

# HOLLOW WAY MEDICAL CENTRE

## PATIENT PARTICIPATION SURVEY 2013/2014

### REPORT ON SURVEY RESULTS AND ACTION PLAN

#### Practice Profile

Hollow Way Medical Centre cares for 8235 patients. Age profile can be broken down as follows:

<b>Age</b>	<b>Patient numbers</b>
0-9	1088
10-19	941
20-39	2988
40-69	2528
70+	690

Our practice has been in existence for several decades and was originally predominantly used by workers from the nearby car factory, and local Irish Catholic families. In more recent years Cowley has seen an influx of people from overseas and we now have a more mixed population, with many patients from minority ethnic groups, refugees, and migrant workers. We also have many students and workers who have moved into the area to work in the local business parks.

Our practice has 6 GP partners and one or two GP Registrars. The practice became a training practice in 2011. We have two practice nurses, a health care assistant, six receptionists, one secretary and other supporting admin staff. Health visiting staff are based in our building and district nurse support is shared with Donnington Health Centre.

Our opening hours are 8.30 a.m. to 6.30 p.m. Monday to Friday. Once a week the practice is open until 8.30 p.m. for evening surgeries. We hold 45 GP surgery sessions per week and 17 practice nurse/health care assistant clinics per week, together with daily phlebotomy clinics. The practice also provides services from midwives, counsellors, and addictions nurse. Patients can access health care professionals via either face to face or telephone consultations. A Duty Doctor holds a clinic each morning for patients who request to see a GP the same day. Out of hours care is provided by Oxfordshire Health between 6.30 p.m. and 8.00 a.m. Monday to Friday and at weekends and bank holidays.

#### Agreeing priorities with the PRG

We already had in existence a virtual Patient Reference Group which we set up in 2011. We contacted the PRG by e-mail and asked them what specific areas they were interested in and would like us to pursue or improve, and what their priorities were. As a result of the replies we received, we designed a Patient Survey which we set up on SurveyMonkey.

## **Conducting the survey**

We conducted the survey in December and January 2013-14. The survey was posted on our website and we also handed a survey form to all patients when they came to the surgery.

The survey was completed by 173 patients. The results were analysed through SurveyMonkey in February 2014. The full results are shown at Appendix A.

## **Consulting with the PRG and producing an Action Plan**

We sent the full results to our PRG and asked for comments on the findings. We discussed the survey results in small groups within the practice. A draft action plan was prepared by the practice and sent to PRG members asking for their comments and suggestions. Comments were received back and the Action Plan was finalised.

## **Survey Results and Action Plan main priorities**

### **1. Patient priorities for practice services**

We asked patients what they felt was the most important thing about the services we offer.

- Getting the most convenient appointment time
- Seeing the doctor or nurse who knows you best
- The doctor or nurse not running late
- Having enough time in your consultation
- Other

52.02% of respondents felt that seeing the doctor or nurse who knows you best was the most important factor. We also feel this. The practice has an open list and patients are free to see whichever doctor they wish. However, we have always encouraged patients to see one particular GP for ongoing conditions, as this gives better continuity of care.

The next highest response was getting the most convenient appointment time, with 23.70% of respondents saying that this was most important. We know that sometimes patients may have to wait longer than they would like for an appointment with their chosen GP, especially if that GP is part time. We are continually reviewing our appointment access and are currently looking at providing additional opportunities for telephone consultations.

The next most important factor was having enough time in your consultation which was cited by 12.14% of respondents. GPs and nurses do try to ensure that sufficient time is given to each patient in their consultation. Consultations are for 10 minutes and sometimes if a patient has a number of issues to discuss, it may not be possible for the doctor or nurse to review all these in the time available without over-running substantially, and the patient may need to make another appointment. It is a difficult balance to strike for doctors and nurses to try to ensure that sufficient time is given to each patient, without this resulting in unreasonable waiting times for patients due to be seen afterwards. 11.56% of patients felt that not being kept waiting was the most important factor.

### **Action**

- We will continue to encourage patients to see the same GP for ongoing problems
- We will be providing additional opportunities for telephone consultations

- We will continue to aim to provide sufficient time for each patient, whilst taking care to avoiding unreasonable waiting times
- We will look at ways of making consultations as effective and efficient as possible.

## **2. What is the least important factor?**

We asked patients what they considered to be the least important factor out of the list of things in question 1. 45.88% of respondents felt that being seen on time was the least important factor. 24.71% felt that seeing the doctor or nurse who knows you best was the least important factor, followed by getting the most convenient appointment time (15.88%) and having enough time in your consultation (13.53%). We thought that it was reassuring to know patients value what goes on in the consultation above everything else. We will however continue to look to minimise time spent in the waiting room.

## **3. How would patients like to receive information?**

We asked patients how they would like to be given information about their care or our services.

The replies showed that patients would like information through a variety of sources – the most popular were e-mails (29.45%), texts on your mobile (28.22%), posters in the waiting room (24.54%), leaflets (14.11%) and through our website (6.75%).

We have a number of notice boards in both waiting rooms displaying a variety of general health information and practice information. We will continue to review and update these on a regular basis. We have been collecting patient e-mail addresses and mobile phone numbers so that these can be used to send patient information. However, our database is not yet big enough for this to be used as a major way of sending information. Please let the receptionist have your e-mail address and mobile phone number. We operate an appointment reminder service using your mobile phone number, for those numbers we have a record of, and this has proved to be a popular service. Relevant leaflets will continue to be displayed in our waiting rooms, and your GP or nurse may give you appropriate leaflets in your consultation. Our website contains some useful general information about the practice and also information about medical conditions and useful links, so please visit our website [www.hollowwaymedicalcentre.co.uk](http://www.hollowwaymedicalcentre.co.uk)

### **Action**

- We will continue to display relevant posters in the waiting room about general health matters and practice information
- We will continue to collect mobile phone numbers and e-mail addresses to add to our records, so we can contact patients using these methods.
- We will continue to use our website to post useful information, and to encourage patients to visit this.
- We will continue to use repeat prescription slips to give messages to patients.
- We will devise appropriate leaflets to be given to patients by their nurse, GP or reception.

**4. In order to make the most efficient use of our appointment time, we may introduce a system of doctors calling back to speak to all patients who want an appointment – both urgent and routine. We will discuss what we can on the phone. How do you feel about this?**

71.95% of patients felt that this was a good idea, as against 26.83% who felt it was a bad idea and 1.22% of respondents who did not have an opinion on this.

We are intending to develop this way of allocating appointments in the near future, but it will always be possible to have a face to face appointment if this is needed. Some patients have commented that telephone consultations may not work so well for all groups of patients such as older people and those for whom English is not their first language. We have taken those comments on board. We will be providing further information for patients before making any major changes.

In keeping with these results, we have introduced a Duty Doctor system in the afternoons (we already operate this in the mornings). This means there is an allocated doctor to deal with any urgent matters which arise. If you telephone for an appointment, the Duty Doctor will phone you back and will direct you to the most appropriate place. Your problem may be dealt with over the telephone or you may need an appointment that day, or another day, or with the nurse or midwife, and the Duty Doctor can organise this for you.

We will also be providing more telephone appointments, as we know that many routine matters can be dealt with over the phone, such as discussing results, organising sick notes etc. Telephone appointments are popular with patients because they are easier to factor into their days and are therefore often more convenient than having to visit the surgery.

**Action:**

- To monitor the Duty Doctor system in the afternoons
- Provide information for patients of any proposed changes

**5. We have recently introduced an automated telephone service at the practice. What do you think of it?**

45.10% of respondents did not have an opinion on this, while 32.03% felt it was better than before and 22.88% felt that it was worse than before. This change was implemented as a result of patient comments that they felt the phone was ringing for a long time without being answered. This was likely to be because the receptionists were already dealing with other phone calls or patients in the surgery, but some patient perception was that their calls were being ignored. The new system answers the call automatically and tells the caller that they are in a queue and will be answered as soon as a receptionist becomes available. They are given the option to dial 1 if the call is for a medical emergency.

**Action:**

- We will continue to use this automated queuing system and we will explore using this to convey messages about our services to patients while they are waiting for their call to be answered.

**6. At the moment we have an e-mail based patient representative group at Hollow Way. We would like to establish a group that meets with some of us in person from time to time. What issues do you think we should discuss in this group?**

“How to improve communication between the practice and patients” was the top reply at 36.24%, followed by “How to improve use of appointment time” at 34.23%, and “What are Patients’ health priorities?” with 17.45%. We agree these are very important issues and would be usefully explored by a face to face group.

**7 and 8 - Patient Representative Group**

We asked patients to let us know if they would like to be involved in our patient representative group meetings and/or meeting with local health planners. We would like to thank all those who responded positively to these requests, which we will be following up with them. We will be following this up with a face to face meeting in early summer.

**9. What concerns you most about your health that we might be able to help you with?**

The most popular responses to this question were “A long term condition” (33.58%), “Becoming unwell in the future” (23.88%) and “Being overweight” (19.40%). We will use this information to plan how to best address these areas for patients in the future.

**10. What do you think we should concentrate on improving at the practice next?**

This was a general question, and there were many free text comments on this.

For many of the particular issues raised there were only one or two people mentioning them so it is not feasible to address every topic (but we are happy to review this if some comments have struck a chord generally). There were a number of comments relating to problems with parking at the surgery, and about time spent waiting to go in for their appointment in the surgery.

With regard to parking, we recognise that parking is limited at the surgery. This is due to restrictions in the number of parking spaces permitted by the local Council. Unfortunately we are not able to provide any additional spaces. The nearest side streets have parking. We will aim to actively manage the use of the on site spaces we have, and in particular, to ensure that the disabled spaces are used appropriately.

With regard to waiting times, we are very aware that patients sometimes wait in the waiting room for longer than we would like. We have reviewed this problem on a number of occasions, have put several procedures in place to try to improve the situation, and will continue to keep it under review with regular audits.

Some patients commented about the length of time it can take to get a routine appointment with their GP. We have more appointments available than we ever have, but demands on them are increasing all the time. We have provided more GP sessions by becoming a training practice, and our GPs in training are able to offer more and longer appointments. We are intending to provide additional telephone consultations for those problems which do not need a face to face consultation.

There were a few adverse comments about the reception staff. Many patients have told us that they very much appreciate the work the receptionists do, and recognise that it is a highly pressurised and sometimes difficult job. The results of the survey are discussed with all staff and the comments made will form part of those discussions.

Other suggestions related to booking appointments and ordering prescriptions on line, including improving the instructions for registering and logging in to this service. It was also suggested allowing nurse appointments, phlebotomy appointments and children's appointments to be booked on line. The reason these are not available on line is because nurse appointments are for different lengths of time depending on what the appointment is for and because some nurses specialise in different areas. Phlebotomy appointments are not available because your GP has to order the appropriate tests and produce the necessary online forms beforehand. Children under 18 are not permitted to register for online appointments, for reasons of patient confidentiality.

Some patients asked whether all the slots available are shown when viewing the Online booking system 'Patient Access'. The slots shown are not all of the appointments which may be available. The system does not allow the user to view all the appointment slots unless there are only a small number – this is a software issue and is unfortunately outside our control. Therefore if an appointment is not available on 'Patient Access' on the date and time you need, there may be more appointments free if you telephone the receptionist.

Some patients said that they would like phlebotomy appointments later in the afternoon. Unfortunately this is not possible, due to the blood samples having to be taken to the laboratory for testing by early afternoon the same day for technical reasons.

All comments are very helpful in providing information about patient views, and to help us plan future services and improvements. There were a number of comments commending the practice and its staff, and we very much appreciate these positive comments.

## **Acknowledgements**

We are grateful to our patients for completing our patient survey and for all their comments and suggestions. We would also like to thank our Patient Representation Group for agreeing to be part of the Group and for all their help with the survey and action plan. We look forward to further working with the PRG to ensure that we provide the best services we can to all our patients.

**Dr. Alison Maycock**  
**GP**

**Christine Robinson**  
**Practice Manager**

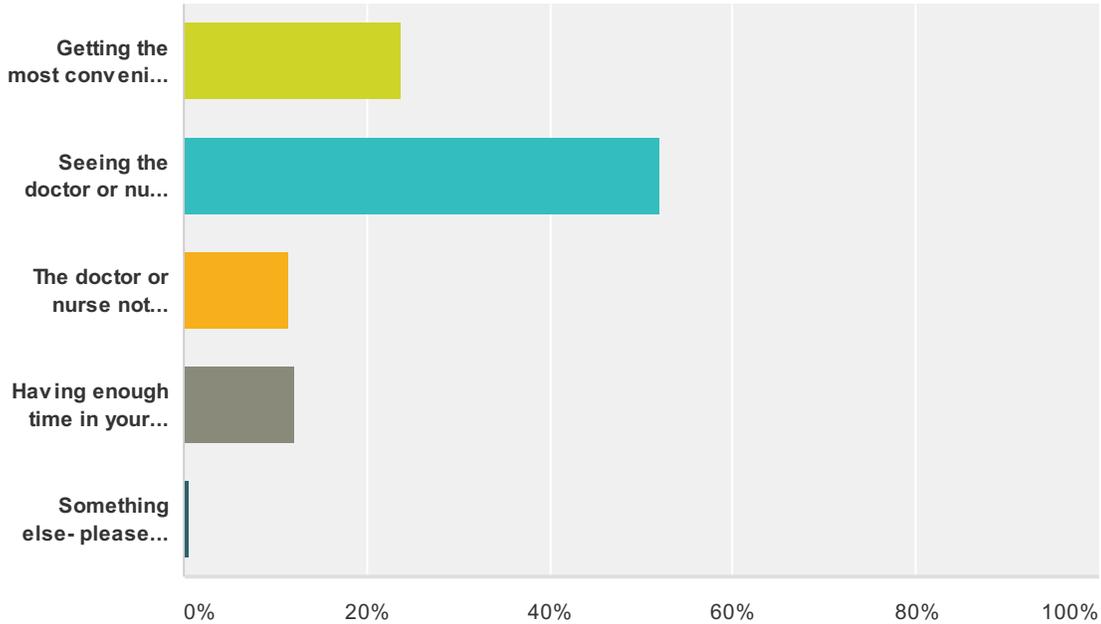
March 2014

## **Appendices:**

1. Full survey results

**Q1 The medical centre is going through changes and we want to know what is the MOST important thing to you about the service we offer. Chose ONE from the following;**

Answered: 173 Skipped: 2



Answer Choices	Responses
Getting the most convenient appointment time	23.70% 41
Seeing the doctor or nurse who knows you best	52.02% 90
The doctor or nurse not running late	11.56% 20
Having enough time in your consultation	12.14% 21
Something else- please tell us what it is	0.58% 1
<b>Total</b>	<b>173</b>

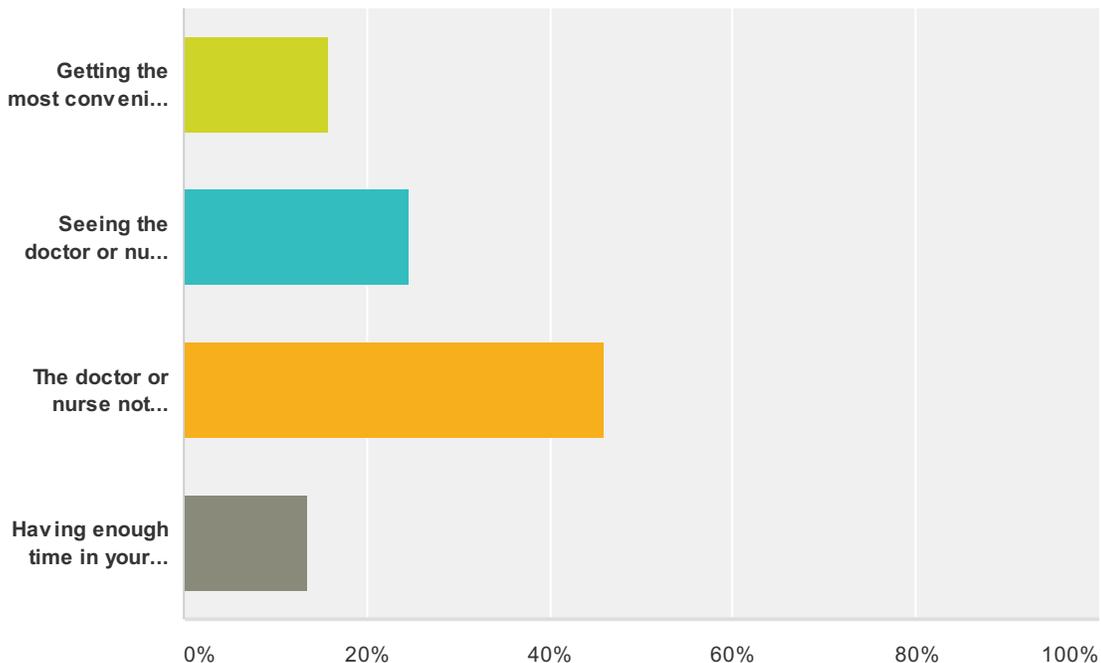
#	What else is important to you?	Date
1	Continuity of care	2/4/2014 1:36 AM
2	Being seen on time	1/28/2014 3:41 AM
3	Being seen at the time agreed and not hours later	1/23/2014 5:33 AM
4	Seeing the doctor who knows you best	1/23/2014 5:30 AM
5	Respect and understanding	1/17/2014 6:39 AM
6	Being Taken seriously I often feel rushed and that makes me anxious I dont come very often either	1/17/2014 6:36 AM
7	Being able to get an appointment	1/14/2014 7:44 AM
8	Confidentiality the reception layout is not conducive when speaking to patients on the telephone	1/14/2014 7:40 AM
9	Because BSL Interpreter could not wait	1/14/2014 7:26 AM

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10	seeing the doctor/Nurse who knows you best	1/14/2014 7:24 AM
11	Reduce waiting time to see the doctor I have waited 30 minutes so far	1/13/2014 4:23 AM
12	To get proper treatment	1/10/2014 6:46 AM
13	Appoinment running on time	1/10/2014 6:12 AM
14	Having a relevant out of hours service	1/10/2014 5:42 AM
15	Not running late is equally important.	1/6/2014 12:49 AM
16	an idea of how late your particular doctor is running	12/12/2013 11:13 AM
17	This is on a parr in terms of importance with having enough time in the consultation.	11/28/2013 8:58 AM

**Q2 Which of the following is the LEAST important to you? Chose ONE.**

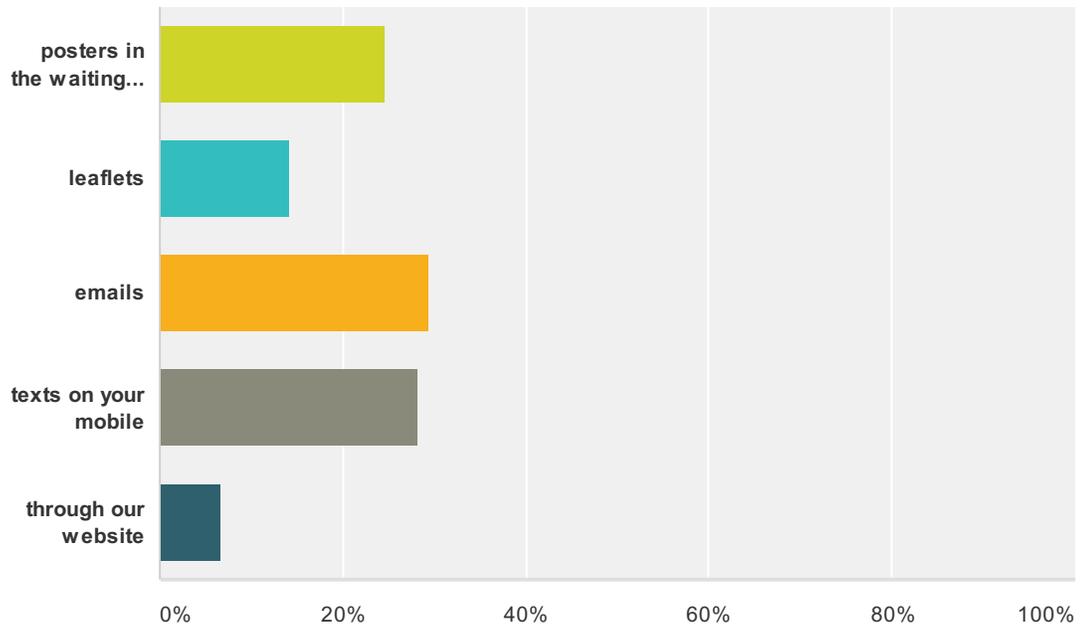
Answered: 170 Skipped: 5



Answer Choices	Responses
Getting the most convenient appointment time	15.88% 27
Seeing the doctor or nurse who knows you best	24.71% 42
The doctor or nurse not running late	45.88% 78
Having enough time in your consultation	13.53% 23
<b>Total</b>	<b>170</b>

### Q3 What are the best ways for you to receive information from us about your care or our services?

Answered: 163 Skipped: 12

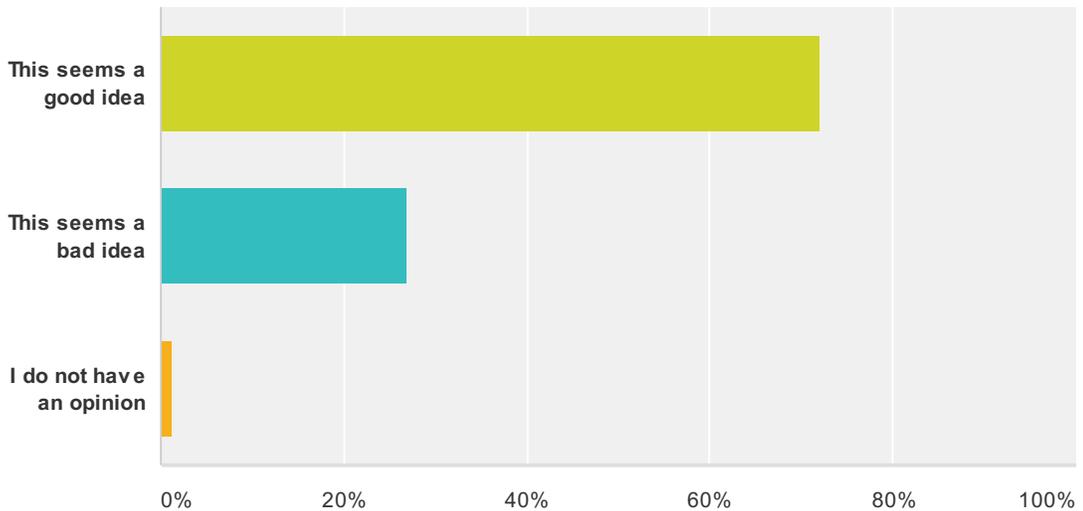


Answer Choices	Responses
posters in the waiting room	24.54% 40
leaflets	14.11% 23
emails	29.45% 48
texts on your mobile	28.22% 46
through our website	6.75% 11
<b>Total Respondents: 163</b>	

#	Other (please specify)	Date
1	From nurses draw	1/21/2014 7:55 AM
2	Telephone	1/14/2014 7:41 AM
3	Doctors word of mouth	1/13/2014 4:26 AM
4		1/13/2014 4:18 AM
5	Letters	1/13/2014 4:07 AM
6	Post or telephone	1/10/2014 6:26 AM
7	By Phone	1/10/2014 6:10 AM
8	Calling	1/10/2014 6:02 AM

**Q4 In order to make the most efficient use of our appointment time we may introduce a system of doctors calling back to speak to all patients who want an appointment - both urgent and routine. We will discuss what we can on the phone. How do you feel about this?**

Answered: 164 Skipped: 11



Answer Choices	Responses
This seems a good idea	71.95% 118
This seems a bad idea	26.83% 44
I do not have an opinion	1.22% 2
<b>Total</b>	<b>164</b>

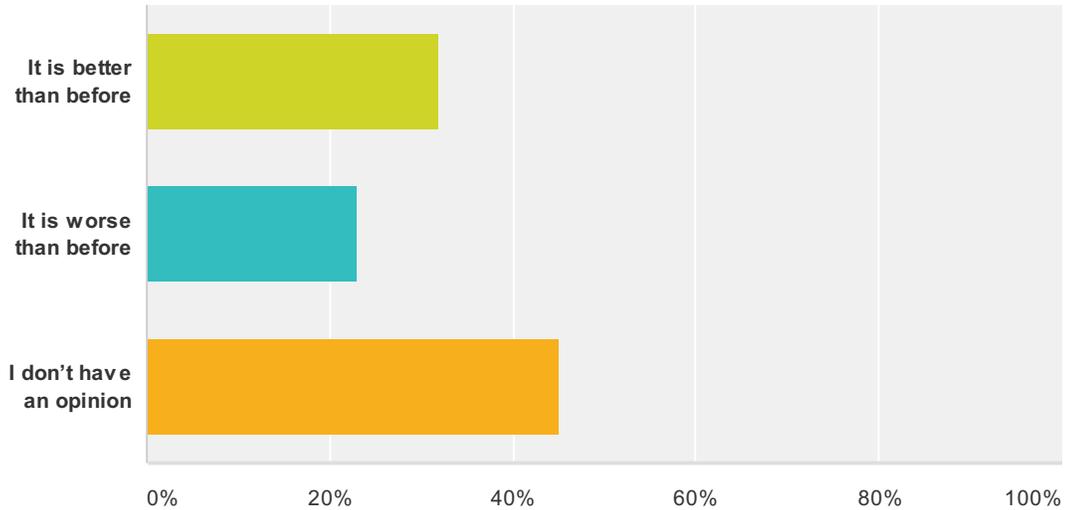
#	please comment	Date
1	But not suitable for older patients as they can be hard of hearing	2/4/2014 1:36 AM
2	No good for mother and babies-could be used as a threat eg appt in 2 weeks or telephone!	1/23/2014 5:39 AM
3	I think it would be good to call back some patients, as many may not actually need to see a doctor but it seems like added hassle for the doctor, also added waiting time for those patients who do need a doctor. Maybe nurses could do these calls?	1/21/2014 8:47 AM
4	I am hard of hearing	1/21/2014 7:59 AM
5	For emergency appointments - not for otherwise usually routine	1/21/2014 7:55 AM
6	Seems a waste of time	1/21/2014 7:52 AM
7	This is creating a barrier being able to speak to a doctor better to show the symptoms	1/17/2014 6:36 AM
8	Not always available to receive a call what would be the process then?	1/14/2014 7:46 AM
9	Maybe not great for the older patients	1/14/2014 7:19 AM
10	Only for the traditionalists	1/13/2014 4:18 AM

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11	Excellant idea -reassuring and will stop wasted appts	1/13/2014 4:06 AM
12	For the non british it is hard to speak over the phone	1/13/2014 4:02 AM
13	It would be a waste of time rining the patient as sometimes they need regular appointments	1/10/2014 6:48 AM
14	Only urgent calls	1/10/2014 6:44 AM
15	For routine appointments doctors do not need to ring the patient	1/10/2014 6:42 AM
16	Not always able to talk on the phone when at work	1/10/2014 6:28 AM
17	By the time this has been done people could have been seen	1/10/2014 6:25 AM
18	This might not work for every appointment and waste more time in some cases, but overall might be very useful.	1/9/2014 12:53 AM
19	I can't see how this would work effectively It may not be convenient to talk to a doctor privately at the time of the phone call.	12/29/2013 10:15 AM
20	We make appointments at convenient times and with the doctor we want to see; when would we be called back and by whom? I know that it's possible to have a telephone appointment already and if I felt that that's what I needed, that's what I would book. People often need support from their doctor which is difficult to achieve over the phone and I would worry that something could be missed which would have been picked up by a doctor who knows you, seeing you face to face. Personally I think I would feel challenged and that I was having to justify getting an appointment - although I'm sure this is not the intention! My main priority when making the vast majority of my appointments is seeing a particular doctor and I would hate to think that this would become less likely because she was spending a lot of time telephoning her patient list.	11/28/2013 8:58 AM

### Q5 We have recently introduced an automated telephone service at the practice. What do you think of it?

Answered: 153 Skipped: 22



Answer Choices	Responses
It is better than before	32.03% 49
It is worse than before	22.88% 35
I don't have an opinion	45.10% 69
<b>Total</b>	<b>153</b>

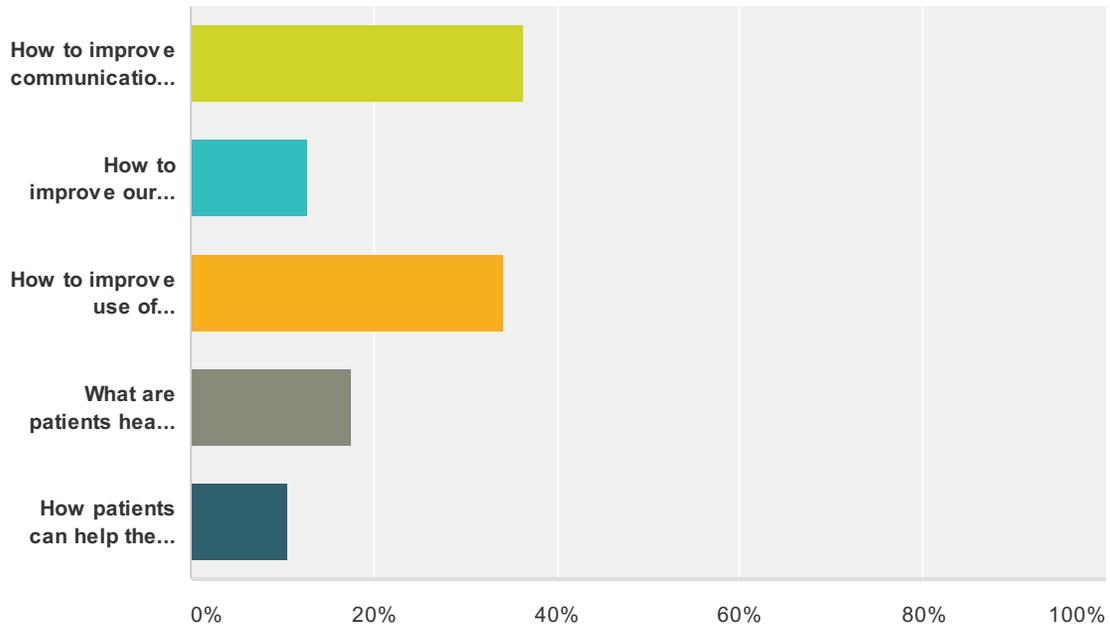
#	please comment	Date
1	Have to wait longer to be answered	2/4/2014 1:33 AM
2	Same as before	1/23/2014 6:02 AM
3	Sign of the times but always have the option to speak to patients	1/23/2014 5:39 AM
4	I haven't used it yet	1/21/2014 8:47 AM
5	What about deaf people	1/14/2014 7:26 AM
6	TAKES TOO LONG TO ANSWER	1/14/2014 7:22 AM
7	TAKES TOO LONG TO ANSWER	1/14/2014 7:22 AM
8	I only know the new system	1/13/2014 4:06 AM
9	It costs the patient more money as you get connected straight away and then have to wait for an answer	1/10/2014 6:48 AM
10	No time to call back	1/10/2014 6:44 AM
11	Employ more doctors maybe	1/10/2014 6:25 AM
12	So far so good	1/10/2014 6:23 AM
13	Nice to speak to a person	1/10/2014 6:12 AM
14	I haven't phoned recently.	1/9/2014 12:53 AM

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15	I have never used it	12/29/2013 10:15 AM
16	Haven't had to use it yet	12/12/2013 11:13 AM
17	I much prefer not having to listen to a continuous ringing that sounds like you're being ignored.	11/28/2013 8:58 AM

**Q6 At the moment we have an email based patient representative group at Hollow Way Medical Centre. We would like to establish a group that meets with some of us in person from time to time . What issues do you think we should discuss in this group?**

Answered: 149 Skipped: 26



Answer Choices	Responses
How to improve communication between the practice and patients	36.24% 54
How to improve our service for certain patient groups	12.75% 19
How to improve use of appointment time	34.23% 51
What are patients health priorities	17.45% 26
How patients can help the practice	10.74% 16
<b>Total Respondents: 149</b>	

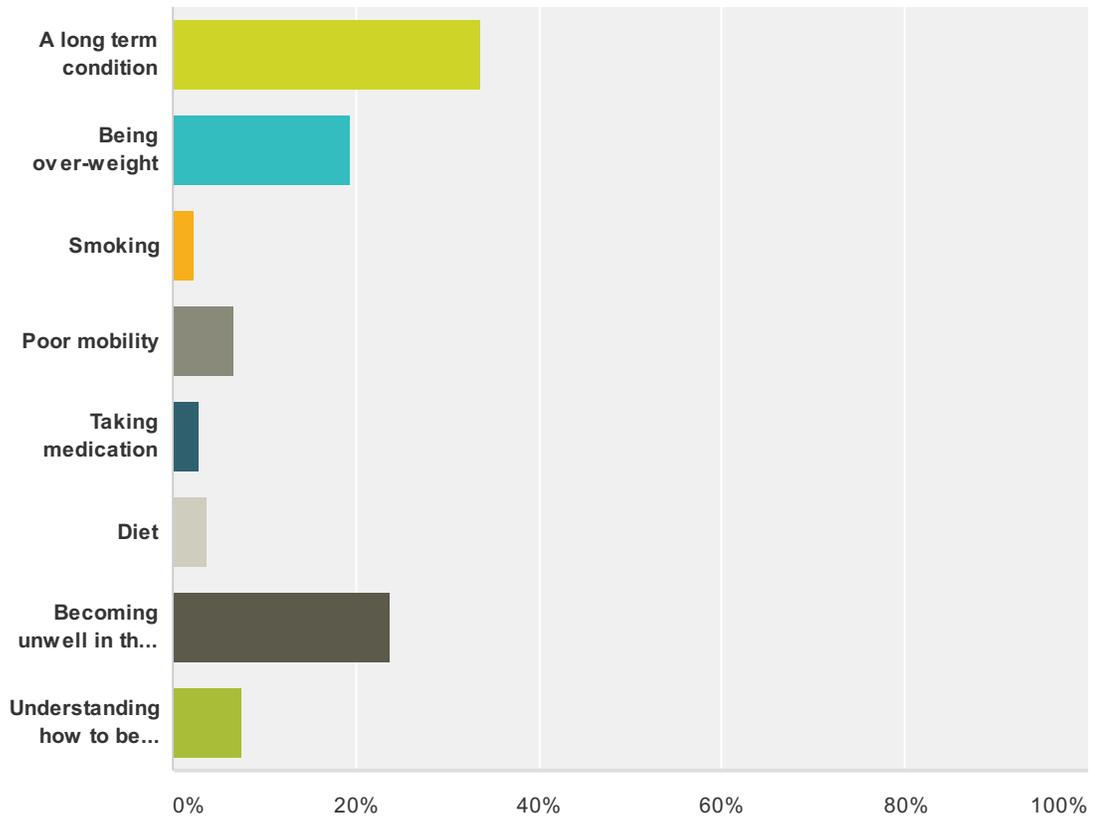
#	Other - please tell us	Date
1	Cancel appointments so other patients can have them	2/4/2014 1:36 AM
2	Pointless unless sensible informed knowledge	1/23/2014 5:39 AM
3	Discuss the way the receptionists speak to patients	1/21/2014 8:47 AM
4	By cancelling thier appointments and waisting doctors time	1/21/2014 7:57 AM
5	All of them	1/17/2014 6:32 AM
6	I have been left sat in the waiting room when the electronic board was not working	1/14/2014 7:26 AM
7	Reduce the waiting time to see the doctor	1/13/2014 4:23 AM
8	Request ID	1/13/2014 4:18 AM

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9	Saturday am for workers	1/10/2014 6:44 AM
10	Still take ages for the phone to be answered	1/10/2014 6:25 AM
11	Sometimes you have to wait too long to see the doctor	1/10/2014 6:18 AM
12	Improve wait times for appointments (days not lateness)	1/9/2014 12:53 AM
13	I am concerned about the number of missed appointments. I wonder how much research is done into the reasons for this. (I imagine some of the reasons are perfectly understandable.)	12/29/2013 10:15 AM

### Q9 What concerns you most about your health that we might be able to help you with?

Answered: 134 Skipped: 41



Answer Choices	Responses
A long term condition	33.58% 45
Being over-weight	19.40% 26
Smoking	2.24% 3
Poor mobility	6.72% 9
Taking medication	2.99% 4
Diet	3.73% 5
Becoming unwell in the future	23.88% 32
Understanding how to be healthy	7.46% 10
<b>Total</b>	<b>134</b>

#	Other (please tell us)	Date
1	Making best of ones condition improve access to hospitals	1/23/2014 5:39 AM
2	Well behave as a new mum eating and living healthily	1/13/2014 4:02 AM
3	Being Perfect	1/10/2014 6:02 AM

4	Only getting older!	12/29/2013 10:15 AM
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## Q10 What do you think we should concentrate on improving at the practice next?

Answered: 90 Skipped: 85

#	Responses	Date
1	being able to get an appointment at short notice	2/12/2014 2:21 AM
2	Listneing to patients and taking thier concerns seriously	2/4/2014 1:39 AM
3	You are doing fine	2/4/2014 1:38 AM
4	Improve the parking	2/4/2014 1:35 AM
5	Its all it can be	2/4/2014 1:34 AM
6	The time it takes to answer calls I have watched the staff ignore the phone	2/4/2014 1:33 AM
7	Communication	2/4/2014 1:33 AM
8	Parking adn control of spaces outside	1/28/2014 3:52 AM
9	Waiting time	1/28/2014 3:50 AM
10	Parking	1/28/2014 3:48 AM
11	Stop running late on appointment times	1/28/2014 3:44 AM
12	Parking	1/28/2014 3:41 AM
13	Being able to email the GP with queries or problems	1/23/2014 6:06 AM
14	Start by being aware that not everyone is on line	1/23/2014 6:06 AM
15	More doctors and not having to wait 10 days to see one	1/23/2014 6:05 AM
16	Open the surgery more hours	1/23/2014 6:04 AM
17	Please put out up to date magazines as they are so outdated ask patients to donate them	1/23/2014 6:03 AM
18	Everything especially the doctors they done seem to know what they are doing	1/23/2014 6:02 AM
19	Make sure patients are responding to their treatment	1/23/2014 6:00 AM
20	This practice is the best I have been too do not change anything for the sake of it you may not realise how good you all are	1/23/2014 5:39 AM
21	Parking	1/23/2014 5:34 AM
22	Link between hospitals and surgeries cut waiting times for results: explanation when procedures are not available	1/23/2014 5:32 AM
23	Running late appointment times	1/23/2014 5:29 AM
24	Definitely how the receptionists handle patients. Every time I have come in they have been overwhelmingly rude, and sharp. Often ignoring me waiting for long periods of time, patronising me when they do talk to me, and acting like me coming to reception is the biggest hassle in the world. There has only been one receptionist I have encountered who has actually seemed willing to help me. I just feel like they should be a lot friendlier, and less venomous towards patients. Often we are nervous, concerned or embarrassed, and don't want to be in a doctors office, a little compassion for this would go a long way.	1/21/2014 8:47 AM
25	Not feeling its an imposition to make an appointment would be nice - expanding the appointments that can be booked on line bloods test appointments etc	1/21/2014 8:03 AM
26	Waiting times to see the doctor	1/21/2014 7:57 AM
27	Car Parking	1/21/2014 7:57 AM

## HWMC patient survey 2013

28	Communiacion between receptionists and doctors was an issue for me some time ago	1/21/2014 7:55 AM
29	waiting time twice I have waited with the baby over an hour to see the nurse	1/21/2014 7:52 AM
30	Better appointment times	1/20/2014 4:12 AM
31	Everthing seems alright at the moment	1/17/2014 6:38 AM
32	Waiting too long on the phone for an appointment	1/17/2014 6:37 AM
33	Happy with the service i get	1/17/2014 6:37 AM
34	Making it easier to see my chosen doctor as she is part time I can never get to see her and have to wait about 1 week	1/17/2014 6:36 AM
35	I am happy with the practice	1/17/2014 6:32 AM
36	I am happy with the practice	1/17/2014 6:32 AM
37	Improving routine blood tests to incorporate normal working hours before 8.30 and after 5.30	1/14/2014 7:46 AM
38	Long term counselling service	1/14/2014 7:46 AM
39	More late night and early morning appointments please	1/14/2014 7:44 AM
40	parking	1/14/2014 7:42 AM
41	PARKING	1/14/2014 7:41 AM
42	Improve access to a GP within an acceptable time frame	1/14/2014 7:40 AM
43	Reading literature	1/14/2014 7:38 AM
44	Your service is very good	1/14/2014 7:36 AM
45	Having a nomaited doctor that knows your history and you dont have to go through everything with them all the time	1/14/2014 7:34 AM
46	Interpreter are not booked in for long so had to go	1/14/2014 7:26 AM
47	Drs/Nurses running late	1/14/2014 7:23 AM
48	Answer the phone quicker	1/14/2014 7:22 AM
49	Answer the phone quicker	1/14/2014 7:22 AM
50	Having more appointments and not having to wait for a week	1/14/2014 7:18 AM
51	PARKING	1/13/2014 4:25 AM
52	Receptionist should speak to patients on arrival	1/13/2014 4:24 AM
53	Surgery hours for people who work	1/13/2014 4:21 AM
54	Hostile receptionists	1/13/2014 4:18 AM
55	All seems ok to me	1/13/2014 4:10 AM
56	Email contact	1/13/2014 4:08 AM
57	Receive more information on health	1/13/2014 4:07 AM
58	TV Information system to provide information on healthy issues	1/13/2014 4:06 AM
59	Repeat prescriptions on line do not always work and takes to long	1/13/2014 4:02 AM
60	Identify more quickly	1/10/2014 6:45 AM
61	Blood test for working people pm	1/10/2014 6:44 AM
62	Enabling the doctor to see the patient on time and not to have to wait 2 weeks to see your doctor	1/10/2014 6:42 AM
63	Being nicer to patients and understand that we do not understand the knowledge and not saying "you have to live with that" if you do not know how to treat it refer	1/10/2014 6:40 AM
64	Better service at the reception desk	1/10/2014 6:36 AM
65	I have no concerns about this practice	1/10/2014 6:30 AM

## HWMC patient survey 2013

66	More doctors	1/10/2014 6:29 AM
67	Online booking system never seems to work	1/10/2014 6:28 AM
68	Please do not get too big local people need a local surgery	1/10/2014 6:27 AM
69	More late afternoons	1/10/2014 6:26 AM
70	Appointments run too late	1/10/2014 6:25 AM
71	Paper available at the blood pressure machine weighing machine otherwise you are doing a great job	1/10/2014 6:23 AM
72	I think the practice is very good and helpful	1/10/2014 6:21 AM
73	More womens clinics	1/10/2014 6:19 AM
74	Not being late for appointments	1/10/2014 6:19 AM
75	Being able to see your own doctor who always deals with you	1/10/2014 6:18 AM
76	Your doing a great service at present	1/10/2014 6:17 AM
77	Waiting time to see the doctor	1/10/2014 6:16 AM
78	Doctors having time for you	1/10/2014 6:15 AM
79	Appointments in under 2 weeks which is the normal quota	1/10/2014 6:14 AM
80	Car Parking	1/10/2014 6:13 AM
81	More use of appointment times and getting one within 2 weeks	1/10/2014 6:12 AM
82	Easier appointments	1/10/2014 6:12 AM
83	More available appointments	1/10/2014 6:11 AM
84	Easier appointments	1/10/2014 6:10 AM
85	Call the patient on time	1/10/2014 6:07 AM
86	Parking and control of the available spaces	1/10/2014 5:42 AM
87	Availability of appointment times and length of consultations.	1/6/2014 12:49 AM
88	Making clones of Dr Bennett :-)	1/2/2014 5:31 AM
89	It would be good to have other services, eg some physiotherapy at the practice.	12/29/2013 10:15 AM
90	not sure at present but regular surveys would help	12/12/2013 11:13 AM