

## Holbrook Surgery Patient Survey 2012/13

This year's questionnaire was based as much as possible on last year's, with the addition of some new questions including a question relating to the surgery online services and a 'not applicable' option on some of the questions.

It also included a comments box for patients to complete if they answered poor to any of the questions. This was a recommendation from the Patient Reference Group (PRG) following last year's survey.

The questionnaire was circulated to the PRG for approval before commencing the survey in January 2013.

### Membership of the PRG

The membership of the group consists of the following

5 males aged between 20 – 59

6 females aged between 18 – 74

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

### 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 wherever possible with last year's.

This was then sent out in draft to the PRG for suggestions and changes - none were received.

### Survey

The survey was carried out in the surgery over January 2013. Questionnaires were handed to patients attending the surgery and also available for online completion via the surgery website.

366 questionnaires were completed which fulfilled the recommendation of 50/GP.

These were then analysed.

### Results

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

### 1 Practice Staff

All surgery staff were very pleased with the results, and everyone felt it reflected the care and professionalism that the surgery endeavours to promote at all times.

The recommendation for a significant number of surveys is 50 per GP and this was achieved with the exception of Dr Anderson who joined in September 2012 and is only part-time.

Last year's action plans had been successfully implemented over the year.

The majority of patients completing the survey visit the surgery between 1 – 4 times a year (61%) with an surgery average of 3. This is lower than the national average recorded in 2009 of 5.5. This was most probably due to the surgery demographics, i.e. young, working population.

The number of patients with a chronic disease remains relatively stable with Diabetes increasing. This is a trend that is being experienced nationwide and of great concern to the NHS and the allocation of future healthcare for these patients. (Appendix3)

The survey was discussed at length and the results are very positive across all the questions with a general increase in satisfaction compared to last year. The introduction of the comments box for each question was raised as it was seen to give unfair weight to some negative points. In general less than 6% of patients added a comment to individual questions. The comments were all assessed in their own right to ensure any improvement in services could be considered and if possible implemented, but there had to be a note of realism and what could practicably be achieved. Some comments were personal in nature and had to be removed. It was decided not to print all the comments for this reason.

Highlights of the discussion were

#### Practice Staff

The introduction of the uniforms and name badges has attracted many positive comments over the year and has been well received by both patients and staff.

#### Opening hours

This was very good with 94% of patients scoring 'Good' or above. There were a total of 15 comments representing less than 4% requesting weekend openings, evenings and lunchtime closing.

There was discussion about making sure that patients were fully aware of the current opening times including the evenings. (Appendix 5)

The surgery has always closed over lunchtimes. Being out of the town centre 'foot-fall traffic' is very minimal, unlike that experienced by the more central surgeries.

This time is used for essential staff training and computer housekeeping.

#### On-Line Services

Online appointments have been running for 18 months and the introduction of repeat prescribing in the last 4 months. The survey revealed that only 22% of patients were aware of the online services. The surgery currently has 20% of patients registered and has a steady number of enquiries each day. Promotion of this may help with access to appointments out of hours.

## Telephones

There was a general percentage increase in ability to get through to the practice. The subject of the 08448 number arose in 6% of the comments and weight was given to this by some members of the PRG.

When the 08448 number was introduced 5 years ago it was a solution to reduce the number of times a patient experienced the engaged tone when calling the surgery. GPs also were blocked from getting an outside line during peak times.

Statistics at that time revealed that about 75% of calls to the surgery were made on land lines. The non-geographic number allowed an unlimited number of calls to be queued at a standard BT land line cost. (It is NOT a Premium rate number but is often confused as being one.)

Now, the statistics have completely reversed and 65% of calls are from mobiles with many patients abandoning landlines completely. Call costs from a mobile to any non-geographic number, including 0800 numbers, vary between network providers.

The surgery is in its final 2 years of the current contract and in negotiations with the current company and others to see what solutions are available in order to ensure:

- 1 Patients do not get the engaged tone,
- 2 GPs can call out at all times during the day.

## General points

Waiting times seem to have improved from last years survey even with the omission of the waiting's between 11-20mins.

Patients are very pleased with the treatment they receive from the GPs and there has been some improvement in these areas. Obviously, there is some disappointment when a small proportion scores poor, but there has to be an acceptance that this happens. There was some discussion about how to improve these areas with no clear solution.

## **Staff Suggested Action Plan**

- 1 To monitor lunchtime activity over 4 weeks
- 2 Revisit advertising of current opening hours
- 3 More aggressive advertising of online services and its advantage being that appointments can be made or cancelled and repeat medication requested 24/7.
- 4 Into the last 2 years of existing telephone contact and looking at alternatives to the current 08448 solution which gives the same functionality.
- 5 Increase patient awareness of the risk of developing Diabetes with increased weight.

The PRG comments were generally positive:

Patients obviously value the service they get from the reception team which is great as first impressions count, especially when you aren't feeling well.

The results of the questions about clinical care are very good, a large majority patients state that they get an excellent/very good service.

Online services - I note that the majority of patients were not registered for this. Of course what we don't know is whether they are aware of its availability and are choosing not to sign up, or whether they didn't know the service was available. If its the latter then maybe more advertising of this service would help?

I note there are several comments about opening hours. I think patient expectations are always going to be greater than the reality of what can actually be provided. I wonder whether people realise that having clinics in the evenings and even at weekends doesn't actually increase the capacity. I think the evening surgeries you currently offer are a great service already. Not all surgeries offer extended hours.

Thank you for sending this round. Generally a very good survey results. The main concern is the 0844 number which I have concerns with also. I think this is one of the areas that the Government is hypercritical about. Practices should not charge patients for accessing health services however they allow hospitals to charge for car parking. I'm not sure that 0844 numbers do provide the funds for better telephone systems which is the argument used for changing to the higher rate numbers.

The other area is music in the waiting rooms. Some patients wanted more some detest having it at all. If the music helped with confidentiality at the reception desk then that's good otherwise probably not needed. Having been to the surgery recently and waited some time to see the nurse I can't say that I heard anything that was being said at reception, but then I wasn't trying to listen.

Waiting times are still a bit of an issue. I fully appreciate the reasons for running late. The only way to solve this is to have slightly longer appointment times or to have the occasional catch up slot.

Given the results I'm not sure there's much other improvement to make.

Well done, keep it up.

I think congratulations are in order for the Practice. The survey results are excellent. There are a couple of comments I would make. There was quite a low number of people who were aware of the online services - 78 as opposed to 278 who had no knowledge. Could this be promoted more - for example a poster in the waiting room. Does the surgery use SMS at all? If not, this could be a useful way of advising patient of new services or promoting existing - e.g. Flu clinics, online services etc. etc.

The majority of survey respondents were white British - is this representative of the surgery demographics?

There were several negative comments about the lunch-time closure – do you have any plans to stay open, or perhaps have limited opening. It is easy to put a message on the phone system stating that the surgery is closed between 1 and 2 and patients have the option of calling back later. However, if a patient actually comes the surgery to find it closed, this can be very inconvenient. A compromise might be to shut the phone lines, but for the surgery reception to remain open to patients.

It will be interesting to see your final report, with your action plan for the forthcoming year.

the overall survey looks to be very positive.

### PRG Suggested Action Plan from the comments

- 1 Increase promotion of on-line services
- 2 Review of telephony

### 3 Action Plans

#### Implementation of Action Plans

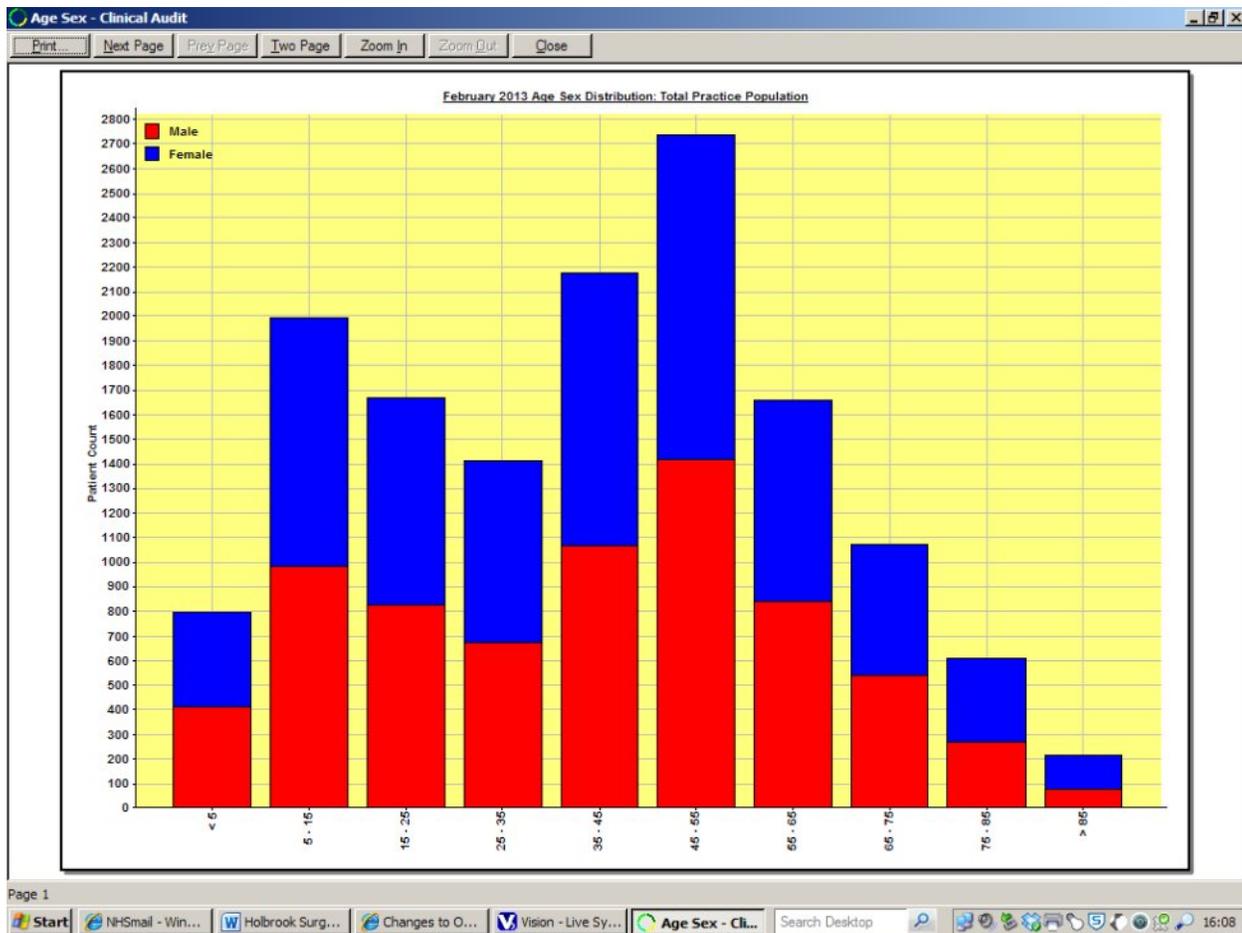
Lunchtime monitoring	April 2013
Advertising Opening hours and online services	Ongoing
Telephone negotiations (Current contract terminates in August 2014)	Ongoing 2013/4

#### Future Plans

##### Questionnaire 2013/14

Re-wording of some questions and scoring to be more appropriate  
On-going Web based survey  
Review comments boxes  
Exploration of new telephony contracts

## Holbrook Demographics



Ethnic group not recorded	71.00
Ethnic group not given - patient refused	28.00
<b>Ethnicity Rec Recorded</b>	
Bangladeshi	0.13
Black - other	0.13
Black African	0.18
Black and White African	0.08
Black and White Caribbean	0.26
Chinese	0.54
Indian	0.80
Other Asian	0.83
Caribbean	0.26
Asian and White	0.29
Pakistani	0.03
Other ethnic	0.80
White British	78.52
Irish	0.67
Other white ethnic group	18.55
Other mixed	0.88

## 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**

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

**Which ethnic Background do you represent?**

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

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

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

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

### Appendix 3 Chronic Disease Distribution

	YEAR	11/12	12/13
Asthma		4.54%	4.69
Diabetes		3.21%	3.40
Hypertension		11.2%	11.2
Epilepsy		0.52%	0.49
Mental Health including Depression		12.26%	12.23
Stroke		0.85%	0.25
Heart Failure		0.20%	0.20
Chronic Kidney Disease		1.01%	0.93
Dementia		0.23%	0.29
Cancer		1.32%	1.30
Chronic Heart Disease		2.24%	2.14
Chronic obstructive Airways		0.7%	1.10

## Appendix 4 Survey Results

### Holbrook Surgery Questionnaire 2012 / 13 (With Comparisons to 11/12 where possible)

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

None	7%
1 – 2	31
3 – 4	30
5 – 6	15
More than 7	17

#### Question: How do you rate the way you are treated by receptionists

	Poor	Fair helpful	Good	Very Helpful	Excellent
12/13	0%	1%	15%	43%	41%
11/12	2.7%	3.9%	15%	35.2%	42.2%

Total 3 comments

#### Question: – How do you rate our current opening hours, including our evening commuter surgeries

	Poor	Fair	Good	Very Good	Excellent
12/13	0.5%	2.0%	32.0%	41%	24.5%
11/12	2.4%	5.3%	14.5%	45.3%	31.5%

Total 15 comments

#### Question:- Are you registered with our on-line services?

No	Yes
78%	22%

#### Question:- How do you rate on-line appointments?

Poor	Fair	Good	Very Good	Excellent
8%	9%	28%	39%	16%

Total 5 comments

#### Question:- How do you rate on-line repeat prescriptions?

Poor	Fair	Good	Very Good	Excellent
5%	2%	38%	29%	26%

Total 4 comments

**Question – How quickly do you usually get to see a doctor?**

	Same day	Next working day	Within 2 -3 days	Within 4-5 days	5 days or more	n/a
Percentage	38%	27%	27%	4%	1%	3%

**Question:- If you need to see a GP urgently, can you normally get see on the same day?**

No	Yes
3%	97%

**Question: – 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	21-30 Min	More than 30 Min
12/13	9%	69%		21%	1%
11/12	1.8%	5.8%	11.5%	48.8%	32.1%

**Question: – Thinking of the times you have phoned to practice, how do you rate the following:**

a) Ability to get through to the practice on the phone

	Poor	Fair	Good	Very Good	Excellent
12/13	2%	9%	34%	35%	20%
11/12	6.9%	37.5%	24.5%	22.8%	19.9%

Total 8 Comments

b) Ability to speak to a doctor on the phone when you need medical advice?

	Poor	Fair	Good	Very Good	Excellent	Never used
12/13	2%	7%	22%	42%	27%	(116 pts)
11/12	2.9%	16.9%	20.5%	38.8%	20.9%	

Total 4 comments

**Question: – Thinking about your consultation with the doctor today, how do you rate the following:**

a) How thoroughly the doctor asked about your symptoms and how you are feeling?

	Poor	Fair	Good	Very Good	Excellent
12/13	1%	2%	13%	38%	46%
11/12	0.1%	3.9%	15.5%	36.6%	43.9%

b) How well the doctor listened to what you had to say?

	Poor	Fair	Good	Very Good	Excellent
12/13	0%	2%	15%	38%	45%
11/12	2.5%	3.9%	11.5%	16.6%	65.5%

c) How well the doctor put you at ease during the physical examination?

	Poor	Fair	Good	Very Good	Excellent
12/13	0%	2%	17%	33%	48%
11/12	1.5%	1.9%	10.5%	33.6%	52.5%

d) How much the doctor involved you in decisions about your care?

	Poor	Fair	Good	Very Good	Excellent
12/13	0%	3%	17%	33%	47%
11/12	2%	1.4%	10.5%	34.1%	52%

e) How well the doctor explained your problems or any treatment needed?

	Poor	Fair	Good	Very Good	Excellent
12/13	1%	2%	20%	36%	41%
11/12	2%	3.4%	10.5%	34.1%	50%

f) The amount of time your doctor spent with you today?

	Poor	Fair	Good	Very Good	Excellent
12/13	1%	2%	24%	34%	39%
11/12	1.8%	3.6%	4.5%	42.1%	48%

g) The doctor's caring and concern for you?

	Poor	Fair	Good	Very Good	Excellent
12/13	0.5%	2.5%	18%	31%	48%
11/12	1.6%	2%	10.5%	33.6%	52.5%

**Question 9:**

a) Male or Female?

Male	Female
35%	65%

b) Age

<16	16-44	45-64	65-74	>75
1%	37%	37%	16%	9%

c) Chronic Illness?

Yes	No	Don't know /cannot say
29%	70%	1%

d) Ethnic Group

White	Black	Asian	Mixed	Chinese	Other
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	Homemaker	Retired	other
58%	3%	2%	1%	8%	26%	2%

## 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

### Extended hours

Commuter surgeries with GPs and Practice Nurses are available on Tuesday and Wednesday evenings

### Patient Comments

#### Reception staff

Would be good to see a male receptionist  
They are always friendly and willing to help as much as they can.  
some are excellent

#### Opening hours

Saturday opening hours would be beneficial to patients and East Surrey.  
Only used out of hours once.  
Saturday opening please  
More daytime surgeries  
would like saturdays  
more later slots would be beneficial  
Weekends would make life better  
More evenings?  
Are there early morning surgeries?  
Evenings  
More late evenings/ Sat mornings  
Staff training days should be at WEEKENDS!  
ALTHOUGH EVENING COMMUTER HOURS LIMITED PARTICULARLY FOR NURSES  
closing at lunch time is not very helpful  
Saturday a.m. would be very useful

#### Online services

have tried several times to go online to book appt but it wont let me  
Not sure I'm aware of online services...don't remember registering but use the website for prescriptions etc.  
have registered twice but to no avail  
Only worked once.  
finds getting appointment immediately difficult  
Not confident to use yet, will continue to explore  
no experience of it  
Need to be acknowledged as received.  
I don't know how to use it

## Telephones

Telephone service is good but please remove 08448 number!  
don't know never tried  
Being told of waiting time would be helpful.  
Why use separate call centre?  
Phone lines busy.  
Don't know - that's your department  
Too many recordings  
mostly busy  
long repeated recorded message  
only done this once  
Doctor normally available  
Never used  
Didn't know this service was available

## Treatment from clinicians

does not apply  
does not apply  
Didn't let me speak about all my symptoms - straight away decided what I had.  
Never asks  
does not apply  
They don't listen and don't use their common sense  
The only time I was unhappy GP quite dismissive  
Need more time.  
They don't take age into account when reading blood tests  
Behind on appointments and was rushed in and out  
Sometimes has felt bit rushed (but normally when very busy)  
In & out within about a minute  
Seemed disinterested, learned more on internet  
No concern whatsoever and won't refer  
Disinterested  
Amazing! Even when I don't see my own doctor!

## General Comments

Holbrook is an excellent surgery, you are always offered and appointment straight away.

Staff are always helpful and enthusiastic.

staff at reception are very good and try there best to get you in on the day of calling and regarding Doctor's all are excellent

I have never been to a surgery where the care is as good as it is at Holbrook. The receptionists, nurses and Dr Liu are all brilliant.

Have always found the surgery helpful and polite.

I feel it really is my surgery :)....it is so well run and highly efficient. Given the demands placed upon it, both from patients and government policy, it is a flagship example. I have unstinting confidence in it and always feel happy with the provision of service it delivers.

In general really appreciate the service of all staff in the surgery. One observation, when sitting waiting for Dr appts, I try to avoid listening to other people especially those at the desk, often no fault of the staff, some patients just loud, demanding at times frankly rude. Is piped music an option? any way to change the logistics of the Reception to improve privacy or ways to encourage people to pipe down, difficult I know especially for anyone hard at hearing. Commuter hours are a brilliant help, really good to know there is flexibility

I think the surgery is particularly good at fitting you in very fast - especially if you have very young children that are ill. Holbrook is a fantastic surgery. The online appointment option is a great idea.

I cannot find fault with the caring ethos from my main GP contact or from other occasional GP consultations. I have been particularly impressed by the proactivity of early diagnosis and preventive care.

all very nice and plenty of room in waiting area,

Pleasant surroundings and helpful staff. Not long wait times usually - although this varies. Good screening in general. Given my comments below I am grateful for the opportunity to give feedback on an issue which has been of concern to me regarding the practice and hope my comments will be taken in the spirit with which they are intended.

My Doctor has always been extremely supportive to myself and my family.

The doctors having specialities

Staff pleasant

Dr has been amazing and has been incredibly supportive during a very traumatic time. Even though she is very busy, she never makes you feel rushed or that you have to hurry your appointment. The receptionists are really friendly and it is so nice to see smiley faces when you walk through the doors.

My husband and I have been patients of the Surgery since 1998, having been recommended to go to you. We consider that we have received care of an exceptional standard from the medical and nursing staff - prompt, professional and kind. It is never a problem waiting on the day to be seen, as we are confident of good attention once we are with the doctor. My husband's diabetes management is excellent, he has felt confident and well-supported from the day of diagnosis. Our experience of the reception staff, both in person and on the telephone, is likewise excellent. The one weak area is that there are occasional hiccups between the Surgery and Holbrook Pharmacy when repeat prescriptions are ordered.

Always a pleasant experience

Advertise the online appointments more and the flu clinics, perhaps maintain an email group to let people know what's going on.

Cannot praise the reception staff enough. Always helpful, always polite and provide a really good atmosphere within the surgery.

Since registering with this practice we have been very impressed by the general ambience, friendliness and efficiency of the staff. A good set-up.

Midwife and nurse team are excellent. Receptionists are mostly friendly and approachable.

nothing can improve it is the best surgery in town i am in a position to see every other practice

I always find the surgery welcoming and comfortable and all the doctors helpful. I think you could do more re information in the lobby/waiting area - more info re local groups, exercise classes etc - I know it's not your core purpose but more community/health info would be helpful if possible. All in all very happy that we are patients of this surgery.

Having only been a patient here for 5 months, I have received very good attention and help from everyone.

Everyone is always helpful and caring.

Holbrook surgery is by far the best practice I have ever been to. Keep up the good work.

The doctor

Parking, opening hours, variety of doctors' skills/interests

All doctors are friendly

Have always helped my (now) 2 year old daughter get to see a doctor when needed on same day for various requirements.

Availability, accessibility, prompt and caring.

I have always found the care and attention very good. Wide range of services offered (minor surgery etc).

All is excellent.

The ability to get on the day appointments, especially for unwell children. Much better than other local practices. Thankyou!

Diabetes clinic

I haven't seen my new dr yet as we were with Dr Heath whom I cannot praise enough

Specialist clinics (Diabetes, asthma etc)

Good doctors. Can always get an appointment. Quick repeat prescription service.

In my experience everything is very good!!

It is all good

I like that i can usually see my Dr and if not her then someone else familiar.

Best I've experienced.

This practice comes across as a team of medical staff who, apart from their normal qualifications, have some specialist interests to whom a patient can be referred.

Friendly and efficient receptionists. Good opening hours. can nearly always get to see a doctor within a day or so of ringing

Change to free phone number or local number

Very patient staff - all doctors are patient if I have a problem

I Just think this is the best surgery ever

Very clean, friendly staff, great location

I think the staff look very smart in their blouses

Closing the surgery at Lunchtime is not a very good service

I like the helpful manner the phones are answered by the staff and they give their names, so you know who you are dealing with great improvement on before, when the phone was answered with just a 'Hello'.

I have been 3 times in last 2 weeks with 4 week old baby, I always get an appointment and doctor is always thorough and understanding. I have only been with the surgery since November and my experience so far has been exceptional

Can't say I enjoy seeing a Doctor but Holbrook Surgery make it as easy as possible

Everyone is very nice & helpful

Proximity to home

I have been with the practice for many years and have always received excellent service from all staff members

Same day emergency appointments

Compared to friends surgeries I am always able to get an appointment very quickly

Very good at getting same day appointments if my child is ill

Waiting time, availability of Doctors and overall service is excellent

I have never had any problems since I've been registered since it was in the Portacabin EXCELLENT

Waiting times are excellent compared to other services I have used

Very prompt in arranging an appointment

Always can get appointment

Ability to get appointment on same day

The reception staff are always so helpful

Very clean/smart and today

Good access to Doctors. Very friendly practice. Able to get prompt advice and appointments. Nurses are very helpful. If you cannot see your usual doctor, you can see someone else. Very good.

Good Car park

Sometimes I think we are hurried, Everybody very caring

Friendly

Run very smoothly

Staff always very helpful.

I find everyone very helpful

Very good that appointments are almost always available. Very attentive with children.

Excellent service

Scrap call centre- unnecessary cost.

If you have a problem that another doctor is an expert in, the doctors consult each other, rather than bluffing. Very reassuring.

Excellent in all respects - especially when I hear about other surgeries & people being unable to get appointments for weeks - we can book on the day as well as weeks in advance.

If you have a problem that another doctor is an expert in the doctors consult each other rather than bluffing Very reassuring

Always get an appointment within a day

Nice staff, keen to be helpful.

Variety of doctors specialising in different conditions

Easy to get appointments.

Parking facilities & staff

I think all in all from Receptionist to Doctors everyone is helpful and caring in their approach

Doctors' specialties.

Easy to book appointments.

I've been 21 years in Holbrook with the surgery. I've got no complaints. I'm very happy & looked after by doctors.

Ability to get appointments so quickly.

waiting on phone and to be seen.

Always look clean and Tidy

Clean & modern.

Everything. Particularly when you hear other people talking about their surgeries.

Easy parking/location. Comfortable surroundings.

Helpful caring staff.

The polite receptionists a welcome surprise! The ease at which I can get an appointment & speed of prescriptions.

Dr always listens and puts my worries at ease.

The doctors are always so caring. I am always reassured if I have concerns. I really can't say how brilliant they are enough!

Yes The time scale to get an appointment

Friendly nice Staff.

Good

Staff are very helpful and friendly, I can sometimes get an appointment on the same day as asking for one.

I get to see my doctor all the time.

Excellent professional yet pleasant staff. No difficulties in getting appointments.

Always found everyone very helpful.

Surgery environment

Parking, convenient.

Very good

The friendliness of doctors & staff in general.

Always easy to get an appointment - usually same day.

Very friendly staff. Ability to get very quick appointment eg often on day you may get one with own doctor

Why have staff training in the week, its inconvenient and unhelpful to be given a message only on the day you phone the surgery. patients should not be inconvenienced by this.

Lots of specialist in same surgery. Online appointments

Always get to see a doctor - I have never had to wait more than a day to be seen

Feel very secure re service

I am very happy about how quickly I can get appointments.

Everything

Dr's and staff very friendly and co-operative and have a caring attitude

Almost everything

Parking is so easy especially for disabled patients. Nice large airy waiting room.

I really like the fact that an appointment can be made in advance. Most surgeries don't allow this, you need to ring in the morning when everyone is trying to get through. It also means you are able to plan around other appointments/work.

Always very good service. Dr. excellent.

Nice environment, helpful staff

Dr. is the best GP i have ever known. Greatly respected for his professionalism, approachability and medical advice.

Pleasant staff, convenient, helpful

All staff always polite, helpful and willing to go the extra mile, never any problem to get appointments as and when required.

That I can get an appointment to see my own GP fairly quickly.

Staff always want to help. Doctors listen

Great service great surgery

very nice surgery just inconvenient when you have to use buses

Its a lovely surgery very clean. The staff are pleasant and my Dr is very good and understanding.

Holbrook surgery is extremely good and especially compared with comments (criticisms) I hear about other Horsham surgeries

A very good surgery that others could model themselves on.

The receptionists are always polite and helpful when I telephone to make an appointment. The surgery is clean and a welcoming environment. All the staff and drs are efficient.

I feel particularly strongly about the 0844 telephone number. Charging patients to call their GP Practice is unacceptable and should be stopped.

Staff always want to help. Doctors listen.

Dr. is superb

Very nice surgery. Inconvenient when you have to use buses.

No problem. All very good.

The opening times

Every thing is good doctors, nurses and staff. The atmosphere is very pleasant and peaceful.

This surgery is fantastic I cannot sing their praises more highly Dr. who is my doctor is the best doctor I have ever had I cannot rate her highly enough.

## Any Improvements

waiting times recently had to wait 50 minutes to see the Dr.

Reduce the cost of calls to the Surgery.

waiting time at the surgery, i came along with my husband and daughter on another occasion and both were over half an hour waiting from the original appointment.... you never get seen on time and one time my husband had to leave the surgery as he had another appointment in the town

My only criticism is really not important but I do not like listening to the radio in the surgery, it drives me nuts! If I am ill I do not want to listen to that noise

As there are a couple of repeat prescriptions that i have to have (all long term ones)....i do wish i could have 3 months worth rather than just two on a single prescription....as it is expensive for me.

Any thoughts about having a Blood pressure cuff in waiting area for people to check their readings whilst waiting or will this give more work to the Doctors and give rise to obsessive patients. Perhaps some scales sponsored by local Gyms, Slimming groups, Green Gym!

The on-line appointments system is an excellent development but not yet working at its optimum. I've encountered quite long periods when it has been 'down' and it doesn't seem to provide a choice of the full range of appointments that are actually available.

Waiting time could be improved however I know that if i needed half an hour with a doctor I'd like to not be rushed so I guess there's not a lot you can do.

Receptionist often heard talking about other patients or disgruntled because of a staffing issue or making jovial comments about new Dr's who are new and I don't feel that there is sufficient confidentiality about names phone numbers addresses and patient's conditions.

Heating in the waiting rooms

I am hard of hearing and sometimes the doctors calling system is set at a volume that perhaps could be increased a little.

Particularly embarrassing having your name called out on the speaker in the waiting room. Would be better if this was more discrete. Too female orientated and not helpful towards men. More privacy in waiting room.

time it takes to get a repeat prescription

No so much an improvement as a suggestion. Evening talks - diet, salt, male health etc and maybe inviting a "diet club" to run a weigh in/diet club centre - in the evenings for those who work. You have a large waiting room area that could be utilised more and this could bring in income?

No.

Remove the negative posters.

Reception could be improved.

accept debit cards for vaccinations etc

Examining frequently that people tend to look for possible long term on going issues?? I never feel I'm going to get 100% better.

Not that I'm aware of, when doctors are delayed it is due to someone else being poorly and taking more time.

Free tea, coffee and cake? Well, I had to ask!

Provide an 01403 number for booking appointments

all good

Waiting times are often long, but then i also appreciate having plenty of time with the Dr.

Open Saturday morning for emergency appointments

Junior doctor can keep you waiting for longer periods of time

Bottle of hand gel next to self check in

no

waiting time for appointment

Telephone call in service always seems to take a while

Cannot think of any

No

No

No

Possible improvement to on-line repeat prescription service.

Cost of Doctors notes

Children's play area to keep children entertained whilst waiting?

Not really.

NO.

Waiting times when appointments are booked.

Is there a possibility of being able to email questions to the doctors. i.e. quick question's about medication to save time coming in for an appointment.

would be interested in using online services

NO! Best doctors surgery we have ever had, well done all!

Not much

NO

Just sometimes have to wait a while longer from the time of my appointment.

Please get rid of background radio - or at least turn it down! (or turn to classical channel so you don't have to listen to some presenter.

Wait time

Waiting times - often too long

Hand gel in the entrances? Would be helpful, especially in flu season.

Waiting times sometimes very long.

The telephone system is slow sometimes.

No

no

No

No I don't think there is.

Perhaps the waiting time sometimes

Possibly just more accurate appt times.

Not really

Better at informing patients of services on offer

No

please do not close between at lunchtime.

Self check-in system good.

The website and online facility

No

## Any other comments

very good surgery

no apart from the above we as a family are happy to be in your surgery

DON'T CHANGE ANYTHING AND NEVER LET DR or J RETIRE!

On simply chatting to people and their experiences about GP's etc, can honestly say Holbrook is doing a great job of modernising and listening to its patients!!! Thank you

The helpfulness and efficiency of the nursing support services are also well worth praise.

i think we are very lucky to have such a good service from the surgery

I have answered this on behalf of the care my Fathers receives from the surgery. I am Dad's main carer so need to be involved in all meetings with the GP. Dr is outstanding, is helpful and always explains things carefully to my father so he understands. She is compassionate to his needs and very supportive of myself. Dr is always there to listen and understands so well how hard it can be for a carer who cares for someone with Vascular Dementia.

Please don't change

Are you finding the online appointments system good - does it help you? I assume it is economically viable to have this system but just wondered if patients like it and how about elderly patients? I personally keep forgetting my password but overall the system is good. I know you take calls as well so suppose that if you continue with a dual system that will answer any queries.

I like the fact that you can get an appointment for the same day OR a future date. So many surgeries do not do this.

Shame Dr Heath had to retire, but that's his choice and the transition to another GP was excellent.

None, except Dr Heath is missed.

I have never been in a surgery so much, from August 2012- Jan 2013, and each time I am amazed at the cheerful patience of all.

Thank you for all your help when ever I call

I was not aware of the online services available

More empathy please, we are all human and we all get sick and vulnerable at times

Dr exceptionally good and quick, doesn't keep you waiting

Overall an excellent practice

everyone is always so helpful

Good Service Thank you

Since being at this Doctors, no problems

No

This form should be for the nurses as well

No

Great surgery doctors nurses and staff Keep it up

Very pleased with all at Holbrook.

I have only just met my new doctor - all seems fine.

Receptionists very helpful

Well done everyone.

It's all good.

No

Thank you everyone-you are brilliant at your jobs. I cannot praise you enough.

My Doctor is brilliant

Clinic nurses are equally professional yet pleasant & courteous.

On the whole I think the surgery, especially compared to others in the area, is the BEST. At least you can get an appointment on the same day.

Since I have been here, I have been very happy with the service we have received from the surgery.

Excellent all-round

Doctors to do home visits when needed

Change tel no to 01403 - thus avoiding high cost of 0844 number - expensive if there is a long wait to be connected.

I think all the staff at this surgery are extremely helpful and pleasant.

Warm, comfortable, friendly

We have, as a family been delighted to be seen at Holbrook surgery.

No

The reception staff are always very helpful and look very smart in the uniform.

Thank you, you are all very special

Overall i am happy with the service the surgery provide apart from closing lunchtime

Thank you. You are all rather special.