

Holbrook Surgery Patient Survey 2014/15

To allow us to continually compare results year on year we have kept the same format and questions from last year.

The patient reference group was not consulted on this year's questionnaire and it was unchanged other than asking for details of any one who was interested in joining the patient reference group.

Membership of the Patient Reference Group (PRG)

One of the members of the group resigned this year but a new member was recruited and it remains at a membership of 11. The membership of the group remains unchanged from last year. The group consists of the following

5 males aged between 20 – 59
6 females aged between 18 – 74

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).

In order to expand this group an additional question was included in the survey, asking if anyone was interested in joining this group and they were asked to leave contact details. A letter/ email would be sent to these patients expressing an interest after completion of the survey.

Questionnaire

The questionnaire was based on last year's with the inclusion of a section on the online services. This enabled the results to be compared, where ever, possible with the previous years results.

Survey

The survey was carried out in the surgery over January 2014 and February 2015, traditionally the busiest times of the year.

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 359 questionnaires were completed. These were then analysed.

Results

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

Discussions and Conclusions

1 Practice Staff

The practice was extremely 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. Last years action plan was reviewed and developments discussed:

1 More aggressive advertising of online services

A major campaign over the year has proved successful and 35% of the practice population are registered for online services. Most other surgeries are currently running at 10% or less.

Discussion

Of the patients completing the questionnaire 28% attending the surgery said they were registered which was less than last years result, but of those using the service, satisfaction was significantly better with 15% more rating the service as very good or excellent.

The NHS plans to extend online services to include medical records and this will be 'live' on 1st April 2015. Initially, only allergies and medication will be viewable, but this will be extended to medical conditions later in the year.

The staff and doctors had a general discussion about these extended service. Patients' identities are going to have to be revalidated with photo and proof of residency.

The NHS has stipulated that utility bills are not going to be acceptable for this purpose. Only the following could be accepted:

- Driving licence
- Passport
- Bank statements
- Mortgage / rent / lease agreements

There is also a potential problem with the access of Children's records. The National Guidance from the Royal College of General Practitioners suggest that once a Child reaches 11 years old they should have their own access, but the practice can see this being a potential problem with many parents. At present the surgery uses a cut age of 16 years old.

There will be a new form to be completed which will be accessible on the website and this will be used for all new applications for online services. Patients who have shared email addresses will have to either provide a personal email address or sign a declaration that they understand a partner will be able to access their records. Similarly, if a carer or alike is accessing on behalf of someone else a proxy form will have to be completed.

2 New telephone system August 2014.

The 08448 contract was terminated in October 2014 and a new company ATEC were successful in taking over the installation and maintenance of the surgery telephones.

Discussion

The new system allows 'cloud' queuing and this lets patients know where they are in the system. The transition from one system supplier to the other went relatively smoothly and we have been pleased with the change.

The system is very dependant on the BT network and we have recently experienced some problems but these have been resolved. In general the satisfaction with being able to get through to the surgery on the phone has increased significantly.

The number of people speaking to a clinician has remained unchanged from last year.

3 Introduction of SMS text/email messaging.

Unfortunately this has been delayed, as the NHS issued notice on the discontinuation of the development of NHSmail messaging. A new system is being introduced and it is hoped it will be implemented during 2015.

Discussion

In preparation of this SMS being introduced the staff at Holbrook Surgery are checking mobile phone numbers, especially those that are shared between family members. There are quite a few incidences where mobile phone numbers have been changed and the surgery has not been informed.

General points

Of the patients completing the survey the average number of visits to the surgery has remained unchanged around 4. This is still lower than the national average which still stands at 6 according to the British Medical Association. Again this was attributed to the surgery demographics, i.e. young, working population. (Appendix 1)

Continued increasing patient numbers:

The surgery population stands at 14999 and this growth is further threatened by a new development which is planned between the A264 and A24. Over the year the surgery has had to tighten up on registration criteria. Currently, only new babies whose parents live inside the practice area can be registered. (These patients had been registered with Holbrook before the boundary changes came into force.) We are turning down families / partners of patients, even though a member of their family are registered, if they are outside the practice area. This is causing some problems for the administration staff.

There is a feeling that the surgery is running over capacity and the clinicians are finding the work load is unsustainable at this level. In spite of this, the survey reflects the fact that patients are still very happy with the service and treatment they received, but it was felt that any further growth would put current access at risk.

The practice is not participating in 'out of area' registration

Services and Treatment

There has been an increase in the satisfaction of the surgery reception staff. The surgery is very fortunate to have a strong coherent staff team who work well together.

The survey showed that patient continues to be pleased with the treatment they receive from the GPs and there has been some improvement in these areas. There was a feeling that the use of the text boxes only when scoring poor lead to the small number of patients who were displeased with the consultation to air their frustrations and maybe 'General Comments' should

be used to ensure that there is a balance. There were again a handful of personal comments that have been removed or anonymised.

The number of patients with chronic diseases is increasing. (Appendix 3) This is in line with national statistics and they constitute to a significant number 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)

These remain unchanged and there was no immediate necessity to remain open at lunchtimes and this was still seen as valuable time for meetings and any computer housekeeping.

Staff Suggested Action Plan for 2014/15

- 1 Introduction of waiting room BP machine
- 2 Promotion of extension for online services with new updated website
- 3 Introduction of Electronic Prescribing Services

PRG Suggested Action Plan from the comments

- 1 Continuing promotion of online service

3 Action Plans

Implementation of Action Plans

Advertising online services and web site

Ongoing / Summer

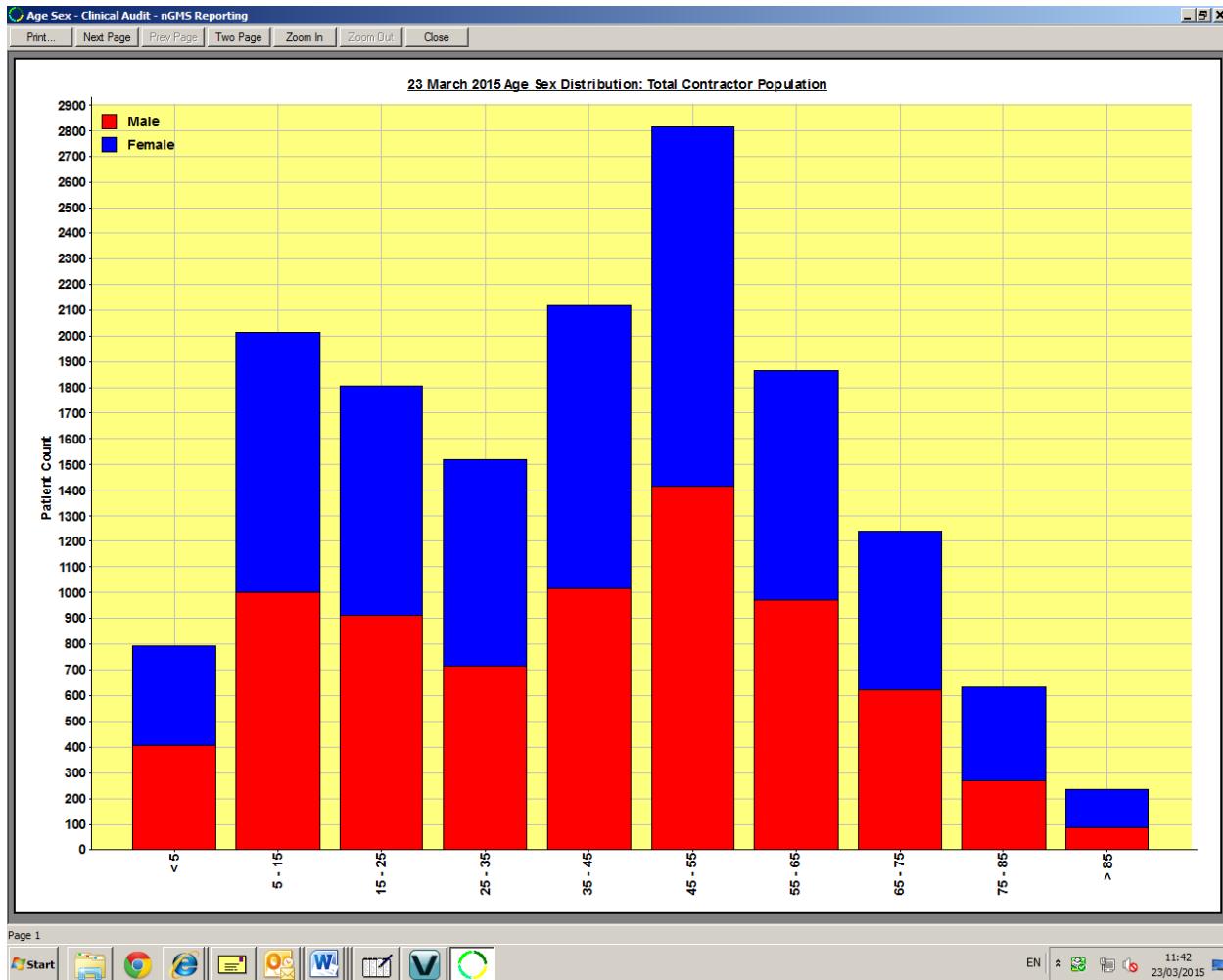
Waiting room BP machine

Spring 2015

Electronic Prescribing Service

As soon as NHS England give the go ahead

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 Dona Stevens, 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

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

Which ethnic Background do you represent?

White			
British Group		Irish	
Mixed			
White & Black Caribbean		White & Black African	White & Asian
Asian or Asian British			
Indian		Pakistani	Bangladeshi
Black or Black British			
Caribbean		African	
Chinese or other ethnic			
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 %
Asthma		4.54%	4.69	4.64	4.61
Diabetes		3.21%	3.40	3.43	3.53
Hypertension		11.2%	11.2	10.93	10.94
Epilepsy		0.52%	0.49	0.45	0.43
Mental Health including Depression		12.26%	12.23	12.12	14.86
Stroke		0.85%	0.25	0.86	0.86
Heart Failure		0.20%	0.20	0.16	0.23
Chronic Kidney Disease		1.01%	0.93	0.85	1.06
Dementia		0.23%	0.29	0.27	0.36
Cancer		1.32%	1.30	1.26	1.22
Chronic Heart Disease		2.24%	2.14	2.06	2.06
Chronic obstructive Airways		0.7%	1.10	0.78	0.73

Appendix 4 Survey Results

Holbrook Surgery Questionnaire 2014 / 15

(With Comparisons to previous years where possible)

Survey Results 2014 / 15

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

	2013/14 %	2014/15 %
None	4	10
1 – 2	26	32
3 – 4	35	28
5 – 6	19	19
More than 7	16	11

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

	Not Helpful	Fairly helpful	Good	Very Helpful	Excellent
14/15	0%	1%	15%	40%	44%
13/14	0%	3%	15%	46%	36%
12/13	0%	1%	15%	43%	41%
11/12	2.7%	3.9%	15%	35.2%	42.2%

Comments if answered not helpful:

>> friendly, no problem too big <<
>> have never needed them <<

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

	Poor	Fairly Good	Good	Very Good	Excellent
14/15	1%	2%	17%	45%	35%
13/14	0	3%	33%	47%	17%
12/13	0.5%	2.0%	32.0%	41%	24.5%
11/12	2.4%	5.3%	14.5%	45.3%	31.5%

Comments if answered poor:

>> phones need to be answered during all of these hours <<
>> my husband and * are gone from Horsham by 06.00 & 7.20 respectively & are rarely back before 7pm, weekend appointments would be helpful <<
>> Always room for improvement eg saturday mornings and more evening surgeries <<
>> I didn't know you did an evening commuter surgery! A morning commuter service would be great, especially for working mums who maybe need to get home to get kids fed and to bed in the evenings. <<
>> need more evening appointments <<
>> Not being able to book for a week-end or calling the surgery when closed- at lunch time, makes it difficult at times. <<

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

	No	Yes
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
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
14/15	1%	4%	21%	27%	47%
13/14	5%	2%	38%	29%	26%

Comments if answered poor:

- >> Haven't yet experienced online services so unable to respond to last two questions <<
- >> Sorry did not no about them 4A and 4B <<
- >> Not sure whether registered or not <<
- >> Could see me but I havent been able to make it work. Not user friendly. <<
- >> N/a <<
- >> Really difficult to use <<
- >> don't know as not very good with computers <<
- >> making the appointment is ok, logging in is a mess, I working long hours and would prefer an app on my phone <<
- >> never used <<
- >> haven't tried the system yet <<
- >> Sometimes a mix up between surgery and clinic <<
- >> not used yet sorting my password 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
14/15	1%	5%	25%	38%	27%	4%
13/14	1%	14%	30%	38%	17%	
12/13	2%	9%	34%	35%	20%	
11/12	6.9%	37.5%	24.5%	22.8%	19.9%	

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

	Poor	Fair	Good	Very Good	Excellent	Never used
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)
11/12	2.9%	16.9%	20.5%	38.8%	20.9%	

Comments if answered poor:

>> Always engaged <<

>> The doctor is always too busy to talk on the phone- not a criticism , just the way it is. Dont accept that i cant make an appointment until after 2pm on the day. <<

>> We have always been called back. <<

>> After waiting in queues and then getting through, have been cut off quite a few times.

6a How quickly do you usually get 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
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%

6b 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
14/15	1%	71%	28%
13/14	3%	73%	24%

6c 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
14/15	16%	46%	30%	8%	
13/14	14%	42%	34%	10%	
12/13	9%	69%		21%	1%
11/12	1.8%	5.8%	11.5%	48.8%	32.1%

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)
14/15	1%	3%	12%	84%	Not used
13/14	1%	7%	15%	42%	35%
12/13	1%	2%	13%	38%	46%
11/12	0.1%	3.9%	15.5%	36.6%	43.9%

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
14/15	0%	3	13%	84%	Not used	0%
13/14	1%	4%	13%	35%	47%	0%
12/13	0%	2%	15%	38%	45%	
11/12	2.5%	3.9%	11.5%	16.6%	65.5%	

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

	Poor	Fairly Well (Fair)	Well (Good)	(Very Good)	Excellent	n/a
14/15	0%	3%	9%	82%	Not used	6%
13/14	0%	3%	10%	35%	40%	12%
12/13	0%	2%	17%	33%	48%	
11/12	1.5%	1.9%	10.5%	33.6%	52.5%	

7d How well the doctor explain your problems?

	Poor	Fairly Well (Fair)	Well (Good)	(Very Good)	Excellent	n/a
14/15	1%	4%	13%	81%	Not used	1%
13/14	1%	4%	14%	42%	35%	4%
12/13	1%	2%	20%	36%	41%	
11/12	2%	3.4%	10.5%	34.1%	50%	

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
14/15	1%	5%	12%	78%	Not used	4%
13/14	2%	5%	17%	34%	34%	8%
12/13	0%	3%	17%	33%	47%	
11/12	2%	1.4%	10.5%	34.1%	52%	

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
14/15	5%	93%	0%	2%
13/14	4%	96%	0%	

Comments if poor answered to any questions

- >> A little rushed in general <<
- >> Drs at Holbrook always give time no matter what. <<
- >> Made to feel was wasting doctors time, last visit was with Dr Singh, left feeling rather stupid, but still in pain. <<
- >> My daughter still feels unsure about whether the medicine will make it better <<
- >> The last two times I have been to the surgery I have been made to feel I am wasting the Doctors time (the second time I saw Dr Singh). I am not a frequent visitor and was left feeling unimportant and still in pain. <<
- >> Usually too short, especially considering the amount of waiting time usually for Dr (I have waited between 15 and 45 minutes) <<
- >> always feel the doctor give as much time or as little as needed <<
- >> depends on symptoms <<
- >> first visit so can't comment <<
- >> Overall picture not taken into account. <<
- >> The doctor is always running late then you feel that you are being rushed in and out <<

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

	Poor	Fair	Good	Very Good	Excellent
14/15	0%	1%	7%	40%	52%
12/13	0%	3%	22%	38%	37%

9 About You

a) Male or Female?

Male	Female
37%	63%
30%	70%
35%	65%

b) Age

<16	16-44	45-64	65-74	>75
3%	38%	38%	12%	9%
5%	35%	40%	15%	10%
1%	37%	37%	16%	9%

c) Long Term condition?

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

d) Ethnic Group

White	Black	Asian	Mixed	Chinese	Other
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
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?

- >> All aspects of Holbrook Surgery in my experience and that of my family is very good. <<
- >> Clean, good approachable staff, decent doctors <<
- >> Doctors / Nurses very helpful <<
- >> Helpful + caring receptionists <<
- >> I work with old people they use other surgeries, after listening to them I am very happy to be with this surgery apart from always running late everything else is OK <<
- >> Staff always helpful and patient <<
- >> Very friendly staff <<
- >> Very Good <<
- >> Very happy with being able to get an appointment in an emergency <<
- >> Very happy with Holbrook generally. Parking also V helpful <<
- >> We are lucky to have such good doctors <<
- >> Weekend hrs would be good <<
- >> wonderful surgery and wonderful staff <<
- >> Yes, all the staff i've met so far are very helpful, friendly and professional <<
- >> 1) You have your own GP but can book directly with another one who has a special interest in the medical field which applies to you - and there is a good range of special interests among the doctors 2) Good size free car park 3) Excellent practice nursing staff 4) Good website & IT access <<
- >> Dr Heatley & Doctors and all the staff are brilliantly helpful, Brilliant Surgery <<
- >> Ease of getting appointments. Specialist doctors and nurses <<
- >> easy to get appointment <<
- >> excellent in everything <
- >> friendly & caring <<
- >> I am pleased with the surgery <<

>> I feel so lucky to have a surgery like holbrook, we get appointments very quickly each time and I find the doctors and staff to be friendly and interested. <<

>> It's a fantastic Surgery <<

>> lots. speed of appointments , Doctors who listen and care. <<

>> Most satisfied <<

>> Overall very good service <<

>> The doctors are friendly and efficient, as are the receptionist and i find my visits helpful. <<

>> usually there is a doctor available even if registered doctor is away or not on duty <<

>> very good service <<

>> very helpful. <<

>> Yes getting an appointment and receptionist. <<

>> A pleasure to come, everybody so efficient <<

>> best surgery I have ever attended <<

>> Doctors & Staff are good <<

>> Everybody is always friendly and kind. I think doctor liu is an excellent doctor as is doctor Heatley and doctor woods, all very professional and caring. I haven't seen anyone else so I cannot comment about them. <<

>> good parking especially when i hear about other surgeries <<

>> Good to get to by bus Everyone seems pleasant <<

>> I can always get an appointment <<

>> I feel that so many of my friends & family complain that they can only get appointments at their own surgery by phoning at 8.30 and it has to be for that day. i think it's fantastic that Holbrook let you book in advance <<

>> I find Holbrook Surgery to be very efficient <<

>> I like the music definitely, staff are not too hot or too cold, always helpful if I forget or get confused. Provide water for drinking, basically just a nice atmosphere <<

>> I would highly recommend Holbrook as both receptionists and doctors are amazing and extremely helpful

>> Nurses are excellent Easy access and parking <<

>> only just registered and this is only the second visit but on first impressions I find the surgery extremely comfortable and professional. <<

>> plenty of space in the waiting room <<

>> quick <<

>> surgery is good Dr Liu is great <<

>> This surgery is a true role model for others - thanks <<

>> very good all round from reception to seeing doctor <<

>> Very helpful and friendly <<

>> Very helpful staff in Surgery and on phone, discreet & cheerful <<

>> YOu have to be the best GP surgery out there and area role model for all to follow. Even tho' i very rarely visit, when i do, i know i will be looked after. <<

>> A breath of fresh air following my recent departure from park surgery. helpful staff, welcoming and nothing is too much trouble. A lovely community surgery i wish i had joined years ago. <<

>> A good waiting room, altogether a pleasant experience. <<

>> Always had excellent service and care from Dr Heath originally, Then with Dr Sigh and Dr Williams. <<

>> Always seem to be able to get an appointment <<

>> Excellent care, kind receptionists who listen <<

>> Keep up your good work. <<

>> Listening to people I work with Holbrook surgery is the only practice in Horsham where you don't have to wait a week or more to get an appointment. My previous Doctor was Dr. Heath [a hard act to follow!] but Dr. Singh has proved to be every bit as kind, caring and as thorough as Dr. Heath. I don't mind waiting a little while to go in to see my Doctor, to me it shows they are giving patients time and not rushing them through. Thank you Dr. Singh and Holbrook surgery. <<

>> Needed an emergency appointment and everyone could not have been more helpful <<

>> Reception team always very good <<

>> Seating area and music. <<

>> There are lots of good things. Good doctors you can have trust in. Really appreciate that you can always get a prompt appointment. <<

>> Very happy with the service I receive thankyou. <<

>> waiting room large and clean <<

>> Yes alot as can be seen above! <<

>> Yes if i dont need an urgent appointment I can book one several days ahead to suite me. <<

>> all of it <<
>> Always friendly helpful receptionists <<
>> Consistent friendly/efficient services. Dr Williams always has time to listen to my questions/visits <<
>> Everything is good about Holbrook Surgery, especially Doctors,& Nurses & receptionists. <<
>> First class service <<
>> Friendly, Good range of specialist doctors. Good nurse support function <<
>> Getting an appointment is brilliant compared to other surgeries <<
>> good service <<
>> i find everyone very helpful <<
>> I have never experienced any issues or problems with the surgery. Everyone is always very helpful and any queries I have are always resolved. I have always managed to get appointments to see a Dr or had a Dr telephone me as requested. <<
>> I like the fact you have a designated doctor. I feel I can talk to her about any issues. She is supportive and does follow issues up. I also prefer the new telephone system which tells you which caller number you are. <<
>> I think the treatment I have had is excellent <<
>> It is an excellent surgery in every way. <<
>> Longstanding relationship with Dr Williams giving continuing of care <<
>> Lots but nothing overly specific <<
>> Overall, my medical is good. <<
>> Q8 would have been excellent if not for the 30 minute wait <<
>> The nurses are brilliant <<
>> The place seems generally cheerful and waiting areas are comfortable. All the medical staff I deal with are very professional and caring and my doctor and diabetes nurse are excellent in all respects - I would not go anywhere else. <<
>> This is a really good surgery, excellent and very efficient staff, lovely premises. Cannot praise it enough. Very helpful receptionists, cannot do enough to help. Always friendly and extremely efficient. Best I have ever had. <<
>> This is the best surgery in the area and in my experience all the medical and administration staff are very good. Great that you have moved away from expensive phone tariffs. I like the fact that you can see any GP. <
>> Very good and kind. NHS in my mind is very good <<
>> Very pleasant reception and waiting room area <
>> very pleasant staff, always helpful and easy to get appointments <<
>> Yes, it's excellent <<
>> Your surgery is excellent. We have always had wonderful treatment. Staff are really caring and professional.
>> All staff have always been helpful and kind <<
>> Been with practice nearly eighteen years, always been very helpful, understanding of community. Never felt healthcare has been delayed. <<
>> Excellent, highly recommended. <<
>> Fantastic surgery. Mary and Dr Woods are brilliant <<
>> Just so good and would not want to change. <<
>> Locality to where I live <<
>> very pleased with surgery. <<
>> We have always enjoyed an excellent and personnel service from Dr. Woods and the surgery. <<
>> Would like surgery to be open weekends <<
>> Yes, all the reception and admin staff are excellent, i wouldn't want to go to a different doctors as i feel they understand me and i am confident to talk with them over the phone when i normally find things like phone calls difficult. <<
>> all fine <<
>> all good <<
>> Always clean. Comfortable waiting areas. Well organised & helpful staff. <<
>> Always very friendly, very empathetic service. I have always received very quick appointments and thorough referrals. <<
>> Attitude and availability <<
>> Can see a Doctor same day if necessary. Receptionists polite and helpful Have a choice of Doctors so have the opportunity to see someone specializing in whichever field suitable to your requirements. Can usually have a prescription ready ,if urgent ,on the same day. Provides a collection service between themselves and the chemist making it far more convenient for patients, especially those on regular long term medication. <<
>> Dr Liu is a friendly, helpful doctor who shown genuine interest in the wellbeing of his patients. The nursing staff are also very friendly and helpful <<
>> Dr Williams.. She is the best doctor I have ever seen, not only the time she is giving to the patient, but also she is very calm and good human being with good nature. <<

>> Efficient and professional staff. Nice ambience <<
>> Excellent care service- I wish all GP surgeries were as efficient as this. <<
>> Free parking Close to home Plenty of room in waiting area. <<
>> Friendly practice <<
>> Helpful, friendly, welcoming, professional, good facilities, good parking. Chemist nearby. <<
>> Holbrook has most doctors who seem to have their heart in the job. <<
>> In 13 years of using this surgery I have only ever been very satisfied. <<
>> Nice environment. Quite scenic. <<
>> Parking is easy and reception staff are attentive. Waiting room warm and comfortable. <<
>> Reception services is good and friendly <<
>> Receptionists are brilliant, great on the phone and great when you go into the surgery. <<
>> Receptionists seem nice <<
>> Sometimes am feel a bit rushed during consultation although I am aware this is a very busy practice <<
>> Very friendly staff and always able to get an appointment. <<

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

>> Dr's offering me options rather than dismissing what I am saying <<

>> How long you have to wait to be seen, usually waiting for more than 10 minutes. <<

>> No all seems to work well no need to fix <<

>> No complaints really, maybe have one more day that you are open late for working people? <<

>> None <<

>> Some individual seating, esp when children are allowed to bounce/jump about on furniture <<

>> Stop running late <<

>> Yes if GP is running late keep patients informed <<

>> 1) Some issues of lack of appropriate privacy at the front desk have been observed 2) Waiting room beginning to look just a little 'tired' 3) To be able to take blood tests at the surgery would be a huge help for some groups of patients <<

>> have phone lines open during late surgery <<

>> Keeping reasonably well for an girl- quite happy <<

>> no <<

>> None <<

>> Cup of Tea! <<

>> Does seem to be a delay before your appointment, quite often not seen on time <<

>> I am unaware if the surgery offers Well Woman Clinic. Would like annual appointment - MOT Check. The surgery would not carry out my request for a smear test. Opening hours for fully employed people & Pharmacy attached <<

>> I think they would find this hard to do <<

>> long wait for nurse appointment <<

>> Longer opening hours on more days of the week <<

>> Longer opening hours would be good <<

>> new carpet and new seating <<

>> no, it's perfect as it is <<

>> Opening at weekends <<

>> Other GP's that are not my GP do not seem to always update my records so I prefer to only see my GP except for other specialist areas. <<

>> Question 8 has a spelling mistake - second "you" should read "your", and in the paragraph below correspondence is spelt wrong! <<

>> Waiting times to see doctor! <<

>> would be great if you had a scanner like Park Surgery <<

>> Appointment duration time is too short. <<

>> Ask patients if they have seen the doctor before and tell them where the room actually is! Have got lost before now trying to find new doctor location. <<

>> Couldn't understand room number over the loudspeaker, but Dr came to the room door which helped. <<

>> waiting time often too long. <<

>> you have one significant issue to address! Dr X has a terrible reputation from my own experience and that of my wife and also what we hear. Being a doctor seems to be a means to end for her. Not interest in the wellbeing of the patient's. Never again. <<

>> Could do with a Saturday morning surgery for emergencies <<

>> have blood test at surgery rather than hospital, especially for the elderly <<

>> Have had some problems re: Repeat prescriptions and collection at pharmacy. <<

>> I think a BP machine in waiting room would be useful. Male patients should be contacted for "Well Man" clinics - just as women are called for smears etc. Men don't make health a priority, they need to be encouraged to have medical checks, preventative care. <<

>> I think that not all the GP's have the same approach to patients as mine. <<

>> I would like to see weekend opening hours <<

>> Leave it as it is, it's perfect. <<

>> Maybe update the magazines more frequently <<

>> More later evenings, even until 6 would be helpful. Saturday morning surgeries. Health checks, could thee be an easy way to get basic health checks, maybe an open day? <<

>> No <<

>> Perhaps, if the doctor is running late, you can be notified when you book in <<

>> We do not think you could improve on anything. Please don't change the way you run the practice. <<

>> Holbrook Surgery is excellent particularly when compared to other surgeries <<

>> I think it is brilliant+ <<

 >> No <<

 >> None that I can think of <<

 >> Opening on Saturday. <<

 >> waiting times for your appointment <<

 >> Better magazines for men <<

 >> Comments relating to the amount of patients that need to be seen as a reason for not giving more time. <<

 >> Excellent all round <<

 >> Going into appointment on time <<

 >> Information for parents and things they can do with their baby, like baby music classes and activities. <<

 >> No- I feel very lucky that myself and my children attend this surgery, as others locally have sometimes had unpleasantness at their surgeries. <<

 >> Not that I can think of. <<

 >> Phones, as before <<

 >> Thankyou for what you do. <<

 >> Waiting times <<

Appendix 5

Current Opening times

	Surgery	Telephone
Monday	7.55am - 6.00pm	8.00am - 6.30pm
Tuesday	8.25am - 8.00pm	8.00am - 6.30pm
Wednesday	7.55am - 8.00pm	8.00am - 6.30pm
Thursday	8.25am - 6.00pm	8.00am - 6.30pm
Friday	8.25am - 5.30pm	8.00am - 6.30pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Appendix 6

Very strong results again, well done to all.

Maybe work to be done on promoting the online service, or making it a little more user friendly. I appreciate there will always be some that are unaware of it.

Generally an improvement across the board. Well done everyone there, and thank you Dona for coordinating again. Happy for the survey results to go out as they are.
Thanks again