

Practice Annual Survey 2018-19 – Summary (Actual Numbers)

Gender	Male	14
	Female	26
	Other/prefer not to say	1

Number of surveys handed in = 42

Age Group	18 and under	3
	19 to 30	3
	31 to 49	8
	50 to 65	11
	66 +	16

PLEASE NOTE THAT NOT ALL PATIENTS ANSWERED EVERY SECTION OF THE SURVEY SO NUMBERS WILL NOT TALLY.

Question	Rating				
	Very Poor	Poor	Fair	Good	Very Good
GENERAL QUESTIONS					
How easy have you found it to make an appointment?	10	7	3	13	9
How easy is it to get an appointment that suits you?	5	7	9	10	8
How would you rate the reception team?	1	3	4	17	16
How would you rate the phone system?	9	5	11	8	7
How would you rate the overall experience of making an appointment?	10	5	6	9	9
HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE DOCTOR	Very Poor	Poor	Fair	Good	Very Good
How do you rate the amount of time spent with the doctor?	1	0	14	12	12
How well do they listen to you?	1	1	9	15	11
How well do they explain the tests and treatments?	1	2	8	13	12
How well do they involve you in decisions about your care?	2	2	6	18	8
How much confidence and trust did you have in the doctor?	1	2	6	18	10
How satisfied are you with the overall quality of care?	1	1	9	16	10
HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE NURSE	Very Poor	Poor	Fair	Good	Very Good
How do you rate the amount of time spent with the nurses?	0	0	4	14	23
How well do they listen to you?	0	0	3	17	19
How well do they explain the tests and treatments?	0	0	5	16	18
How well do they involve you in decisions about your care?	0	0	4	15	19
How much confidence and trust did you have in the nurse?	0	1	3	14	21
How satisfied are you with the overall quality of care?	0	0	4	16	19
IF YOU HAVE A LONG-STANDING HEALTH CONDITION PLEASE COMPLETE THE FOLLOWING:	Yes fully	Yes in part	No	Not required	
Have you had enough support from this surgery to help you manage your long term physical health condition?	16	6	4	6	
Have you had enough support from this surgery to help you manage your long term mental health condition?	8	4	1	16	
Have you had enough support from other local services to help you manage your long term health condition?	10	4	2	13	
How likely are you to recommend our GP practice to friends and family if they needed similar care and treatment?	Extreme likely	Likely	Neither Likely or Unlikely	Extremely Unlikely	Don't Know
	14	13	8	5	2

PPG Annual Survey 2018-2019 Summary

(General Comments)

- Would suggest a telephone stacking system for appointments – in line with some other practices where it works well. For better at 8am to be told you are number ? in the queue rather than getting an engaged signal all the time.
- You ring for an appointment to be told to ring back at 8am the next day. I rang 73 times from 8am to 8.35am to continually get an engaged answer. Please go back to being able to make an appointment for the following day or days. This ring back at 8am the next day is impossible especially for people who work and cannot stand by a phone for over half an hour before they can get through, only to be told there are no more appointments and again to ring back the next day at 8am. People who want to see a doctor are ill. This is very frustrating and this is why people end up in A&E.
- I think the waiting times are ridiculous sometimes I have to wait 4 + weeks to book in to see GP, this makes my mental health worse.
- Very good service. Good surgery.
- Phone system by the time you get through there are no appointments left. It needs a queueing system.
- Very good over all practice
- Why can't you have a queuing system for the phone when you try to make an appointment, by the time you get through there are no appointments available.
- Our concern about appointments is the phone us very busy by the time you get through there are no appointments. We are both in our eighties, it is difficult to get to the surgery for eight o'clock, and we do not have anyone to come for us and we live in Clayton. I would like to say that Dr Abbasi has been excellent and to say many thanks. Also many thanks to Nurse Claire Thorley and to the receptionists.
- Nurse Claire Thorley is an asset to your surgery.
- To get an appointment by telephone is like trying to win the lottery. By the time you get through there are no appointments left. To get an appointment I have to get in my car and attend the surgery around 8am.
- A while ago one receptionist told me that I didn't need my prescription for anti-coagulants after my hospital stay for multiple blood clots on my lungs. It was totally wrong. They are playing God with my life without adequate knowledge or training. I have just seen a Doctor who wants to see me in 2 weeks' time but I cannot have an appointment made to see him. The whole system is inadequate and poor.
- Difficult to get appointments but when "calling in" to try to get appointments or in reception there never appears to be many people waiting in the surgery to see a Doctor. I do appreciate Doctors have other duties and home visits, but the two combined surgeries Lyme & Midway, you would expect it to be busier.
- I find the music played in the waiting area very irritating, even stressful. It just goes on and on without getting anywhere.
- Parking is an absolute nightmare, otherwise a great service.
- Just a thought. I had an appointment with the Doctor but I had to cancel an hour before as my Grandson was poorly – but I rang several times and the phone rang but wasn't

answered, so couldn't cancel. Not unusual (since moving to Lyme Valley) but this may be happening to a few. Thanks.

- I do feel that making an appointment is getting easier than it was a few years ago. However, constantly changing Doctors within the surgery is not something that I appreciate. Reception staff are good, I feel sorry for them sometimes, I have seen some of the abusive patients.