

THE HOLLYGREEN PRACTICE

LOCAL PATIENT PARTICIPATION REPORT 2012/13

Version: 1

Produced by: Sharon Copeland, Practice Manager

Date: March 2013

1. Introduction

The Patient Participation Group (PPG) at The Hollygreen Practice was established in 2011. Initially there were only a couple of active members but over the last four months the group has slowly increased to eleven members, and we are continuously seeking new members to join the group. The PPG comprises only registered patients on our practice list. The members regularly give up their time on a voluntary basis to come and contribute to the meetings as the practice is very keen to listen to, and work with its patients and take on board their comments, feedback, ideas and suggestions. The group has agreed Terms of Reference and Members Guidelines and these are reviewed annually to ensure that they remain fit for purpose.

The group meets on a monthly basis for around 1 to 1 ½ hours at the Goldthorpe Centre where refreshments are provided. Agendas and supporting papers are distributed to members at least one week in advance to allow them to read them in preparation for the meeting. Copies are also made available on the day to save them printing them off at home. Members are asked to forward their apologies to the Practice Manager if for any reason they are unable to attend.

In future we may look to rotate the days/timings/venues of the meetings between both sites so that people are able to attend if they are working.

As well as the active PPG meetings we are also establishing a virtual PPG which will comprise patients who did not want to attend meetings but were happy for the practice to contact them from time to time either by phone, letter, survey or email to ask them a few questions about its services, staff and facilities, etc.

2. Description of the profile of the Patient Participation Group

The total practice population is 9133 patients, but is not static.

The breakdown of patients is as follows:

Age Range	Male	Female	Total
0 - 65	3976	3745	7721
66- 75	384	450	834
76+	216	362	578
TOTAL	4576	4557	9133

Our PPG comprises eleven members in total, four Male and seven Females. 95% of our practice population is of White British origin and this is reflected in our PPG.

The age profile of the PPG is between 30 and 79 years of age. Therefore to try and engage the younger population we have used our practice website to promote the group and have also set up a virtual PPG as younger people do not always want to attend meetings for various reasons and prefer to communicate via online resources, text or email. We have also handed leaflets about the group to younger people presenting at the surgery.

Members all have varying backgrounds and life experiences and access various services that the practice provides. They come from various areas within the practice boundary covering both our sites, Goldthorpe and Thurnscoe.

As mentioned above we are in the process of establishing a virtual group who we may contact from time to time about the practice and the services it provides.

3. How the practice has worked to ensure that the Group is representative of its registered patients

To ensure the group is representative of the practice population various methods and approaches have been used to promote and raise awareness of the group and recruit members to join. For example:

- Advertised/promoted on the practice web site
- Advertised/promoted within the surgery (both sites)
- Advertise/promoted within Local Community Places (i.e. Library, Local Shops, etc)
- Advertised/promoted within the Practice's Patient Newsletter available on reception at both the Goldthorpe and Thurnscoe Centre. This explains about the group and that if people are interested they will be sent an information pack
- Advertised/promoted via correspondence sent out to patients opportunistically seeking new members to join the group i.e. accompanying NHS health check letters, DNA letters, etc
- Produced and provided information packs for interested patients – including a form for patients to complete to join the group and/or the virtual group
- GPs as part of their discussions during consultations may ask patients if they would be interested in joining the group
- Posters in each consulting/treatment room advertising the group
- Details of the group are given out as part of the new patient registration process
- Word of mouth from other members of the group, staff and patients
- We can also make any of our practice information available in various formats, layouts etc on request to reception
- In responses to complaints sometimes we ask if the complainant would be interest in joining/contributing to our group, to work together to resolve issues

4. Steps taken to determine and reach agreement on the issues which had priority and which should be included in the local practice survey

The PPG met to identify and decide which issues they thought should be addressed as part of the local practice survey. This took place over a number of meetings until they were happy with the issues they had prioritised for inclusion in the practice survey.

The process involved patients coming forward with their issues and prioritising them, and members of the practice team also did the same. We also used various information sources and patient feedback gathered routinely via

complaints, comments and suggestions box in reception, feedback from the practice web site, previous surveys, word of mouth from patients, etc. We also looked at the requirements of the CQC quality standards and any planned changes within the practice, such as the changes to the appointment system to improve access.

Once the issues had been identified they were then formed into questions and put into a format and layout which was user-friendly and not too onerous for people to complete. Tick boxes were mainly used, with an option to provide additional comments if people wished. The PPG reviewed the questions, layout and format and we piloted the survey with a couple of patients prior to it being rolled out for use within the practice. It was reviewed and a few minor amendments were made based on their feedback.

5. How the practice sought to obtain the views of its registered patients

The practice used a paper based questionnaire comprising of issues raised by the PPG and staff, focusing on a number of key areas. The PPG reviewed and revised the format, layout and how user-friendly the questionnaire was. The questionnaire was piloted with a couple of our patients and some minor amendments were made based on their feedback.

Prior to the survey being undertaken the practice advertised that during December 2012 a survey would be undertaken supported by its PPG.

Patients upon arrival to the surgery were asked by the reception team if they would be happy to participate in the local practice survey. Patients were also asked if they would like any help or support in completing the questionnaire from one of our staff members. The practice during the three weeks looked at targeting various groups of patients and different times of the day (general routine appointments with GPs/Nurses, chronic disease clinics, baby clinic, etc).

The survey was conducted during the first three weeks of December 2012, following which the responses were collated and analysed by the Practice Manager. The PPG were actively involved throughout the whole process from identifying the issues/priorities, devising the questionnaire, reviewing the results and formulating an action plan in response to the findings. A total of 108 questionnaires were completed and a report of the findings was compiled and presented to the PPG by the Practice Manager.

To gather the views of patients as well as the patient survey the practice also provides comments/suggestions boxes on the reception desk along with feedback slips. These comments/suggestions are summarised on a monthly basis and presented to the practice team at their monthly meeting by the Practice Manager.

6. Steps taken by the practice to provide opportunity for the PPG to discuss the contents of the action plan

The Practice Manager analysed the findings of the local practice survey and compiled a report. The findings for each question were summarised and illustrated either using charts or text.

The report was presented to the PPG and the findings were discussed in detail by members at their January and February 2013 meetings. Further to the discussions around the findings/results an action plan has been developed. The Practice was able to agree an action plan with the support of the PPG and progress against this is reviewed and reported on monthly to the PPG. Members have the opportunity to comment and contribute to the ongoing implementation of the plan.

7. Details of the findings that arose from the local Practice survey

Patients were asked a total of 19 questions, plus some status questions. The questions focused on the opening hours, appointment system, waiting times, accessibility on the telephone, ability to speak to a GP or Nurse, patient information, staff, services provided, facilities, etc (a copy of the questionnaire is attached for reference – refer to Appendix A).

The practice received many comments regarding the appointment system, and getting through to the practice on the telephone. Many said they were happy with the level of care and services provided by the practice, that the staff were friendly and good and that they were happy with the opening hours.

Responses found to be positive:

- Overwhelming comments regarding all the staff and how good, polite, helpful and friendly they were
- Majority of patients surveyed were satisfied with the opening hours and the services provided by the GPs and Nurses
- The majority of patients surveyed said ‘Yes, they would or might recommend the surgery’ to someone who had just moved to the area
- Overall patients were satisfied with the level of care/services provided by The Hollygreen Practice

Responses found to be less positive:

- Patients would like to see the practice working more extended hours, particularly evenings and weekends
- Booking an appointment – improve the appointment system, more appointments to be made available in general and timings, possibly more early appointments for those who work
- Telephones – difficulty in getting through to the practice

A copy of the action plan is appended (Refer to Appendix B).

8. Summary of the evidence (including any statistical evidence) relating to the findings or basis of proposals arising out of the local practice survey

A copy of the feedback report has been appended (Refer to Appendix C).

9. Details of the action plan which the practice, and, if relevant, the PCT, intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey

A copy of the action plan being implemented has been appended (Refer to Appendix B).

10. Issues and priorities taken on by the practice as a result of this report

Refer to the action plan appended (Refer to Appendix B).

11. Practice Information (opening hours, obtaining access to services, extended hours, times when individual healthcare professionals are accessible to patients)

11.1 Practice Opening Times

The Hollygreen Practice is open between the hours of 8am and 6.30pm at The Goldthorpe Centre (Main Site), and 8am to 6pm at The Thurnscoe Centre (Branch Site) Monday to Friday. The practice provides extended opening hours on a Monday evening while 8pm and Tuesday and Friday mornings from 7.20am. The healthcare professionals available on these sessions are GP Partners. On a Monday evening while 8pm Dr M I Kadarsha, Dr M H Kadarsha and Dr N Ishaque are available. On a Tuesday morning from 7.20am Dr M I Kadarsha is available and Drs N Ishaque and Dr M H Kadarsha on a Friday morning from 7.20am.

As well as appointments urgent problems can also be triaged by the on-call GP who will assess the patient's symptoms and provide advice as appropriate, this may be either telephone advice, a same day appointment, arrange a routine appointment or a home visit if required.

The Goldthorpe Centre:

Day	Times	
Monday	8.00	20.00
Tuesday	7.20	18.30
Wednesday	8.00	18:30
Thursday	8.00	18:30
Friday	7.20	18:30

The Thurnscoe Centre:

Day	Times	
Monday	8.30	20.00
Tuesday	8.00	18.00
Wednesday	8.00	18.00
Thursday	8.00	18.00
Friday	7.20	18.00

11.2 Methods of Access to the Practice

Patients can make appointments by telephoning the surgery on 01709 886490 or by attending the surgery in person. They can also contact the surgery via fax to 01709 886 303 (Goldthorpe) and 01709 886436 (Thurnscoe) or the practice web site at www.hollygreenpractice.nhs.uk.

The practice further to its move over to the clinical system, Systm One in February 2013 will also look at implementing the text messaging facility which reminds patients of their appointments. This will hopefully reduce the number of DNA's (Did Not Attends) that the practice experience whereby patients do not attend for their appointment, but do not contact the surgery in advance to cancel them.

11.3 Out of Hours Arrangements

When the practice is closed telephone calls to the Hollygreen Practice automatically divert to the out of hours service, or from the 12th March 2013 the new NHS 111 Service. This service is provided by the Yorkshire Ambulance Service is available 24 hours a day, 7 days a week.

12. Conclusion

This report seeks to outline our current position with regard to our PPG and the work undertaken to date. Our groups, both the actual meeting group and the virtual group continue to go from strength to strength in helping the practice understand what our patients want, and what their priorities are.

THE HOLLYGREEN PRACTICE

WE WANT TO HEAR FROM YOU

Information given on this form will be treated in confidence and will be solely used for the purposes of the practice to ensure it continues to meets the needs of it patients and make improvements as identified through patient feedback.

Opening Times:

1. How do you rate the **hours** that your GP surgery is open for appointments?

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Further comments:

2. If appropriate, what **additional hours** would you like the surgery to be open?

Early morning ☐ Lunchtimes ☐ Evenings ☐ Weekends ☐

None, I'm satisfied ☐

Further Comments:.....

Ability to make appointments in advance:

3. In the past 6 months, have you tried to **book ahead** for an appointment with a doctor?
(Booking ahead means trying to book an appointment more than 2 full working days ahead)

Yes (go to Question 4) ☐ No ☐

Further comments:

4. Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in **advance**?

Yes ☐ No ☐ Can't remember ☐

Further comments:

Waiting Times:

5. How long do you usually have to **wait** at the surgery after your appointment time for your consultation to begin?

5 minutes or less ☐ 6-10 minutes ☐ 11-20 minutes ☐ 21-30minutes ☐

More ☐

6. How do you feel about how long you normally have to **wait**?

I don't normally have to wait too long ☐ I have to wait a bit too long ☐

I have to wait far too long ☐ No opinion/doesn't apply ☐

Effectiveness of the telephone system:

7. Thinking of the times you have **phoned** the surgery, how do you rate the following?

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

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

b) Ability to speak to a doctor on the phone when you have a question or need medical advice

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

c) Ability to speak to a nurse on the phone

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

d) Ability to get test results on the phone

Very Poor ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent ☐

Don't know/never tried ☐

Further comments:.....

Patient experience of the service:

8. In general, how satisfied are you with the **service** you get from your GP?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐

Fairly dissatisfied ☐ Very dissatisfied ☐

9. In general, how satisfied are you with the **service** you get from your Nurse?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐
Fairly dissatisfied ☐ Very dissatisfied ☐

10. In general, how satisfied are you with the **service** you get from your Receptionist?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐
Fairly dissatisfied ☐ Very dissatisfied ☐

11. In general, how satisfied are you with the **range of services** you get from the practice?

Very satisfied ☐ Fairly satisfied ☐ Neither satisfied or dissatisfied ☐
Fairly dissatisfied ☐ Very dissatisfied ☐

Please use this space to add any more information you would like us to know about the types of services you would like to see available from your GP surgery

.....

.....

12. Would you recommend your GP surgery to someone who has just moved into your local Area?

Yes, would definitely recommend ☐ Yes, might recommend ☐ Not sure ☐
No, would probably not recommend ☐ No, would definitely not recommend ☐
Don't know ☐

Premises:

13. Thinking about access into the building at your surgery, how do you find this?

Very easy ☐ Fairly easy ☐ Not very easy ☐ Not at all easy ☐

14. How clean is your GP surgery?

Very clean ☐ Fairly clean ☐ Not very clean ☐ Not at all clean ☐

Information:

15. How could your GP surgery involve people more and find out what they actually want, and how would you like to be involved?

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16. What things do you like best about your surgery?

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17. If you could change one thing about your GP surgery, what would that be?

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18. Is the written information you receive at your GP surgery easy to understand?

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19. Is the verbal information you receive at your GP surgery easy to understand?

.....

Status Questions:

Finally, we would really appreciate you taking some time to tell us about yourself. This is also so that we can make sure the feedback we get from our patients represents the view of a cross section of our community

20. Are you: Male ☐ Female ☐

21. How old are you?

22. Do you have a long standing illness, disability or infirmity? (By longstanding we mean anything that has troubled you over a period of time or is likely to affect you over a period of time)

Yes ☐

No ☐

23. Which ethnic group do you belong to?

White ☐

Black or Black British ☐

Asian or Asian British ☐

- | | |
|------------------|--------------------------|
| Mixed | <input type="checkbox"/> |
| Chinese | <input type="checkbox"/> |
| Eastern European | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

We are interested in any other comments you may have. Please write them in the space provided below

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Thank you for taking the time to complete this survey as your views and comments are important to us. If you are interested in joining our Patient Participation Group please speak to one of our Receptionists.

PATIENT PARTICIPATION GROUP LOCAL SURVEY – ACTION PLAN 2012/13

No.	Question	Responses (Summarised)	Actions	Lead	Progress
1	How do you rate the hours that your GP surgery is open for appointments?	The majority of patients (69 out of 108) surveyed were satisfied with the opening hours. Only 39 said they thought they were Fair, Poor or Very Poor.	<ul style="list-style-type: none"> No further action to be taken at the present time 		
2	If appropriate, what additional hours would you like the surgery to be open?	The majority of the 108 surveyed said they would like the surgery to be open more early mornings, evenings and weekends.	<ul style="list-style-type: none"> To continue to review 	Practice Manager	The Practice already offers extended surgery times on a Monday while 8pm and Tuesdays and Friday from 7.20am. There are no plans at the present time to increase this provision.
3	In the past 6 months, have you tried to book ahead for an appointment with a doctor?	74 out of 108 patients reported that they had tried to book ahead for an appointment.	<ul style="list-style-type: none"> No action required – Results showed that it is important that patients can book in advance for an appointment with a GP 		The practice offers a range of urgent/same day and pre-bookable appointments with GPs. Patients can book up to four weeks in advance with the GP of their choice.
4	Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in advance?	The majority, 50 patients said that they had been unable to book in 48 hours in advance and 22 couldn't remember	<ul style="list-style-type: none"> To review the ratio of urgent/same day appointments to pre-bookable appointments (those booked in advanced) 	Practice Manager/ Reception Supervisors	This work has commenced and changes have been made to the rota's during March 2013. The ratio's implemented will be reviewed in line with demand in April 2013.
5	How long do you usually have to wait at the surgery after your appointment for your consultation to being?	Only 8 patients reported waiting 5 minutes or less, 100 reported waiting 6 or more minutes	<ul style="list-style-type: none"> To look at consulting times with GPs, need to deal with one problem per 10 minute appointment, and in a timely manner 	Practice Manager	Patients are advised that given the booked appointment system the GP can only deal with one problem per appointment.
6	How do you feel about how long you normally have to wait?	The majority, 56 patients said that they didn't have to wait too long, whilst 47 said they have to wait too long	<ul style="list-style-type: none"> Need to try and work to appointment times, whilst it is recognised that some patients are more complex than others 	GPs	Work ongoing, but can be difficult as we have patients with co-morbidities and complex needs.

7a	How do you rate the ability to get through to the surgery on the phone?	The majority 76 patients said they found it difficult to get through to the surgery on the phones	<ul style="list-style-type: none"> To continue to monitor the phone system and report ongoing issues to the IT Help Desk, BT and Patient Partner due to the ongoing problem with the phone lines at both sites since the major power cut in Mid December 2012 	Practice Manager	<p>The Practice is still experiencing intermittent problems with the phone system as the BT line keeps going down.</p> <p>As issues arise they are logged as a job with the IT Help Desk.</p>
7b	Ability to speak to a doctor on the phone when you have a question or need medical advice?	Only 27 patients reported it being Poor or Very Poor when wanting to speak to a GP, other responses ranged from Fair to don't know never tried	<ul style="list-style-type: none"> If a patients does need to speak to a GP a message is taken by the member of staff and this is communicated to the GP who will call when appropriate 	Practice Manager	
7c	Ability to speak to a nurse on the phone?	The majority reported that they had not tried to speak to a nurse on the phone	<ul style="list-style-type: none"> If a patients does need to speak to a GP a message is taken by the members of staff and this is communicated to the GP who will call when appropriate 	Practice Manager	
7d	Ability to get test results on the phone?	48 responses ranged from Fair to Excellent, whilst 39 said they had not tried	<ul style="list-style-type: none"> Utilising the Patient Partner facility on the phone system the practice is going to look at putting another option on for tests results – stating to call back between certain times of the day to free up the phones at busy days/times 	Practice Manager	
8	In general, how satisfied are you with the service you get from your GP?	80 patients said they were either fairly or very satisfied with the service from the GPs	<ul style="list-style-type: none"> No action to be taken at the present time, only to maintain a good service 		
9	In general, how satisfied are you with the service you get from your nurse?	93 patients said they were either fairly or very satisfied with the service from the Nurses	<ul style="list-style-type: none"> No action to be taken at the present time, only to maintain a good service 		
10	In general, how satisfied are you with the service you get	87 patients said that they were either fairly or very	<ul style="list-style-type: none"> No action to be taken at the 		

	from the receptionists?	satisfied with the service from reception	present time, only to continue to maintain a good service		
11	In general, how satisfied are you with the range of services you get from the practice?	87 patients said that they were either fairly or very satisfied with the range of services available from the practice	•No action to be taken at the present time, only to continue to provide services to meet patient's needs		
12	Would you recommend your GP surgery to someone who has just moved into your local area?	71 patients said 'Yes' that they would either definitely or might recommend the practice to someone else	•The practice needs to promote and publicise the range of services more and work on the areas where further improvements have been identified through this survey	Practice Manager/All	
13	Thinking about access into the building at your surgery, how do you find this?	The majority of patients reported that access was good	•No further action required as the building is accessible for all patients and meets DDA requirements as all patient areas are on the ground floor		
14	How clean is your GP surgery?	All patients surveyed with the exception of 4 said the surgery was clean	•No further action required as the building is cleaned daily by Contractors to NHS cleaning specifications for Medical Centres		
15	How could your surgery involve people more and find out what they actually want, and how would you like to be involved?	<p>Only 27 patients responded to this question.</p> <p>Responses included:</p> <ul style="list-style-type: none"> • Comments/suggestion boxes • A Patient Group is a good idea, a step forward • Ask patients – survey them • Send out questionnaires • Annual Survey • Patient Newsletter • More internet services • Information more 	•Suggestions will be progressed to ensure that patient feedback is gathered.	Practice Manager	<p>Suggestion/comment boxes are in both centres, along with feedback slips and pens</p> <p>A PPG has been established and the practice continues to expand the membership</p> <p>Patients are also being asked to provide feedback via surveys on individual GPS as part of their appraisal process</p> <p>A Patient Newsletter has been produced and this will be updated quarterly</p>

		<p>accessible on the practice web site</p> <ul style="list-style-type: none"> • Test messaging • Mailings • Advertising 			<p>A survey has been undertaken and will be re-run annually to compare responses year on year to identify improvements</p> <p>The practice web site is in the process of being updated and more information will be made available for patients online</p> <p>A poster advertising the PPG is on both front reception desks and on the back of the doors in each consulting room</p>
16	What things do you like best at your surgery?	Range of responses from comments about the staff, premises, accessibility, parking, etc			
17	If you could change one thing about your GP surgery, what would that be?	The majority of responses were about the appointment system	<ul style="list-style-type: none"> • To continue to review the appointment system and make changes to meet patient demand as appropriate 	Practice Manager	<p>Since November 2012 the following changes have been made to the appointment system:</p> <ul style="list-style-type: none"> - Each GP initially agreed to do an extra ½ hour per day. However sessions have been standardised to 3 hours in the morning and 2 ½ hours in the evening - One of the GPs has given up her CPD session to provide more appointments - 2 of the GPs have given up their half days to provide more appointments - Earlier starts for some of the GPs
18	Is the written information you receive at your GP surgery easy to understand?	The majority of those surveyed (67) said written information easy to understand	<ul style="list-style-type: none"> • Written information provided by the practice will be reviewed to ensure it is simple, clear and easy to understand 	Practice Manager	The Practice Leaflet has been reviewed and updated and will be made available in the near future in a paper version and online via the practice web site

					The patient information leaflet for Spirometry has been reviewed and updated.
19	Is the verbal information you receive at your surgery easy to understand?	68 patients said the verbal information they received at the surgery was understandable.	<ul style="list-style-type: none"> Staff will ensure that they give information in a clear and appropriate manner to meet the communication needs of the patient 	Practice Manager/All	

THE HOLLYGREEN PRACTICE

RESULTS OF THE LOCAL PATIENT SURVEY UNDERTAKEN BY THE PRACTICE DURING DECEMBER 2012

1. Introduction

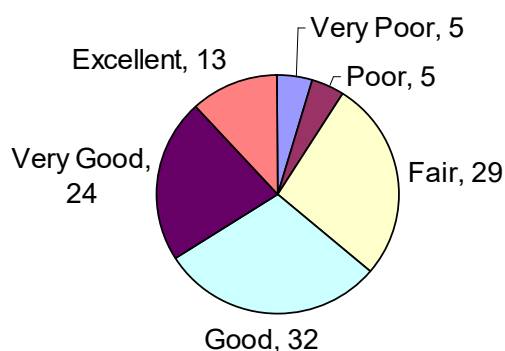
A local patient survey was produced by The Hollygreen Practice in collaboration with its Patient Participation Group (PPG) through discussions and email discussions. The survey took into account what the group agreed were the priority areas to look at.

The survey was undertaken during 3 weeks in December 2012. A variety of methods were used to ensure questionnaires were completed, such as sitting with patients and completing it with them or letting patients complete it themselves but with patient representatives on hand to provide support and assistance as appropriate.

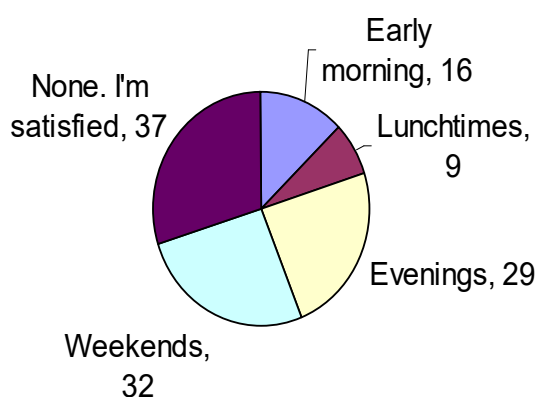
2. Analysis of Local Patient Survey findings

In total 108 registered patients were surveyed for their views across both sites. The findings have been collated and analysed below.

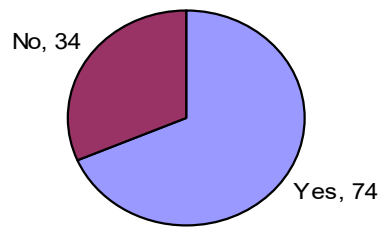
Q1. How do you rate the hours that your GP surgery is open for appointments?



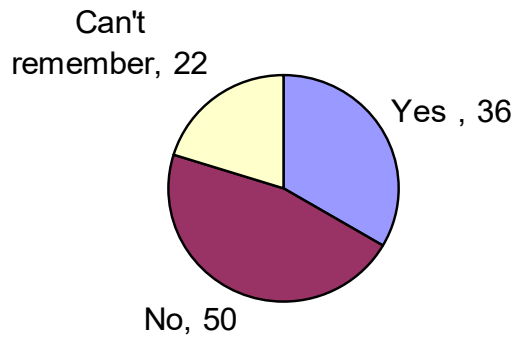
Q2. If appropriate, what additional hours would you like the surgery to be open? In some cases more than one box was ticked for this question.



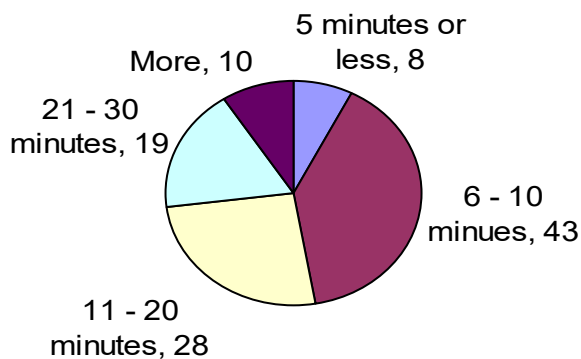
Q3. In the past 6 months, have you tried to book ahead for an appointment with a doctor?



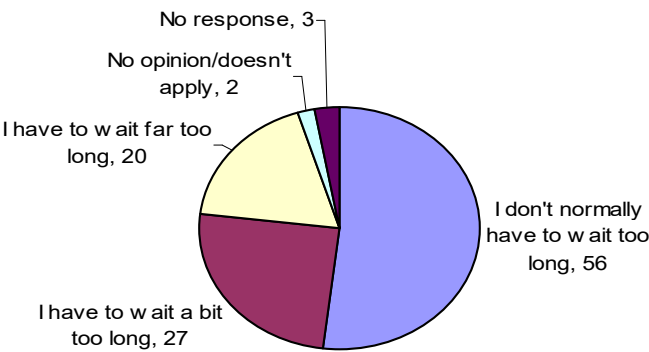
Q4. Last time you tried to, were you able to get an appointment with a doctor more than 2 full week days in advance?



Q5. How long do you usually have to wait at the surgery after your appointment for your consultation to begin?

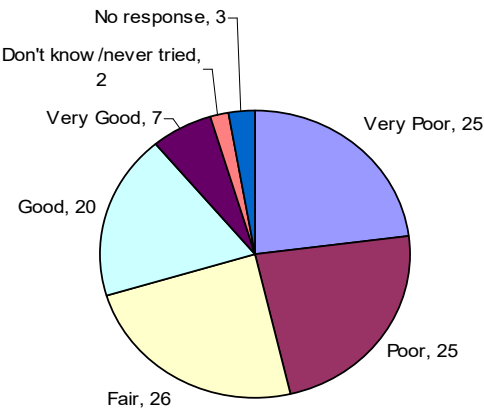


Q6. How do you feel about how long you normally have to wait?

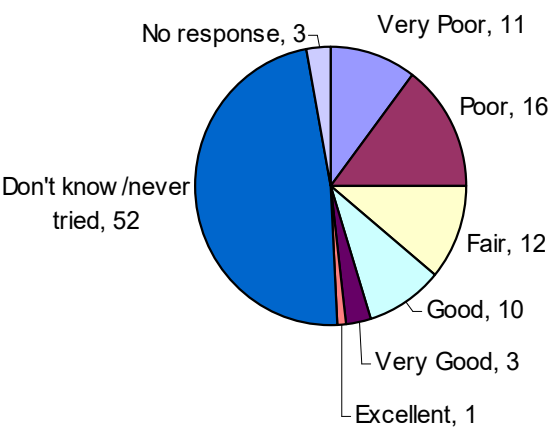


Thinking of times you have phoned the surgery, how do you rate the following?

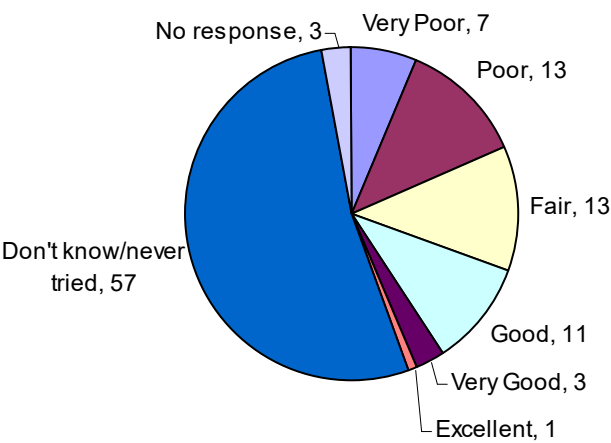
Q7a. Ability to get through to the surgery on the phone



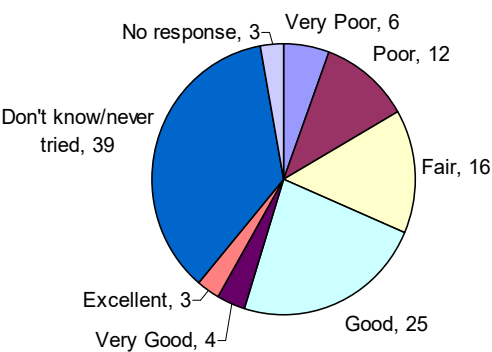
Q7b. Ability to speak to a doctor on the phone when you have a question or need medical advice



Q7c. Ability to speak to a nurse on the phone

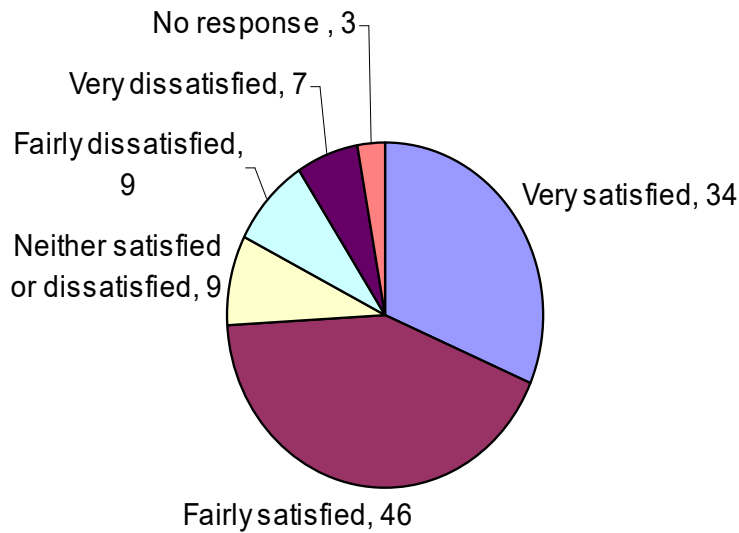


Q7d. Ability to get test results on the phone

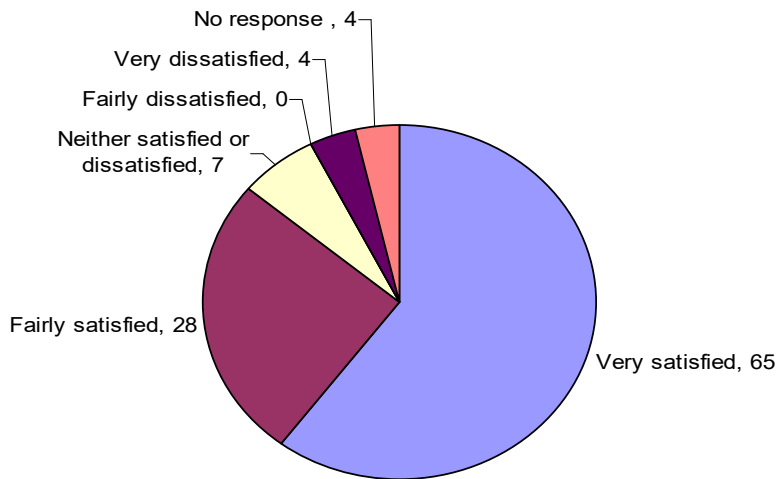


Patient experience of the service

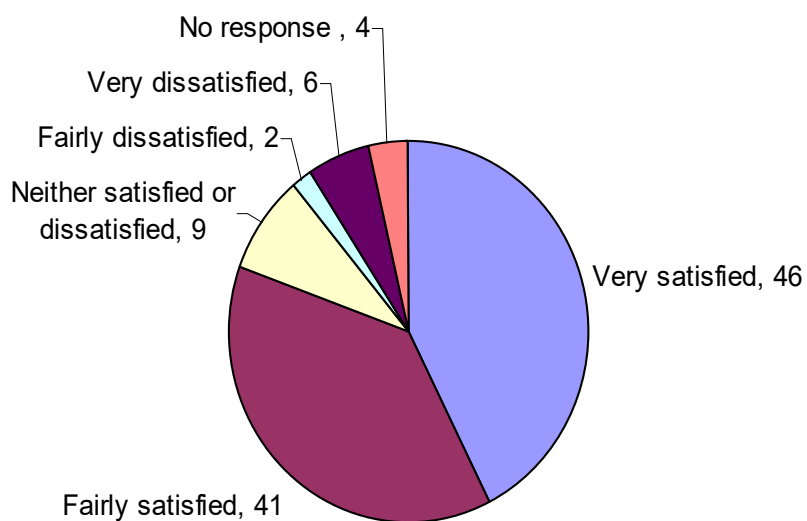
Q8. In general, how satisfied are you with the service you get from your GP?



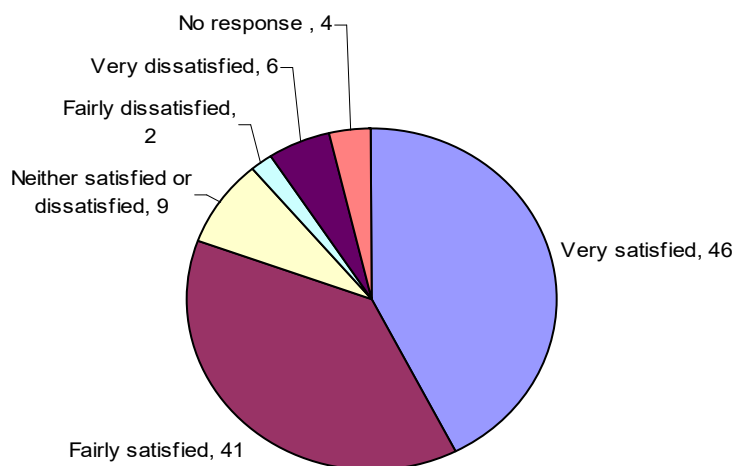
Q9. In general, how satisfied are you with the service you get from your Nurse?



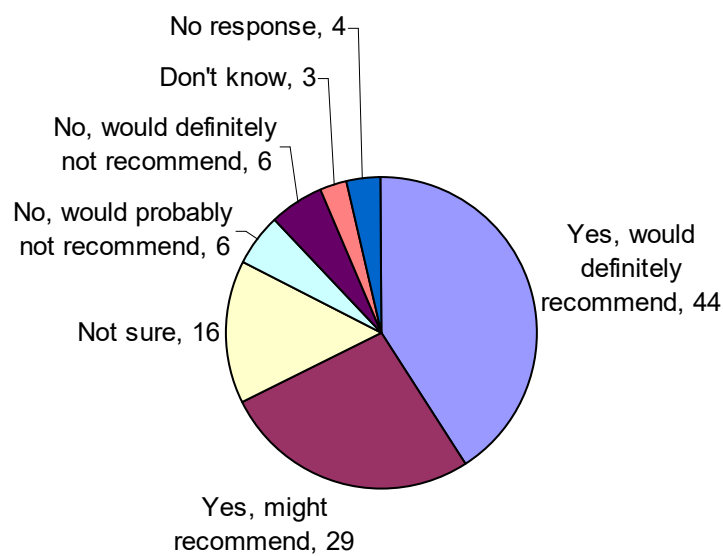
Q10. In general, how satisfied are you with the service you get from the Receptionist?



Q11. In general, how satisfied are you with the range of services you get from the practice?

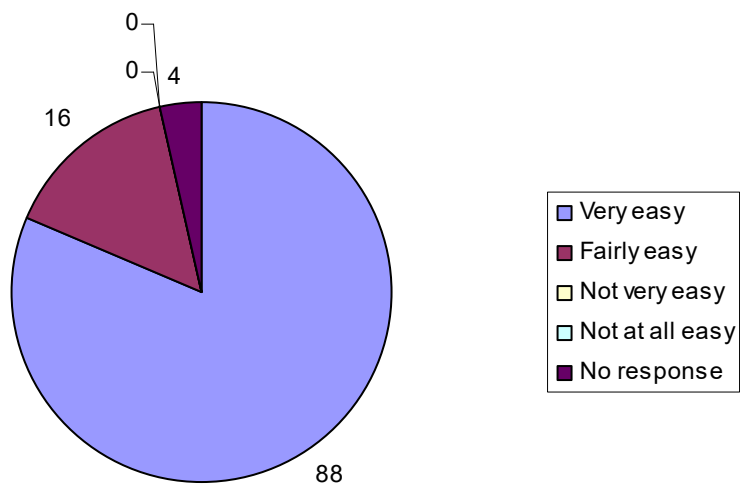


Q12. Would you recommend your GP surgery to someone who has just moved into your local area?

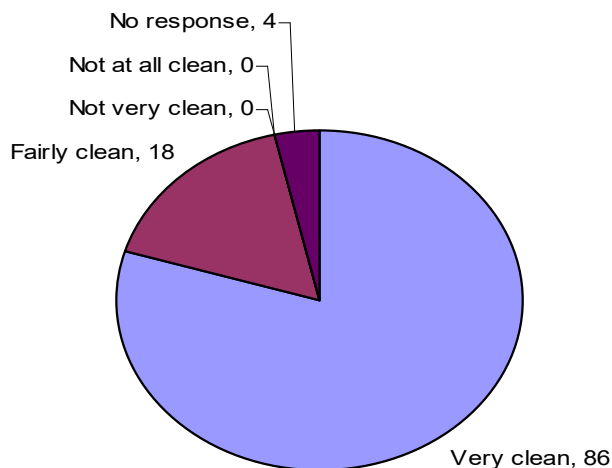


Premises:

Q13. Thinking about access into the building at your surgery, how do you find this?



Q14. How clean is your GP Surgery?



Information:

Q15. How could your surgery involve people more and find out what they actually want, and how would you like to be involved?

Responses (Free text):

- Comments and suggestions box x 3 (but make sure respond to comments)
- Patient Participation Group is a good idea, and a step forward x 3
- Ask patients
- By making it easier to see a GP
- Hold meetings (if not already happening) x 3
- Hold an open forum on a monthly basis as a patient drop in service – have a GP and Receptionist present
- Information more easily accessible on the practice website
- Send out questionnaires x 5
- Annual Survey
- Text messaging
- Mailings
- Advertising
- Newsletters with opening times and other useful information
- Listen more to the public
- More internet services
- Display number of missed appointments
- Don't know

Q16. What things do you like best about your surgery?

- Everything x 3
- Overall very efficient
- No preference
- That they care
- The Hollygreen Practice now gives a good and satisfactory service
- The way it is set out, and also the cleanliness and the politeness and friendliness of the staff

- I do not like any surgery – but this surgery is of a good standard
- At present nothing – feels that the practice prior to the merger was better x 2
- Actually seeing the GP – very good GPs
- Polite x 2
- Pleasantness and thoroughness of staff and GPs
- Staff are helpful
- Good atmosphere, helpful staff and respect shown to patients
- Friendly doctors who are easy to approach
- Certain doctors and nurses
- Staff very supportive and helpful
- Pleasant attitude from both staff and GPs
- Internet booking service – when working!
- Its nice, clean and friendly x 6
- Reception x 2
- Staff and Accessibility
- Very convenient, nice receptionists and good GPs
- Very spacious x 4
- Easy to park
- Modern facility
- Location, close to home x 6
- Friendliness at Thurnscoe site
- Accessibility to reception
- It has various services working there i.e. GPs, Nurses, Chemist, etc
- That there are different consulting rooms for different things i.e. ENT, Physio

Q17. If you could change one thing about your GP surgery, what would that be?

Responses (Free text):

- Nothing, I am satisfied x 7
- Be able to get appointments x 13
- Change appointment system x 2
- More appointments available to book online x 2
- Walk in surgery
- Same day appt system should be changed – priority should be given to children
- Self check in doesn't tell you which side to sit in the waiting room for the GP or Nurse
- Easier emergency appointments
- Earlier and later opening times
- Increase availability of out of office hours – more thought for working people

Q17. If you could change one thing about your GP surgery, what would that be? Continued

- To answer the phone
- More flexible hours
- Not waiting as long at reception and be able to book appointments with more privacy
- The staff on reception – could look more cheerful and greet patients with a 'Good Morning' or 'Hello' x 2
- To have longer with the GP for appointments
- I would like to see my own regular GP instead of a locum/another GP x 4
- More GPs actually at work – so you can get an appointment within 48 hours, and not 3 weeks
- To speak to someone in person on the phone
- Appointments on a Saturday morning

- Less waiting times x 4
- Have a quicker dispensing chemist – too slow
- Go back to how it was run last year – things were so much better and there were appointments x 4
- Telephone system x 4
- X-ray facilities
- Make sure equipment is functioning, at all times have the ability to make charitable donations

Q18. Is the written information you receive at your GP surgery easy to understand?

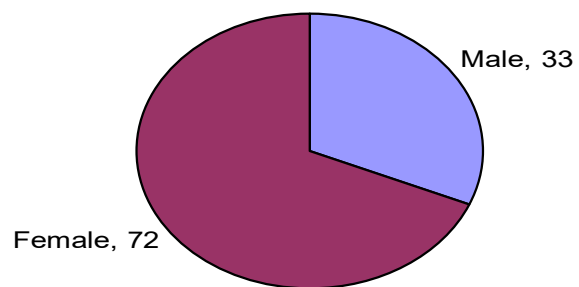
- Yes x 67
- No x 3
- Not applicable x 3
- Sometimes x 4
- Never received any x 4
- Depends who you see

Q19. Is the verbal information you receive at your GP surgery easy to understand?

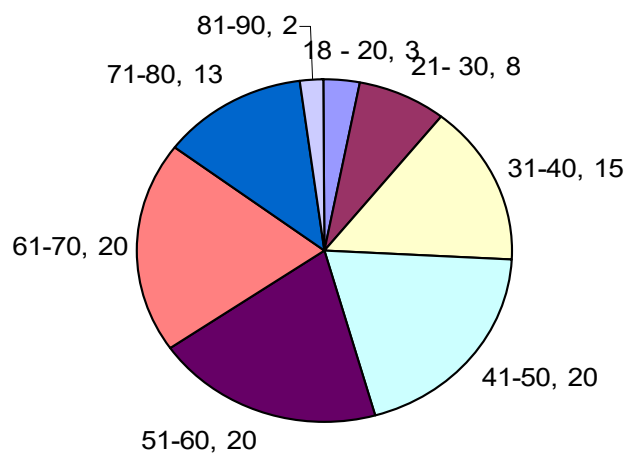
- Yes x 68
- No
- No – at present find the GPs disinterested and dismissive
- Sometimes x 5
- Depends who you see
- I think sometimes the Receptionists have to take a lot of abuse through no fault of their own
- Leaves a lot to be desired in certain aspects

Status Questions:

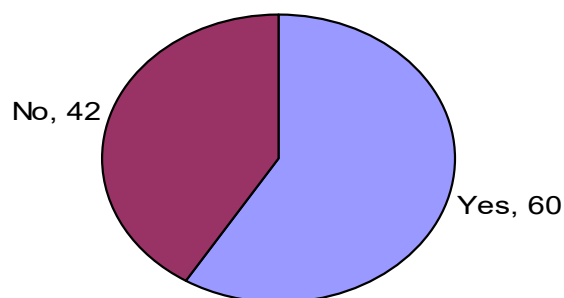
Q20. Gender of Respondents:



Q21. Age Profile:



Q22. Do you have a long standing illness, disability of infirmity?



Q23. What ethnic group do you belong to?

White	104
Black or Black British	0
Asian or Asian British	0
Mixed	0
Chinese	0
Easter European	0
Other	0

ADDITIONAL COMMENTS MADE:

1. Feel very down about the merged practice – nothing seems to work well
2. Some Receptionists need to be a bit more polite and a lot less abrupt and they could all do with giving the same information and not conflicting information at both surgeries
3. Reasonably satisfied with the service except for being able to get an early appointment if I need one for anti-biotics or steroids. The automated phone system also stresses me out
4. Would be better if the appointment system was sorted out. It was never this bad before 2012, with less doctors – what does that say!
5. Always been very happy with the service received – only issues is with the telephone booking service
6. It is important to be able to get an appointment in a reasonable time
7. GP availability – difficult to get an appointment, seems to be getting worse
8. Need to sort out the telephone system
9. Thurnscoe reception staff are very helpful
10. The surgery runs well as a whole, however sometimes it is difficult to get an appointment for the GP or the Nurse
11. Could get people in for an annual check and that would help to pick up any early problems, and in the long term save money
12. Back up at Goldthorpe is poor – from phone calls to visits
13. Phone system is awful and self arrival log in is never working which means having to wait to speak to a Receptionist. Some of the Receptionists can be quite rude when you are trying to make an appointment or book in
14. Quite satisfied
15. Don't change anything, you're doing well. Thank you all so much
16. Trying to phone the surgery and speak to someone is a nightmare. Having to phone the surgery at 8am in a morning is shocking especially when you are not guaranteed an appointment. Overall very disappointed with the service given
17. Phone system – problem has been ongoing for far too long. I waited 15 minutes to book in for an appointment as the self arrival wasn't working. Had to wait 3 weeks for a routine appointment – been worse since the practices merged
18. When phoning for appointments the answer machine message is slightly confusing about booking appointments, checking appointment times. Chairs in waiting room are not in a good position to see both digital appointments displays
19. I am satisfied with the service you give, and you are always polite and helpful
20. Feel rushed when I have an appointment. Haven't seen my own GP in the last 12 months. I have had to see anyone that was available.
21. Since the merger with Goldthorpe there seems to be much longer waiting times to see GPs and Nurse. I waited over 1 hour for my GP appointment
22. Since the practice merger the service is not as efficient
23. Need a better reception, appointment system, more compassion for patients and earlier appointments
Booking for repeat prescriptions and appointments by internet is very good. But the system does not always allow access and can be a little complex to understand, but the idea is good