

## Holbrook Surgery Patient Survey 2016/17

The annual survey was carried out in the surgery over January and February 2017, traditionally the busiest times of the year. Again, questionnaires were handed to patients attending the surgery and were also available for online completion via the surgery website.

The NHS recommendation for a successful survey is that at least 50 questionnaires are completed per GP and this was achieved.

A total of 622 questionnaires were completed which was well in excess of the recommended number.

### Questionnaire

The questionnaire this year is again unchanged.

### Membership of the Patient Reference Group (PRG)

The surgery has seen a drop in its membership of the patient reference group over the year and unfortunately of the 30 patients that indicated an interest in joining from last year's survey, no-one responded to the letter that was sent out.

The surgery is hopeful that the response this year will be better and emails have been sent to those patients who left details. The current membership of the group consists of 9 members:

4 males and 5 females

The surgery has continued to advertise for new members for the PRG over the year both in the surgery and on the website. The application form remains unchanged (Appendix 2).

### Results

On completion of the analysis the results of the survey were circulated to the PRG and practice staff for comments. (Appendix 4)

### PRG Comments

We only received one feedback from the PRG this year:

I had not heard of your appointment as Deputy Practice Manager, but offer my congratulations albeit belatedly.

'Having looked through the draft patient survey there is little one can say except well done once again to everyone involved with the running of the Surgery. The year on year improvement just goes on, but it must become more difficult as time goes on to achieve improvements but you still seem to manage to do so.

I remain slightly sceptical about the value of the anecdotal comments recorded in the survey, especially those calling for longer opening hours and weekend opening. Where is the evidence such a demand exists? Most people wish to spend their evenings and weekends pursuing leisure activities or resting and relaxing to recover from the working week not visiting the Doctor. Flu vaccines being the exception.

I am also glad to see the CQC report on the Surgery has been upgraded to an overall good following their initial inspection last year.'

## Practice Staff Comments and Discussion

The practice staff were very pleased with the results of this years survey which showed that the majority of patients still rated us as good or above in almost all areas. We held a meeting on the 1<sup>st</sup> March when last years action plan was reviewed and new developments for this next year were discussed:

Last years action plan consisted of:

### 1 Looking at areas that can improve patient services

Holbrook has seen the successful introduction of the Care Co-ordinator role where vulnerable patients are highlighted for follow up when discharged home after an admission to hospital and sign posted to support services were ever possible.

#### Discussion

The chaos of the district/community nursing was discussed. It seems that there are countless 'teams' in the community that seem to work independently of each other. The GPs and patients lament the loss of the continuity of care and often patients experience multiple visits from different teams to a lack of help.

There was a feeling that this is being addressed with the amalgamation of some of the teams.

Within the surgery it was felt that access was still very good and this was reflected in the survey. The decision to 'cap' the list was taken last year as the list grew to 15,500. Holbrook surgery was originally built for a max of 10,000 and has a significantly smaller area per patient than neighbouring surgery premises.

This decision was very difficult as patients moving into the area have been turned away. The patient list is constantly monitored and has only reduced by 150 since capping.

Holbrook would ideally like the numbers to be around 15K which would help maintain the current level of access to be maintained.

There is the continuing threat of new housing in Horsham on all surgeries and other services.

### 2 Promotion of extended online services and Web site update

2015 saw the extension of on-line services to patients being able to see their significant medical histories and test results. A new form had had to be completed with photographic ID for patients to enrol for this extension, due to the confidential nature of the content.

#### Discussion

This extension to the online services was seen as beneficial especially the ability to see test results although there were reservations as sometimes values that fell outside the laboratory limits that were in fact normal could be seen as abnormal by the patient.

Because the patient can now see their medical records it was necessary to get further Identification. This seemed to be going well but was adding to the receptionist work load.

Currently we have ~9000 (58%) of patients signed up for online services.

Unfortunately, there was another change of practice manager so the website update has not happened, but will be addressed in 2017.

### 3 Lunchtime opening

The surgery has opened over lunch time since September 2015.

#### Discussion

This has been seen as a success on the whole as patients can collect prescriptions and telephone in for appointments. The surgery is only manned by reception staff at this time, but a duty doctor is on call and available for urgent cases. It is the time that doctors do their home visits before the afternoon surgeries. It has also allowed patients to be in the surgery for their 2 o'clock appointments.

### 4 SMS/Text messaging

Unfortunately this had not been introduced over the year.

#### Discussion

The staff have been eagerly awaiting the ability to send text messages to patients to reduce appointment DNAs ('did not attend'), many of which are associated with nurse appointments. These are particularly wasteful when the appointment duration is often 20 or 30 minutes. The Doctors were also looking to be able to use it for sending information to patients rather than telephoning and having to leave a message.

Text messaging is very high on the current agenda and it is envisaged to be introduced in March/April 2017.

The staff were reminded that patients signed up for online service uses now receive a reminder email for appointments and a new drive to check email addresses and mobiles is underway.

## General points

Holbrook patients are increasing their average number of visits as we see a rise in chronic disease prevalence and patient expectation.

The surgery demographics show very little change. (Appendix 1)

#### Services and Treatment

There has been an overall increase in the satisfaction over all the areas the survey covers and patients continue to be pleased with the treatment they receive from the GPs.

There was a general feeling that we should change the wording for the patient comment box rather than asking to comment if they had answered 'poor' so that patients were free to add any comments.

The number of patients with chronic diseases is slowly increasing. (Appendix 3) This is in line with national statistics and is reflected in the rise of GP appointments. The Clinical Commissioning Group is looking at community support for Chronic Disease Management with the emphasis on Self Help and Support Groups.

The survey results, in general were discussed at length and the results seen as very positive across all the questions with a general increase in satisfaction compared to last year.

Staff reported that patient expectation was ever increasing and occasionally there were incidence of 'abuse' on the front desk. It was accepted that this was still small, but never the less upsetting when it occurred. The overall scores were again to be commended and reflected the care and professionalism that the receptionists endeavoured to promote at all times.

#### Opening hours (Appendix 5)

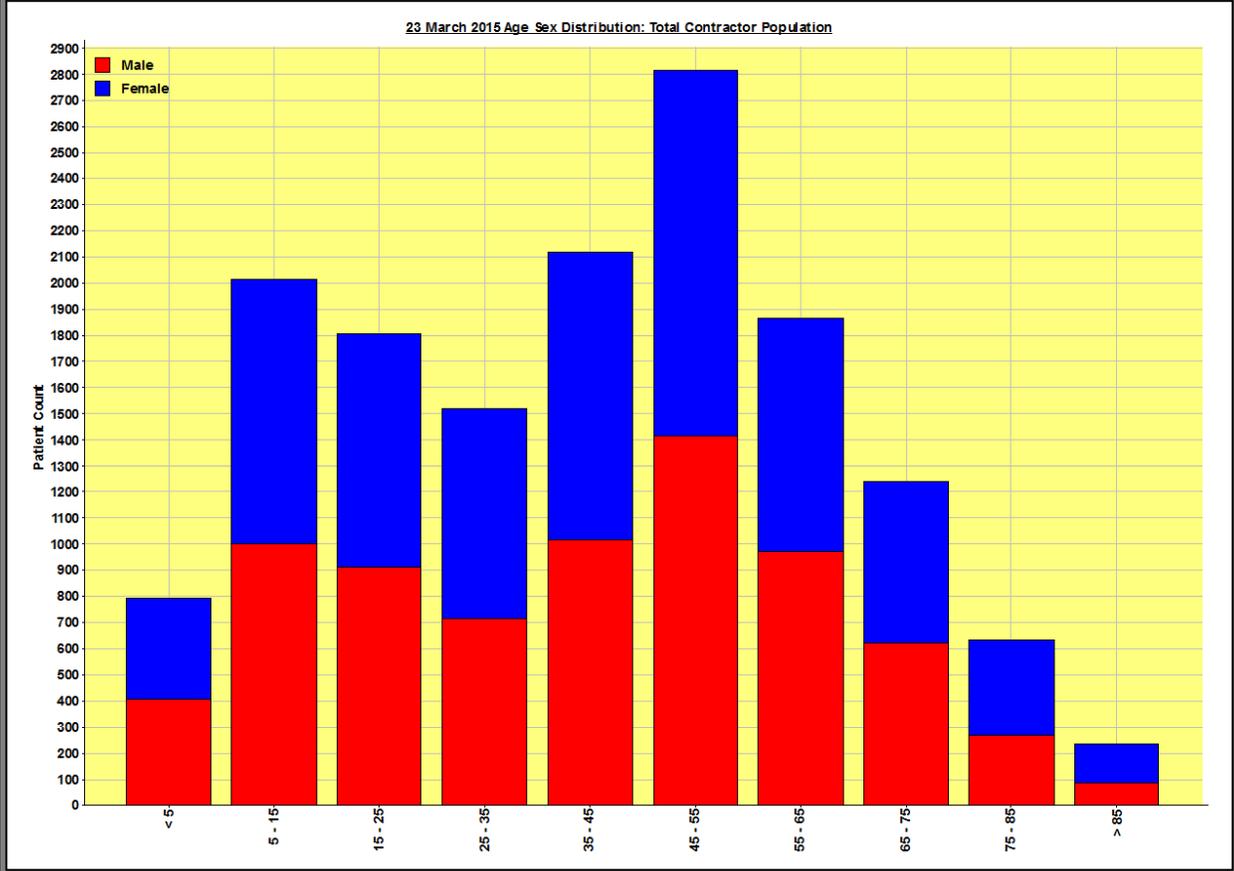
The surgery remains open from 8am to 6.30pm Monday, Thursday and Friday with the 2 late evenings Tuesday and Wednesday til 8.00pm.

This has meant that any computer housekeeping is restricted to weekends

### **Staff Suggested Action Plan for 2017/18**

- 1 Introduction of Text messaging
- 2 Further promotion of extended functionality of On-line access
- 3 Collaborative working with other surgeries looking to April 2018 and the 8 – 8 working day

#### **Appendix 1** **Holbrook Demographics**



## Appendix 2 Application Form Patient Reference Group

### Contact form

If you are happy to be part of the patient representative group please complete the form below and return it to Lisa Ellis, Deputy Practice Manager.

Name:

Address:

Tel:

Mob:

Postcode:

Email address:

### (Preferred contact will be by email)

The following information will help to ensure we speak to a representative sample of the patients registered at this practice and you must provide this information.

Are you? **Male/Female**

<b>Age</b>	Under 16		17 - 24	
	25-34		35-44	
	45-54		55-64	
	65-74		75-84	
	Over 84			

### Which ethnic Background do you represent?

<b>White</b>				
British Group		Irish		
<b>Mixed</b>				
White & Black Caribbean		White & Black African		White & Asian
<b>Asian or Asian British</b>				
Indian		Pakistani		Bangladeshi
<b>Black or Black British</b>				
Caribbean		African		
<b>Chinese or other ethnic</b>				
Chinese		Any other		

### Please tick if you suffer from any of the following:

Respiratory Disease: Asthma or Chronic pulmonary Disease	
Diabetes	
Chronic Heart Disease	
Hypertension (High Blood Pressure)	
Epilepsy	
State Other	

Are you are Carer? **Yes/No**

### Appendix 3 Chronic Disease Distribution

YEAR	11/12	12/13%	13/14%	14/15%	15/16	16/17
Asthma	4.54%	4.69	4.64	4.61	4.61	4.62
Diabetes	3.21%	3.40	3.43	3.53	3.60	3.64
Hypertension	11.2%	11.2	10.93	10.94	11.20	11.26
Epilepsy	0.52%	0.49	0.45	0.43	0.46	0.49
Mental Health including Depression	12.26%	12.23	12.12	14.86	7.34	11.6
Stroke	0.85%	0.25	0.86	0.86	0.88	0.90
Heart Failure	0.20%	0.20	0.16	0.23	0.27	0.31
Chronic Kidney Disease	1.01%	0.93	0.85	1.06	1.32	1.60
Dementia	0.23%	0.29	0.27	0.36	0.35	0.28
Cancer	1.32%	1.30	1.26	1.22	1.75	1.87
Chronic Heart Disease	2.24%	2.14	2.06	2.06	2.14	2.26
Chronic obstructive Airways	0.7%	1.10	0.78	0.73	0.81	0.86

#### Patients with Co-morbidities

Year	16/17 %
1 Chronic Disease	13.07
2 or more Chronic Diseases	3.67
3 or more	1.31
4 or more	0.64
5 +	0.39

## Appendix 4 Survey Results

### Appendix 4 Survey Results

#### Holbrook Surgery Questionnaire 2016 / 17

(With Comparisons to previous years where possible)

#### 1 In the past 12 months how many times have you seen a doctor?

	2013/14	2014 / 15	2015/16	2016/17
None	4	10	9	6
1 – 2	26	32	32	26
3 – 4	35	28	29	34
5 – 6	19	19	16	20
More than 7	16	11	12	14

#### 2 How helpful do you find the receptionists at your GP Surgery

	Not Helpful	Fairly helpful	Good	Very Helpful	Excellent
16/17	0%	1%	11%	41%	47%
15/16	0%	1%	9%	42%	48%
14/15	0%	1%	15%	40%	44%
13/14	0%	3%	15%	46%	36%
12/13	0%	1%	15%	43%	41%

#### Comments if answered not helpful:

- >> always helpful and pleasant <<
- >> I'm not very good at remembering things so sometimes I have to ring in for appointments, prescriptions and test results, They are always very helpful. <<
- >> very friendly and helpful <<
- >> friendly and efficient <<
- >> very helpful, always very sweet and efficient <<
- >> Just want to use this space to say how brilliant they are, compassionate understanding, efficient and hard working. Couldn't be more appreciative. Thank you reception. <<
- >> very friendly and helpful, never had a problem <<
- >> very helpful, especially when some instructions are not good from doctor, <<
- >> Only had one experience of an unhelpful receptionist when trying to see my daughters own gp for an on going problem and receptionist wouldn't let us. <<
- >> very polite and helpful <<

#### 3 How do you rate our current opening hours, including our evening commuter surgeries

	Poor	Fairly Good	Good	Very Good	Excellent
16/17	1%	4%	-	64%	31%
15/16	1%	2%	17%	47%	32%
14/15	1%	3%	17%	45%	35%
13/14	0	3%	33%	47%	17%
12/13	0.5%	2.0%	32.0%	41%	24.5%

**Comments if answered poor:**

>> i never have difficulty in seeing a doctor <<

>> More out of hours surgery <<

>> open later and earlier in the morning <<

**4a Are you registered with our on-line services?**

	No	Yes
16/17	66%	34%
15/16	67%	33%
14/15	72%	28%
13/14	70%	30%
12/13	78%	22%

**4b How do you rate on-line appointments?**

	Poor	Fair	Good	Very Good	Excellent
16/17	2%	5%	21%	30%	42%
15/16	1%	5%	24%	37%	33%
14/15	4%	1%	19%	35%	41%
13/14	1%	9%	29%	39%	22%
12/13	8%	9%	28%	39%	16%

**4c How do you rate on-line repeat prescriptions?**

	Poor	Fair	Good	Very Good	Excellent
16/17	8%	3%	18%	27%	44%
15/16	1%	3%	25%	26%	45%
14/15	1%	4%	21%	27%	47%
13/14	5%	2%	38%	29%	26%

**Comments if answered poor:**

- >> Never used it for Prescriptions <<
- >> Im not very good with modern computers. <<
- >> Doesn't used it that often. <<
- >> keeps locking me out since you changed provider <<
- >> Never booked online appointments. <<
- >> problems with it <<
- >> Haven't used this service yet but I'm sure it's very good. <<
- >> I have never used online service as of yet <<
- >> System complicated so don't use it now. <<
- >> System difficult to set up so have been unable to use. <<
- >> I do not actually use this service. <<
- >> i've managed to lock myself out <<

**5a Thinking about when you have phoned, how do you rate the ability to get through to the practice**

	Poor	Fair	Good	Very Good	Excellent	Never tried
16/17	2%	2%	27%	40%	23%	2%
15/16	3%	1%	29%	37%	27%	3%
14/15	1%	5%	25%	38%	27%	4%
13/14	1%	14%	30%	38%	17%	
12/13	2%	9%	34%	35%	20%	

**5b How do you rate the ability to get medical advice from a clinician by phone?**

	Poor	Fair	Good	Very Good	Excellent	Never used
16/17	1%	2%	16%	36%	27%	36%
15/16	0%	2%	13%	28%	19%	38%
14/15	0%	3%	14%	28%	18%	37%
13/14	0%	4%	20%	25%	14%	37%
12/13	2%	7%	22%	42%	27%	(116 pts)

**Comments if answered poor:**

- >> can take ages when trying to get a same day appt as everyone trying at the same time, also called at opening time before to wait in the queue only to receive an automated were closed. <<
- >> Most know me so can help on phone, saves a dr appointment as I know their time is valuable. <<
- >> Never tried <<
- >> you always seem to be a caller in lien & wait a long time <<
- >> Never tried to get telephone advice. I'm sure it would exceed expectations. <<
- >> if i come to surgery just before phone lines open. it is often difficult to get through on the phone 1st thing,
- >> takes too long to get through <<
- >> Too many patients calling at 8.00 (10 in queue) <<
- >> quite often the line is busy and you are in a queue, but when through reception staff very helpful <<

**6 How quickly do you usually get a routine appointment to see a doctor?**

	Same day	Next working day	Within 2 -3 days	Within 3 -4 days	Within 4-5 days	5 days or more	A day of my choice	n/a
16/17	41%	22%	30%	31%		3%		
15/16	41%	26%	24%	4%		1%	1%	3%
14/15	39%	29%	25%	2%		1%	1%	3%
13/14	36%	30%	26%		4%	2%		2%
12/13	38%	27%	27%		4%	1%		3%

**6a** If you need to see a GP urgently, can you normally get seen on the same day?

	No	Yes	n/a never needed an urgent appointment
16/17	2%	75%	23%
15/16	2%	75%	23%
14/15	1%	71%	28%
13/14	3%	73%	24%

**6b** How long do you usually have to wait at the practice for your consultations to begin?

	5 Min or Less	6-10 Min	11-20 Min	More than 20 mins	More than 30 Min
16/17	8%	47%	35%	10%	
15/16	17%	45%	29%	9%	
14/15	16%	46%	30%	8%	
13/14	14%	42%	34%	10%	
12/13	9%	69%		21%	1%

**7a** How thoroughly did you feel the doctor asked about your symptoms and concerned about how you were feeling?

	Poor	Fairly Well (Fair)	Well (Good)	Very Well (Very Good)	(Excellent)
16/17	0%	1%	4%	11%	81%
15/16	1%	3%	16%	80%	<i>Not used</i>
14/15	1%	3%	12%	84%	<i>Not used</i>
13/14	1%	7%	15%	42%	35%
12/13	1%	2%	13%	38%	46%

**7b** How well did you feel the doctor listened to what you had to say?

	Poor	Fairly Well (Fair)	Well (Good)	Very Well (Very Good)	(Excellent)	n/a
16/17	0%	1%	4%	15%	80%	
15/16	2%	4%	20%	74%	<i>Not used</i>	0%
14/15	0%	3%	13%	84%	<i>Not used</i>	0%
13/14	1%	4%	13%	35%	47%	0%
12/13	0%	2%	15%	38%	45%	

**7c** How well did the doctor put you at ease if you had a physical examination?

	Poor	Fairly Well	Well	Very Well	Excellent	n/a
16/17	0%	4%	10%	80%		6%
15/16	0%	1%	8%	79%	Not used	12%
14/15	0%	3%	9%	82%	Not used	6%
13/14	0%	3%	10%	35%	40%	12%
12/13	0%	2%	17%	33%	48%	

**7d** How well the doctor explain your problems?

	Poor	Fairly Well (Fair)	Well (Good)	(Very Good)	Excellent	n/a
16/17	1%	4%	13%	81%		1%
15/16	1%	4%	14%	72%	Not used	9%
14/15	1%	4%	13%	81%	Not used	1%
13/14	1%	4%	14%	42%	35%	4%
12/13	1%	2%	20%	36%	41%	

**7e** How well did the doctor involve you in decisions about your care and any treatment?

	Poor	Fairly Well (Fair)	Well (Good)	Good (Very Good)	Excellent	n/a
16/17	1%	4%	13%	78%		4%
15/16	2%	4%	15%	71%	Not used	8%
14/15	1%	5%	12%	78%	Not used	4%
13/14	2%	5%	17%	34%	34%	8%
12/13	0%	3%	17%	33%	47%	

**7f** Given appointment duration times are limited did you feel that amount of time your doctor spent with you today was adequate?

	Too Short	Just Right	Too Long	Does not apply
16/17	8%	87%	2%	3%
15/16	4%	92%	0%	3%
14/15	5%	93%	0%	2%
13/14	4%	96%	0%	

## Comments if poor answered to any questions

- >> I have seen so many doctors All different <<
- >> Just not enough time in appointments, some gp's better than others. <<
- >> if they were longer appt times <<  
>> dr sent off samples before xmas, i forgot to call on the friday, but did not get a reminder, i called day after boxing day, <<
- >> felt rushed, not enough time spent with me, <<
- >> Sometimes have a lot to go through and don't think it's drs fault at all, just the way things are sometimes.
- >> felt rushed <<
- >> by the time you have explained there is little time to have a consultation. <<
- >> feel he doesnt read past notes or flag up what should be regular checks ie sight, hearing, bp, med levels. <<
- >> i went to the doctors for help as i was stuck in a deep depression and sent home with a leaflet, i had to literally beg for help <<
- >> Unfortunately sometimes 10 minutes just isn't enough <<
- >> 5mins is not long enough to discuss symptoms and the way to manage the issue <<
- >> dont always feel taken seriously about my childs care <<

## 8 Overall how would you describe your experience of your GP surgery?

	Poor	Fair	Good	Very Good	Excellent
16/17	0%	1%	7%	39%	53%
15/16	1%	4%	5%	43%	47%
14/15	0%	1%	7%	40%	52%
12/13	0%	3%	22%	38%	37%

## 9 About You

a) Male or Female?

Male	Female
31%	59%
38%	62%
37%	63%
30%	70%
35%	65%

b) Age

<16	16-44	45-64	65-74	>75
4%	44%	35%	15%	2%
4%	37%	39%	12%	8%
3%	38%	38%	12%	9%
5%	35%	40%	15%	10%

c) Long Term condition?

Yes	No	Don't know /cannot say
40%	55%	5%
38%	31%	1%
36%	61%	3%
46%	49%	5%
29%	70%	1%

d) Ethnic Group

White	Black	Asian	Mixed	Chinese	Other
95%	1%	2%	1%	0	1%
94%	2%	1%	1%	1%	1%
95%	1%	1%	1%	1%	1%
94%	2%	1%	1%	1%	1%
94%	0.5%	1.5%	1.5%	0.5%	2%

e) Which of the following best describes you

Employed	Unemployed	Full Time Education	On Long-Term Sickness	Looking after home/family (Homemaker)	Retired	Other
59%	1%	7%	2&	7%	20%	4%
64%	2%	6%	1%	4%	18%	5%
63%	3%	5%	1%	5%	21%	2%
56%	2%	3%	2%	8%	28%	1%
58%	3%	2%	1%	8%	26%	2%

Comments

## Is there anything good about Holbrook Surgery?

- >> 3 excellent GPs, can always get an appointment same day or next day. Always happy to see children same day. Dr is superb <<  
>> ability to see a dr quickly <<
- >> Dr. is so nice, be good if they worked more days. <<
- >> Great surgery with 2 young children a more frequent visitor than would like to be, always able to see a doctor when I need . Pro-actively contacted when daughter due nasal flu spray. Able to immunise son too,
- >> Have never had any problems Always helpful <<
- >> I hardly ever go to gp unless i have to but would like to see my own go but never seem to get an appointment for her these days, especially for on going conditions or new emergences <<
- >> I have been registered with surgeries when i lived in Epsom/London and the service here is excellent. I never have to wait long for an appointment. <<
- >> Its a way for me to travel but I prefer to stay with Holbrook because of the good service and treatment I receive <<
- >> Never met Dr. before today, She listened to me and i felt cared for. Really pleased. <<
- >> Practice is run efficiently always putting the patients first. Services very good. Kind and caring. World class. <<
- >> quick access is good <<
- >> Receptionist always very helpful. Dr always makes you feel safe and listens <<
- >> receptionists always willing to help <<
- >> the availability for on the day appt shows good running <<
  
- >> There are always appt available. <<
- >> always very clean & with friendly receptionists <<
- >> Dr is particularly good at all aspects of my being her patient <<
- >> everything is good <<
- >> found all staff members to be pleasant and helpful, showing good level of empathy. <<
- >> having been quite poorly recently, i have nothing but praise for the surgery, getting the appts and call back from dr healthy. <<
- >> i have always been very impressed with the surgery as we go through stages of needing regular appt for my son <<
- >> overall very satisfied good & friendly staff <<
- >> receptionists are great <<
- >> The online booking system is extremely good. <<
- >> Very well run and organised. <<
- >> you are all wonderful and we are all very lucky <<  
>> always no problem getting an appointment <<
  
- >> Doctors. Midwife ,Receptionists all extremely friendly <<
- >> everything always looks so clean and i like that you have a box of books for the children <<
- >> excellent practice <<
- >> extremely efficient helpful and polite never too busy to listen <<
- >> First rate service. <<
- >> I find all aspects of the practice very very good. Staff very very friendly. <<
- >> its a pleasant environment all staff are helpful & efficient <<
- >> its beat my last surgery in Croydon, in that i can always get an appointment when i need one <<
- >> last year i wanted to speak with the receptionist privately about a matter she refused <<
- >> please do not change anything, it is all very good and i am very grateful for the things you provide. <<
- >> Receptionists, doctors and dr is excellent. <<
- >> The reception staff and all the doctors i have seen are excellent. <<
- >> The very calm and quite easy going waiting room not too much for me. <<
- >> Very friendly welcoming staff <<
- >> very good surgery, staff always helpful friendly never had a problem with getting an appt <<
- >> very helpful in the best to accommodate appointments for you, drs are very through in assessing <<
- >> very professional <<
- >> with the surgery for years, its great seems better than most other practices i heard about <<

- >> Yes, always helpful and always have my appointment within 1 maybe 2 days. <<
- >> \really friendly staff make it really easy to be seen. I feel much better looked after than my last surgery <<
- >> All staff including GPs offer a caring and professional service. <<
- >> Always able to help. <<
- >> always pleasant and helpful <<
- >> everything <<
- >> Excellent practice. <<
- >> excellent surgery can always get an appointment <<
- >> friendly staff usually get help i need <<
- >> Helpfulness. <<
- >> i am very satisfied with all services at surgery <<
- >> Its Perfect <<
- >> Very kind and friendly staff. Always there to help you if they can. <<  
>> all drs and receptionists have always been very helpful <<
- >> always excellent service <<
- >> always friendly, especially helpful <<
- >> cheery staff. always a pleasant experience <<
- >> conditions and running of surgery seems adequate. Surgery relaxing and generally quiet. <<
- >> drs I've seen & receptionists are very helpful <<
- >> drs on the whole are excellent <<
- >> excellent service all round <<
- >> from what friends say about their difficulty getting appointments etc i think other local surgeries could learn a lot about how to run a welcoming and efficient practice <<
- >> great service and easy to get an appointment <<
- >> i am always extremely pleased with the ease of making appointments and opening times. i feel everything is perfect <<
- >> i get an excellent, friendly and helpful service <<
- >> my family really appreciate dr, hes so good with my daughter, always is spot on and we trust him <<
- >> never had any issues, excellent surgery <<
- >> nice facility <<
- >> prompt appointments, good diabetic staff <<
- >> service seems better than most other surgeries <<
- >> Shorter wait times and better availability of doctors compared to my last surgery. <<
- >> so many people complain about waiting for days/weeks to see a gp. this is not the case with Holbrook. the surgery is always very responsive. excellent response on the phone. i have only praise for all the gps, nurses and receptionists <<
- >> this is an outstanding surgery with a caring, professional team of drs, nurses, and support staff. thank you. Waiting time means the doctor has given enough time to someone if they needed it. which is fine <<
- >> yes staff friendly helpful professional as well as gps <<  
>> all gp's are very good bar one. i now avoid this particular gp. Generally a pleasant surprise as different to past experience in previous surgery <<
- >> consistently high quality service <<
- >> Drs are both brilliant and Dr. was remarkable with putting toddler at ease. We moved house a yr ago and moved from park surgery and the difference in care is striking. <<
- >> friendly <<
- >> in general its great <<
- >> the ability to get appointments and the helpfulness of the support staff <<
- >> the staff and doctors are very pleasant <<
- >> this surgery is wonderful. thank you for all you do <<
- >> usually get same day appt <<
- >> very rarely waiting to speak to a receptionist on the phone. always am able to get an appointment very easily, even on same day <<
- >> A very good service all round. <<
- >> Appointment system. <<

- >> Considerate, compassionate and understanding. <<
- >> Dr Williams is fantastic - she has always been extremely helpful, supportive & informative - thank you! <<
- >> Fantastic surgery and Drs appt wait times are brilliant compared to other surgeries. <<
- >> i am grateful for the care and attention i always get from holbrook <<
- >> it never seems to be over crowed <<
- >> It seems to be much better than some of the other surgeries I hear about from friends and relatives. Has always been good with our children too. <<
- >> Receptionists are so friendly and accommodating. Best surgery I've been to. All doctors very friendly. <<
- >> Receptionists very friendly & helpful. A good cross section of Drs with special skills - very impressive. <<
- >> Since joining this surgery I have not had any complaints whatsoever. <<
- >> staff extremely helpful and understanding <<
- >> the staff are extremely helpful and polite <<
- >> Very easy to get an appointment. Very useful to have GPs with specialist areas of medicine. <<
- >> Very welcoming receptionists, very approachable. <<
- >> We have always found the surgery to be excellent. Appointments have been available within a reasonable time and there is always the offer of seeing a Doctor if one's own is not available. The on line services also help very much with repeat prescriptions etc. <<
- >> Whilst Dr usually runs very late i always feel that she gives me her time once in. <<
- >> would recommend <<
- >> a great team very attentive. always very tidy and clean <<
- >> A lovely friendly atmosphere and the receptionists are fab, compares very favourably compared to Park Surgery <<
- >> All good <<
- >> always get an appointment when i call <<
- >> an excellent medical facility, professional and helpful staff, nothing is ever a problem, always going the extra mile <<
- >> Dr is an excellent GP, great reception staff, always friendly <<
- >> everything good <<
- >> Excellent. the best surgery in the area <<
- >> friendly and comfortable. been here all my life <<
- >> friendly helpful approachable staff. local and excellent parking. boots close by <<
- >> From my experience I believe Holbrook to be one of the UK best <<
- >> i am completely satisfied with the doctors and receptionists. receptionists are always kind and willing to go above and beyond <<
- >> I am very happy with the service I receive <<
- >> I have two medical conditions and I always feel I can talk to any Dr about them, I have never had a problem with the surgery and have always been listened to and taken seriously <<
- >> I think it is one of the best run services (with efficient staff) I have been registered with. I have always been able to see my own Dr with whom I feel I have an excellent Doctor/Patient relationship, he is very understanding of my personal circumstances and a very good GP <<
- >> I think it is one of the best run surgeries (with efficient staff) I have been registered with. I have always been able to see my own dr. (dr. woods) with whom I feel I have an excellent relationship with. He is very understandable of my personal circumstances and a very good gp. <<
- >> online booking system has meant I no longer have to battle other callers at opening time to get an appointment, all doctors I have seen have been great <<
- >> The fact that the doctors have different specialities <<
- >> the visit is always friendly, efficient and re assuring <<
- >> top marks for a great local surgery. feel lucky i got to join <<
- >> very flexible and appointment available when needed. <<
- >> very friendly, approachable, kind and sympathetic <<
- >> very good staff and flexible with opening times <<
- >> We are very lucky to have such a well organised and run practice with friendly staff and gp's <<
- >> We are very lucky to have such a well organised run practice with friendly staff and gp's. <<
- >> a good surgery that works well. <<
- >> always very happy with service <<
- >> am very grateful for dr service <<
- >> clean <<
- >> Easy parking and Friendly <<

- >> excellent and friendly service <<
- >> free parking, very easy to get appt <<
- >> great for getting same day appt <<
- >> most drs are extremely good, always help by receptionists on phone if worried <<
- >> nice to be back with my dr <<
- >> one of the most helpful, friendly surgeries ive been registered witg <<
- >> opening times suit me as i work 6 days <<
- >> personal and friendly service from all staff <<
- >> pleasant surroundings <<
- >> staff are all friendly and very helpful <<
- >> the location, <<
- >> very easy to get an appt <<
- >> Very good service can nearly always get an appointment the same day. <<
- >> very good surgery and i am very lucky to have it compared to others <<
- >> very kind people in reception <<
- >> well run practice provides a great service <<

### Is there anything that could be improved about Holbrook Surgery or any other comments?

- >> Being able to contact surgery on a Saturday <<
- >> Being able to see own gp. Longer appointments so able to discuss more than one thing. <<
- >> email q&a like on the phone. follow up post referral easier repeat prescriptions <<
- >> More for young children eg Toys <<
- >> not to be dismissed or feel dismissed at the end of the appt. <<
- >> Open for longer at weekends. <<
- >> You need to put in Free WiFi <<
- >> appt time, opening hours <<
- >> more late surgeries after 6 <<
- >> availability to get thru on the phone could be easier <<
- >> easy to say but more practitioners <<
- >> i felt under pressure to see my registered doctor but i had a bad experience with her and wouldnt want to be seen again, <<
- >> I have been registered here for one year and have not needed to see a doctor before today <<
- >> longer appt would be good <<
- >> No. Everything properly labelled ie flu jabs etc. <<
- >> Nothing <<
- >> sometimes can wait a long time past appointment time although this is understandable considering the number of patients to be seen <<
- >> waiting times once in the practice, i realise the nhs is stretched but it would be nice to be seen on time <<
- >> weekend opening and cover arrangements could be improved <<
- >> cooler in summer <<
- >> open wifi network and bring back dr s <<
- >> Sometimes a long wait on the telephone to make an appointment. <<
- >> waiting times sometimes <<
- >> a saturday morning surgery would be useful <<
- >> cant think of any <<
- >> getting through on the phone <<
- >> if there is a long delay (last delay was 40 minutes) it would be nice if patients were notified by email before arrival at the surgery. <<
- >> no <<
- >> other comment: re PRG i am very busy but it depends how much they need help. please contact me if having an extra person would be helpful. <<

- >> people come to the doctors as a last resort, gps need to understand this. i wouldn't be there unless all other options were exhausted, i felt incredibly let down <<
- >> Slightly longer appointment slots. Some doctors could be a bit less business like and show empathy. Most doctors here are great, very helpful and kind. <<
- >> telephone system often cuts you off whilst you're waiting in the queue. <<
- >> the waiting times are too long quite often <<
- >> waiting time, more available appointments <<
- >> waiting times <<
- >> Can't improve on perfection. <<
- >> Communication between surgery and hosp could be better. my letter was not there for an important appointment. <<
- >> dont have radio on in waiting room? Pictures are falling out of frames in waiting room...been like it for years! <<
- >> no <<
- >> often found gps dismissive, dr was excellent but others not so good <<
- >> phone appointments are too condensed everyone tries at 8am <<
- >> Able to request repeat prescriptions over the phone. <<
- >> From our point of view, the hours of opening are generally fine and we would try to avoid the evening slots which are obviously there for employed people's convenience. <<
- >> huge increase for patients over years due to increase housing in local area not as easy to get trough on the phone, demand new very high, but not something that can be helped <<
- >> More evening hours pls after 6pm <<
- >> No. <<
- >> Should offer gym services/testing. <<
- >> could not improve it as this practice works so well <<
- >> Jodi doesn't like the feel of the seats in the waiting room but loves looking at the books whilst she waits (sitting on the floor) <<
- >> Keep doing the same <<
- >> no <<
- >> nothing <<
- >> waiting times <<
- >> weekend opening <<
- >> always room for improvement in anything but holbrook surgery seems to work and work well, something to be proud of. <<
- >> an out of hours dr to contact would be great <<
- >> fantastic, better than southwater surgery <<
- >> just wish blood tests could be done onsite, i need them regularly <<
- >> please provide a quiet waiting area with lower noise and light levels, severe migraine made much worse waiting in loud/bright waiting area <<
- >> seating area is dull <<
- >> sometimes it can take a long time for the phone to be answered <<

## Appendix 5

### Current Opening times

	<b>Surgery</b>	<b>Telephone</b>
<b>Monday</b>	8.00am - 6.00pm	8.00am - 6.30pm
<b>Tuesday</b>	8.00am - 8.00pm	8.00am - 6.30pm
<b>Wednesday</b>	8.00am - 8.00pm	8.00am - 6.30pm
<b>Thursday</b>	8.00am - 6.00pm	8.00am - 6.30pm
<b>Friday</b>	8.00am - 6.00pm	8.00am - 6.30pm
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed