

## Holbrook Surgery Patient Survey 2017/18

The annual survey took place over January and February 2018 both on paper and on-line via our surgery website.

Over these two months 407 surveys were completed.

### Membership of the Patient Participation Group (PPG)

Holbrook is very pleased to announce the formation of a PPG lead by Nick Longdon and David Searle. There are currently 5 members and they are actively looking for new patients to join.

If you would be interested in supporting this group please contact them via email

[holbrookppg@gmail.com](mailto:holbrookppg@gmail.com)

### Questionnaire

The questionnaire this year was based on the Royal College of General Practitioners recommended survey.

### Survey

The survey was carried out in the surgery over January 2018 and February 2018, 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 407 questionnaires were completed. These were then analysed via an on-line tool.

### Results

On completion of the analysis the results of the survey were circulated to the PPG and practice staff for comments. (See website link)

Comments are listed at the end of this report.

## Discussions and Conclusions

### 1 PPG

'Excellent and much deserved feedback. Pleased that people apart from one were complimentary about receptionists'

### 2 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 Introduction of Text messaging

This was introduced in April 2017 and has been seen by the staff as major success. Currently we are using Text messaging for reminding patients who are due an annual check be it Asthma, diabetes or alike. More recently texts are being sent to patients who have a practice nurse appointment as we have more no shows for them than the GPs.

##### Discussion

It was important that patients do update their mobile numbers in order for the surgery to contact in this way and the receptionists were trying to promote this whenever possible.

#### 2 Further promotion of on-line services

Of the patients completing the questionnaire only 29% said they were registered and the majority of these rated the online services as Good or above.

##### Discussion

The NHS are still promoting the use of online services and patient who are registered can not only make / cancel appointments but request any repeat medication and see their medical records including test results.

The new patient questionnaire now contains a section on registering for on-line services and a recent audit showed 47% of the practice patients are registered users.

Of these users a monthly search is run on any patients turning 15 years old and their access is disabled and they are encouraged to register as an individual in their own right.

### 3 Collaborative working and the 8 – 8 working day.

In October 2017 the Horsham Hub was introduced as a pilot scheme to increase in hours capacity (8.00 – 18.30). Practices can use the appointments for 'book on the day', and these were apportioned to practices according to list size.

This pilot is being tested for use when the 8 – 8 working comes into force in 2019.

#### Discussion

To date, Holbrook has not participated as the appointments we could access at the Hub was not seen to be sufficient to make any difference, as Holbrook still cope with the current demand.

The Hub is only being used by surgeries that struggled with the current in hours demand. Appointment demand is always being assessed and it was thought that Holbrook would join the hub once the 8 -8 working day was implemented.

#### General points

The surgery list was uncapped in January 2018 as Dr Ann Williams announced her retirement and Dr Laurence Woolley accepted the offer of a partnership. Dr Williams's patients will be transferred to Dr Woolley who will be working full-time and as such will have capacity to take on new patients.

The new development which is planned between the A264 and A24 has almost reached the final stages of planning and will include a new surgery premises. It was still too early to predict the effect this will have on the surgery once the development is completed so the list size will continue to be closely monitored.

The practice continues not to participate in the 'out of area' registration

#### Services and Treatment

Apart from recent changes in funding and medical evidence has seen the removal of routine ear syringing all other services remain unchanged.

### **Staff Suggested Action Plan for 2018/19**

- 1 Introduction of public WIFI
- 2 Continuing promotion of enriched medical records for online services service users website
- 3 Refurbishment of the waiting room

## PRG Suggested Action Plan from the comments

- 1 Increase promotion of PPG and the introduction of a quarterly newsletter.

## Survey Comments

We are interested in any other comments you may have, such as anything particularly good about Holbrook Surgery, anything that can be improved or any other comments

Easier/more modern website

Excellent surgery

Generally a reliable, good service with specialist care for certain complaints, access to nurses etc. We are very happy

I always find the surgery extremely easy to phone to get an appointment. You offer excellent service and should be congratulated

I hear horror stories from colleagues about not being able to get appointments - very glad this is not the case here, it is noted and appreciated

I think its very helpful each doctor specialises in an area of medicine ... Female care ears nose throat etc.

Please change music on your phone sometimes

Thank you for the friendliness I always receive on the phone and at reception it makes a big difference. I always tell people this is a great surgery!

Thank You, Holbrook always gives excellent service

The best surgery in Horsham, always easy to get an appointment and never treated as though we are wasting doctors time. My husband's surgery - the receptionists quizzes you to why you need to see a doctor! Always helpful reception staff

The best surgery in Horsham, always friendly doctors and receptionists, normal people

A better pick-up call management system. The last time i rang, I was sixth in the queue, waited 15 minutes to have the call picked up only for then to be immediately cut-off the call! I rang back immediately but then I was back to being 4th in the queue, at which point I decided I'd had enough and didn't bother trying to speak to a doctor, I went to a local pharmacy instead for some guidance

Ability to always see someone, Good car parking facility

Add Wi-Fi

All doctors I've visited very professional and answered all questions. Very reassuring

Always happy and helpful receptionists, and generally always get to see Dr on same day

Amazing surgery and staff

Availability of appts is always very good in comparison to the anecdotal evidence of other surgeries used by family and friends

Been a pt for years, couldn't ask for a better surgery

Best surgery in my opinion in the area

Brilliant surgery - all the staff exceptionally helpful, couldn't be bettered, so lucky to be a pt here

Brilliant surgery. Always able to get an appt, All staff lovely. My Dr, Dr Singh, is fantastic

Changed from Park surgery 2 yrs ago when we moved - The difference is astronomical. Your surgery is fabulous. The receptionists are incredible - so polite, efficient and kind. On the phone they never ask what's wrong which is lovely - they always offer same day appt. The GPs offer excellent care. I particularly like Drs Anderson and Woolley. Dr Heatley is also very experienced and helpful. I feel I get exemplary person centred care here. Thank you for a wonderful job

Compared to my husbands surgery in town this one is excellent

Dr Liu explained in detail so I could understand my condition Open on Saturdays

Dr Williams is brilliant. Her help towards my ongoing issues has been so good. Some of the receptionists are moody and make you feel like an idiot, but most are lovely

Dr Ziyada is always helpful and proactive working on test results and keeping me informed

Ease of use of online bookings and later appointments

Excellent service

Excellent service from all members of staff

Excellent Surgery 1st class Dr's and receptionists

Feel well looked after when needed. Lucky to be with this surgery

Friendly staff always happy to help

Good atmosphere and friendly Sorry to see Dr Williams retiring as she has been SO helpful and has fulfilled everything she has said she would in referring me to the correct consultant's treatment

Happy caring receptionists

Have always been happy with the reception and care received here

Having been reg at a practice up north, I can't commend this surgery highly enough! I always get seen when needed and the hours, facilities and drs are exceptional. Well done!

Holbrook is a fantastic surgery! Short of staying open 24 hours a day I cannot fault anything about it Thank you for looking after me

Holbrook is a great surgery. I have been a pt here a very long time and the standards have stayed consistently high Love the short waiting times, caring doctors and the services offered by nurses. You are doing a great job and I am very appreciative

Holbrook surgery has always looked after my family and myself with compassion and professionalism. Dr Singh is calm, kind and considered. i have never rung for an appointment and not been given one for my family of 5

I am a regular patient at the surgery and each time I visit there are many patients at the surgery that do not turn up. I would recommend and establish a good option to fine patients that do not cancel their appointments as it waste so much time for those who come for a visit to their Dr. 2 people did not turn up this morn and 3 people on my last visit

Holbrook surgery is second to none for patient care

I am completely satisfied, particularly the ability to get an appt when required

I am impressed at how quickly I can get appointments.

I am new to the Surgery, however am unsure who my GP is, been twice to see different GP's, this said, am very pleased with this surgery compared to previous surgery.

I am v pleased with the treatment and advice provided by the surgery, and the ease with which I am given prompt appts when needed. My Dr, Dr Woods, is always very helpful and considerate

I am very happy to be registered at Holbrook as have no problems getting appointments and the care I need. Thank you!

I am very pleased with the treatment advise provided by the surgery in the case with which I am giving prompt appointments when needed. My own doctor (Dr Woods) is always very helpful and considerate

I feel so lucky that I get seen fairly promptly. Many of my friends/relatives have to wait several days or even a week to see any doctor. Thank you to everyone

Feel so lucky to be registered at this surgery and have been a patient for 16 years, In that time I have always been able to get an appointment when needed or request a call back from a doctor if required. I use the online service for repeat medication which is always very efficient All the staff are always professional, caring and very helpful. During consultations I always feel I can ask questions and completely trust in the doctors treatment decisions. My family and I mostly see Dr Liu and Dr Woods are they are both such wonderful GP's!

I find Dr Heatley and the nurses to provide the best service I have ever had anywhere. I never wish to loose Dr Heatley, he is an excellent doctor and over the years has made a big difference to my wellbeing. Highest regards and respect

I have always felt that everyone at the surgery is very kind and caring. Well done.

I have always had good results either attending or ringing the surgery

I have been a patient at Holbrook Surgery for many years, and all staff are always friendly and helpful. I've received excellent care from my doctor throughout. He is kind, friendly and attentive and I am satisfied that he always gives appropriate treatment. In one instance when in considerable pain another Doctor saw me straight away when the surgery should have been closing and a referral for further treatment was arranged without delay. This surgery deserves the highest praise for the service it provides.

I have never found any reason to complain with regards to staff or doctors. May this continue. Many thanks to all concerned

I have nothing but praise for this surgery and the staff in it. The receptionists are unfailingly polite and helpful. All the doctors are caring and approachable.

In my limited experience very quick I was not clear what the subsequent action was after the blood test in the local hospital

It is extremely helpful to have GPs with the range of special interests that Holbrook Surgery does, and also that patients are able to book direct to the relevant GP if they are aware it would be helpful for them to do so, thereby avoiding internal referrals and the use of two surgery slots rather than just the one. It is a fabulous set up and we are very appreciative of it.

It would be advantageous to have a phlebotomist in the surgery to save trips to Horsham Hospital where parking is v difficult

It's an excellent surgery. You are always accommodated when you need to see someone. Drs are accessible by telephone

Late hour appts really useful for busy professionals

My family are all pleased to be registered at Holbrook, and think we all get excellent service

My family has always found the doctors very helpful. there have been one or two times when Dr Heatley has been a little uninterested and his advise not overly helpful but other times when he has gone over and above...the receptionists are always excellent and cheerful

My GP is excellent. She saw me when I was in pain, and examined me well and her prescriptions made me feel excellent many thanks to Dr Ziyada

My husband and i are very confident in our care

My little girl is always very happy and excited to come to see the doctors here even when feeling poorly, especially Dr Liu makes her feel so at ease

No complaints, a patient for over 20 years

Online booking is very useful

Overall a fantastic surgery

Overall Holbrook surgery is the best I have ever visited, particularly good is the quick availability of the appointments with my doctor whose professionalism I admire and in whom I trust. I can live with the odd 30min wait time as it's always worth it

Please don't change anything! Except perhaps some care at the weekends otherwise much better service than any other practices that I hear people talking about

Pls could you provide toys in waiting area? Waiting times depend on the doctor

Recently visited the travel clinic which was very informative and detailed Thank you

Receptionists are always friendly, attentive and give a positive feel to the visit to the practice. Never have to wait. The surgery is always very clean and well kept

Receptionists are always polite and helpful

Since I have been registered at this surgery, I have found it to be faultless. Very friendly staff incl doctors

Telephone appointments are extremely useful. I find this to be a unique aspect to Holbrook Surgery and really value it. This really is a 5\* Surgery

Thank you!

the last few appointments have been for the children

The opportunity if necessary to see a doctor at short notice, reception staff are usually very pleasant and helpful

The reception staff at this surgery are the best that I have ever had the pleasure to meet. Usually they think they know what's wrong with you thinking they know the doctor's job. They are really nice on the phone and very helpful in getting you an appointment with the doctor. Every doctor I have seen have also been very nice, they make you feel at ease and listen to what you have to say. Top marks go to Holbrook Surgery

The staff are very welcoming when you arrive and are professional on the telephone. They will do their best to get you an appointment on the same day even if a different doctor has to be seen. It's very useful to have parking facilities so close and also a Boots for prescriptions. All in all I think you do a first class service

This is my first appointment with Dr Singh so cannot comment too much. However, I have seen him with my disabled daughter and found him and the surgery very helpful with her care

This is not my usual doctor, but I will always opt to see him - Dr Woods. He is a great doctor, always very understanding and able to offer advice

To speak over the phone is not easily arranged, it is understandable though Generally happy

Unless you get first apt of the day, they run late

V happy with appt availability and doctors/reception More clinics - women's health etc so not needing to see dr for advice only

Very friendly and efficient staff and surgery. very grateful to be a patient here

very good care

Very good that I am encouraged to see the doctor I am actually registered with. This gives continuity and confidence

Very impressed with surgery

We are delighted with all aspects of care within this practice, especially in comparison with other surgeries in this area

You should be proud of running a great surgery with excellent staff, both medical and support. Short waiting times and convenient repeat prescription service with Boots