

BILLERICAY MEDICAL PRACTICE

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Billericay Medical Practice conducted a survey in October 2024, of 15 questions to enable us to look at ways to improve our surgery to best suit our patients.

We would like to thank those patients that took the time to complete the survey, but as it was anonymous we are unable to respond individually.

The results have been plotted on a series of graphs below and the comments have also been summarised, so we could see what the general consensus of patients were.

Out of the 35 surveys that were completed some of the answers were missed off by patients, so the numbers on the graphs do not always tally.

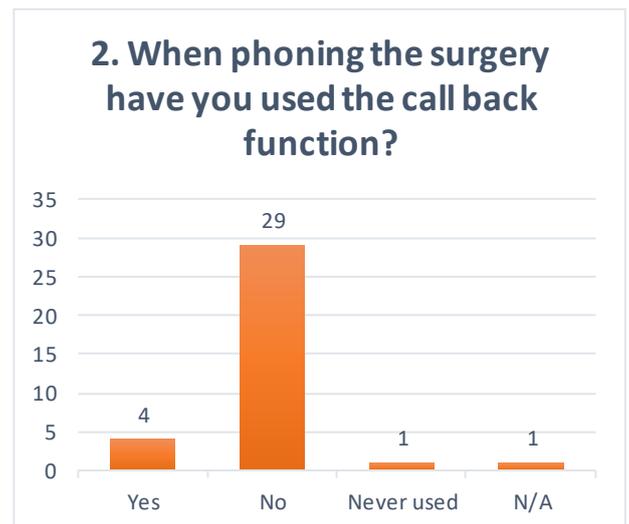
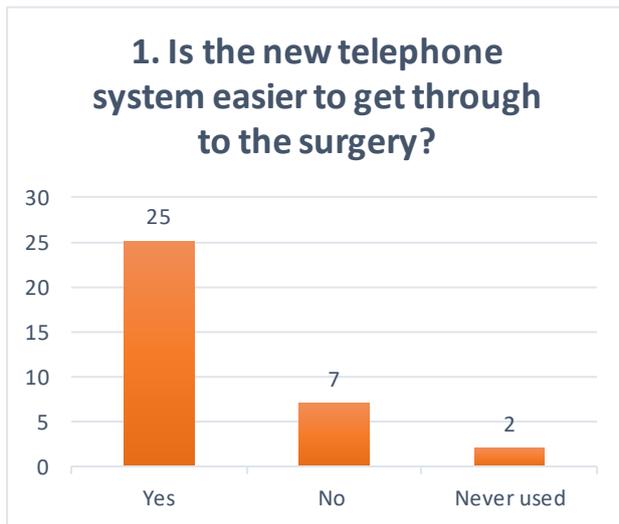
We will be holding a meeting at the practice to discuss these comments in more depth, and to potentially see if any changes can be made.

We endeavour to provide a comprehensive and professional service and any changes arising from this questionnaire will be updated on the surgery newsletter, which will be accessible on the practice website, in due course.

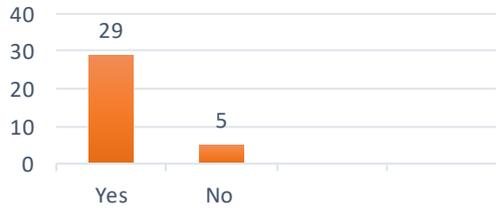
Kindest regards.

Billericay Medical Practice

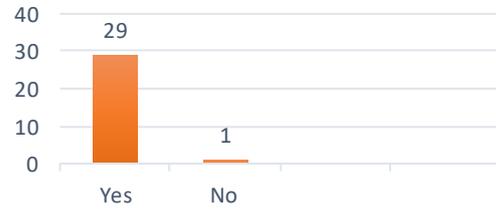
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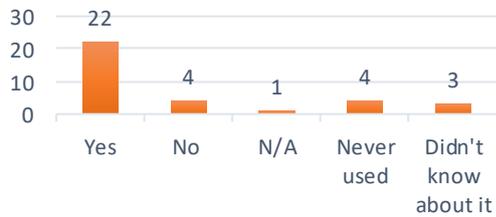
7. Were you satisfied with the appointment times available?



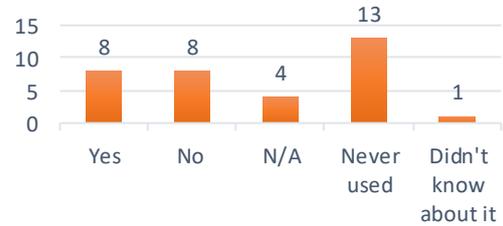
8. After your appointment did you feel your needs were met?



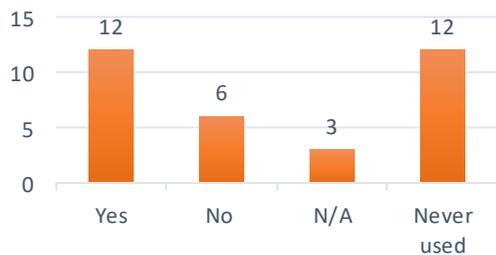
9. Are you happy for an appointment with our hub extended hours service?



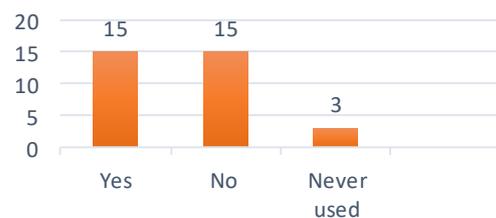
10. Do you find our online services for booking appointments straightforward?



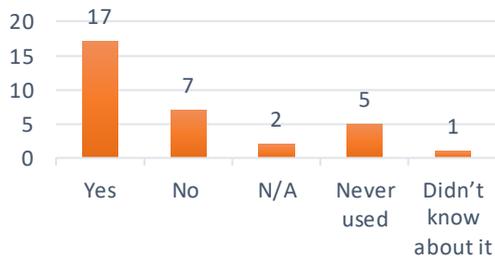
11. Are e-consults helpful?



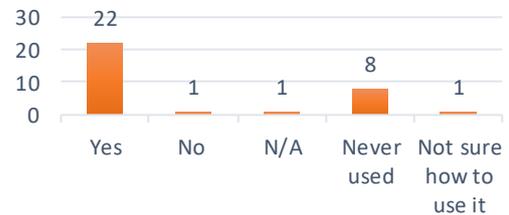
12. Are you aware of our opening and closing times and the hub extended hours?



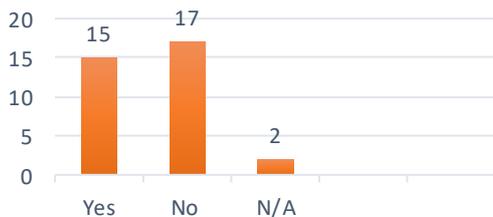
13. Is the website helpful and informative?



14. Do you find having access to you own medical notes online helpful?



15. Are you aware of the 1/3 party consent rule to anyone over the age of 16?



Summary of comments:

- Q1.  **Is the new telephone system easier to get through to the surgery?**
Waiting times are too high.
Too few lines and too many people in the queue.
- Q2.  **When phoning the surgery have you used the call back function?**
Didn't trust the call back function, worried that appointments would be gone by the time got call back.
Prefer to wait.
Do not want to rely on it in case it does not happen.
- Q3.  **If yes, was the call back function helpful?**
No comments to show.

- Q4.  **Are you happy with the mode of appointment offered? (i.e. f2f/telephone appt)**
Could be enhanced by video/facetime.
Always want face to face.
Too rushed.
The last couple of appointments I asked for a doctor and got referred to an ANP.
- Q5.  **Were the reception and admin staff helpful?**
Very helpful.
Sometimes helpful.
Always helpful.
- Q6.  **Was your experience making an appointment satisfactory?**
Difficult to use, cannot see any free appointments, have to check every day. If bookings are only up to 2wks in advance, why is there 3 months showing.
I wish the appointments were better explained. (e.g. how to make them)
Cannot get an appointment by calling or online so have to come into surgery.
Could not relay the problem satisfactorily.
Not enough appointments.
- Q7.  **Were you satisfied with the appointment times available?**
No too far in the future.
Not satisfactory if patient works needs a lift.
Limited time with the doctor.
- Q8.  **After your appointment did you feel your needs were met?**
I was very well cared for.
I felt like I was listened to and taken seriously.
To some extent, but it's annoying that cannot discuss more than one problem which means making another appointment.
Been under the care of MS Connect, not fit for purpose, been waiting for an appointment since May and have been told it could be January.
Sometimes.
- Q9.  **Are you happy for an appointment with our hub extended hours service?**
If patient has no transport, then no.
Would prefer not to unless there is nothing else.
Only sometimes when the problem is small.
Sometimes unless I want a specific doctor for continuity of care.
Not confident in hub.
- Q10.  **Do you find our online services for booking appointments straightforward?**
Never any appointments.
Not for people with no computer knowledge.
Do online shopping but don't trust this.
Never used but like the idea.
Never able to get an appointment.
Unable to access.
Since Covid no appointments.
- Q11.  **Are e-consults helpful?**
Helpful for on-going conditions only.
Want to speak to someone if have a problem.

Q12. **Are you aware of our opening and closing times and the hub extended hours?**



Not posted.

Practice yes Hub no.

Not sure of Hub hours or how to get an appointment.

Q13. **Is the website helpful and informative?**



Difficult to locate forms – no link to forms.

Not useful if not computer literate.

Website was out of date last time I looked.

Cannot get in.

Cannot get online.

Sometimes.

Q14 **Do you find having access to you own medical notes online helpful?**



Extremely helpful as no need to trouble surgery as much.

Yes but cannot see some results.

Not easy to use.

Q15. **Are you aware of the 1/3 party consent rule to anyone over the age of 16?**



No comments to show.