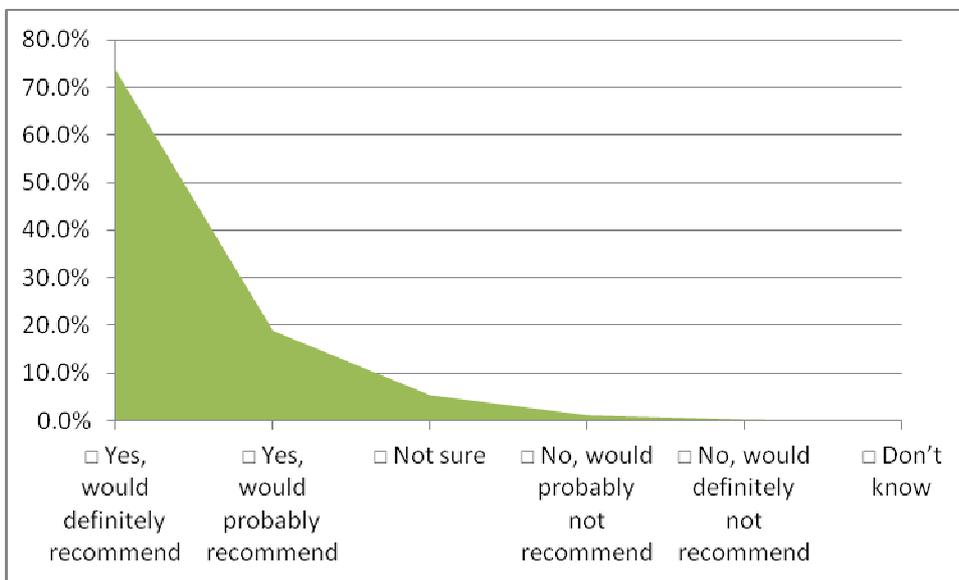
3. Which of the following additional opening times would make it easier for you to see or speak to someone?



OVERALL EXPERIENCE



WOULD YOU RECOMMEND US?



ANALYSIS

The Elms surgery is committed to our patient needs and the purpose of this survey is to continue, through such monitoring, to improve our healthcare services.

We really appreciate the time taken to complete these questionnaires

The graph statistics and patient comments were fairly unified in their outcome.

Looking at the results overall they are generally quite pleasing, with the positive responses very much outweighing the negative ones.

The 2 most negative common themes were 'frustration getting through on the phone' and 'appointment availability'.

PATIENT COMMENTS:

Fairly easy to get through on the phone except early mornings!

It is easy enough to get a 5 minute emergency appointment but to see the GP I'd like to see (my registered GP) I normally have to wait 2 weeks for an appointment. Is it possible to improve this situation, or is it just because my registered GP is very popular?

Suggest an additional telephone line so that patients are not kept so long on 'hold' before speaking to a receptionist about making appointments.

It is often quicker to walk to the practice in 5 minutes than get through on the phone.

It is not always easy to see a specific GP often a week to wait.

Telephone contact takes dedication!

We therefore need to concentrate on resolving those issues first.

If you have recently tried to make an appointment you will have instantly been aware of the ease to get seen. We have had our full complement of GP partners in the surgery and we have taken on a regular locum, who already has become extremely popular. We still have a Duty Doctor on the day who is there to see patients who need to be seen on the same day. We do understand that in the past, patients have had to use the Duty Doctor because they are unable to get a routine appointment. The surgery believes in providing a high standard of

medical care, this includes effective services such as our Heart and Stroke and Diabetic clinics. These clinics do mean that our regular GPs are taken out of routine surgery and therefore reduces their availability to other patients. There is no easy answer but what we will guarantee is that your medical needs and care will always be our priority and we will strive further to get it right.

As you will be aware from April 2013 the NHS starts its journey within the new 'Commissioning' Era. This has already meant a great deal of involvement from our GPs and we presume a lot more to come. We will strive to maintain the appointment numbers but it may affect the availability of a preferred GP.

It was evident from the survey that some patients use our Physician Assistant Emma for minor illness and find this service extremely valuable. One of our nurses, Ruth, has recently qualified to also diagnose and administer treatment for minor illness so this allows further access to instant medical care.

Nothing stood out more than the need for easier access to the surgery. Every morning we have 5 receptionists answering the phones however sometimes they just can't keep up with the speed and numbers trying to call the surgery. We have looked into a new telephone system but as yet have not found an appropriate package to deal with all our needs. I agree there is nothing worse than sitting on the phone being told you are in a queue and wondering if that queue is ever going to end. Looking at the many comments, it appears that many patients would like to be able to book on line. This will immediately reduce the volume of calls coming into the practice. The repeat prescribing through our website and the ability to cancel appointments, also through our website, has proved extremely popular and had a marked impact on the number of received phone calls, although not quite the impact we were hoping for. So following on from this audit, the surgery will be extending our on line services to appointment access.

This will take place over the next few months as our appointment software company need to set all this up. Patients who wish to use this facility will then be issued with a pin number to allow access to this secure site. Confidentiality is completely maintained as all anonymised.

I would like to address the out of hours situation. We open from 8am – 6.30 pm every day except on Thursdays when we open until 8pm and on Friday mornings we open at 7am. Every 3rd Saturday we are open for 3 hours from 8.30am. These of course were set up for those needing out of work appointments. The receptionists try to embargo the early and late appointments for commuters for as long as possible but eventually they are taken on a first come first serve basis as we can't leave empty slots. The reception team have been reminded of this, because the comments we received told a different story.

Moving onto... 'Waiting times!' I think many of you have had to sit in the waiting room and have probably wondered, 'have I been forgotten?' The truth is, 'never forgotten', but we do realise you need to be kept informed. We received one comment where the patient openly said 'I was the one that held everyone up!' and thank you for your honesty. Complicated urgent care can occur and this unscheduled time can develop into a lengthy wait for other patients. Communication, as we know, can resolve a lot of problems and reading your comments, if you knew there was a delay and given an approximation of the wait, this would be appreciated by all. The reception team and clinicians will be reminded to make sure they either tannoy the waiting room directly with apologies for any delay and/or advise the reception staff to inform the patients waiting of an approximation of time.

The Reception team level of service was featured in the survey. The comments varied although overall our patients appeared generally very well looked after by the reception staff.

COMMENTS

I find the receptionists kind, caring and attentive.

Everyone on desk, friendly and helpful.

Myself and family have always been treated with courtesy by the receptionists but I have heard people speak or shout at your receptionists which I find intolerable and I have intervened one or twice.

I think the Receptionist do an excellent job

I have been with the Elms for over 40 years and everyone, Drs and receptionists are exceptional in all ways, especially when there is a worrying concern.

It takes too long on hold to book an appointment. Online booking good idea.

Receptionists are very rude. They aren't doctors and need to be reminded of this. They let the side down.

Usually wait a long time to answer the phone.

Couldn't ask for more from a surgery. Everyone on desk, friendly and helpful.

We will continue to monitor customer service levels. All staff receives customer service training as part of their induction and receives regular update training. Levels are monitored through the appraisal system by the Practice Manager.

There were comments about other areas of the practice and these have not be overlooked, indeed all comments will be looked at and discussed at length. Information gathered from these discussions will be available on the next Patient Participation Group Newsletter.

Thank you to all, many of your comments were heart lifting

PATIENT COMMENTS:

The Elms Medical Practice is exceptional in every way

Think overall the Elms is very good surgery.

The Elms gives patients the time they need for consultations so having to wait after your appointment time isn't a real problem to me. The team are efficient and I appreciate how busy reception staff can be especially when trying to ring for an appointment.

I have only joined the surgery recently but so far have been very satisfied.

I would like to take this opportunity to thank everyone at the elms surgery for the sincere care they have given me and my children since we moved to the area over 5 years ago.

The surgery and staff are great.

It's good to know that we are thought of and respected so highly. We will continue to improve our services and abide by our statement of purpose:

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.