

Billericay Medical Practice

Patient Survey Report

2013 – 2014



Opening Hours

Monday to Friday

8.00am to 6.30pm

Saturday

8.30am to 12.00 noon
(Routine appointments only)

Telephone Numbers

Surgery : 01277 658071

Out of Hours Emergency : 01277 658071 or NHS 1.1.1.

www.gps-billericayhealthcentre.co.uk

Introduction

The Department of Health have for the past few years been looking at ways of ensuring that patients have the opportunity of getting involved in decisions about the range and quality of care they can access at their surgery.

The Department of Health also hope that over time, patients will also become involved in services that will be commissioned by their surgery and colleagues across the locality.

The Practice has therefore been actively engaging with its patients and in 2010 our Patient Participation Group was formed.

This is a “face to face” group holds open meetings for all patients and meets regularly throughout the year to discuss any issues the surgery or patients may have.

Although the Practice already had an established Patient Participation Group by 2011, we decided to initiate another drive during the summer of 2011 to encouraged patients to participate by joining our Patient Reference Group.

This is a virtual group where patients have the opportunity to communicate with the Practice or if they would prefer direct with the Patient Participation Group about our services by either email, post or by telephone.

We are delighted by the response we have received and currently we have more than 250 patients participating through one of the two forums mentioned above.

Patients are always very welcome to join either the Patient Participation Group or the Patient Reference Group and details on how to join either of the groups can be found in the waiting room or by visiting the practice website, [gps-billerillericayhealthcentre .co.uk](http://gps-billerillericayhealthcentre.co.uk)

The Report The report will:

- Provide a profile of the Patient Participation and Reference Groups.
- The steps taken by the Practice to ensure a fair demographic representation of our patients.
- The steps taken to determine the questions that would form part of the practice survey.
- How we worked with the Patient Participation Group and Patient Reference Group to establish and implement our survey.
- Review the survey report.
- How the Patient Participation Group and Patient Reference Group were involved in deciding on the final action plan.
- The action plan that was agreed with our Patient Groups.
- Actions taken from the 2013 survey.

The Practice would like to thank you for your continued support and welcome any feedback or ideas you may have in improving services.

Profile of Patient Reference Group

As at 1st April 2013 the practice had a patient list of approximately 12,800 patients and although we have a mix of patient's with different ages, gender, ethnicity and health issues the profile of the group lies entirely in the patients who wish to participate.

In the summer of 2011 the Practice targeted more than 25% of our patients by letter. These patients were selected at random, taking into account:

- Age
- Gender
- Ethnicity
- Carers
- Housebound
- Patients with long term conditions
- Patients who very rarely attended the surgery.

Since then we have always looked at ways to increase patient participation by encouraging patients to join either the Patient Participation or Patient Reference Group.

As a practice we are always encouraging patients from any age, gender or ethnic background to join one of the two groups. To do this we publicise the Patient Reference Group and Patient Participation Group in the patient newsletter, in the waiting room, on the website as well as targeting patients who attended the surgery.

- Out of the 277 patients who are members of the PPG or PRG 57% of the patients are Female with the remaining 43% being Male.
- The age of the members invited to become a member of the PPG or PRG range from 16 years to 65 years and over.

Profile as at 1st February 2014

| AGE | Total List | % Representation | Face to Face | Virtual |
|-------------------|------------|------------------|--------------|---------|
| 16 – 24 years old | 1092 | 0% | 0 | 0 |
| 25 – 34 years old | 1390 | 0.79% | 0 | 9 |
| 35 – 44 years old | 1901 | 0.89% | 1 | 16 |
| 45 – 54 years old | 1983 | 0.70% | 2 | 12 |
| 55 – 64 years old | 1576 | 2.03% | 7 | 27 |
| 65 and over | 2336 | 8.65% | 15 | 188 |

| GENDER | Total List | % Representation | Face to Face | Virtual |
|-----------|------------|------------------|--------------|---------|
| % Females | 5362 | 3.71% | 15 | 144 |
| % Males | 4916 | 2.4% | 10 | 108 |

| ETHNICITY | Total List | % Representation | Face to Face | Virtual |
|------------------------------|------------|------------------|--------------|---------|
| White | | | | |
| % British group | 3835 | 6.60% | 25 | 243 |
| % any other White background | 344 | 0.0% | 0 | 5 |

| Mixed | | | | |
|------------------------------|----|------|---|---|
| % White & Black Caribbean | 17 | 0.0% | 0 | 0 |
| % White & Black African | 16 | 0.0% | 0 | 0 |
| % White & Asian | 25 | 0.0% | 0 | 0 |
| % any other Mixed background | 37 | 0.0% | 0 | 0 |

| Asian or Asian British | | | | |
|-------------------------------|----|------|---|---|
| % Indian | 18 | 1.1% | 0 | 2 |
| % Pakistani | 14 | 0.0% | 0 | 0 |
| % Bangladeshi | 6 | 0.0% | 0 | 0 |
| % any other Asian background | 40 | 0.0% | 0 | 1 |

| Black or Black British | | | | |
|-------------------------------|----|------|---|---|
| % Caribbean | 0 | 0.0% | 0 | 0 |
| % African | 16 | 0.0% | 0 | 0 |
| % any other Black background | 9 | 0.0% | 0 | 0 |

| Chinese or other Ethnic Group | | | | |
|--------------------------------------|-----|------|---|---|
| % Chinese | 37 | 2.7% | 0 | 1 |
| % any other | n/a | 0.0% | 0 | 0 |

| OTHER GROUPS | Total List | % Representation | Face to Face | Virtual |
|--------------------------|-------------------|-------------------------|---------------------|----------------|
| Care & Residential Homes | 52 | 1.0% | 0 | 1 |
| Carer | 71 | 2.8% | 0 | 2 |
| Learning Disabilities | 27 | 0.0% | 0 | 0 |
| Long Term Conditions | 3500 | 7.8% | 22 | 252 |

- Although the majority of patients in the Patient Reference Group are recorded as White British, we engage with patients from all ethnic groups and there is a representation from Asian, Chinese and several European ethnic groups.
- The majority of our patients in the group have long term medical conditions such as diabetes, mental health, respiratory or hypertension.

It is our intention to continue to work alongside our patients to help us improve the standard of services we offer and hope to continue to encourage more patients to join either the Patient Participation Group or the Patient Reference Group.

INFORMATION ABOUT THE PATIENT PARTICIPATION GROUP

The Patient Participation Group was formed early in 2010 with the objective of improving communication between the Patients and the Practice. Their task is to improve knowledge of services available for patients, to hold a minimum of six meetings a year to discuss ideas, and work with the Practice to see how these ideas can be put in place.

It was started at the time that Primary Care Trusts had been trying to find out what the public thought about NHS services by holding a number of Public Meetings. The PCT Headquarters at Phoenix Court, Basildon helped us with initial information on what we should be doing. They organise about four meetings a year in their Board Room where we can meet other PPGs, exchange information with them, and have speakers to give us all information on other organisations providing health care, and the changes we are undergoing in providing health care in the future. We are finding out about Clinical Commissioning Groups, and how our Practice will be affected.

We have a committee and members, and anyone who attends the practice is welcome to join. Please contact the Practice Manager, or look on the website for information. You are welcome to attend meetings.

So far we have tried to keep abreast of the changes the NHS is undergoing. We have arranged several talks every year on interesting health topics. We publish a newsletter about four times a year. We visit places of interest where we have been invited. We also organise coffee mornings and fundraising events. Over Christmas we always hold a coffee and mince pie event to let patients know what we are doing, and to give patients a chance to talk to us. We also help the Practice with surveys, and assist by promoting new indicatives within the surgery throughout the year.

If you have a health problem to raise we can try to help, but generally the first way of raising a problem should be through the Practice Manager.

We hope that you will think about what you can do for the Practice and join the Patient Participation Group or the Patient Reference Group.

The Practice use several methods to recruit new members of all ages and ethnic backgrounds and these include advertising on our website, on the waiting room screens, holding education evenings run by the group, newsletters and leaflets in the waiting room.



2013 /2014 Survey

Step1 : How did we ask you to participate?

Have your say”

Towards the end of August 2013 the 277 members of the Patient Reference Group and the 25 members of the Patient Participation Group were asked for their support in undertaking the survey.

In addition to this patients visiting the surgery were also invited to support the survey and provide feedback by collecting a form that was available in the waiting room. In total more than 500 forms were collected from the waiting room by patients.

Subject: Patient Survey

Dear Patient,

Each year the Practice undertakes a patient experience survey and we wish to thank you all for helping us understand your needs and expectations.

Recently we have identified that our Practice population is increasing and, in view of this, we thought that it would be a good opportunity to re-address how our patients perceive the level of service we offer. This will give yourselves and new patients an opportunity to tell us what we are getting right and what we may be getting wrong.

In the first instance we would like to ask you, our patient reference group, for your support in undertaking a survey which would highlight patient priorities for areas such as:

Getting an Appointment

Clinical Care i.e. GP/Nurse Consultations

Opening Times

Staff

Please let us know by **6th September 2013** if you agree to us undertaking a survey of this nature and, if we receive a positive response, we will use the following draft to develop the survey itself.

Alternatively, if you have any further priorities that you feel we should be considering for the Survey, I would be obliged if you would let us have your thoughts by **6th September 2013**.

Kind regards

Peter Tyrrell
Practice Manager

Billericay Medical Practice
Billericay Health Centre
Stock Road, Billericay, Essex. CM12 0BJ



Have Your Say

Each year the Practice undertakes a patient experience survey and we wish to thank you all for helping us understand your needs and expectations.

Recently we have identified that our Practice population is increasing and, in view of this, we thought that it would be a good opportunity to re-address how our patients perceive the level of service we offer. This will give yourselves and new patients an opportunity to tell us what we are getting right and what we may be getting wrong.

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Getting An Appointment

| | | | |
|--|---|--|---|
| (1) How do you normally book your appointments? | <input type="checkbox"/> In Person <input type="checkbox"/> By Phone <input type="checkbox"/> Online – Please go to Question (4) <input type="checkbox"/> Doesn't Apply | | |
| (2) Are you aware that appointments can be booked On-line? | <input type="checkbox"/> Yes – Please go to Question (4) <input type="checkbox"/> No - Please answer Question (3) | | |
| (3) Now that you know you can use your computer to book appointments online are you likely to do this? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (4) What type of appointment do you usually book? (please tick any that you book) | Urgent/Emergency on the same day <input type="checkbox"/> | Advance Booking/ Up to two weeks in advance <input type="checkbox"/> | Same Day /but not an emergency <input type="checkbox"/> |
| (5) Are you always able to get an appointment as detailed above | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| (6) How do you rate this | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply | | |
| (7) When you book your appointments by telephone how easy is it to get through to a receptionist? | <input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Haven't tried | | |
| (8) How do you rate this? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply | | |
| (9) Are you aware that the Practice offers telephone consultations with the Doctors? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (10) Have you ever had to book a telephone consultation with a Doctor? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply | | |
| (11) How easy was it for you to book a telephone consultation with the Doctor? | <input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Doesn't Apply | | |
| (12) Are you aware that the Practice offers telephone consultations with the | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |

| | |
|---|--|
| Nurses? | |
| (13) Have you ever had to book a telephone consultation with a Nurse? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (14) How easy was it for you to book a telephone consultation with the Nurse? | <input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Doesn't Apply |
| (15) When the Surgery is closed do you know how to get help from a Doctor? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (16) Are you happy with the overall appointment Service that we offer? | <input type="checkbox"/> Yes <input type="checkbox"/> No – Please answer question (17) |
| (17) What could we do better? | |

Opening Times

| | |
|---|---|
| (18) Do you know when the surgery is open? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (19) Do you think the surgery could/should be open at different times | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (20) What days/times would you like to see the surgery open (where it is not now) | |

How We Care For You

Seeing the Doctor

| | |
|---|---|
| (1) How often do you attend the Practice to see a GP? | <input type="checkbox"/> - More than once a year <input type="checkbox"/> - Yearly <input type="checkbox"/> - Not very frequently at all |
| (2) Do you usually choose to see a particular Doctor? | <input type="checkbox"/> - Prefer to see the same Doctor – <i>Please answer question 3</i> <input type="checkbox"/> - Do not mind which Doctor I see – <i>Please go to question 4</i> |
| (3) Are you usually able to book an appointment with the Doctor you prefer? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Do you see the Doctor because you have a long term condition or just on a general basis as and when needed? | <input type="checkbox"/> - Long term condition <input type="checkbox"/> - General |
| (5) When you last saw the Doctor did you feel that you were given time to explain how you were feeling or what was wrong? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) At that appointment did you feel that the Doctor listened to you? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) If you answered No to questions 5, 6 or 7, please explain what could have been done better for you. | |
| (10) How do you rate the overall consultation that you had with the Doctor? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

Seeing the Nurse

| | |
|--|---|
| (11) How often do you attend the Practice to see a Nurse? | <input type="checkbox"/> - More than once a year <input type="checkbox"/> - Yearly <input type="checkbox"/> - Not very frequently at all |
| (12) Do you see the Nurse because you have a long term condition or just on a general basis as and when needed? | <input type="checkbox"/> - Long term condition <input type="checkbox"/> - General |
| (13) When you last saw the Nurse did you feel that you were given time to explain how you were feeling or what was wrong? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (14) At that appointment did you feel that the Nurse listened to you? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (15) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (16) If you answered No to questions 13, 14 or 15, please explain what could have been done better for you. | |
| (17) How do you rate the overall consultation that you had with the Nurse? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

Seeing other healthcare professionals both during the day and Outside of Surgery opening hours

| | |
|---|---|
| (18) Do you attend the surgery to see any other healthcare professional e.g. Midwife, Counsellor etc. ? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (19) Which professional do you see? | |
| (20) How do you rate the service provided? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

| | |
|--|---|
| (21) Have you had to use the GP Out of Hours Service | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (21) How do you rate the service provided? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

Practice Staff

| | |
|---|---|
| (22) Have you ever had to contact the Practice to make a general enquiry with one of our staff i.e. for test results; for hospital letters etc? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (23) Which team did you speak to | <input type="checkbox"/> Reception <input type="checkbox"/> Secretaries <input type="checkbox"/> Administration <input type="checkbox"/> Practice Manager |
| (24) How do you rate the professionalism of the person dealing with your enquiry | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor |
| (25) Is there anything that could have been done better | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (26) Please detail what more could have been done | |

What Other Services or Information would you like to see provided either in the Surgery or in the Local Community?

Please feel free to include a comment in any of the age groups.

| | |
|---|---|
| For Children (aged under 16) | Please list what you feel would benefit the health needs of this group |
| For Adults (aged 17 – 64) | Please list what you feel would benefit the health needs of this group |
| For Adults (aged 65+) | Please list what you feel would benefit the health needs of this group |
| Overall, how would you rate this practice with regard to: | |
| Getting an Appointment | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |
| Providing you with clinical care | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |
| Opening Hours | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor |

| About You | |
|------------------------------------|---|
| Are you? | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| What age group do you fall into? | 18-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 51-70 <input type="checkbox"/> 70+ <input type="checkbox"/> |
| Do you have a long term condition? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| What condition to you have? | |
| What is your ethnic group? | <input type="checkbox"/> White <input type="checkbox"/> Black or Black British <input type="checkbox"/> Asian or Asian British <input type="checkbox"/> Mixed <input type="checkbox"/> Chinese <input type="checkbox"/> Other ethnic group |

Please accept our sincere thanks for taking part in this survey.

The results will be published by 31st March 2014 on our Practice website at
www.gps-billericayhealthcentre.co.uk

Step 2 : We then analysed the feedback from patients:

Below is a sample of some of the responses the practice received with regard to the proposed survey.

Excellent. Appears to cover every aspect. My only query is why it will take another 7 months before publication of the results. I would be happy to assist if help is needed in collating the survey results.

Yes I agree with the survey and it's content

This is to confirm our interest in taking part in your survey.

yes I agree with you undertaking the patient survey and I was happy with the questions and format.

happy to participate in the survey

I would be pleased to complete such a survey. I think you should include peoples responses to the use and convenience of on-line methods of communication with services.

Happy to take part in the survey and agree that the four headings represent good priorities. Some GPs at the practice are specialists in certain conditions and making this information more widely known will help patient knowledge and boost confidence in the skills available.

Agree to the Patient Survey - no further questions to suggest.

I'd be happy to take part in the survey. Perhaps a separate section on Out of Hours service might be a useful addition rather than just a couple of general questions.

Step 3 : Agree the final version of the survey

On the 22nd October 2013, having given patients nearly eight weeks to respond to the proposed survey, members of the Patient Participation Group and the Patient Reference Group were asked to approve the final version taking into consideration the comments that had been received from patients.

A copy of the proposed survey was also left in the waiting room so patients who attend the surgery could also give their opinion on the survey.

Dear Patient

Thank you to all of you who responded with suggestions to amendments to the first draft of this year's patient survey.

Having taken all of the suggestions into consideration I have now attached the final version that I am proposing to publish on our website and in the waiting room for patients to complete.

Can you therefore please let me know by 5pm this Friday, 25th October if you have any further comments.

Kind regards

Peter Tyrrell
Practice Manager

BILLERICAY MEDICAL PRACTICE
STOCK ROAD
BILLERICAY
ESSEX
CM12 0BJ



Have Your Say

Each year the Practice undertakes a patient experience survey and we wish to thank you all for helping us understand your needs and expectations.

Recently we have identified that our Practice population is increasing and, in view of this, we thought that it would be a good opportunity to re-address how our patients perceive the level of service we offer. This will give yourselves and new patients an opportunity to tell us what we are getting right and what we may be getting wrong.

We discussed this with our Patient Groups and have subsequently developed the following Survey which looks at:

Getting an Appointment

Clinical Care i.e. GP/Nurse Consultations & Out of Hours

Opening Times

Staff

Please complete the Survey and return this to the Receptionist by 30th November 2013.

Thank you once again for taking the time to help us with this important exercise. Your assistance is greatly appreciated.

Dr J Cockcroft
Senior Partner

Getting An Appointment

| | | | |
|--|---|--|---|
| (1) How do you normally book your appointments? (please tick the method you use the most) | <input type="checkbox"/> In Person <input type="checkbox"/> By Phone <input type="checkbox"/> Online – Please go to Question (4) <input type="checkbox"/> Doesn't Apply | | |
| (2) Are you aware that appointments can be booked On-line? | <input type="checkbox"/> Yes – Please go to Question (4) <input type="checkbox"/> No - Please answer Question (3) | | |
| (3) Now that you know you can use your computer to book appointments online are you likely to do this? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (4) What type of appointment do you usually book? (please tick any that you book) | Urgent/Emergency on the same day <input type="checkbox"/> | Advance Booking/ Up to two weeks in advance <input type="checkbox"/> | Same Day /but not an emergency <input type="checkbox"/> |
| (5) Are you always able to get an appointment as detailed above | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| (6) How do you rate this | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply | | |
| (7) When you book your appointments by telephone how easy is it to get through to a receptionist? | <input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Haven't tried | | |
| (8) How do you rate this? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply | | |
| (9) Are you aware that the Practice offers telephone consultations with the Doctors? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (10) Have you ever had to book a telephone consultation with a Doctor? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply | | |

| | |
|--|--|
| (11) How easy was it for you to book a telephone consultation with the Doctor? | <input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Doesn't Apply |
| (12) Are you aware that the Practice offers telephone consultations with the Nurses? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (13) Have you ever had to book a telephone consultation with a Nurse? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (14) How easy was it for you to book a telephone consultation with the Nurse? | <input type="checkbox"/> Very Easy <input type="checkbox"/> Fairly Easy <input type="checkbox"/> Not Very Easy <input type="checkbox"/> Difficult <input type="checkbox"/> Doesn't Apply |
| (15) When the Surgery is closed do you know how to get help from a Doctor? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (16) Are you happy with the overall appointment Service that we offer? | <input type="checkbox"/> Yes <input type="checkbox"/> No – Please answer question (17) |
| (17) What could we do better? | |

Opening Times

| | |
|---|---|
| (18) Do you know when the surgery is open? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (19) Do you think the surgery could/should be open at different times | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (20) What days/times would you like to see the surgery open (where it is not now) | |

How We Care For You

Seeing the Doctor

| | |
|---|---|
| (1) How often do you attend the Practice to see a GP? | <input type="checkbox"/> - More than once a year <input type="checkbox"/> - Yearly <input type="checkbox"/> - Not very frequently at all |
| (2) Do you usually choose to see a particular Doctor? | <input type="checkbox"/> - Prefer to see the same Doctor – <i>Please answer question 3</i> <input type="checkbox"/> - Do not mind which Doctor I see – <i>Please go to question 4</i> |
| (3) Are you usually able to book an appointment with the Doctor you prefer? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Do you see the Doctor because you have a long term condition or just on a general basis as and when needed? | <input type="checkbox"/> - Long term condition <input type="checkbox"/> - General |
| (5) When you last saw the Doctor did you feel that you were given time to explain how you were feeling or what was wrong? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) At that appointment did you feel that the Doctor listened to you? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) If you answered No to questions 5, 6 or 7, please explain what could have been done better for you. | |
| (10) How do you rate the overall consultation that you had with the Doctor? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

he DoctorSeeing the Nurse

| | |
|--|---|
| (11) How often do you attend the Practice to see a Nurse? | <input type="checkbox"/> - More than once a year <input type="checkbox"/> - Yearly <input type="checkbox"/> - Not very frequently at all |
| (12) Do you see the Nurse because you have a long term condition or just on a general basis as and when needed? | <input type="checkbox"/> - Long term condition <input type="checkbox"/> - General |
| (13) When you last saw the Nurse did you feel that you were given time to explain how you were feeling or what was wrong? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (14) At that appointment did you feel that the Nurse listened to you? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (15) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition? | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Doesn't apply |
| (16) If you answered No to questions 13, 14 or 15, please explain what could have been done better for you. | |
| (17) How do you rate the overall consultation that you had with the Nurse? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

Seeing other healthcare professionals both during the day and Outside of Surgery opening hours

| | |
|---|---|
| (18) Do you attend the surgery to see any other healthcare professional e.g. Midwife, Counsellor etc. ? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (19) Which professional do you see? | |

| | |
|--|---|
| (20) How do you rate the service provided? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |
| (21) Have you had to use the GP Out of Hours Service in the last year? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (22) How do you rate the service provided? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |

Practice Staff

| | |
|---|---|
| (23) Have you ever had to contact the Practice to make a general enquiry with one of our staff i.e. for test results; for hospital letters etc? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (24) When you last spoke to a member of staff which team did they work in? | <input type="checkbox"/> Reception <input type="checkbox"/> Secretaries <input type="checkbox"/> Administration <input type="checkbox"/> Practice Manager |
| (25) How did you rate the professionalism of the person dealing with your enquiry on that occasion? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor |
| (26) Was there anything that could have been done better? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| (27) Please detail what more could have been done. | |

What Other Services or Information would you like to see provided either in the Surgery or in the Local Community?

| | |
|---|---|
| For Children (aged under 16) | Please list what you feel would benefit the health needs of this group |
| For Adults (aged 17 – 64) | Please list what you feel would benefit the health needs of this group |
| For Adults (aged 65+) | Please list what you feel would benefit the health needs of this group |
| Overall, how would you rate this practice with regard to: | |
| Getting an Appointment | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |
| Providing you with clinical care | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Doesn't apply |
| Opening Hours | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor |

| About You | |
|------------------------------------|---|
| Are you? | <input type="checkbox"/> Male <input type="checkbox"/> Female |
| What age group do you fall into? | 18-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 51-70 <input type="checkbox"/> 70+ <input type="checkbox"/> |
| Do you have a long term condition? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| What condition do you have? | |
| What is your ethnic group? | <input type="checkbox"/> White <input type="checkbox"/> Black or Black British <input type="checkbox"/> Asian or Asian British <input type="checkbox"/> Mixed <input type="checkbox"/> Chinese <input type="checkbox"/> Other ethnic group |

Please accept our sincere thanks for taking part in this survey.

The results will be published by 31st March 2014 on our Practice website at www.gps-billericayhealthcentre.co.uk

A sample of the comments received from patients agreeing for the final version of the survey to be published are shown below :

Well done, this seems to be very thoroughly thought out

Seems fine.

this survey is OK

I support your proposed Survey and ongoing priorities

Happy to support the survey on the subjects highlighted.

I Think it is very comprehensive and will maybe need a “health warning” about time needed to complete it!
Otherwise it is good and should capture a lot of necessary details/feedback.

Step 4 : Distribution of the Survey

At the beginning of November 2013 the survey was published on-line. In addition to this to get maximum exposure the practice distributed 1K surveys to patients attending the surgery as well as posting copies to patients who had asked to receive notification of the survey by post.

Due to the low take-up of the survey by the end of November 2013, the practice decided to extend the closing date to the end of December giving patients more than eight weeks to complete the survey.

In total 294 patients replied to the survey which represents 2% of the practice population.

Dear Patient

Just to let you know that our patient survey is now available to complete on-line.

<http://www.gps-billericayhealthcentre.co.uk/>

The survey will close on the 30th November 2013

Kind regards

Peter Tyrrell
Practice Manager

Step 5 : The Survey Results

All of the survey results that were received on-line were added to those handed in at reception and then the report below was produced by the surgeries website software suppliers.

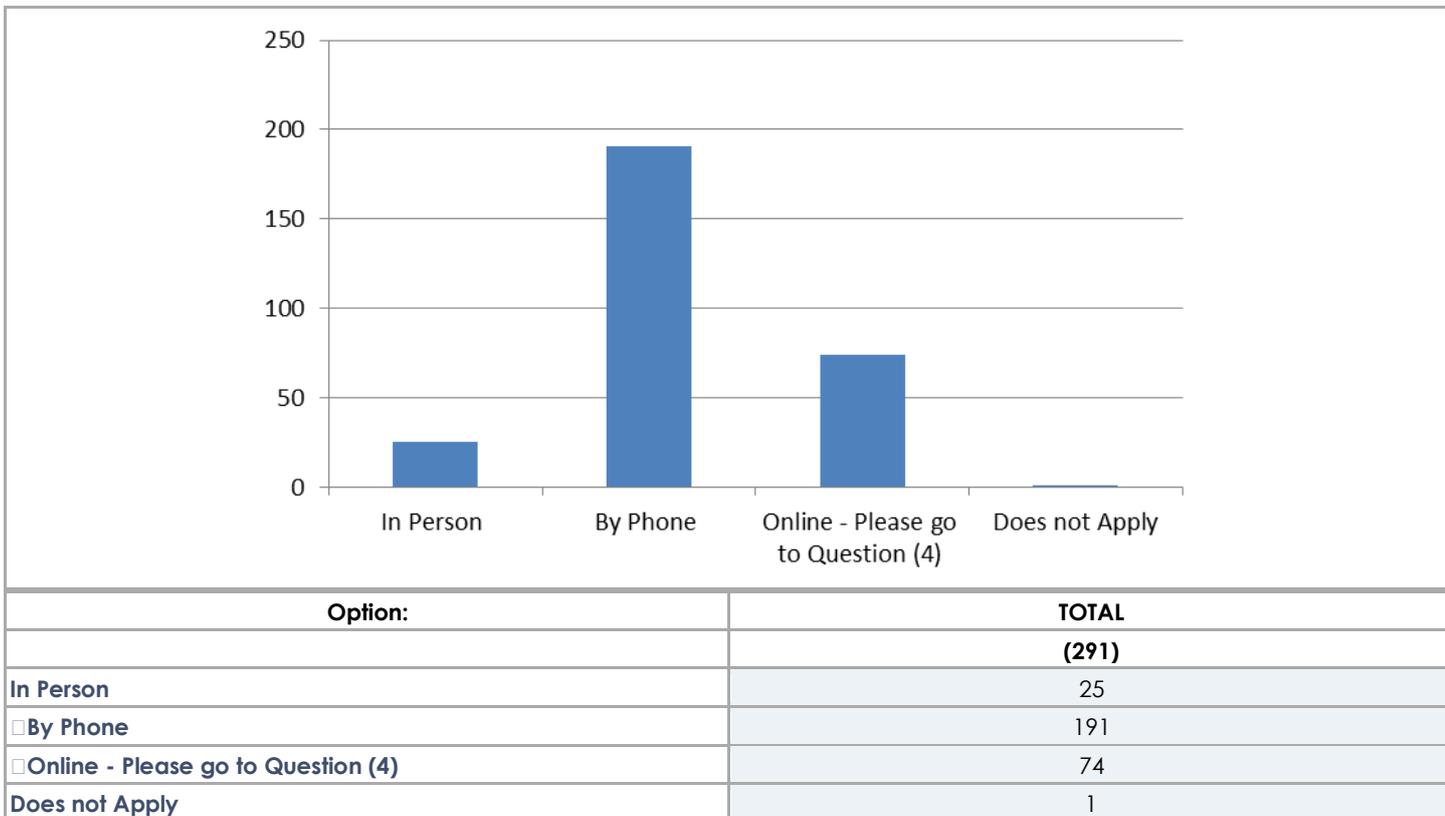
Billericay Medical Practice 2013-2014

We Asked:

"Have Your Say..... Each year the Practice undertakes a patient experience survey and we wish to thank you all for helping us understand your needs and expectations. Recently we have identified that our Practice population is increasing and, in view of this, we thought that it would be a good opportunity to re-address how our patients perceive the level of service we offer. This will give yourselves and new patients an opportunity to tell us what we are getting right and what we may be getting wrong. We discussed this with our Patient Groups and have subsequently developed the following Survey which looks at: Getting an Appointment Clinical Care i.e. GP/Nurse Consultations & Out of Hours Opening Times Staff The survey will close on 30th November 2013. Thank you once again for taking the time to help us with this important exercise. Your assistance is greatly appreciated. Dr J Cockcroft Senior Partner"

(1) How do you normally book your appointments?

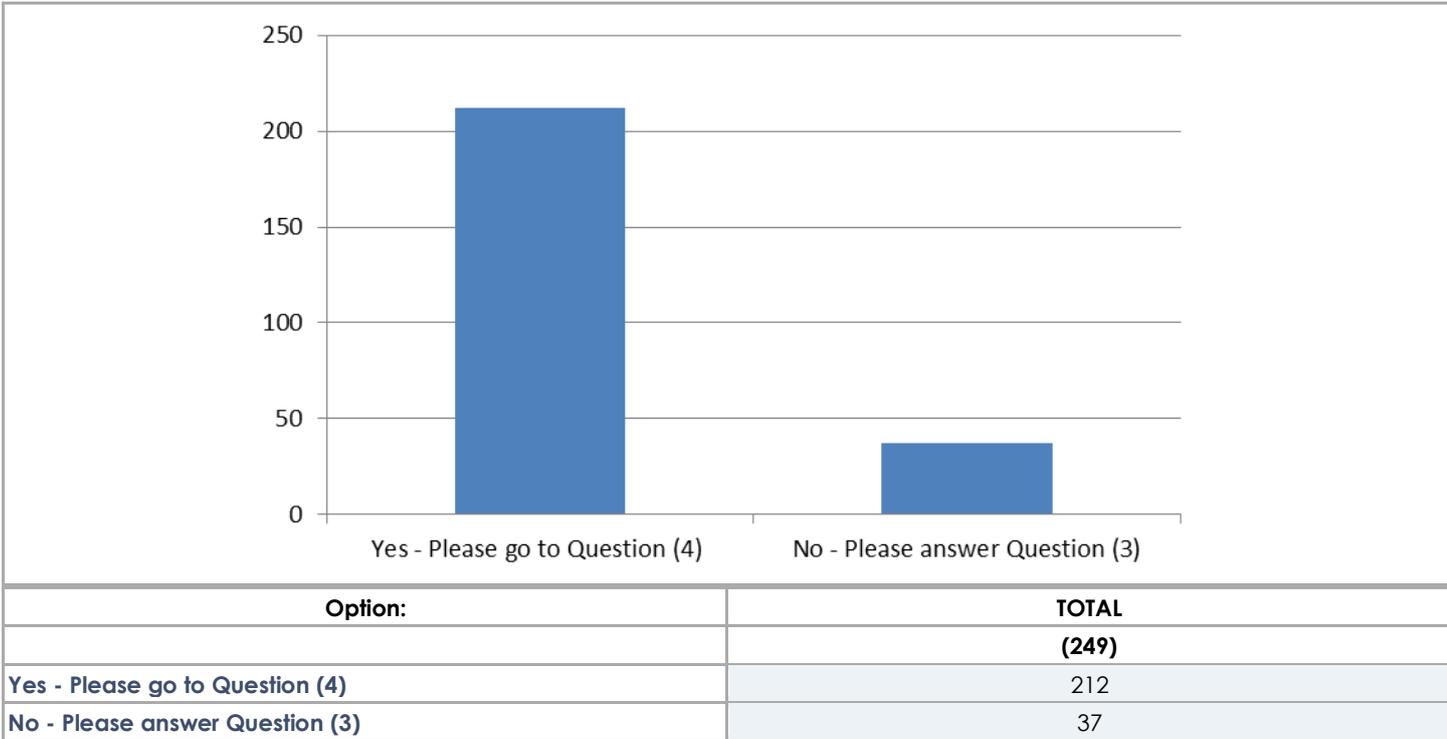
Single answer question or grid (answers per option add up to roughly 100%)



Base: 291 out of 294 people answered this question

(2) Are you aware that appointments can be booked Online?

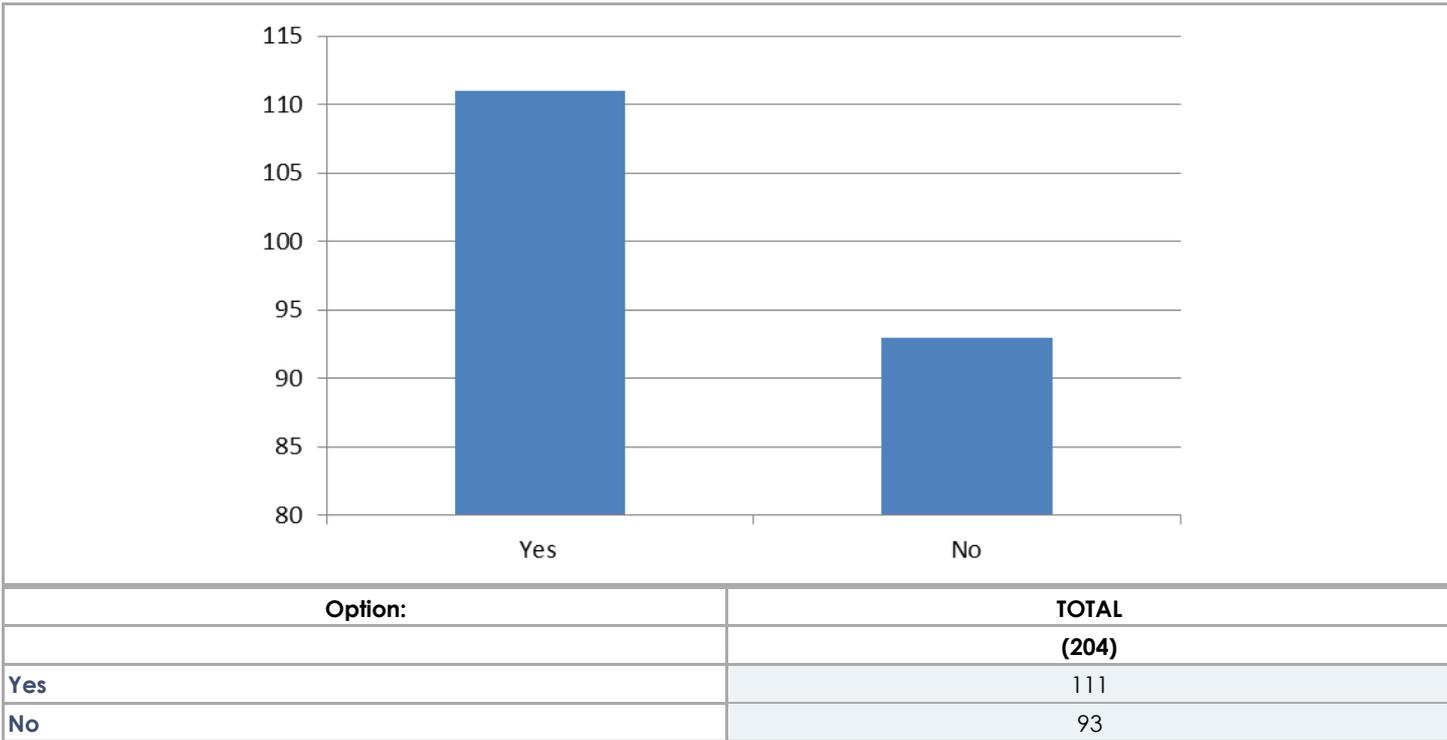
Single answer question or grid (answers per option add up to roughly 100%)



Base: 249 out of 294 people answered this question

(3) Now that you know you can use your computer to book appointments online are you likely to do this?

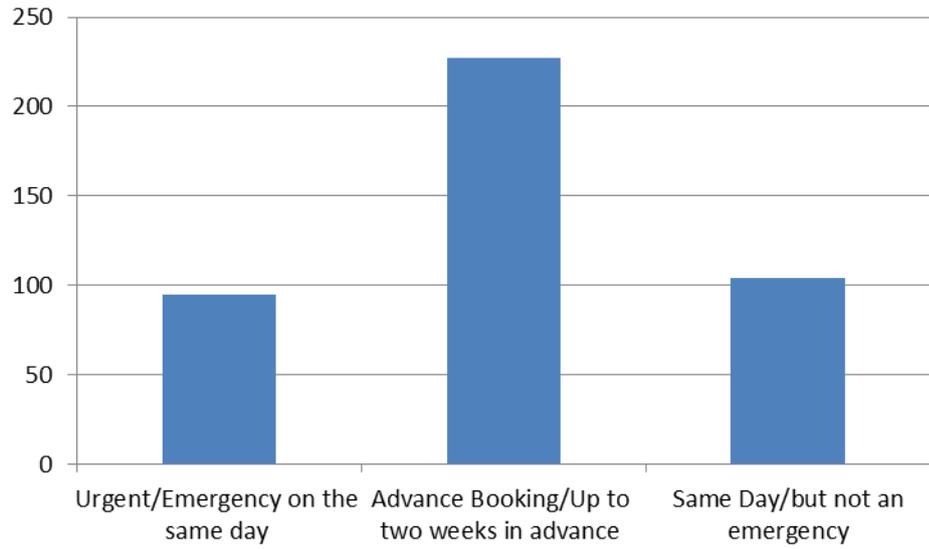
Single answer question or grid (answers per option add up to roughly 100%)



Base: 204 out of 294 people answered this question

(4) What type of appointment do you usually book? (please tick any that you book)

Multiple answer question or grid (answers per row option may add up to more than 100%)



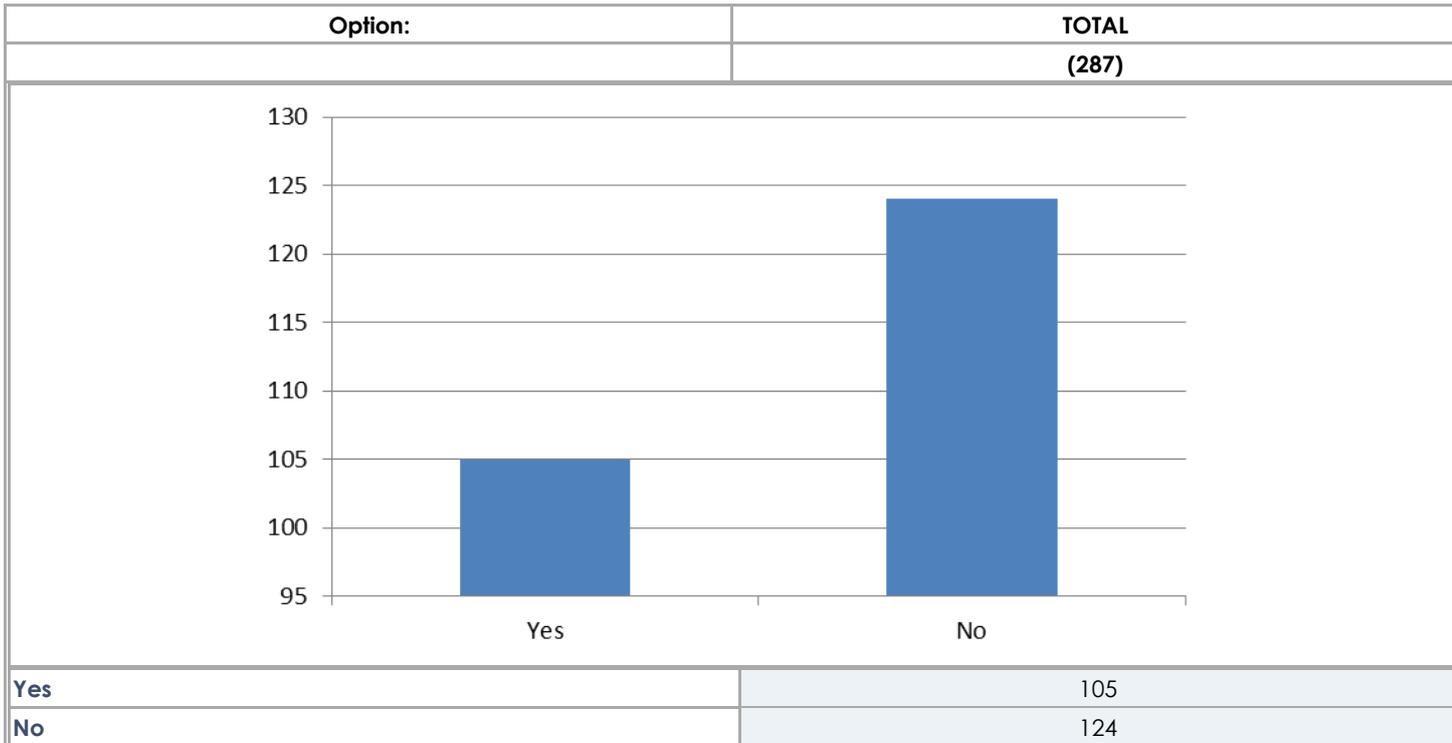
| Option: | TOTAL |
|--|--------------|
| | (287) |
| Urgent/Emergency on the same day | 95 |
| Advance Booking/Up to two weeks in advance | 227 |
| Same Day/but not an emergency | 104 |

Base: 287 out of 294 people answered this question

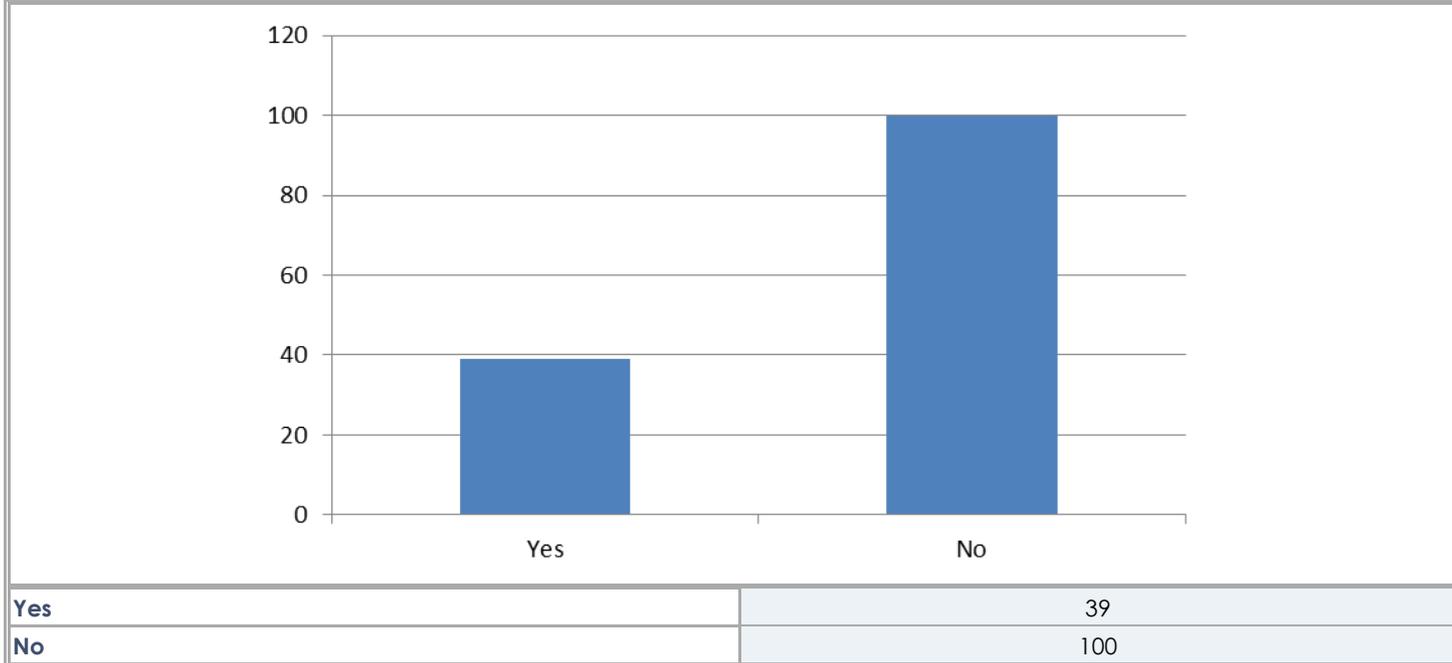
(5) Are you always able to get an appointment as detailed above?

Single answer question or grid (answers per option add up to roughly 100%)

| Option: | TOTAL | | | | | | |
|---|--------------|----------|-------|-----|-----|----|----|
| | (287) | | | | | | |
| Urgent/Emergency on the same day | | | | | | | |
| <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>102</td> </tr> <tr> <td>No</td> <td>45</td> </tr> </tbody> </table> | | Response | Count | Yes | 102 | No | 45 |
| Response | Count | | | | | | |
| Yes | 102 | | | | | | |
| No | 45 | | | | | | |
| Yes | 102 | | | | | | |
| No | 45 | | | | | | |
| Advance Booking/Up to two weeks in advance | | | | | | | |



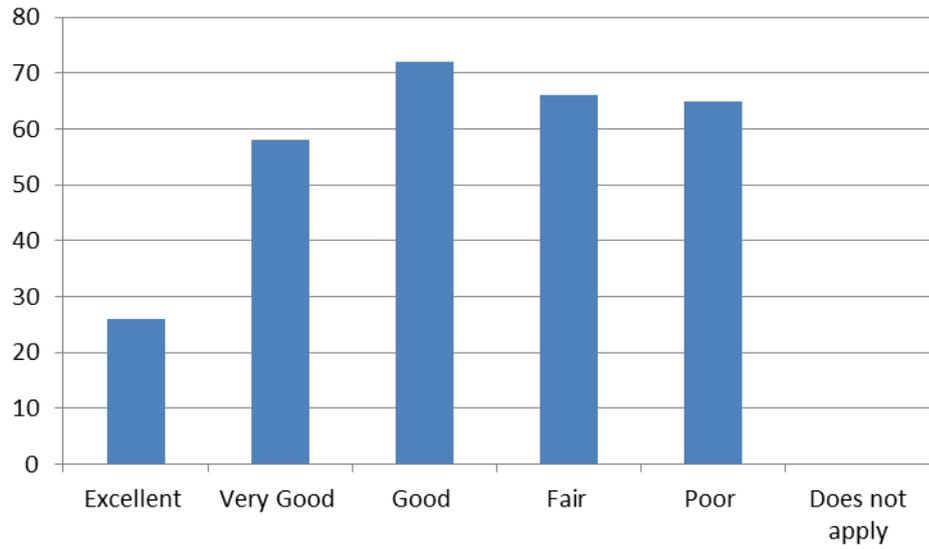
Same Day/but not an emergency



Base: 287 out of 294 people answered this question

(6) How do you rate this

Single answer question or grid (answers per option add up to roughly 100%)

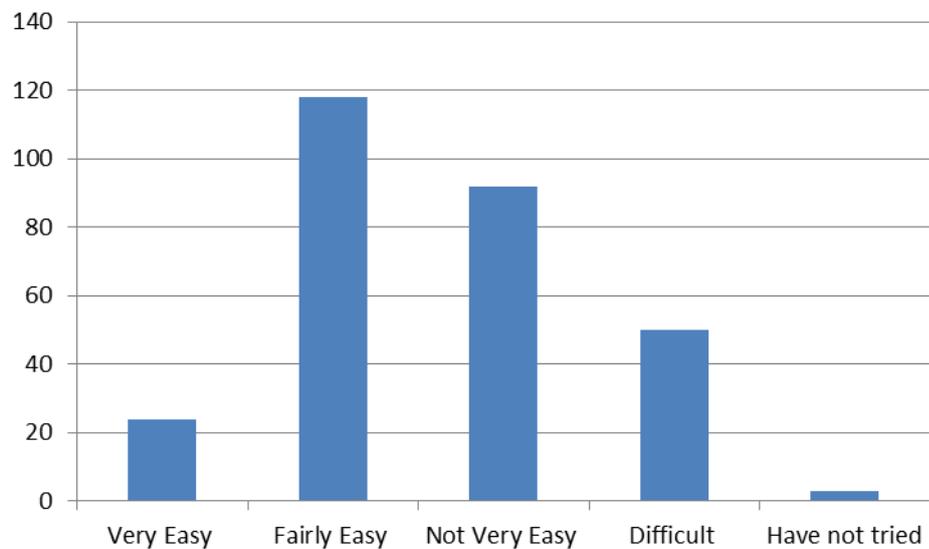


| Option: | TOTAL |
|----------------|--------------|
| | (287) |
| Excellent | 26 |
| Very Good | 58 |
| Good | 72 |
| Fair | 66 |
| Poor | 65 |
| Does not apply | 0 |

Base: 287 out of 294 people answered this question

(7) When you book your appointments by telephone how easy is it to get through to a receptionist?

Single answer question or grid (answers per option add up to roughly 100%)



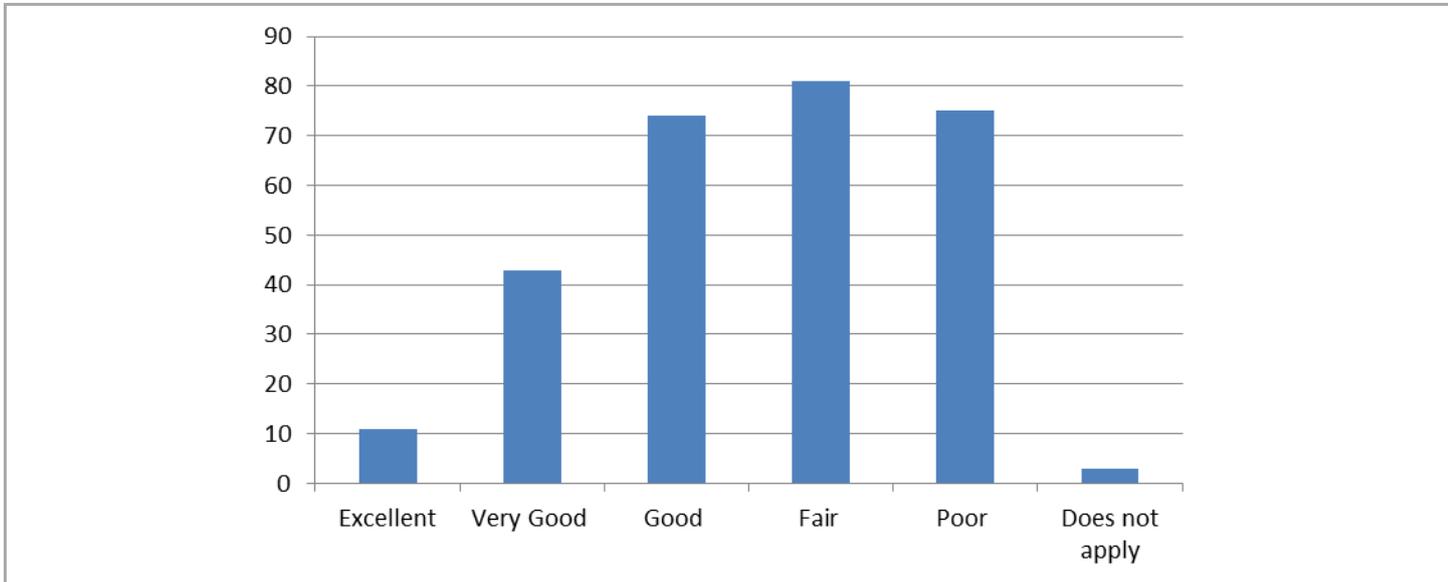
| Option: | TOTAL |
|---------------|--------------|
| | (287) |
| Very Easy | 24 |
| Fairly Easy | 118 |
| Not Very Easy | 92 |
| Difficult | 50 |

| Option: | TOTAL |
|----------------|--------------|
| | (287) |
| Have not tried | 3 |

Base: 287 out of 294 people answered this question

(8) How do you rate this? □

Single answer question or grid (answers per option add up to roughly 100%)

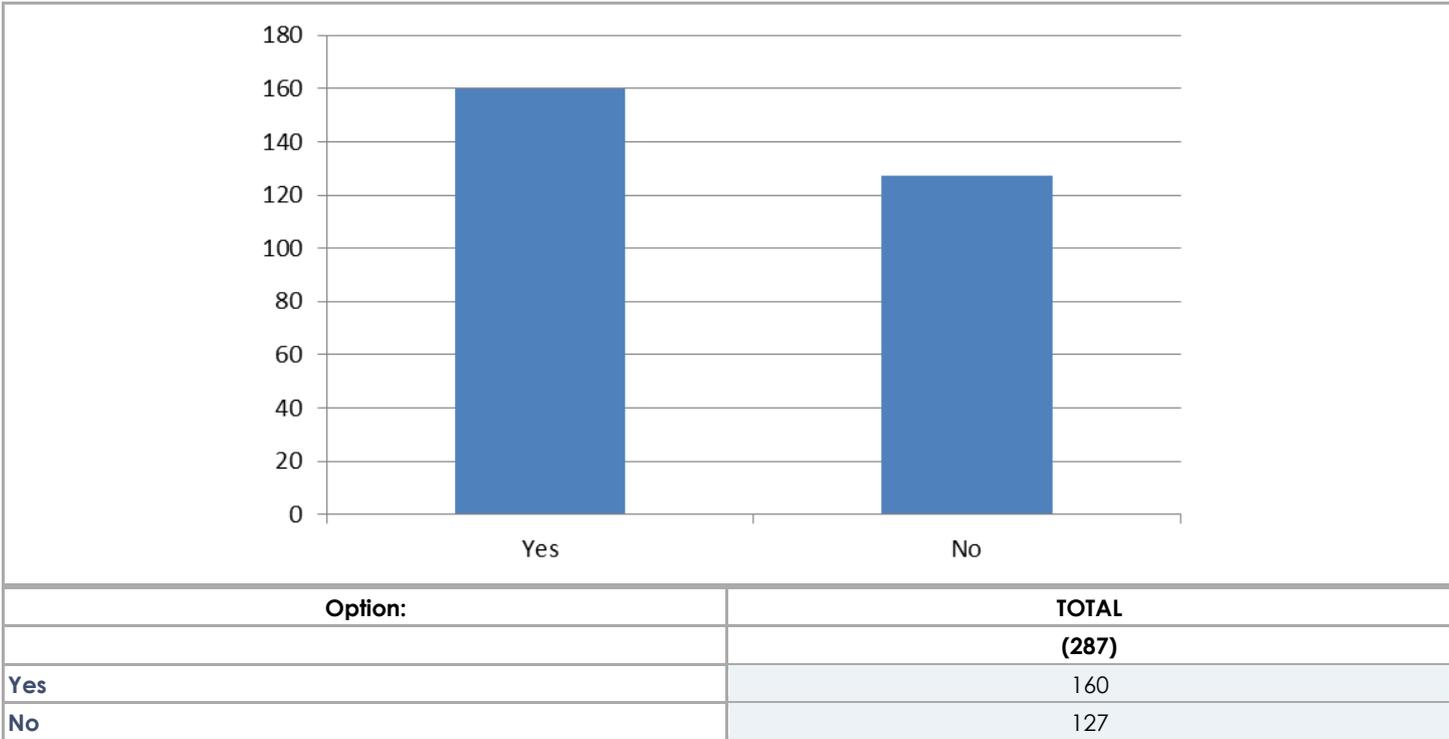


| Option: | TOTAL |
|----------------|--------------|
| | (287) |
| Excellent | 11 |
| Very Good | 43 |
| Good | 74 |
| Fair | 81 |
| Poor | 75 |
| Does not apply | 3 |

Base: 287 out of 294 people answered this question

(9) Are you aware that the Practice offers telephone consultations with the Doctors?

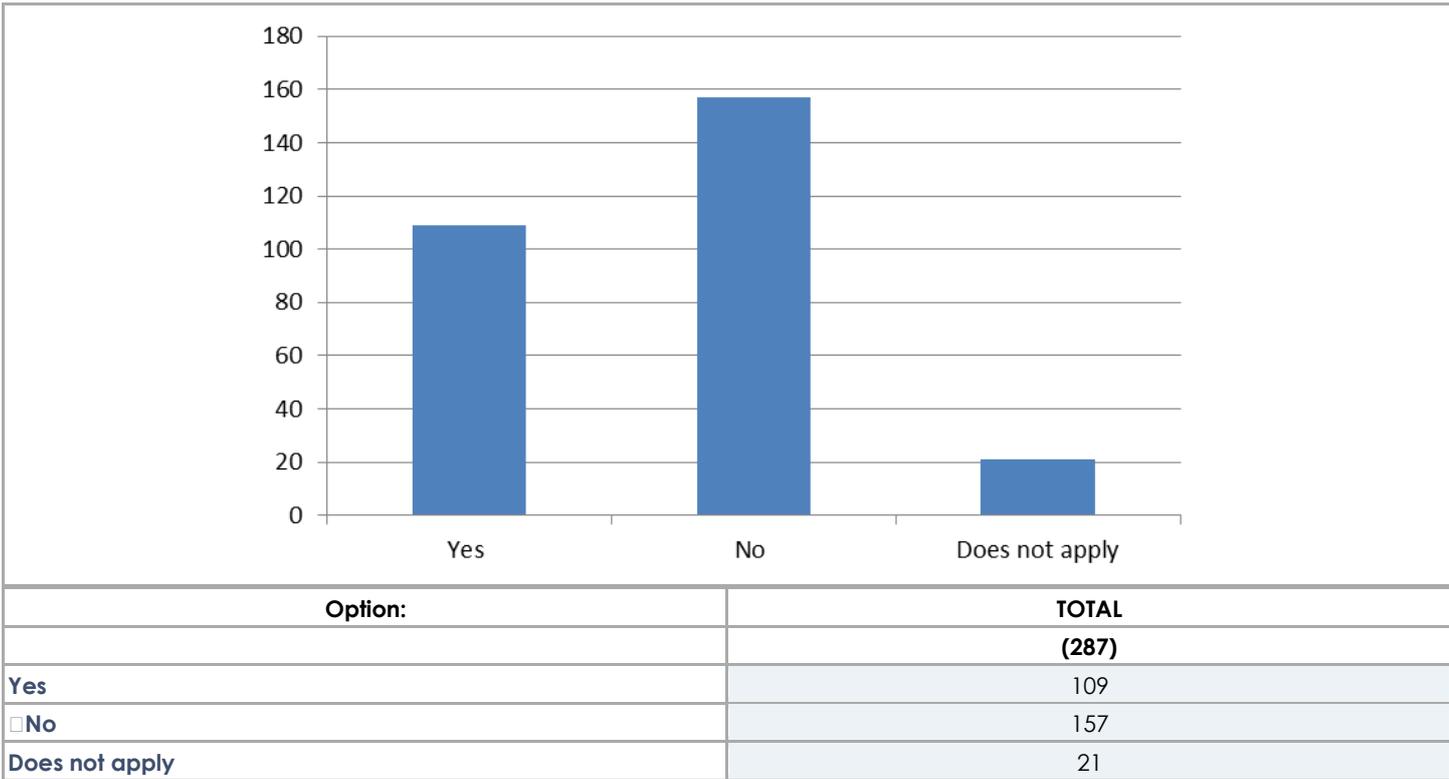
Single answer question or grid (answers per option add up to roughly 100%)



Base: 287 out of 294 people answered this question

(10) Have you ever had to book a telephone consultation with a Doctor?

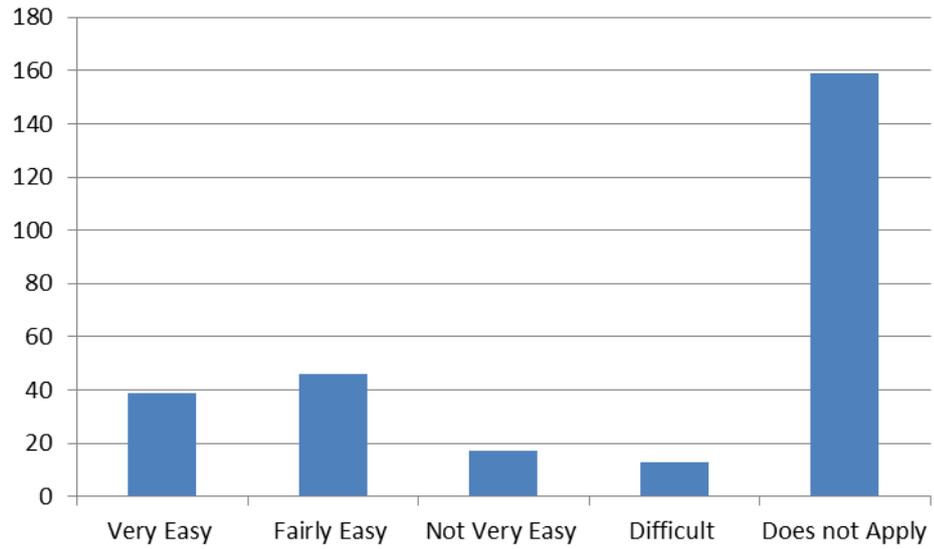
Single answer question or grid (answers per option add up to roughly 100%)



Base: 287 out of 294 people answered this question

(11) How easy was it for you to book a telephone consultation with the Doctor?

Single answer question or grid (answers per option add up to roughly 100%)

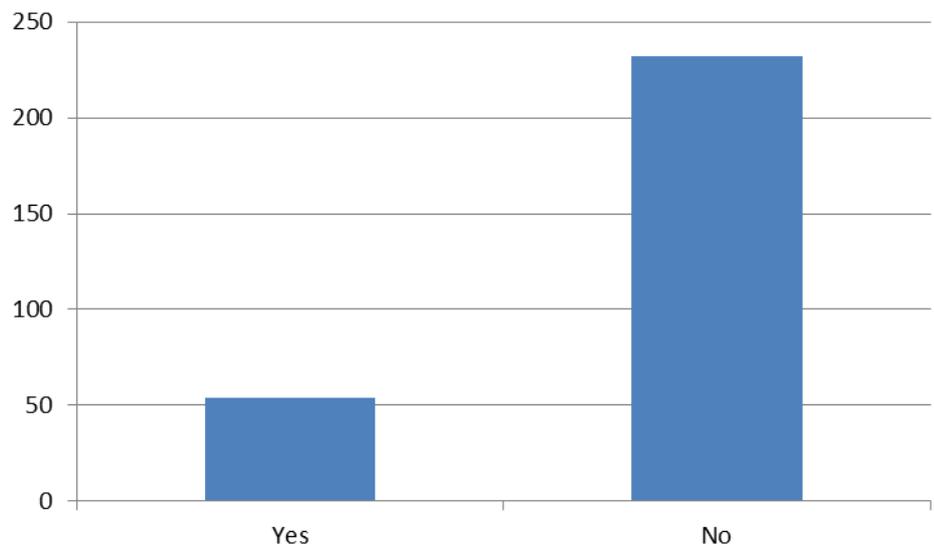


| Option: | TOTAL |
|------------------------------------|--------------|
| | (274) |
| <input type="checkbox"/> Very Easy | 39 |
| Fairly Easy | 46 |
| Not Very Easy | 17 |
| Difficult | 13 |
| Does not Apply | 159 |

Base: 274 out of 294 people answered this question

(12) Are you aware that the Practice offers telephone consultations with the Nurses?

Single answer question or grid (answers per option add up to roughly 100%)

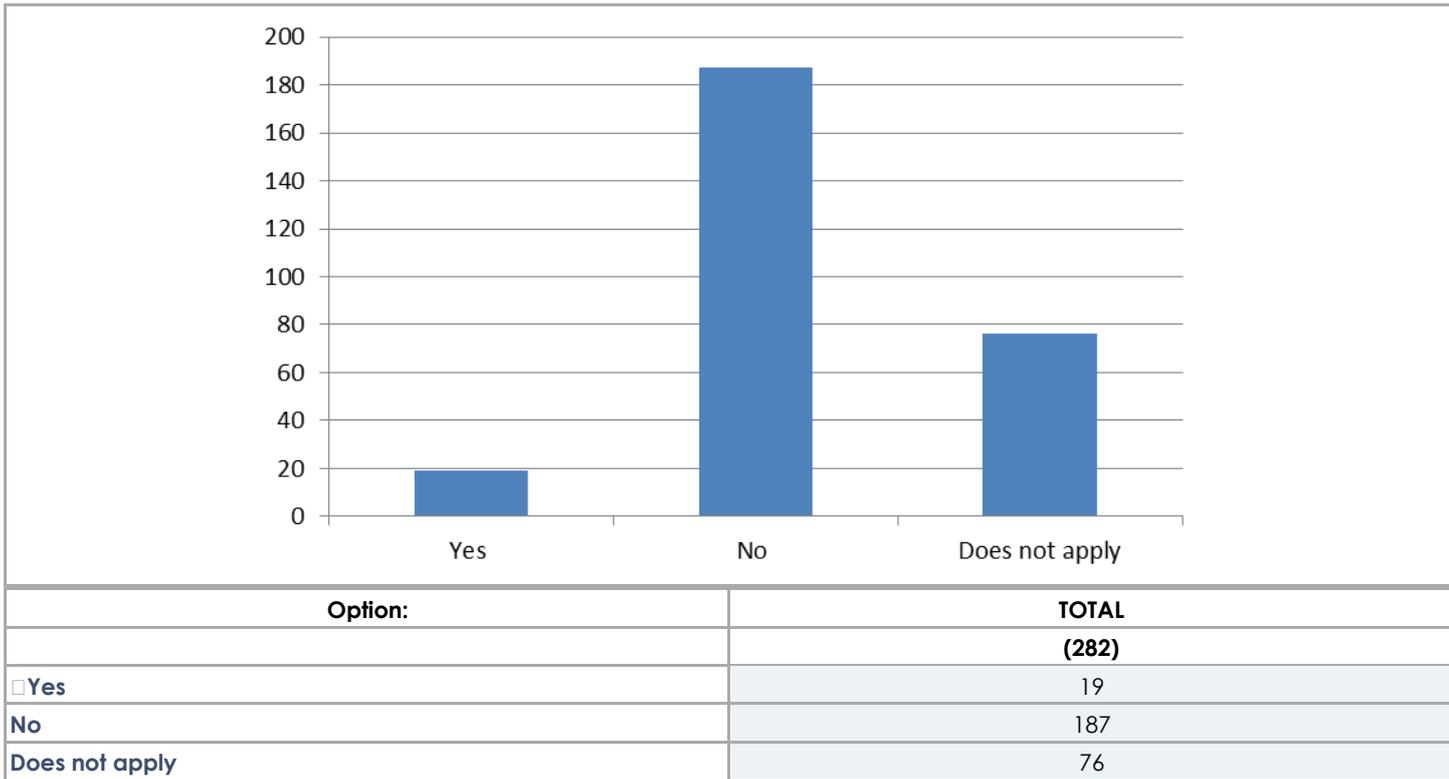


| Option: | TOTAL |
|---------|--------------|
| | (286) |
| Yes | 54 |
| No | 232 |

Base: 286 out of 294 people answered this question

(13) Have you ever had to book a telephone consultation with a Nurse?

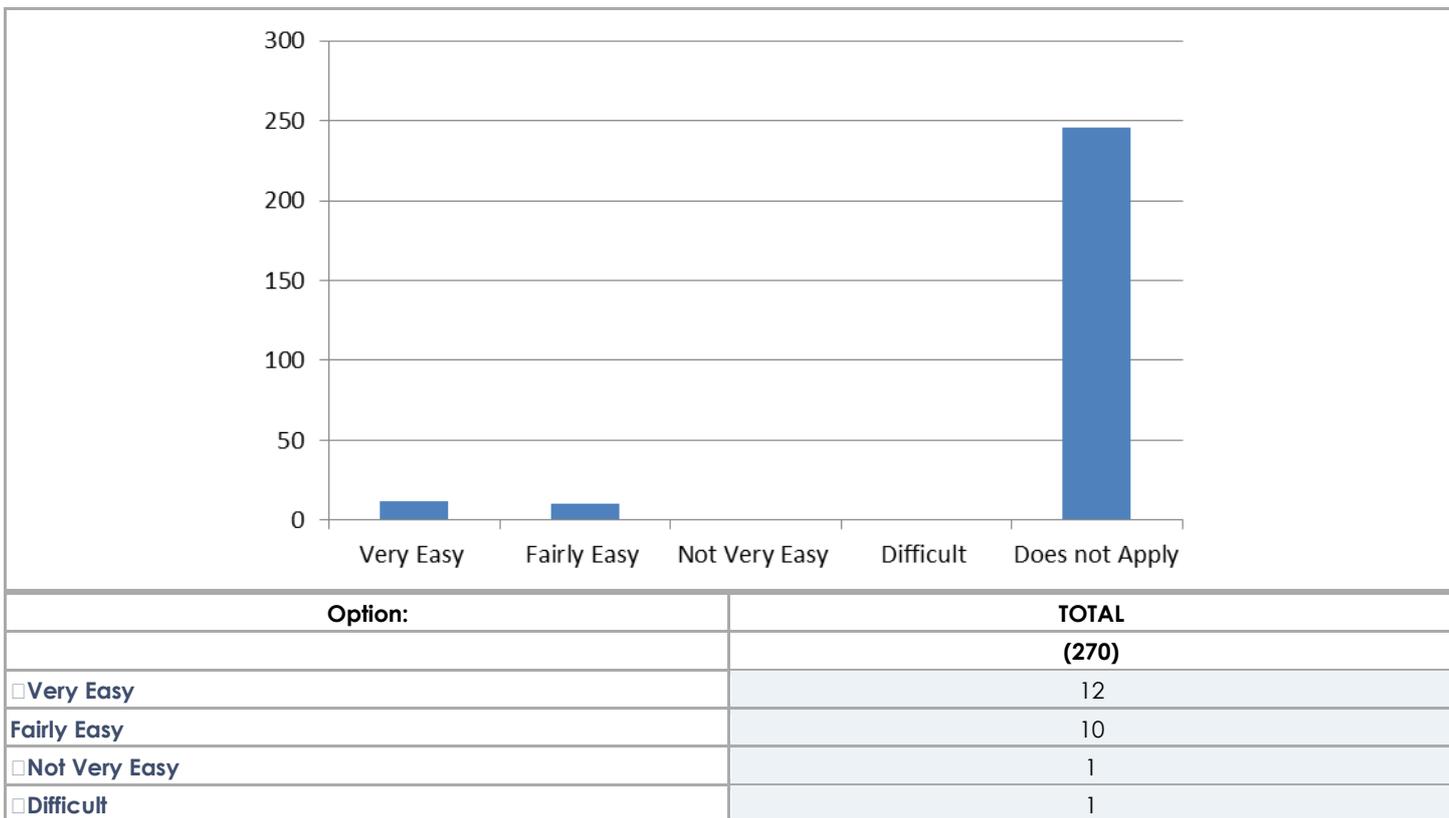
Single answer question or grid (answers per option add up to roughly 100%)



Base: 282 out of 294 people answered this question

(14) How easy was it for you to book a telephone consultation with the Nurse?

Single answer question or grid (answers per option add up to roughly 100%)

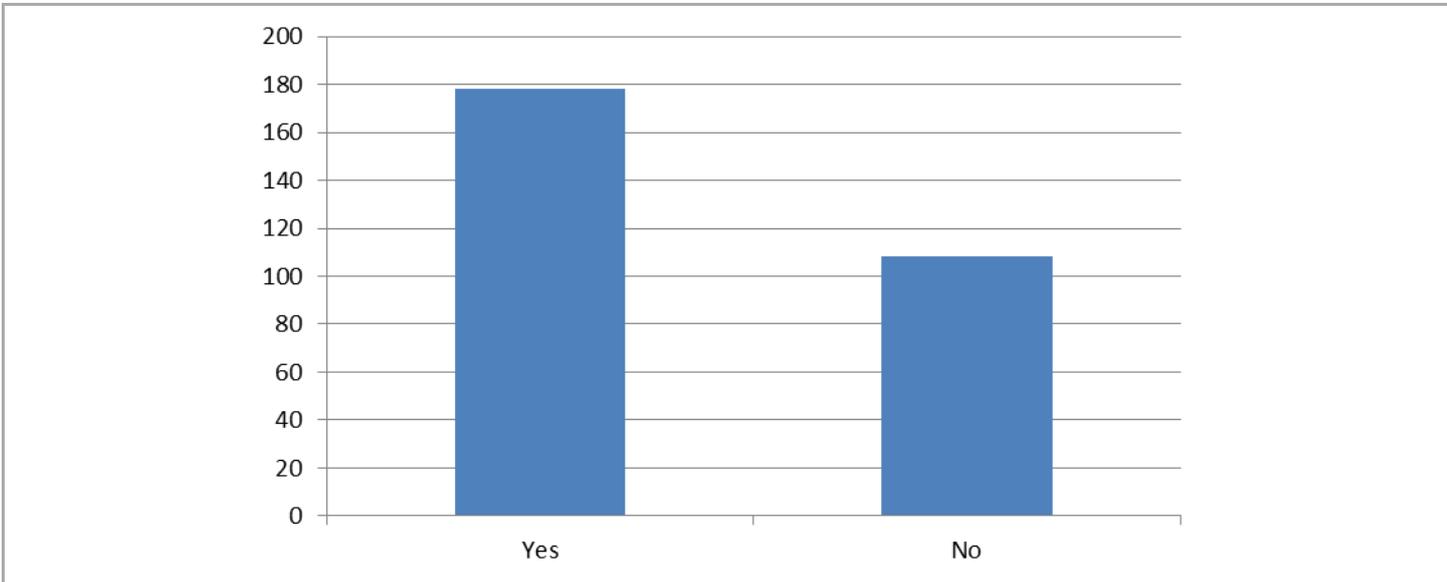


| Option: | TOTAL |
|---|-------|
| | (270) |
| <input type="checkbox"/> Does not Apply | 246 |

Base: 270 out of 294 people answered this question

(15) When the Surgery is closed do you know how to get help from a Doctor?

Single answer question or grid (answers per option add up to roughly 100%)

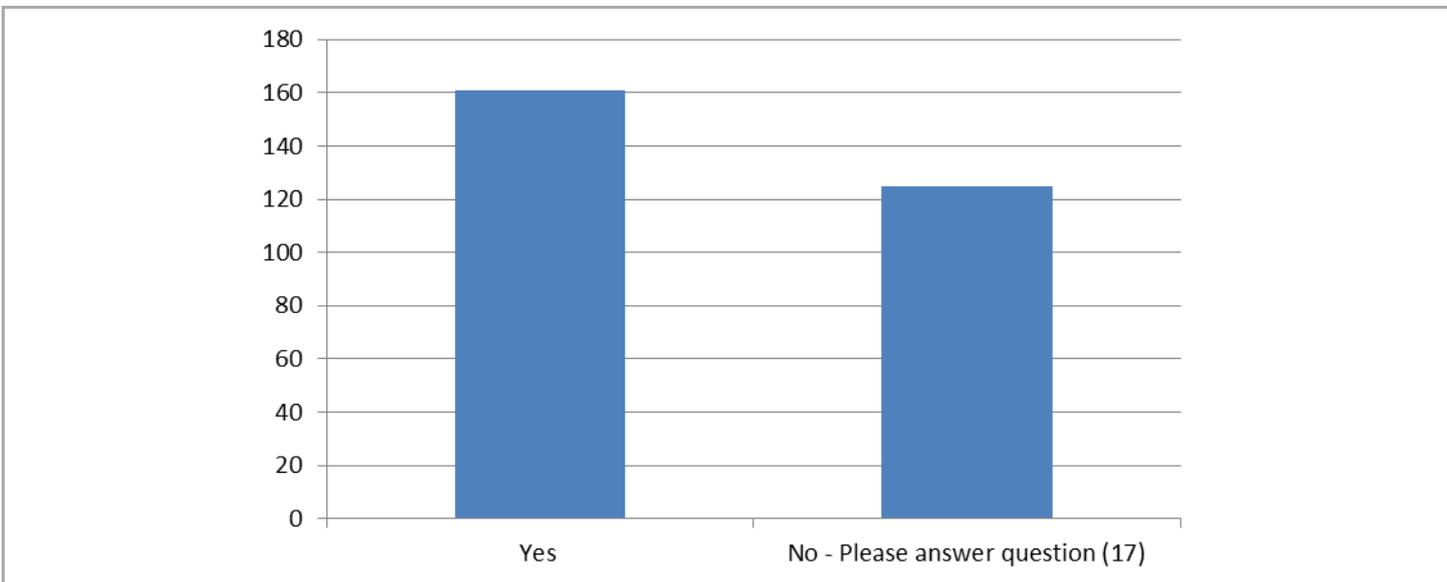


| Option: | TOTAL |
|---------|-------|
| | (286) |
| Yes | 178 |
| No | 108 |

Base: 286 out of 294 people answered this question

(16) Are you happy with the overall appointment Service that we offer?

Single answer question or grid (answers per option add up to roughly 100%)



| Option: | TOTAL |
|----------------------------------|-------|
| | (286) |
| Yes | 160 |
| No - Please answer question (17) | 125 |

| | |
|--|--------------|
| | (286) |
| Yes | 161 |
| <input type="checkbox"/> No - Please answer question (17) | 125 |

Base: 286 out of 294 people answered this question

(17) What could we do better?

Large free-text box

| Option: | TOTAL |
|------------------|--|
| | (161) |
| Comments: | <p>.</p> <p>If your doctor only works part time, please let patients make appointments when they call, not to keep having to call only on the days doctors works, when you do get through and appointments have gone. Then having to call on the next day doctor works. Doing this you may have to wait up to 3 weeks before an appointment.</p> <p>offer non emergency appointments one to three weeks in advance</p> <p>More availability of appointments; greater chance of seeing the same GP - continuity of care is pretty poor</p> <p>I do not understand why appointments are given an ampunt and then I have to ring again in so many days. The system should be explained as I do not understand it.</p> <p>It is often very difficult to be able to get an appointment with a particular doctor (i.e. when you need to see the same doctor as they have been dealing with your medical problem and need to be able to see any improvement and continue care and treatment). The internet booking system is a vast improvement on the old system of having to try to get through on the telephone though.</p> <p>a patient should be able to book an appointment as and when they require it, if possible.</p> <p>not always able to see same doctor. if you have a long standing aliment its nice to see treated by the same doctor.</p> <p>Phoned on a Thursday and told I could not book appointment unless I phoned the following week. Would like to be able to book an appointment when I phone and not have to phone back. Not sure what an emergency appointment is? For instance - if you have acute pain with gout, is that an emergency or should you wait for an appointment the next week.</p> <p>Maybe a late night surgery</p> <p>Change the telephone system. It takes most times 20-40 mins to get through.</p> <p>It's often difficult to telephone at 8.00an ti get an appointment with a certain Doctor, but the Receptionists are always most helpful.</p> <p>Doctors more available 1/2 days to see Doctor nto 1/2 weeks.</p> <p>Have to wait to see a doctor to be slotted in at least you will</p> |

| Option: | TOTAL |
|---------|--|
| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 293 1278 322">be seen when you are feeling horrid.</p> <p data-bbox="874 349 1533 456">There should be one Doctor dedicated to open appointments every day:- (1) Just to be walk-ins (2) No Appointment required (3) No choice in the Doctor who you see</p> <p data-bbox="874 488 1347 517">Make more appointments available online</p> <p data-bbox="874 544 1538 598">More doctors listed on the on-line booking system. There are often only a few listed.</p> <p data-bbox="874 629 1235 658">Diffecult to get doctor of choice</p> <p data-bbox="874 685 1549 792">Allow extra appointments with the docotrs, there is no rapour with a particular docotr like there used to be. cannot get the docotr you want. I am not on a computer, oftern told to ring early in the morning maybe an appointment with the doctor.</p> <p data-bbox="874 819 1541 958">Make public more aware of what is on offer - i.e. telephone consultations Ensure that staff are empathetic, and realise that we do not phone for fun, but beacause we are anxious about a medical problem, and wish to be spoken to in a kindly manner.</p> <p data-bbox="874 985 1554 1205">It can be extremely difficult to get an appointment with a specific doctor on advance bookings. There is normally always an appointment with 'a doctor', but when you have an on going medical issue and want to have some continuity it is good to see the same person.t. There is also the trust factor that gets built up between patient and doctor. I would also expect this to save doctors time with detailed note reading.</p> <p data-bbox="874 1232 1469 1285">I cannot get an appointment within two weeks for my preferred/regular GP</p> <p data-bbox="874 1312 1557 1456">I sometimes find it frustrating when booking in advance online that my preferred doctor does not seem to have any appointments allocated. When you book in advance you usually do so because there is someone specific you wish to see.</p> <p data-bbox="874 1482 1557 1702">regarding questions 9, 10 and 11. I'm still not sure if telephone consultation and telephone appointment are the same thing. I've been called by a GP regarding medications (at the gp's convenience), but when trying to book a telephone appointment, I've either been booked in to the surgery as a physical appointment, or not called back.. You could clear up for people whether a callback and a telephone appointment are the same thing.</p> <p data-bbox="874 1729 1485 1783">Recognise the needs of those that work in London who therefore need an early or very late appointment.</p> <p data-bbox="874 1809 1501 1863">difficulties in getting times and often running way behind schedule</p> <p data-bbox="874 1890 1557 1998">If you have an ongoing problem it is sometimes difficult to get an appointment with the same Doctor. I have never been asked whether I would like a telephone consultation with the Doctor.</p> <p data-bbox="874 2024 1557 2054">If you have an ongoing problem it is sometimes difficult to get</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 293 1549 371">an appointment with the same Doctor. I have never been asked whether I would like a telephone consultation with the Doctor.</p> <p data-bbox="874 405 1557 510">If you have an ongoing problem it is sometimes difficult to get an appointment with the same Doctor. I have never been asked whether I would like a telephone consultation with the Doctor.</p> <p data-bbox="874 544 1557 763">Only problem with the Service is that it's not possible to get an EMERGENCY appointment on a Saturday morning and patients can only see a doctor if pre-arranged. Surely emergencies should have priority over more routine consultations - in my experience the 111 service simply does not work, and to go to A&E is not necessarily a good option. There can't be many people who cannot get to the Surgery during normal weekday hours.</p> <p data-bbox="874 797 1549 1039">I have had an ongoing health problem for approx 18 months and it was very difficult to see the same doctor I either couldn't get an appointment with the same doctor as my condition became an emergency and the doctor I needed to see was full or it couldn't be booked up more than a week in advance. Quite frustrating. Also I am not sure if the doctors specialise in particular things and I could have then asked for a telephone consultation with the relevant doctor. I didn't need to see the doctor sometimes but needed medication.</p> <p data-bbox="874 1072 1134 1102">Everything is very good.</p> <p data-bbox="874 1135 1557 1263">My GP works part time so I have to ring on the days she works, if when I get through all the appointments have gone for that day the following week I then have to ring again on the next day she works. Surely appointments could be made what ever day of the week you ring for an appointment.</p> <p data-bbox="874 1296 1538 1346">It appears that doctors do not look at patient history prior to each appointment</p> <p data-bbox="874 1379 1445 1408">Help to make it easier to see a doctor of my choice</p> <p data-bbox="874 1442 1490 1543">There are insufficient appointments online, mainly with Doctors that are unknown. Some Doctors rarely offer appointments online, and if one wishes to see the same Doctor, frankly it is frustrating</p> <p data-bbox="874 1576 1538 1655">Could be more dates put on line as you can look on line see no appointments when you want but phone and they have appointments</p> <p data-bbox="874 1688 1549 1794">When booking in advance it is not always possible to arrange an appointment with the doctor who is dealing with your on-going particular problem. Of course, if it is a new and unrelated issue, then any doctor will be able to assist.</p> <p data-bbox="874 1827 1501 1879">Same doctor not always available. After seeing doctor a follow up appointment should be available if needed.</p> <p data-bbox="874 1912 1557 1991">Make more appointments available to book on-line. Normally nothing is available for 2 weeks and certainly not for a doctor of your choice.</p> <p data-bbox="874 2024 1453 2069">Perhaps it could be possible to release more 'on-line' appointments earlier?</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 322 1560 512">Emergency and same day are usually given however anytime I want to book in advance at a time I can make there is always a constraint like no appointments available, appointments not released yet, hence the answer is ring back tomorrow, I usually find this system frustrating especially when you are trying to be helpful and avoid a situation becoming an emergency</p> <p data-bbox="874 544 1541 622">With quite a few ongoing problems including heart failure, a specific doctor who was aware of my medical history would be a distinct advantage if not essential.</p> <p data-bbox="874 654 1560 956">Same Day emergency appointments are good. Non urgent or with a particular doctor is poor. There needs to be a better explanation and help provided by the receptionist so that we can appreciate your difficulties and find a solution. What are the non-attendance rate by patients for booked appointments? Is this a problem? Should there be a small charge made for non-appearance to discourage this happening and to encourage prior notification of any cancellation? If non-urgent, then happy to wait up to 4 weeks to see a specific doctor, but your target measures seem to prevent this timescale being applied.</p> <p data-bbox="874 987 1115 1016">Longer opening hours</p> <p data-bbox="874 1048 1554 1099">Although overall the appointment system is good, it would be helpful to be able to book a nurse appointment online.</p> <p data-bbox="874 1131 1541 1263">I do not expect a doctor to be sitting there waiting, but feel more doctors could be available considering how many doctors are listed, to be held in a queue or to keep trying to get an answer is not helpful when you are ILL. 2 weeks for an appointment is ridiculous when you NEED a doctor..</p> <p data-bbox="874 1294 1514 1323">Out of Hours service should be provided by the local GP's.</p> <p data-bbox="874 1355 1538 1429">It's annoying when you cannot make an appointment with your Doctor. He is full for the next two weeks and told to ring the next day at 8.00am.</p> <p data-bbox="874 1460 1477 1512">Less queing time when telephoning. More advance appointments available to book with dr of your choice</p> <p data-bbox="874 1543 1509 1572">Should be able to make advance bookings at Reception</p> <p data-bbox="874 1603 1554 1655">Wider variety of Doctors to choose from online (up to 2 weeks ahead)</p> <p data-bbox="874 1686 1386 1715">Better appointment system Help on the phone</p> <p data-bbox="874 1747 1541 1821">Where you can only offer appointments with our 'appointed' doctor to give more scope in terms of time i.e. book a week/fortnight ahead if necessary.</p> <p data-bbox="874 1852 1042 1881">Works very well</p> <p data-bbox="874 1912 1554 1986">Preferred doctor only works twice a week. Very difficult to see him quickly. He is fully aware of my medical complications so appointment with him is quicker and more efficient.</p> <p data-bbox="874 2018 1541 2069">Preferred doctor only works two days per week. Very difficult to see him quickly</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 320 1326 349">It is extremely hard to get an appointment</p> <p data-bbox="874 376 1528 488">It is almost impossible to get an appointment with your own doctor within a few days, even when the doctor has asked you to do so. This is not acceptable when a long term problem with continual care is required.</p> <p data-bbox="874 515 1557 573">Booking sometimes no apts available in 2 week period. To see a particular GP very difficult to access</p> <p data-bbox="874 600 1541 629">Always have to wait a week before getting an appointment</p> <p data-bbox="874 656 1177 685">I am happy with the service</p> <p data-bbox="874 712 1541 824">If possible install a system to differentiate the phone calls to separate the appointments for immediate or future appointments. It took 2 weeks of constant trying to get just a flu vaccination.</p> <p data-bbox="874 851 1557 985">It is very difficult to book an appointment for a specific doctor and often unable to book even in a two week period. The daily emergency service often involves hanging on the line for a considerable time. In the meantime there after often not suitable times offered.</p> <p data-bbox="874 1012 1437 1041">To be able to book on the day or the following day</p> <p data-bbox="874 1068 1557 1238">I've always had the impression that doctors and staff are all working diligently and purposefully. Surgeries are in two directions from the patient waiting area. Recommend signs to say where doctors are located so patients can sit in a reasonable location and maybe progress to a 'light system' or bleep system.</p> <p data-bbox="874 1265 1501 1346">Not very easy and am put off by delay and long time for appointments. I feel I must not be ill at weekends as very difficult in past to get help</p> <p data-bbox="874 1373 1549 1431">I have not always been able to see the doctor of my choice. The alternative I have been given have always helped me.</p> <p data-bbox="874 1458 1549 1650">You could let patients book in advance , a couple of days not only couple of weeks, and then it's only online bookings so receptionists should be able to let you book a few days in advance , I'm sure they get fed up with saying"phone tomorrow at 8" because I'm sure sick of hearing it. Not everybody can phone at 8 in the morning , you need to hold back appoints bootable on the day</p> <p data-bbox="874 1677 1501 1736">It would be helpful to know how many patients are in the queue to make an appointment.</p> <p data-bbox="874 1762 1533 1821">Reception need to listen more closely to what the patient is saying to them. Not make assumptions .</p> <p data-bbox="874 1848 1533 1906">Reception need to listen more closely to what the patient is saying to them. Not make assumptions .</p> <p data-bbox="874 1933 1557 2067">To be perfectly honest the 2 week diary is exceedingly frustrating - and actually is not a 2 week service, as the week does not roll over until the weekend. What it should do is be a rolling service, showing the next available 10 days after the current day with available bookings. And why can one not</p> |

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| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 293 1560 456">book with the nurses, for instance your asthma nurse online? The sme seems to be true for the doctors and nurses, who also are unable to book more than 2 weeks in advance. WHOever designed and built your computer system ddid a poor job inr easlising HOW the system needs to work, as opposed to how they think it should work.</p> <p data-bbox="874 488 1295 517">More doctors on duty on a daily basis.</p> <p data-bbox="874 546 1549 1205">About 2 years ago my wife saw Dr Clearhill who after her appointment requested me to book a further appointment when she returned from holiday. I attempted to do this but could get no cooperation until I asked to speak to the Practice Manager, when he immediately arranged for the appointment as requested. In May/June this year I telephoned the reception desk to request an appointment with any doctor concerning my blood pressure. I was given an appointment with Dr Sofoluwe and on seeing him he asked for a blood test to be taken and for me to make an appointment with him when the result was back. After the test arrived I attempted to make an appointment by calling in personally at the reception desk. I was then told that I would have to telephone on a Thursday or Friday at 8am to make an appointment. I attempted to do this for the next 2 weeks but on 4 occasions was told that there were no vacancies. I then gave up About 2 weeks ago I asked to see a doctor (any doctor) to discuss my wife's medication. Imagine my surprise when we given an appointment with Dr Sofoluwe. So my problem about the blood pressure was solved at this time, several months later. Can I suggest that if a doctor states that he/she wants to see you again a prominent note be made on the records to show this, thus making it easier for the patient to be given some priority.</p> <p data-bbox="874 1234 1560 1290">Very difficult to get an appointment even more difficult with a named gp</p> <p data-bbox="874 1319 1522 1348">ver difficult to get any apointment with a particular doctor</p> <p data-bbox="874 1377 1485 1406">It is often very difficult to get answer to telephone calls.</p> <p data-bbox="874 1435 1549 1621">As I have an ongoing condition I like to see the same Doctor. This is very rarely possible as there never seems to be any available appointments with my preferred choice of Doctor. This leaves me feeling that I get conflicting advice about medications and not getting to the route of my problem. Normally lam not bothered about which Doctor I see but wehn this one condition flares up I would like continuity.</p> <p data-bbox="874 1650 1385 1680">More online appointments longer in advance.</p> <p data-bbox="874 1709 1560 1765">It is all about availability (access) does this imply 1: more staff 2: a longer day ?</p> <p data-bbox="874 1794 1394 1823">Nothing. Problems are due to increase patients</p> <p data-bbox="874 1852 1560 2063">Have non emergency same day appointments available, particularly with more than one Doctor. At a previous Surgery you could see the nurse for things that they were trained to deal with, split into two lists. If we needed an appointment for things like contraception that is not necessarily emergency but doesn't need a doctor to see them then the nurse would see patients this would be in one list the other list would be for things like issues that might require further attention by a</p> |

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| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 293 1549 483">doctor but other wise could be treated by a nurse if less serious. This really helped cut down on doctors time taken up by routine things the nurses were qualified to deal with and if necessary we could still be seen by a Doctor if the nurse needed to pass the patient on for a more serious issue (e.g. it needed a more specialist view point if the Doctor's specialise in different things).</p> <p data-bbox="874 517 1557 1122">There are 3 things that need addressing urgently. One is that doctors offer continuity of care, but receptionists are unable to fulfil this. It is almost impossible to get an appointment with a certain doctor, even weeks in advance, as nothing is 'open' on the system. It is more effective to either write in to the doctor or make an appointment with any doctor, who will then say "you really ought to see Dr" And they will then make you an appointment with them. This is utterly ridiculous. The second issue is with emergency appointments. I have phoned before, in significant pain, and asked for an emergency appointment and was offered one, but I was unable to make that appointment time as I was some distance away. Even though the receptions it had later appointments available, she told me she was unable to book them and I'd have to take a risk and call back. I explained I was in pain and asked for a 20 minute later appointment and was told no, if I was in that much pain I should just go to a walk in clinic. The 3rd thing is the online appointments - there never are any! You log on and if you are lucky you can get an appointment 3 weeks away and never with a doctor that you need to see. You do not feel important as a patient at the surgery at all.</p> <p data-bbox="874 1155 1557 1626">Allow patients to book appointments in advance would be useful; the practice claims this is possible but every time I have tried the receptionist advises to ring back at 2pm or 8am to get an emergency appointment. This is neither useful or easy to plan around work or children's school. The receptionists can be rude and sometimes aggressive, the booking system is too restrictive to allow them to be helpful; this is particularly frustrating when we know that the doctors can override and book specific appointments some considerable way in the future. Another irritating feature of the booking system is that the receptionists can see appointments but cannot book them until the earlier appointments have all been booked; this is a particular frustration as often by 8am I am over an hour away only to be told I can have an 8:50 appointment or nothing else when this wasn't an emergency as I wasn't ill enough not to work but had been told the previous day to ring at 8am.</p> <p data-bbox="874 1659 1374 1682">Lack of continuity of seeing the same Doctor.</p> <p data-bbox="874 1715 1557 1760">Some receptionists need to train. Can be very uncooperative. Others are fine.</p> <p data-bbox="874 1794 1557 2063">I am very pleased with our surgery and feel we are very lucky as a community to have this health centre. There are two things I feel could be improved, 1. It is so difficult to try and ring for an appointment. This week for example I rang and held for just over 13 mins until a receptionist answered - this was at 3.45pm Thursday. I have experienced this at different times of day. 2. Last christmas both myself and my daughter had flu with a temeperature which lasted for myself 2 weeksand felt awful, I strongly feel I should have been able to have a home visit instead of both of us having to come out</p> |

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| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 293 1560 483">feeling so ill with a temperature when all I wanted to do was be in bed resting. I know home visits are time consuming but I had never felt so ill and was very disappointed. Eventually I was told I also had a secondary infection and given anti biotics (after me re-visiting the doctors surgery). So I do feel perhaps more cover is needed over Christmas if that was the problem. Other than this we are very pleased with the surgery.</p> <p data-bbox="874 517 1533 568">reduce the number of patients or increase the time doctors are available,or both.</p> <p data-bbox="874 602 1522 654">we are advised to phone first thing in the morning, but you cannot get through</p> <p data-bbox="874 687 1254 707">CAN NEVER GET AN APPOINTMENT</p> <p data-bbox="874 741 1560 792">Provide more appointment slots, which probably means more doctors on duty. Expand surgery hours within the day.</p> <p data-bbox="874 826 1560 987">It is very difficult to get an appointment in advance with the same doctor. It is clearly not understood that patients are adults with diaries. I can book appointments for any time in the near or distant future with almost any other area of my life except my doctor. It' s 3 or 6 months with my dentist and 4 months with blood donors. Open up your booking system.</p> <p data-bbox="874 1021 1560 1677">To employ polite receptionists. Most of them are so rude and unhelpful it puts me of ringing the surgery. You have signs up everywhere saying you will not tolerate any verbal abuse to your staff . This is right but it should also be the same for the way your staff speak to the public. However there are two ladies who are very polite and very professional. Margaret is one of them and another lady but I don't know her name. These two ladies are very very good at there jobs. As for booking an appointment I try to book online but you really get the doctors that you want to see. If you call by phone at 8am you can sit up to half an hour on the phone and when you do get through you get a lecture that you have to ring at 8am and all the appointments have gone and to try again tomorrow . So you find yourself ringing everyday until you finally get an appointment. Sometimes you will be told to ring back at 2pm to see if there is any appointments . You ring back and if you get one of the unhelpful staff you get told that you don't ring back at 2pm it's 8am the next day. I know that you may say if your that unwell you will see any doctor which is true but if it's regarding an existing problem a lot of doctors will say you should see your doctor that's dealing with it. Then it is back to trying to get an appointment to see that specific doctor. Then by the time you get one there is more than one health issue you have to talk to them about.</p> <p data-bbox="874 1711 1560 1957">The online service is very helpful to plan appointments and a good improvement to the service. However the last couple of times I have tried to book on the phone as there were no convenient appointments online there has been none available within 2 weeks and I was not able to book any further ahead. It would be helpful if you could book further ahead if needed. Also I was not aware for quite a while that you could ring at half 8 and half 2 to get an appointment that day so it would be good to put this on the website.</p> <p data-bbox="874 1991 1541 2065">you are all understaffed, under pressure and overwhelmed and do the very best you can with the resources you have, which when you look at the patient to staff ratio, there is just</p> |

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| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 293 1544 512">not enough of you, but you are restricted to a point where you are never going to offer the service that the practice deserves. The Doctors, and in the main the staff/ receptionist are a pleasure to deal with, sadly one or maybe two lack some social skills that are simply common courtesy. In the main, we patients are very fortunate to have the help and support of a great professional team working under very difficult conditions, and for that I thank you</p> <p data-bbox="874 544 1517 651">Be really good if we could book a 'telephone' GP appt. online. Often find it frustrating having to ring to do so. Also very limited online appts. with GPs who only are consulting two days a week.</p> <p data-bbox="874 683 1203 712">am satisfied with your services</p> <p data-bbox="874 743 1541 819">Why is it not possible to book nurse appointments for asthma clinic, diabetic clinic or blood tests online? This would be a massive improvement on the current system.</p> <p data-bbox="874 851 1557 904">early morning and evening appointment should be available. Saturday appointments should be standard</p> <p data-bbox="874 936 1433 965">OFFER AN APPOINTMENT OR A TIME A LOT SOONER</p> <p data-bbox="874 996 1557 1104">GIVE PATIENTS ACCESS TO THE SAME SYSTEM AS THE RECEPTIONISTS. ON SEVERAL OCCASIONS I HAVE BEEN UNABLE TO FIND AN APPT ONLINE BUT WHEN I CALL OR VISIT THE RECEPTIONIST SAYS THERE ARE APPTS AVAILABLE.</p> <p data-bbox="874 1135 1544 1211">When ringing for an appointment and are told more will be released the following morning - I can't see why it cannot be released then!</p> <p data-bbox="874 1243 1541 1296">we were not notified that (4) advance bookings (9) and (12) had been introduced.</p> <p data-bbox="874 1328 1544 1404">I HAVE BEEN WAITING AT RECEPTION - PHONES RINGING - BUT THE TWO RECEPTIONISTS HAVING A PERSONAL CONVERSATION. NOT GOOD CUSTOMER SERVICE</p> <p data-bbox="874 1435 1541 1489">Sometimes the Reception staff can be very kurt/rude, which when you have a problem is very upsetting.</p> <p data-bbox="874 1520 1453 1550">have not needed to use the "closed service" service.</p> <p data-bbox="874 1581 1541 1657">ATTITUDE FROM RECEPTION STAFF. UNDERSTANDING THAT THE MORE OLDER CLIENTS REQUIRE MORE TIME TO UNDERSTAND INSTRUCTIONS FACE TO FACE OR ON THE PHONE.</p> <p data-bbox="874 1688 1209 1718">make more doctors available.</p> <p data-bbox="874 1749 1497 1778">It is very difficult to say, the Practice is very big and busy.</p> <p data-bbox="874 1809 1549 2029">1. HAVE DEDICATED G.P.S TO EACH PATIENT. 2. IMPROVE TIME TO GET THROUGH ON TELEPHONE ALTHOUGH YOU MAY HAVE DONE THIS RECENTLY BECAUSE IN THE LAST FEW RECENT OCCASIONS IT WAS OK. 3. REGARDING 18 BELOW A SIMPLE FACT SHEET AVAILABLE TO TAKE AWAY IN THE SURGERY WAITING ROOM WOULD BE FANTASTIC THIS COULD INCLUDE OPENING TIMES PHONE NUMBERS & OTHERVITAL INFORMATION ENCLOSING ALL THE NAMES OF THE DOCTORS.</p> <p data-bbox="874 2038 1501 2067">allow appointments to be made in advance. have more</p> |

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| | <p data-bbox="1187 237 1246 264">(161)</p> <p data-bbox="874 293 1533 349">options on phone such as telephone consultation or nurses. general enquiries.</p> <p data-bbox="874 376 1305 403">Shorter waiting times for appointments.</p> <p data-bbox="874 432 1560 488">NON EMERGENCY- DIFFICULT TO GET REGULAR APPOINTMENTS WITH SAME DOCTOR</p> <p data-bbox="874 517 1453 544">OFFER FURTHER IN ADVANCE APPOINTMENTS ONLINE</p> <p data-bbox="874 573 1549 678">Sometimes the phone is very busy and you can't get through and when you do get through you have to wait. Why when you make an appointment do you have to wait one hour to see the doctor.</p> <p data-bbox="874 707 1286 734">make it easier to see our own doctor.</p> <p data-bbox="874 763 975 790">FAIR. YES</p> <p data-bbox="874 819 1118 846">MORE APPOINTMENTS</p> <p data-bbox="874 875 1549 1093">Release more advance appointments. It is unusual to find an on line appointment available for my allotted Doctor. It is frustrating to have to telephone to see if an appointment is available only to find that there is nothing available in the next two weeks for my allotted Doctor. It is even more frustrating to be asked to telephone the following day to see if any appointments have been released for 2 weeks 1 day ahead and to find nothing available.</p> <p data-bbox="874 1122 1110 1149">process doesn't work.</p> <p data-bbox="874 1178 1517 1261">I think sometimes the wait time for an appointment is too long. Obviously if it is an emergency you are seen so this is good, but routine appointments can be quite a wait.</p> <p data-bbox="874 1290 1557 1373">Like many, I do not rush to phone surgery but when symptoms persist there can be up to 2 weeks wait particularly for a specialist Doctor.</p> <p data-bbox="874 1402 1230 1429">I think you are doing a great job</p> <p data-bbox="874 1458 1544 1541">I have struggled to get an appointment with Dr Buhari re skin problems. I know if I saw another doctor they would say see Dr Buhari. Anything else I get appointments easily.</p> <p data-bbox="874 1570 1390 1597">Make appt's easier to get usually 3/4 day wait!</p> <p data-bbox="874 1626 1549 1821">on my yearly check up with my Dr, I have great difficulty in booking an appointment. I am told to ring at 8am a week before I require an appointment, only to be told she is fully booked. I have tried booking online, but the Dr I require is not on the list (Dr Russell). when a Dr requires to see you in a specific time e.g. one maybe two weeks time, why is it you cannot pre-book the appointment as the Dr has requested?</p> <p data-bbox="874 1850 1549 2067">YOU WANT PEOPLE TO RING AT 8AM AND 2PM BUT THIS IS WHEN OTHER PUBLIC SECTORS WORK AND IT ISN'T CONVENIENT ALL OF THE TIME. AS A TEACHER, I AM WORKING AT 8AM AND 2PM SO VERY VERY RARELY CAN RING IN THEN AND SO CAN'T GET A SAME DAY APPOINTMENT. IF I RING FOR AN APPOINTMENT IT WOULD BE HELPFUL TO BE ABLE TO MAKE NEXT DAY APPOINTMENTS. EG I RANG ON MONDAY, BUT SATURDAYEAS THE 1ST APPOINTMENT OFFERED.</p> |

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| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 322 1525 376">Sometimes it is difficult to obtain an appointment on line to suit our needs, so I usually telephone</p> <p data-bbox="874 405 1517 459">difficult to get to see the doctor you want in a reasonable time period.</p> <p data-bbox="874 488 1557 622">I was unaware that the practice had a web site, telephone consultations were available or when the opening times were until now. If it helps a busy and helpful team wider circulation of these facts might be worth considering if it eases the teams work load.</p> <p data-bbox="874 651 1501 705">it takes up to two weeks to see the doctor who you have been seeing and that is too long.</p> <p data-bbox="874 734 1541 875">Improve booking appointments, not everyone can book on the internet. Would be nice to be able to keep to the same doctor, sometimes I've phoned for 3 weeks to see mine. Also not called in to have blood tests and blood pressure, even if you are on this medication.</p> <p data-bbox="874 904 1501 958">PLEASE CONTINUE WITH HIGH LEVEL OF CARE & COMMUNICATION FOR YOUR PATIENTS & FAMILY. THANKS</p> <p data-bbox="874 987 1366 1016">Lots of time asked to ring back the next day.</p> <p data-bbox="874 1046 1541 1180">it would seem the doctors do not do an every day surgery, therefore it is very difficult to know who is on duty and who is not. therefore you can ring for an appointment with no chance of getting who you want to see or when. this is extremely frustrating.</p> <p data-bbox="874 1209 1541 1263">ASKING THE IMPOSSIBLE I KNOW BUT MORE APP SLOTS TO INC SAT & SUN POSSIBLY FILLED BY LOCUMS</p> <p data-bbox="874 1292 1517 1375">On 22/11/13 I rang at 2.30pm. and was still on the phone waiting at 3.30pm. when I rang off. If there are times when the phone is not manned they should be advertised</p> <p data-bbox="874 1404 1557 1538">Lack of clarity over procedure for routine appointments. The need to book so far in advance in order to see doctor of choice. I think there is a perception that the same day service is not for routine appointments. This, in the past, has resulted in patients being forced to say their need is an emergency.</p> <p data-bbox="874 1568 1533 1621">Too long to hold on. When you can finally get through, cant get an appointment on the day wanted</p> <p data-bbox="874 1650 1198 1680">Difficult to get see certain drs</p> <p data-bbox="874 1709 1541 1792">Shorter waiting times on phone and availability. You can start calling before opening times when you eventually get through you are in a queue, how can this be.</p> <p data-bbox="874 1821 1525 1901">15 mins waiting on phone from 8 am to 8.15 am when most appts have gone online booking - not everyone can go online.</p> <p data-bbox="874 1930 1557 2013">Deal with appt bookings faster. Answer the phone and don't keep patients hanging on for an eternity!!! A lot of the time it is very hard to get through.</p> <p data-bbox="874 2042 1382 2072">provide a 2 week window for specific doctors.</p> |

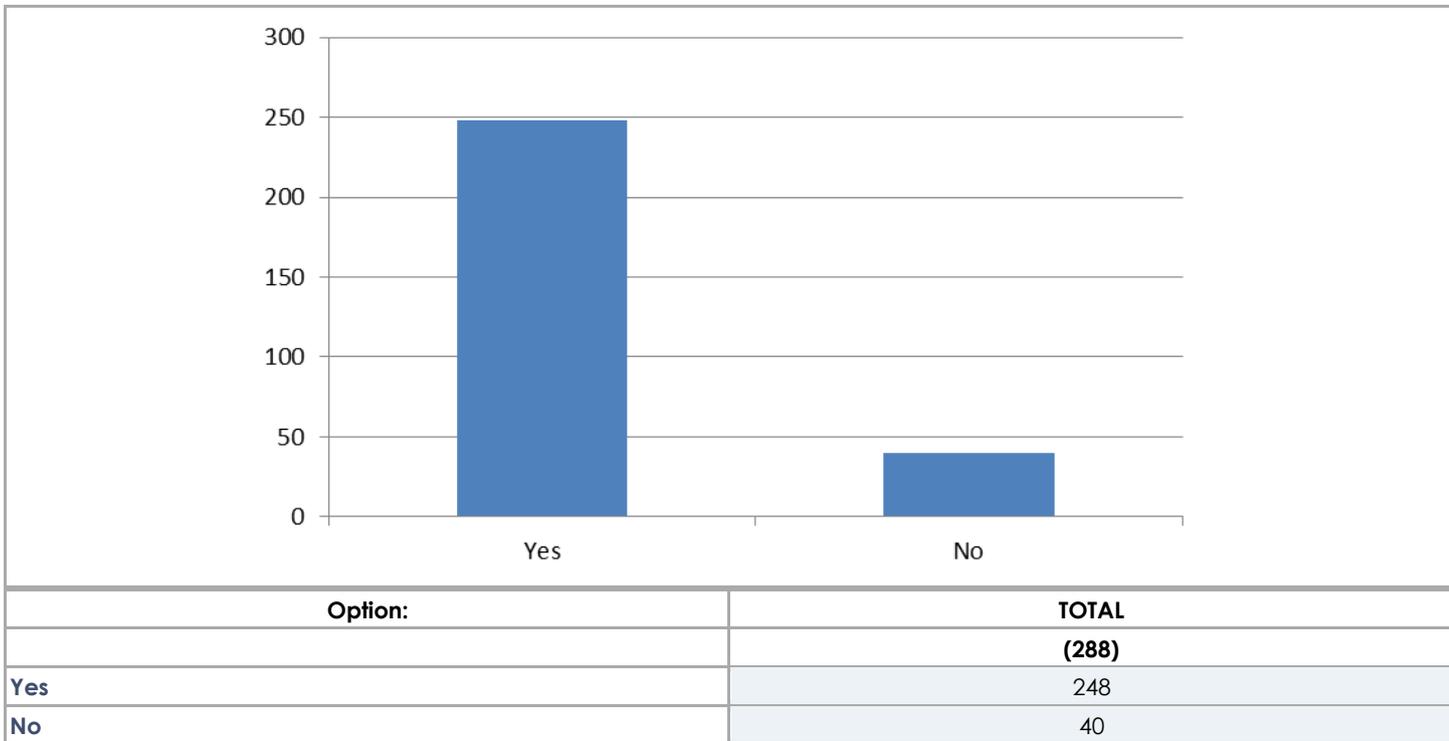
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| | <p data-bbox="1187 237 1246 266">(161)</p> <p data-bbox="874 322 1541 376">Long waiting times on phone. Opposing views from different doctors. Long waits in surgery for appointment on arrival.</p> <p data-bbox="874 405 1517 459">There is a mad rush to try and get an appt on the day at 8 am</p> <p data-bbox="874 488 1528 542">can the Practice change the method of appointments regarding two weeks, far to long before seeing the patient.</p> <p data-bbox="874 571 1497 624">make it easier to get an appointment with a doctor that knows you best.</p> <p data-bbox="874 654 1528 707">Allow patients to book appointments in advance when ask by the Doctor to do so.</p> <p data-bbox="874 736 1557 902">It is really hard to get appointments for the next day or the next couple of days. If it is a routine appointment you can get it 2 weeks later which seems way too long for me. I usually end up going to Chelmsford to get checked because the opening times are very inconvenient. If you need to go to the doctor you have to take time off work. Not happy at all.</p> <p data-bbox="874 931 1544 1016">Answer the phone within a reasonable time. Be able to book to see a doctor that you usually see - within a few days (not weeks) Not queing to get a space in the car park</p> <p data-bbox="874 1046 1501 1099">Could put more appointments on line. Seem to get more choice if you phone or go in person.</p> <p data-bbox="874 1128 1525 1214">Usual answer is that a selected doctor is not available for a week. " try phoning every morning". Long waits to have phone answered. My impression is "hopeless"</p> <p data-bbox="874 1243 1522 1296">After spending 10 minutes on your survey, it closed before I had finished. How frustrating was that!</p> <p data-bbox="874 1326 1528 1433">I understand that there are peak times when trying to book appointments but of late I have not been able to book appointments because the phone was never answered inside 20 minutes</p> <p data-bbox="874 1462 1522 1547">Phone lines need to be answered quicker. As it is often difficult to book in advance more appointments should be made available.</p> <p data-bbox="874 1576 1549 1774">I find it almost impossible to to speak to your receptionist and it has taken up to 20 mins the very least 5 mins. I usually always try to book appointments on line because of this but sometimes I do have to speak to the surgery direct. I find the service very frustrating when you have to hold on so long to sometimes only cancel an appointment when access to a computer is. If possible.</p> <p data-bbox="874 1803 1538 1888">Some doctors appointments are only released on the day & are almost impossible to get. Makes it difficult if you want to have follow ups with the same doctor.</p> <p data-bbox="874 1917 1557 2074">From the perspective of doctor's service, yes. I find there is a particular member of the reception team who seems to always be unhappy and appears unapproachable. A simple acknowledgement that someone is standing at the reception desk, even if she cannot assist immediately, goes a long way. Then when she eventually looks up it is to simply say she is</p> |

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| | (161) |
| | <p>busy in a very unwelcoming tone. Maybe some additional training in customer service skills for this person would be beneficial, as this is the face of the surgery. Or maybe she should be in a role that does not include face to face contact with the public as, having been a patient at the surgery for 20 years, I believe in the great number of years I have had awareness she is a member of staff, I have never encountered a pleasant experience with this member of staff.</p> <p>I have called for an appointment and have been told there are no appointments available this week and to call back in seven days. Recently I was made aware that reception is open at 8am which should improve this situation. Further, I have been told by the doctor to make an appointment for a months time. Reception tell me they cannot book in advance and to call in a couple of weeks!!!</p> |

Base: 161 out of 294 people answered this question

(18) Do you know when the surgery is open?

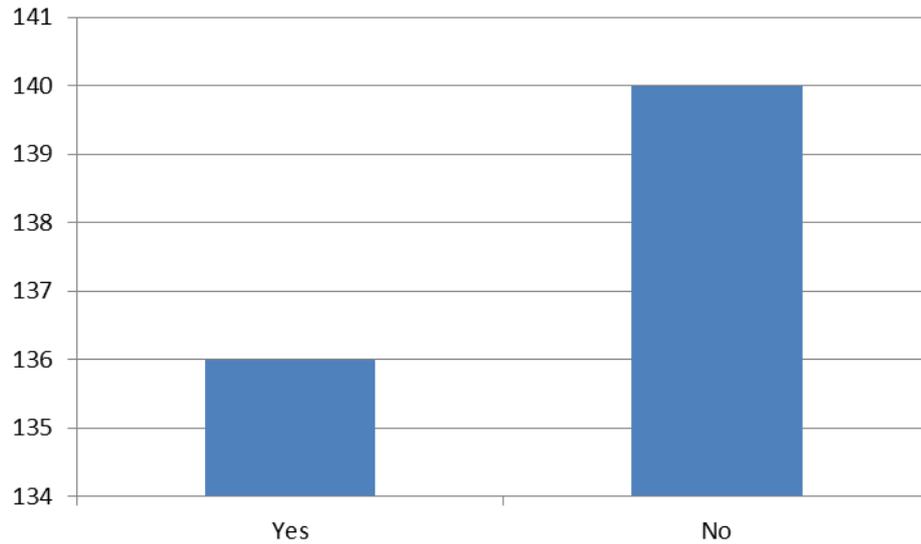
Single answer question or grid (answers per option add up to roughly 100%)



Base: 288 out of 294 people answered this question

(19) Do you think the surgery could/should be open at different times?

Single answer question or grid (answers per option add up to roughly 100%)



| Option: | TOTAL |
|---------|--------------|
| | (276) |
| Yes | 136 |
| No | 140 |

Base: 276 out of 294 people answered this question

(20) What days/times would you like to see the surgery open (where it is not now)

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| Option: | TOTAL |
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| | (129) |
| Comments: | <p>Saturdays. Have had to use 111 which was useless</p> <p>Open later at least one night a week</p> <p>Open later on Saturdays for pre booked appointments. Rarely see an appointment on a Saturday for any of the particular doctors that I need to see.</p> <p>Evenings and Saturdays.</p> <p>Saturday service</p> <p>Late night</p> <p>More on a Saturday.</p> <p>7am - 9pm Sun & Sat</p> <p>Perhaps one late night a week for workers. Our last surgery closed at 8pm.</p> <p>Should be open 8-8 weekdays and 8-2 Saturdays & Sundays. No phone cover offered on training days.</p> <p>Weekends</p> <p>weekend</p> <p>Evenings</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1187 237 1246 266">(129)</p> <p data-bbox="874 293 1485 349">Later in the evening to cater for those referred to in the answer to question 17.</p> <p data-bbox="874 376 1533 456">It could be open later in the evenings for people who go to work. Maybe shut a couple of hours during lunchtime and open longer into the evenings.</p> <p data-bbox="874 488 1533 568">It could be open later in the evenings for people who go to work. Maybe shut a couple of hours during lunchtime and open longer into the evenings.</p> <p data-bbox="874 600 1533 680">It could be open later in the evenings for people who go to work. Maybe shut a couple of hours during lunchtime and open longer into the evenings.</p> <p data-bbox="874 712 1350 741">Saturday morning for emergencies (see 17)</p> <p data-bbox="874 772 1549 898">Possibly later in the evening or early morning and longer at weekends. I work full time and my organisation is pretty good at letting me go early but how do you get an early morning appointment or Saturday appointment. I am not successful they go so quickly.....</p> <p data-bbox="874 929 1541 1032">The surgery used to be open on Saturday mornings, perhaps this could be utilised again, my husband unfortunately has had to use the 111 service which it has been in our experience a complete waste of time.</p> <p data-bbox="874 1064 975 1093">Saturday</p> <p data-bbox="874 1124 1549 1205">On week-ends AM & PM. This would relieve the pressure on A & E departments and allow them to deal with the more serious cases.</p> <p data-bbox="874 1236 1485 1292">Evening appointments would be very useful for working people.</p> <p data-bbox="874 1323 1541 1379">Contact of a practice Doctor if a child old person or chronic case arises over the weekend.</p> <p data-bbox="874 1411 1142 1440">Evenings and weekends</p> <p data-bbox="874 1471 1525 1552">Would it be possible to have appts from 0700hrs, and up to 2000hrs on one or two days per week? {the early start/late finish need not be on the same day}</p> <p data-bbox="874 1583 1541 1709">A longer Saturday opening time would be preferable with probably at least 2 doctors on duty. I guess that this would help to relieve the awful stampede that seems to occur at the hospital A & E where many of those waiting only seem to be needing the services of a GP.</p> <p data-bbox="874 1740 1142 1769">Evenings and Saturdays.</p> <p data-bbox="874 1800 1406 1830">Mon-Fri: Until later in the evenings Saturdays: 9-5</p> <p data-bbox="874 1861 1541 1942">maybe a drop in type clinic one evening a week, we do not expect doctors to be at our beck and call and know you have other commitments,</p> <p data-bbox="874 1973 1158 2002">May be one late evening</p> <p data-bbox="874 2033 1517 2063">Late in the evenings and/or earlier in the mornings and on Sundays! Perhaps this is unrealistic!</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1187 232 1246 264">(129)</p> <p data-bbox="874 315 1134 347">Saturdays and Sundays</p> <p data-bbox="874 371 1235 403">Cannot answer because of (18).</p> <p data-bbox="874 427 1102 459">Up to 8pm everyday</p> <p data-bbox="874 483 975 515">later pm.</p> <p data-bbox="874 539 1549 593">Evening appointments would be a great help to people who work</p> <p data-bbox="874 618 1358 649">Later in the evenings, longer on a Saturday.</p> <p data-bbox="874 674 1262 705">LATER IN EVENING AND SATURDAYS</p> <p data-bbox="874 730 922 761">N/A</p> <p data-bbox="874 786 986 817">Saturdays</p> <p data-bbox="874 842 1262 873">Saturday and later in the evenings.</p> <p data-bbox="874 898 1155 929">Evenings would be useful</p> <p data-bbox="874 954 1219 985">Saturday and Sunday morning.</p> <p data-bbox="874 1010 1150 1041">Evenings and weekends.</p> <p data-bbox="874 1066 1139 1097">evening and weekends</p> <p data-bbox="874 1122 1075 1153">Saturday morning.</p> <p data-bbox="874 1178 1554 1263">WOuld be helpful if it could have some late openings (and appointments) fo rthose of us who work outside Billericay (say in London)</p> <p data-bbox="874 1288 1305 1319">Later in the evenings. All day Saturday.</p> <p data-bbox="874 1344 1417 1375">Saturday mornings for emergency appointments</p> <p data-bbox="874 1400 1198 1431">Weekend and later evenings</p> <p data-bbox="874 1456 1538 1509">Saturday mornings and at least one later night in the week - particularly for people working out of the area.</p> <p data-bbox="874 1534 1406 1565">Sat AM for all, later evening and earlier morning</p> <p data-bbox="874 1590 986 1621">Saturdays</p> <p data-bbox="874 1646 1554 1731">Later in the evening and also more on a Saturday for those of us that work at times other than a 9-5 that need an appointment for non emergency things.</p> <p data-bbox="874 1756 1549 1809">All day Saturday and more doctors on outside of school and working hours.</p> <p data-bbox="874 1834 1554 1919">Longer hours at weekend would help massively and/or some later evening availability to allow people like me to get back from work.</p> <p data-bbox="874 1944 1203 1975">Saturday and some evenings.</p> <p data-bbox="874 2000 1533 2031">later in the evenings & earlier in the mornings to suit workers</p> |

| Option: | TOTAL |
|---------|--|
| | <p data-bbox="1187 237 1246 266">(129)</p> <p data-bbox="874 293 983 322">Saturdays</p> <p data-bbox="874 349 983 378">24 HOURS</p> <p data-bbox="874 405 1321 434">Offer appointments throughout the day.</p> <p data-bbox="874 461 1509 517">Evening surgeries would be useful and longer times at the weekends.</p> <p data-bbox="874 544 1544 600">Maybe have one night a week where it is open a bit later for people who work far away.</p> <p data-bbox="874 627 1155 656">0730 to 0900 1700 to 2000</p> <p data-bbox="874 683 1557 851">Would like early morning appointments, but then I'm a shift worker, and start my shifts at various times, but generally at 06:30am!!! I do 12hr shifts for the NHS, so when I finish shift, I've no chance of an appt., yet sometimes feel I could really have done with seeing my GP. Not impressed with the 111 service, which is generally redirects their calls...</p> <p data-bbox="874 878 1541 934">Evenings after 6:30pm and weekends. You need to cater for working people as well as the elderly and unemployed.</p> <p data-bbox="874 960 1557 1016">early morning and evening appointment should be available. Saturday appointments should be standard</p> <p data-bbox="874 1043 991 1072">weekends</p> <p data-bbox="874 1099 1557 1155">SUNDAY MORNINGS - MANY OTHER SURGERIES OFFER THIS, BUT ONLY ON A 'TURN UP & WAIT' BASIS.</p> <p data-bbox="874 1182 1533 1238">doctors should cover 24hrs/day x 365 to ease problems and waiting times at A & E.</p> <p data-bbox="874 1265 1501 1321">later/Early appointments to fit in with trains/travel to work (London)</p> <p data-bbox="874 1348 1528 1377">LATE TIMES FOR PEOPLE WHO WORK AND MORE SATURDAYS</p> <p data-bbox="874 1404 1142 1433">Weekend appointments</p> <p data-bbox="874 1460 1477 1516">as a retired person I am very flexible regarding times of appointments.</p> <p data-bbox="874 1543 1513 1599">LATE NIGHT FOR WORKING PEOPLE FOR CHECK UP ETC. AS ABOVE OR EARLY E.G.6AM - 7AM BEFORE WORKING DAY.</p> <p data-bbox="874 1626 1441 1655">I DO THINK PERHAPS FOR THOSE WHO ARE AT WORK</p> <p data-bbox="874 1682 1078 1711">Saturday Mornings</p> <p data-bbox="874 1738 979 1767">evenings.</p> <p data-bbox="874 1794 1203 1823">Extend evening hours x 1 hour</p> <p data-bbox="874 1850 987 1879">saturdays.</p> <p data-bbox="874 1906 1557 2013">8.30 - 6.00? EXTENDED INTO EVENINGS & ALSO OPENING TIMES AT WEEKENDS. I REALISE IT'S DIFFICULT TO DO THE ABOCE BUT PRESENT AVAILABILITY IS DESIGNED FOR THE STAFF NOT PATIENTS, AND THE EXISTING TIME OF OPENING ARE POOR.</p> <p data-bbox="874 2040 1086 2069">late night one day.</p> |

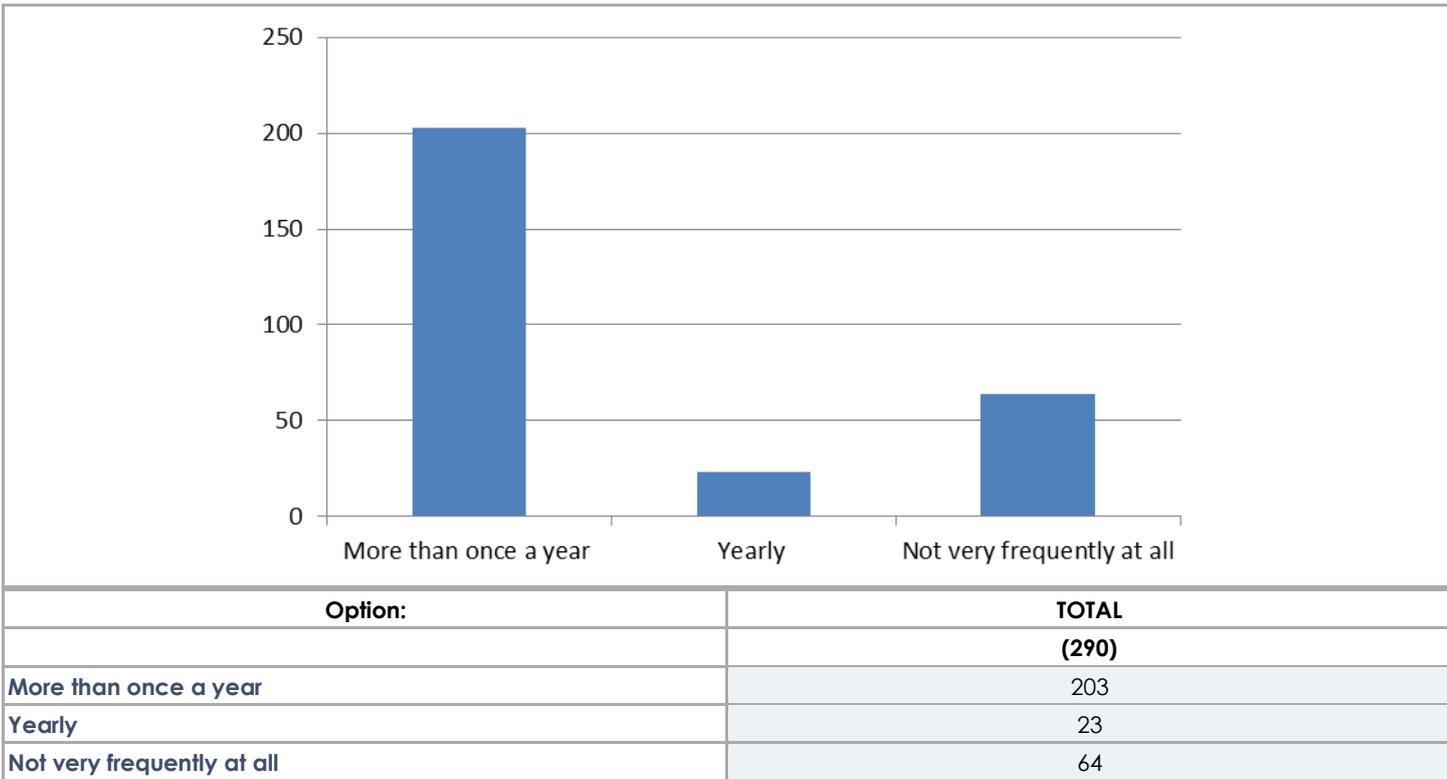
| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1187 237 1246 264">(129)</p> <p data-bbox="874 322 987 349">Saturdays.</p> <p data-bbox="874 376 1528 432">IT WOULD BE NICE FOR PEOPLE WHO WORK TO HAVE MORE FLEXIBLE OPPORTUNITIES</p> <p data-bbox="874 459 1425 486">LATER IN THE EVENING MORE WEEKENDS/SUNDAYS</p> <p data-bbox="874 512 1219 539">The opening of surgery is good.</p> <p data-bbox="874 566 922 593">N/A</p> <p data-bbox="874 620 1038 647">7 DAYS IF POSS</p> <p data-bbox="874 674 1490 701">Saturday morning and weekday evening little bit longer</p> <p data-bbox="874 728 1513 784">possibly an extra hour in the evening - allow for after work appts....especially if taking time off work is problematic.</p> <p data-bbox="874 810 1315 837">More Saturday appointments available.</p> <p data-bbox="874 864 1219 891">Saturdays all day and evenings</p> <p data-bbox="874 918 1538 974">Weekends and late evening working towards 24/7 cover on the premises with access to patient records.</p> <p data-bbox="874 1001 1171 1028">weekends, all day Sat/Sun.</p> <p data-bbox="874 1055 975 1081">evenings</p> <p data-bbox="874 1108 1034 1135">IT'S FINE AS IT IS</p> <p data-bbox="874 1162 1227 1189">7.30AM START & LATE APPTS 8PM</p> <p data-bbox="874 1216 1150 1243">weekends and evenings.</p> <p data-bbox="874 1270 986 1296">Saturday's</p> <p data-bbox="874 1323 1082 1350">Saturday until 5pm</p> <p data-bbox="874 1377 1554 1433">.EARLIER AM APPOINTMENTS .LATER PM APPOINTMENTS .MORE SATURDAY APPOINTMENTS</p> <p data-bbox="874 1460 1469 1516">Perhaps on a Saturday morning for anybody, not only emergencies as it is now</p> <p data-bbox="874 1543 1171 1570">from 0700 - 1900 Mon - Sat.</p> <p data-bbox="874 1597 1187 1624">LATER EVENINGS. WEEKENDS</p> <p data-bbox="874 1650 975 1677">Evenings</p> <p data-bbox="874 1704 1002 1731">SATURDAY?</p> <p data-bbox="874 1758 991 1785">Weekends</p> <p data-bbox="874 1812 1027 1839">no comment.</p> <p data-bbox="874 1865 991 1892">Weekends</p> <p data-bbox="874 1919 1315 1946">EARLY MORNING APPTS 7AM ONWARDS</p> <p data-bbox="874 1973 1066 2000">from 8.30 to 6pm.</p> |

| Option: | TOTAL |
|---------|---|
| | (129) |
| | <p>Evening service in order to provide for routine appointments which currently contribute to the clogging of the system during the day.</p> <p>later in the evening</p> <p>Up to 8pm. some days</p> <p>Saturdays maybe</p> <p>Early morning and later in the evening and all day Saturday.</p> <p>Up till 7 pm</p> <p>Saturdays and an occasional day until say 8 pm</p> <p>n/a</p> <p>Sunday 10am to 1pm : Saturday all day and also phone app consultations, collection of prescriptions Normal day.</p> <p>Later, during some evenings in the week.</p> <p>Later in the afternoons</p> <p>Anything that would give me greater access. I guess there are just too many patients</p> <p>Evenings or mornings whatever it needs to increase the number of appointments</p> <p>One late evening during the week? More Dr's available during Sat am.</p> <p>Weekends 8am to 8pm</p> <p>Late night sessions</p> <p>Any time at weekends</p> |

Base: 129 out of 294 people answered this question

(1) How often do you attend the Practice to see a GP?

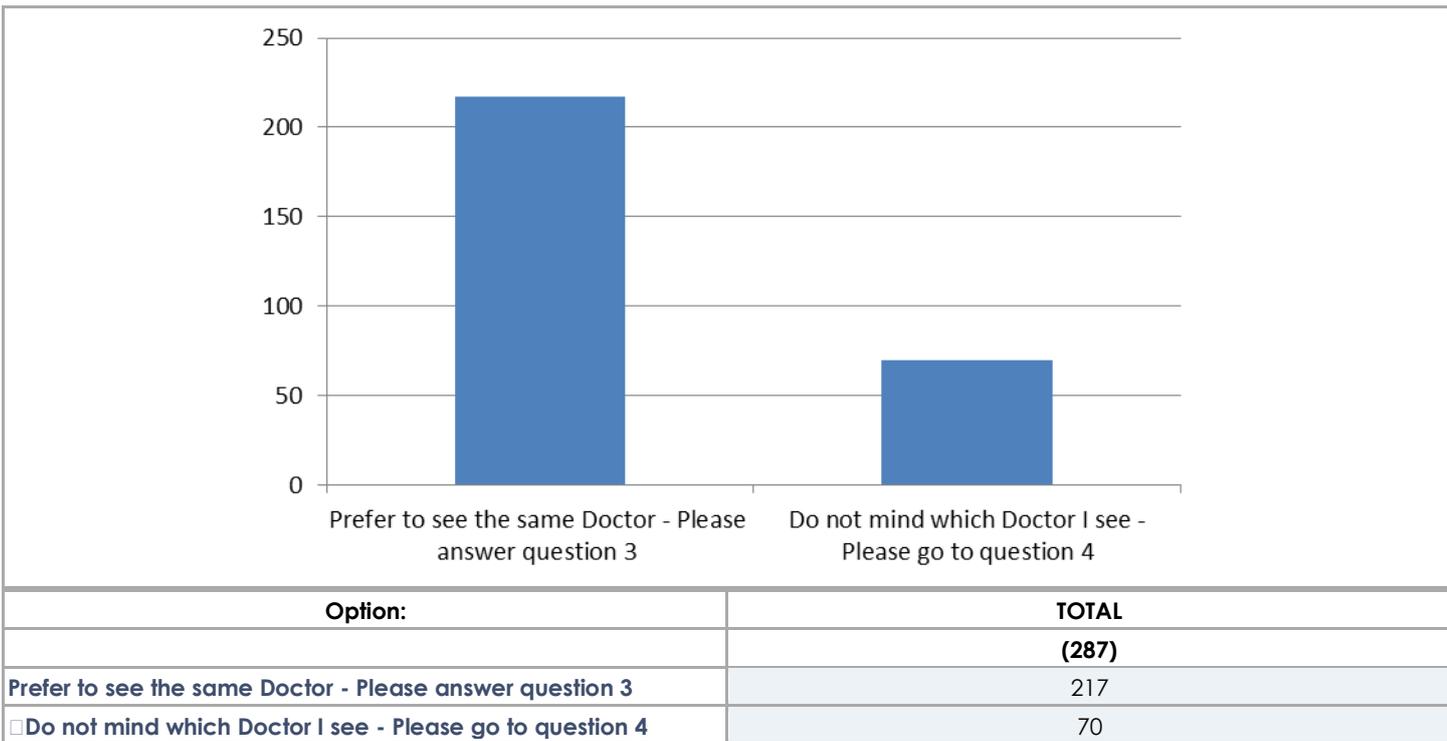
Single answer question or grid (answers per option add up to roughly 100%)



Base: 290 out of 294 people answered this question

(2) Do you usually choose to see a particular Doctor?

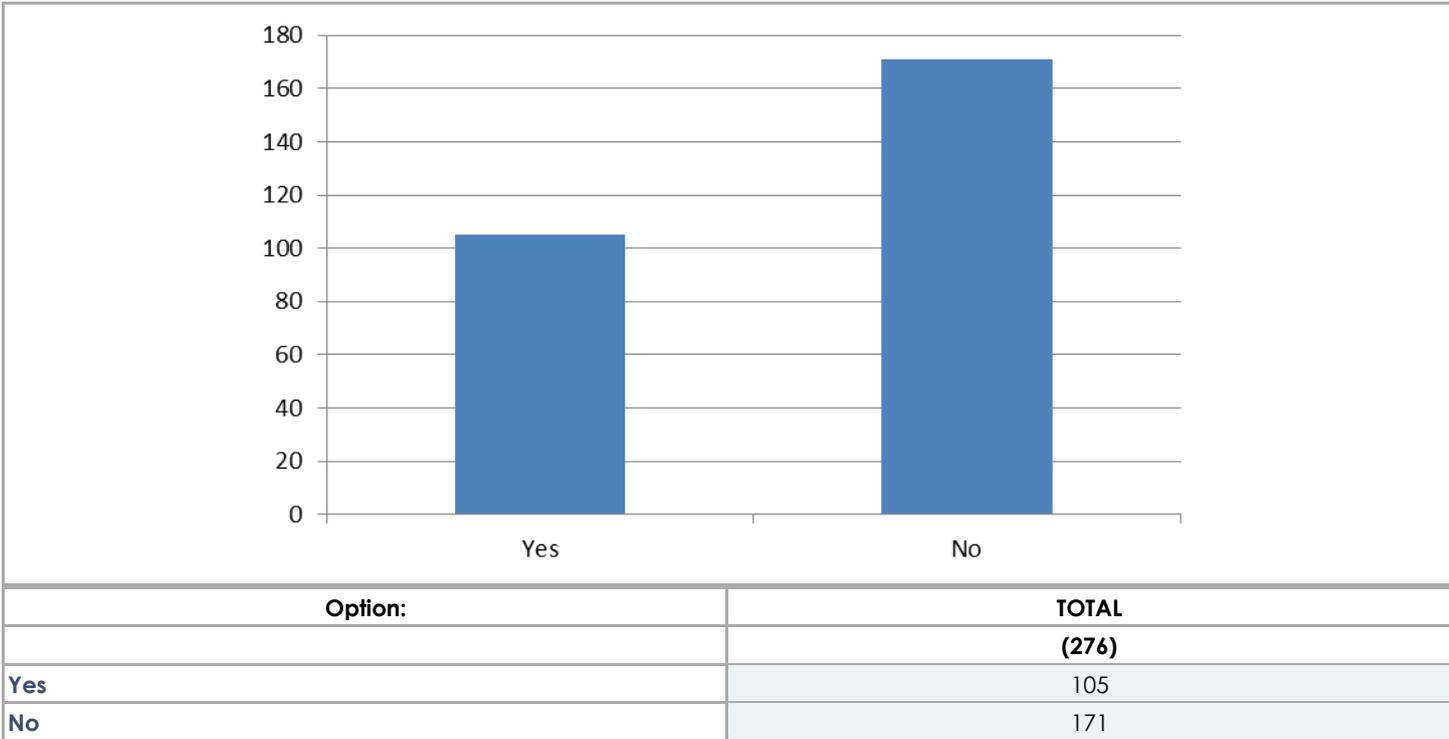
Single answer question or grid (answers per option add up to roughly 100%)



Base: 287 out of 294 people answered this question

(3) Are you usually able to book an appointment with the Doctor you prefer?

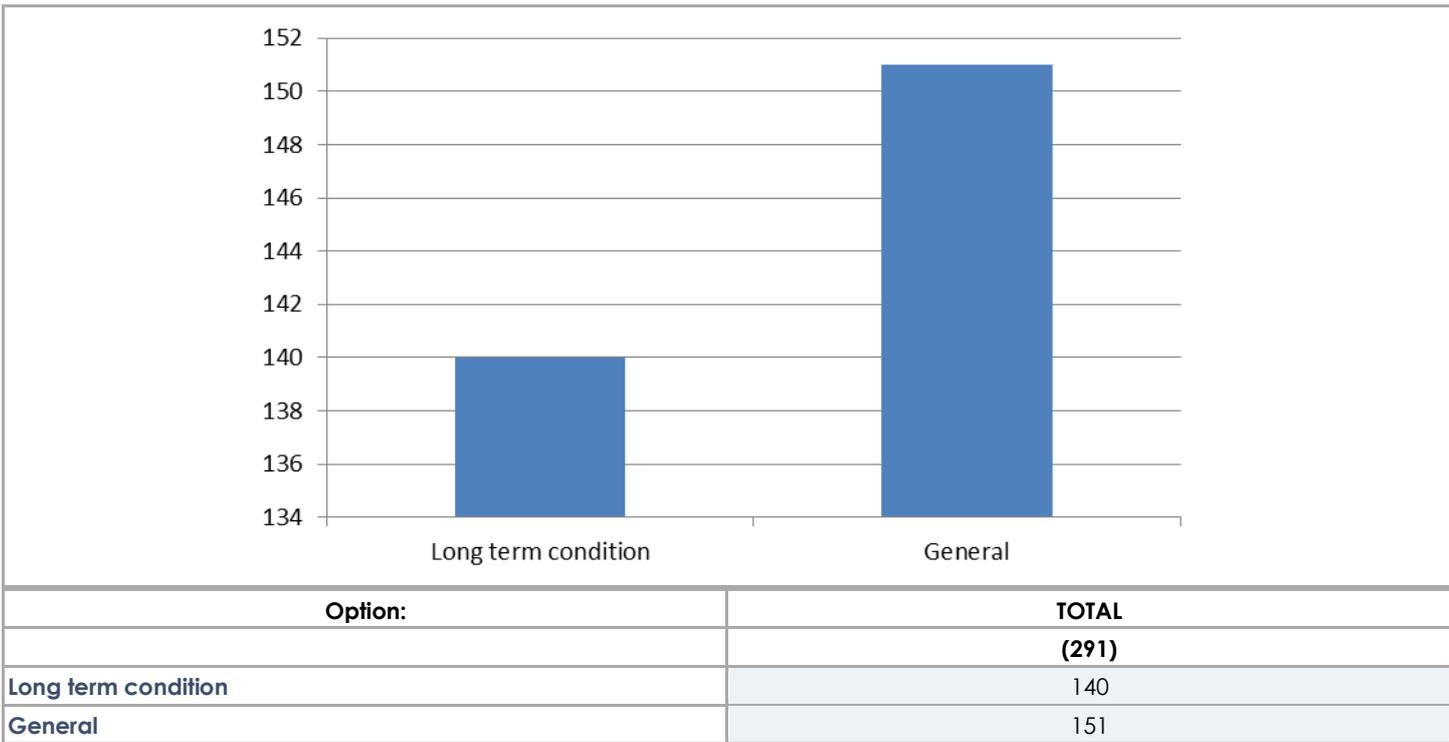
Single answer question or grid (answers per option add up to roughly 100%)



Base: 276 out of 294 people answered this question

(4) Do you see the Doctor because you have a long term condition or just on a general basis as and when needed?

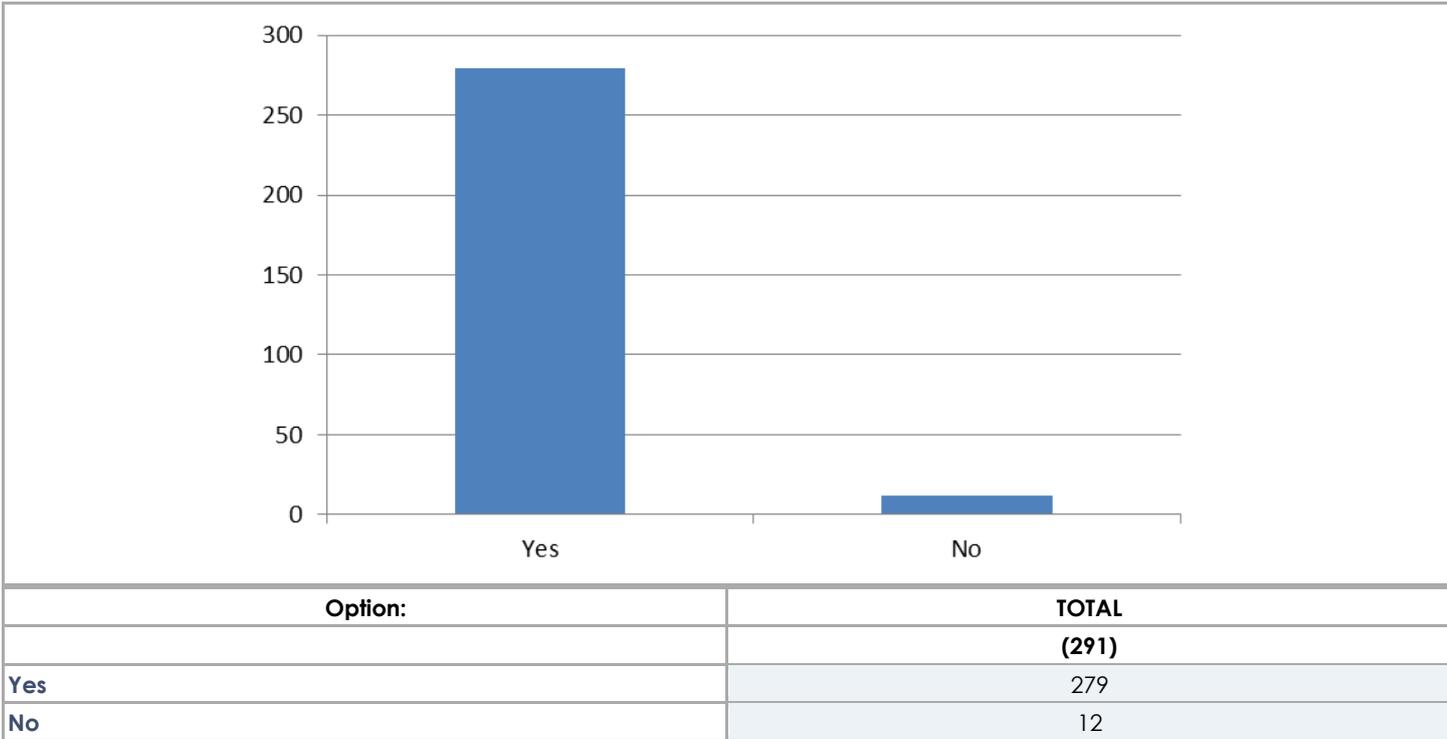
Single answer question or grid (answers per option add up to roughly 100%)



Base: 291 out of 294 people answered this question

(5) When you last saw the Doctor did you feel that you were given time to explain how you were feeling or what was wrong?

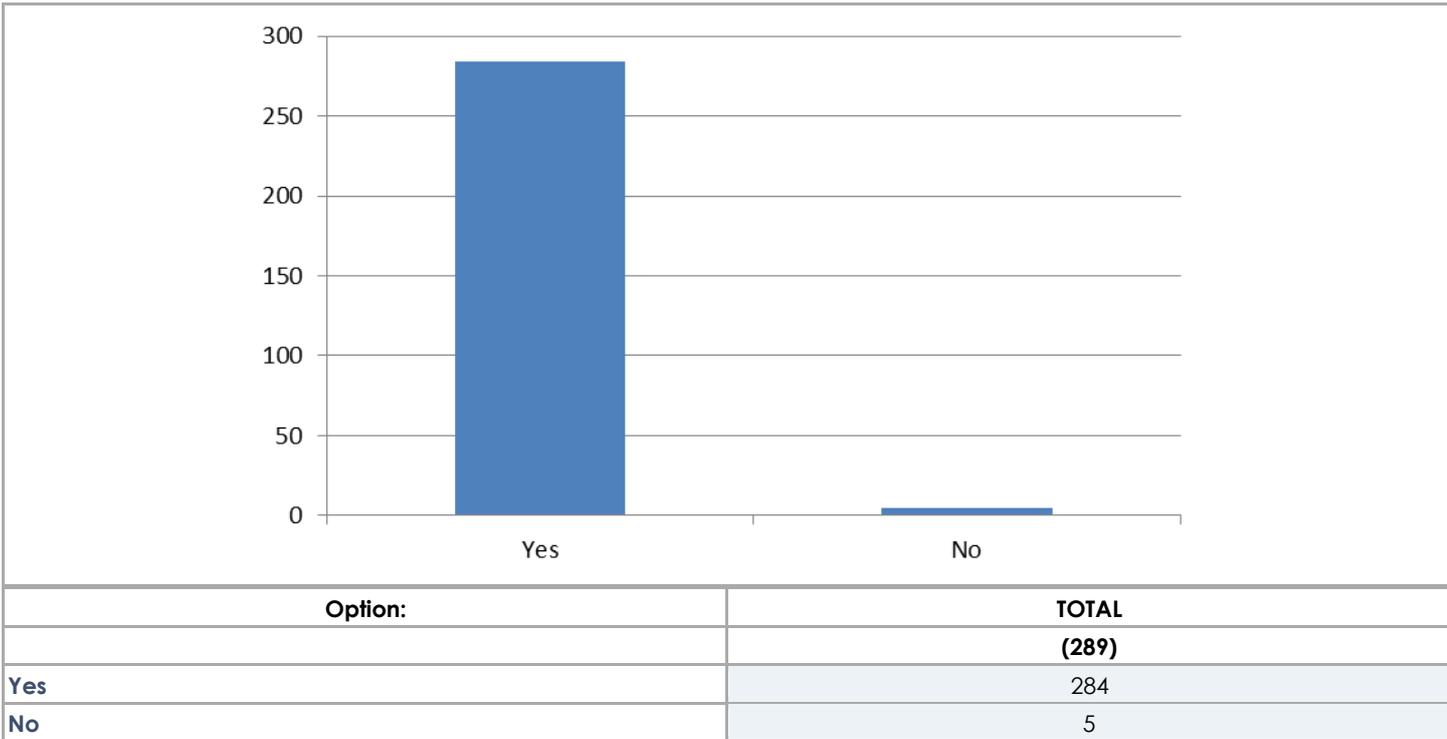
Single answer question or grid (answers per option add up to roughly 100%)



Base: 291 out of 294 people answered this question

(6) At that appointment did you feel that the Doctor listened to you?

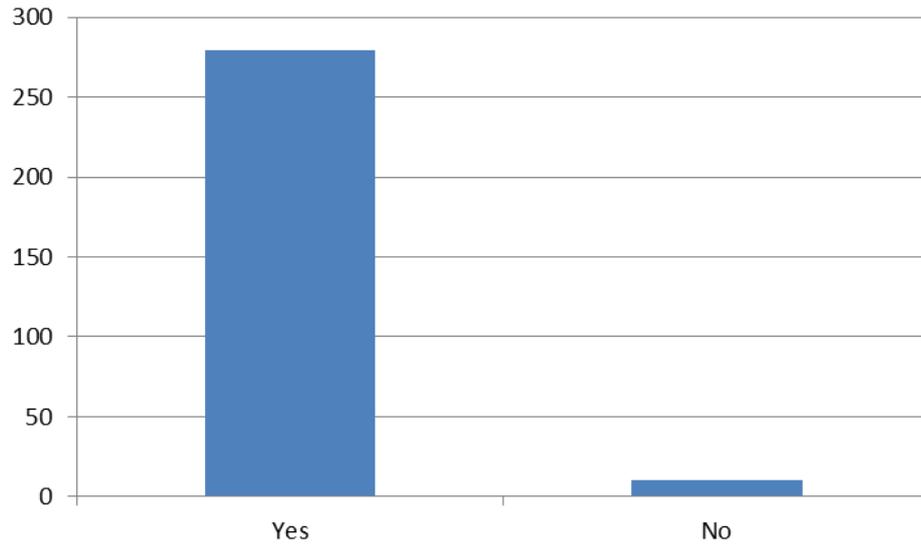
Single answer question or grid (answers per option add up to roughly 100%)



Base: 289 out of 294 people answered this question

(7) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition?

Single answer question or grid (answers per option add up to roughly 100%)



| Option: | TOTAL |
|---------|--------------|
| | (289) |
| Yes | 279 |
| No | 10 |

Base: 289 out of 294 people answered this question

(8) If you answered No to questions 5, 6 or 7, please explain what could have been done better for you.

Large free-text box

| Option: | TOTAL |
|------------------|--|
| | (25) |
| Comments: | <p>given more time</p> <p>Doctors very good</p> <p>sometimes would have liked to see doctor of the same gender, not a doctor who I do not see very often or never. Diffecult to explain all my symptons as aware of time allocated.</p> <p>Dismissive attitude, too much time looking on the computer, yet still not seeming to reassure me that my concerns were taken seriously</p> <p>The final result after 3 ineffective courses of tratment was ear-suction at out-patients. I knew that was the required treatment from the start!</p> <p>The gp could have not left the room immediately after giving me bad news, it was not what I was expecting and was pretty abrupt.</p> <p>Excellent service, I cannot think of any improvements that would make a significant difference</p> <p>if you have conditions that impact on each other for instance asthma,skin complaints,acid in stomach a more holistic approach could sometimes be applied as can feel one element dealt with well but not joined up thinking to connections between complaints</p> |

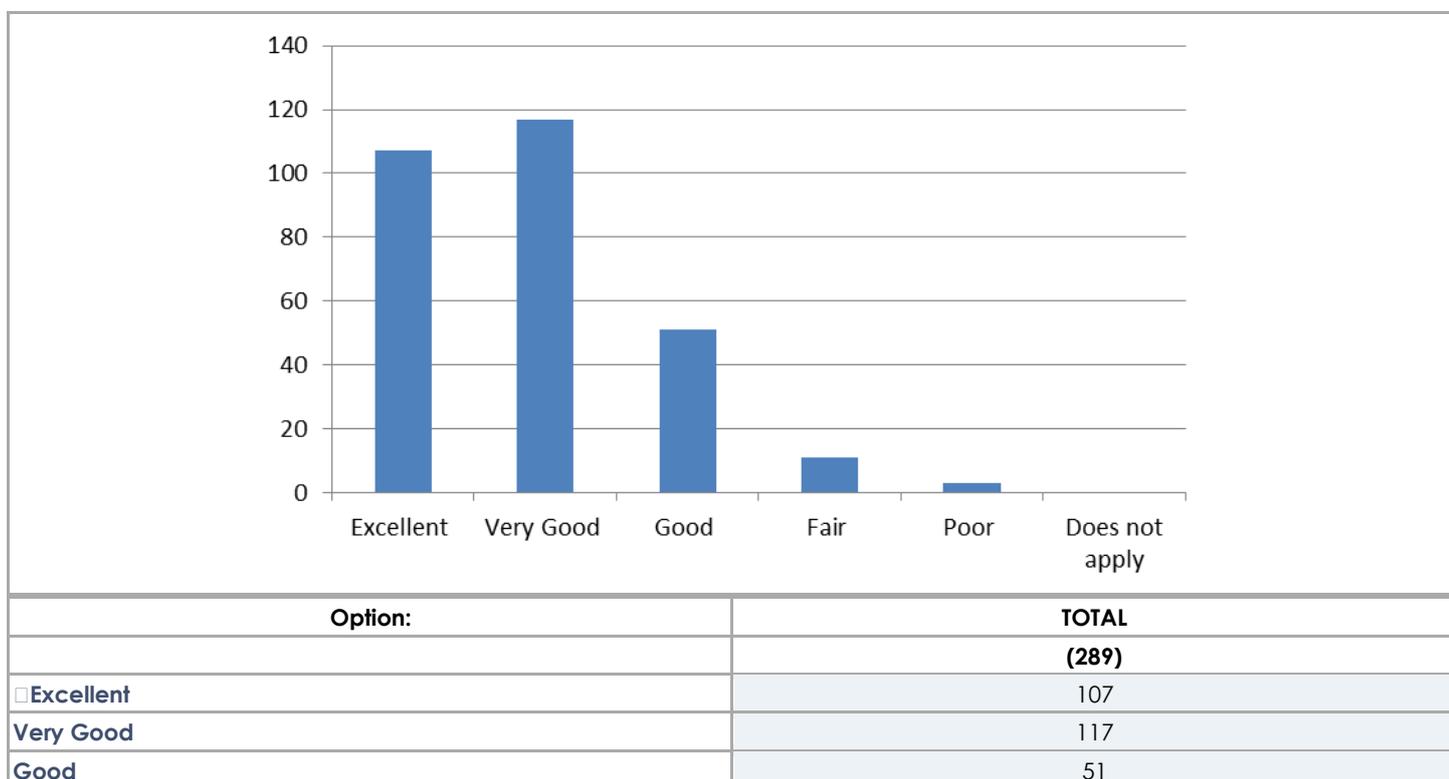
| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1193 237 1241 266">(25)</p> <p data-bbox="874 322 1522 376">All doctor consultations have been first class - you seem to have a great team at the surgery.</p> <p data-bbox="874 405 1549 459">would have liked to ask more questions, but felt time&effort are not available</p> <p data-bbox="874 488 1533 517">Sometimes people feel differant than what the doctor says.</p> <p data-bbox="874 546 1560 1234">Despite being sent to a specialist for my "condition" and them agreeing to continue my medication as it was clearly still helping and therefore important to my everyday life, the Doctors still don't want to accept this and it makes getting a repeat prescription for my meds very hard. This is partly because I never seem to be able to get an appointment with the Doctor that sent me to the specialist and none of the others will read the notes and see that I can have more medication, they give me a prescription after briefly going over my notes then berate me for not getting an appointment with the other Doctor that I have only seen twice anyway, once when I was referred to the specialist to check I had the "condition" and the second time following up this visit to the specialist (where the Doctor still was of the opinion that as I was over 18 I couldn't possibly have the "condition" - despite the specialist agreeing I have it and wanting my treatment continued!!!). Which basically means I do not usually see that particular Doctor, I only had the initial appointment with them as that's who I got an appointment with through the random system and the second as a follow up appointment was booked. Knowing a Doctor specialises in a particular area, e.g. bones, children, special needs/learning differences, ears, etc. So we can see someone who has done more specialised training and can advise patients better in that particular area.</p> <p data-bbox="874 1263 1528 1373">Doctors never encourage a general chat about health. It's one appointment, one problem, but I think more could be done to prevent health problems if they took the time to discuss general health.</p> <p data-bbox="874 1402 1544 1512">I requested a particular treatment as had been frustrated that the previous doctors had ignored the specific problem (even the X-ray report missed the problem) as had 2 issues in very close proximity.</p> <p data-bbox="874 1541 1366 1570">DR COCKCROFT IS NOT CARING OR HELPFUL</p> <p data-bbox="874 1599 1557 1760">I was referred for physiotherapy due to possible recurrence of existing condition. I feel the condition has changed and possibly a new condition has arisen. After a two week wait I called the physio department - 10 week waiting list. The surgery should be aware of this and offer alternatives. My pain is worsening.</p> <p data-bbox="874 1789 1560 1951">I'd like to make the point that I have needed follow up treatment for my current condition and have had to see different doctors because of your booking system. I now rush to my computer to book a new appointment exactly 2 weeks before I need it to try to see the same doctor. Is this really your system?</p> <p data-bbox="874 1980 1497 2009">could only do one thing, told her 3 - she said which one.</p> <p data-bbox="874 2038 1214 2067">DR SOFOLUWE WAS EXCELLENT</p> |

| Option: | TOTAL |
|---------|---|
| | (25) |
| | <p>it is not always made clear whether "follow ups" should be made and if they should be made by the patient or the doctor.</p> <p>BUT I HAVE ONLY SEEN DR COCKCROFT IN THE MAIN BUT VERY HAPPY WITH 1 VISIT TO DR SOFOLUWE ALSO EXCEPTIONAL VISIT TO DR RIDLEY</p> <p>Co-ordination of testing and treatment and liaison with hospitals and clinics could be signigicantly improved. I feel that nobody takes overall responsibility or interest in you as an individual. Your GP is the point of contact with the NHS and in my view should be fully aware of your medical history and be responsible for co-ordinating and informing the patient regarding their treatment.</p> <p>There seems to be little chance to achieve continuity unless the doctor makes the nest appointment whilst you are in the consulting rooms. My perception is that most online appointments are with the locum doctors and there are few appointments for regulat doctors or main partners.</p> <p>It would be good to know the Doctors area of speciality or special interest for a more informed tailored consultation.</p> <p>do not always feel you have the time to mention all that you feel you want to ask.</p> |

Base: 25 out of 294 people answered this question

(9) How do you rate the overall consultation that you had with the Doctor?

Single answer question or grid (answers per option add up to roughly 100%)

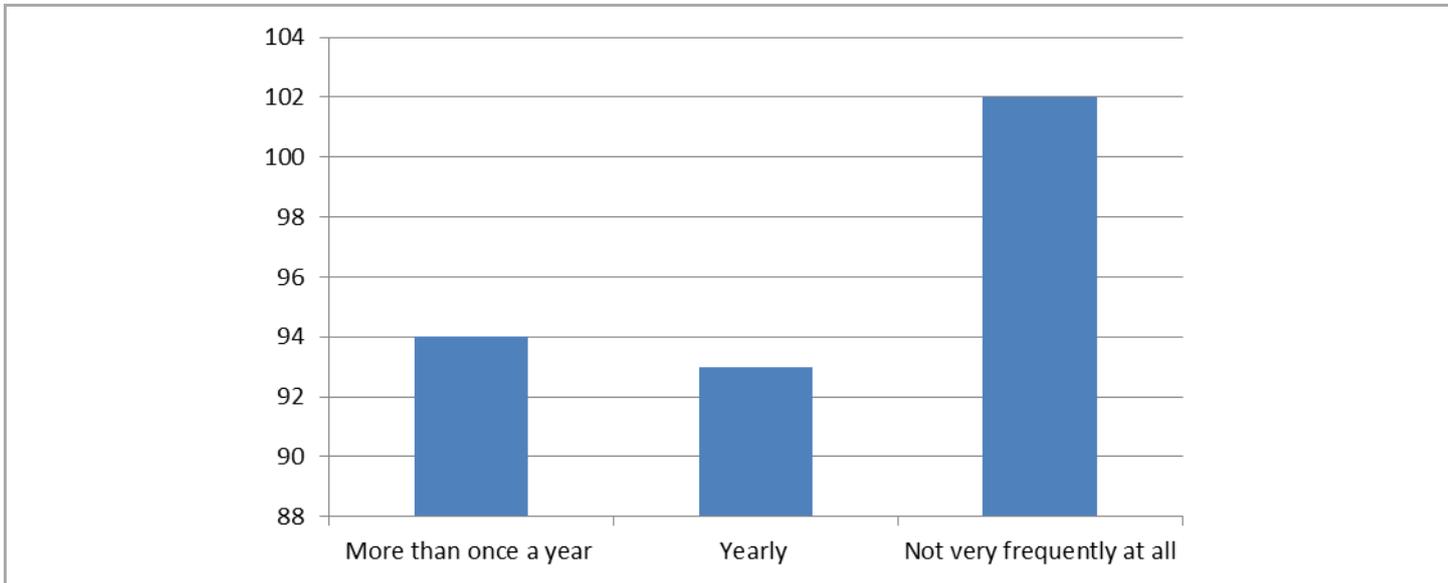


| Option: | TOTAL |
|----------------|--------------|
| | (289) |
| Fair | 11 |
| Poor | 3 |
| Does not apply | 0 |

Base: 289 out of 294 people answered this question

(10) How often do you attend the Practice to see a Nurse?

Single answer question or grid (answers per option add up to roughly 100%)

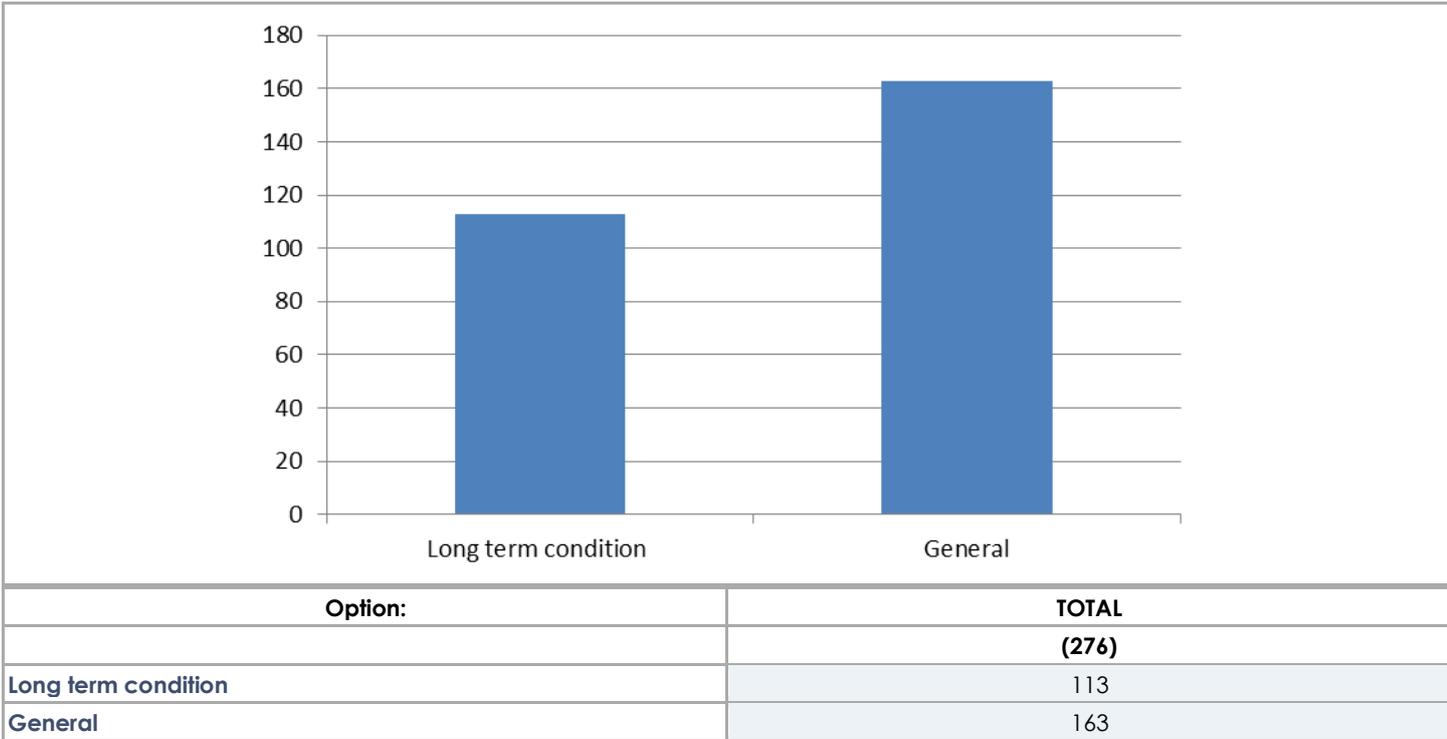


| Option: | TOTAL |
|----------------------------|--------------|
| | (289) |
| More than once a year | 94 |
| Yearly | 93 |
| Not very frequently at all | 102 |

Base: 289 out of 294 people answered this question

(11) Do you see the Nurse because you have a long term condition or just on a general basis as and when needed?

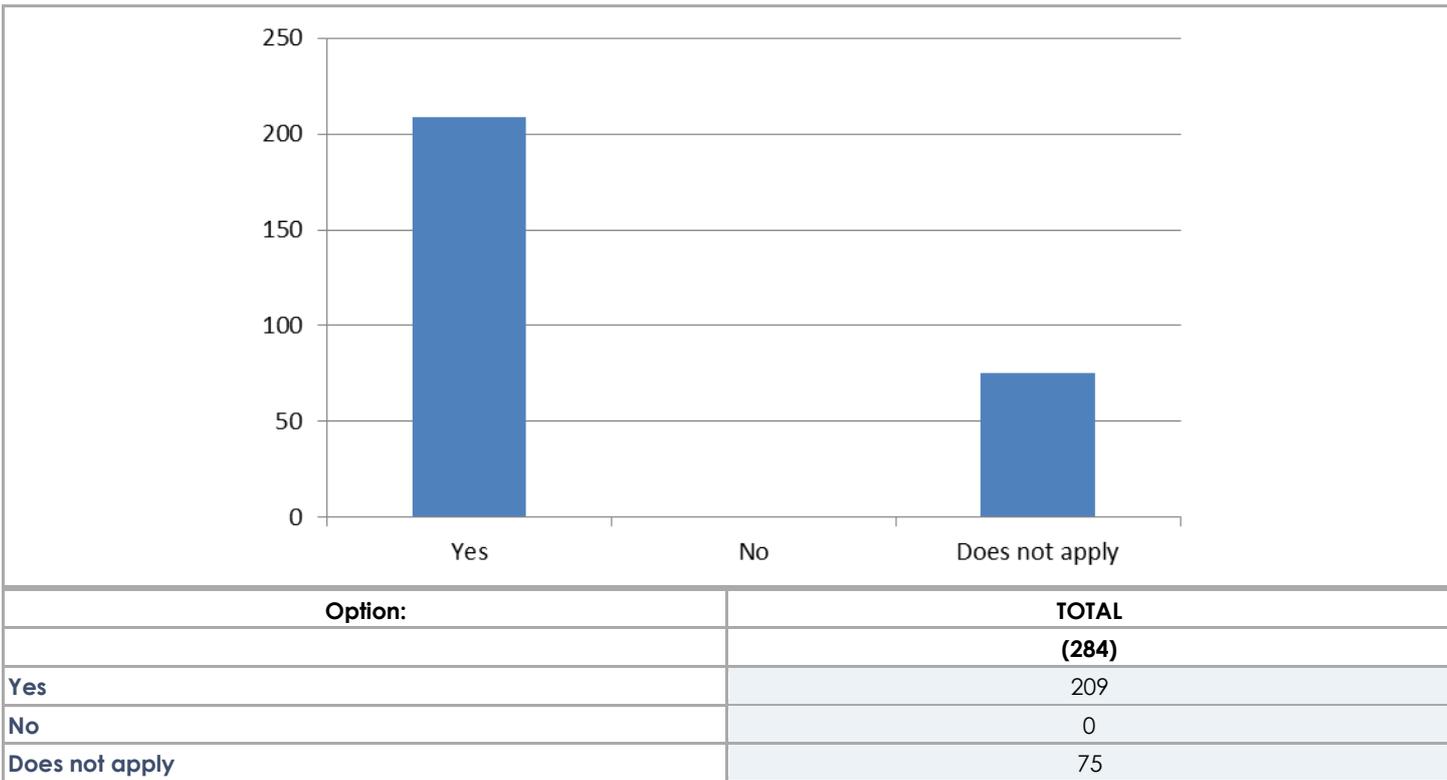
Single answer question or grid (answers per option add up to roughly 100%)



Base: 276 out of 294 people answered this question

(12) When you last saw the Nurse did you feel that you were given time to explain how you were feeling or what was wrong?

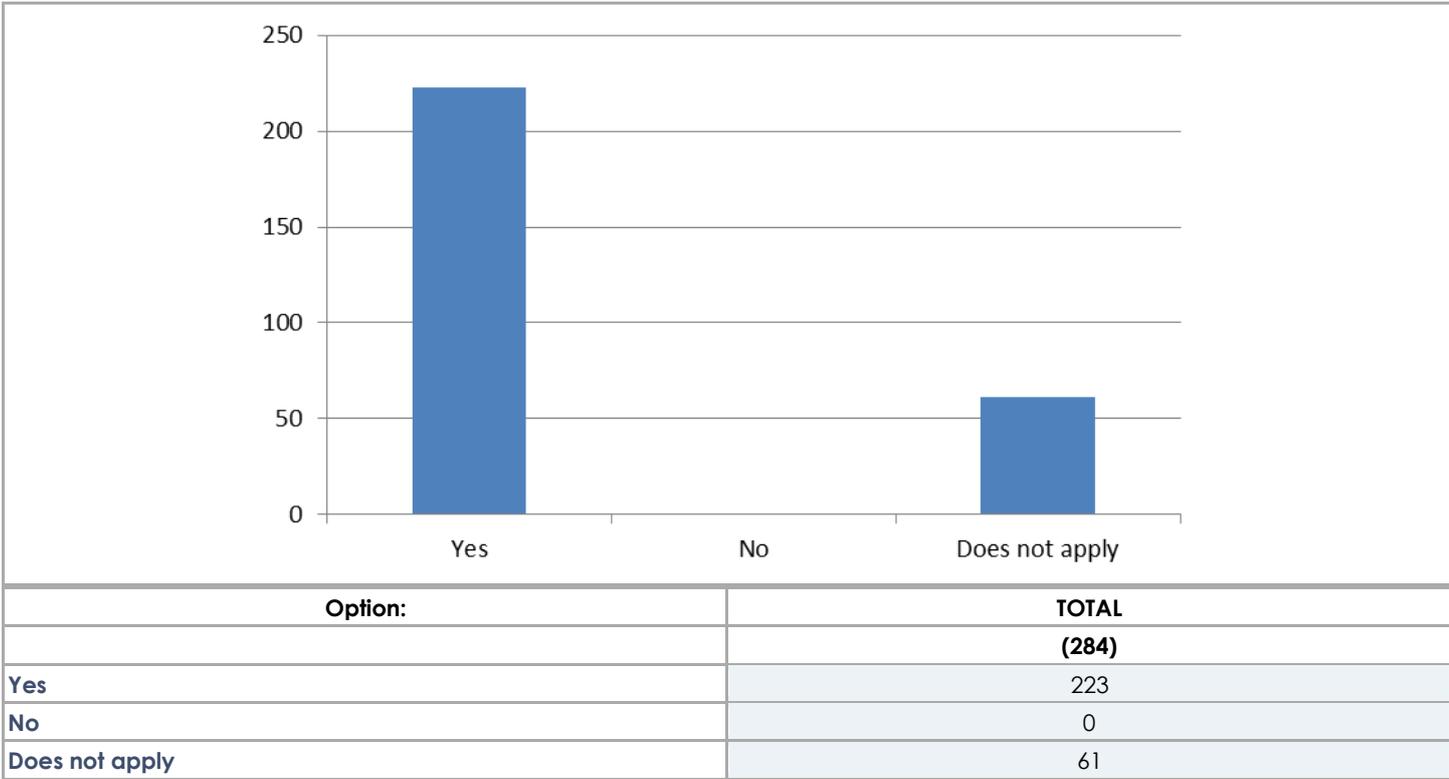
Single answer question or grid (answers per option add up to roughly 100%)



Base: 284 out of 294 people answered this question

(13) At that appointment did you feel that the Nurse listened to you?

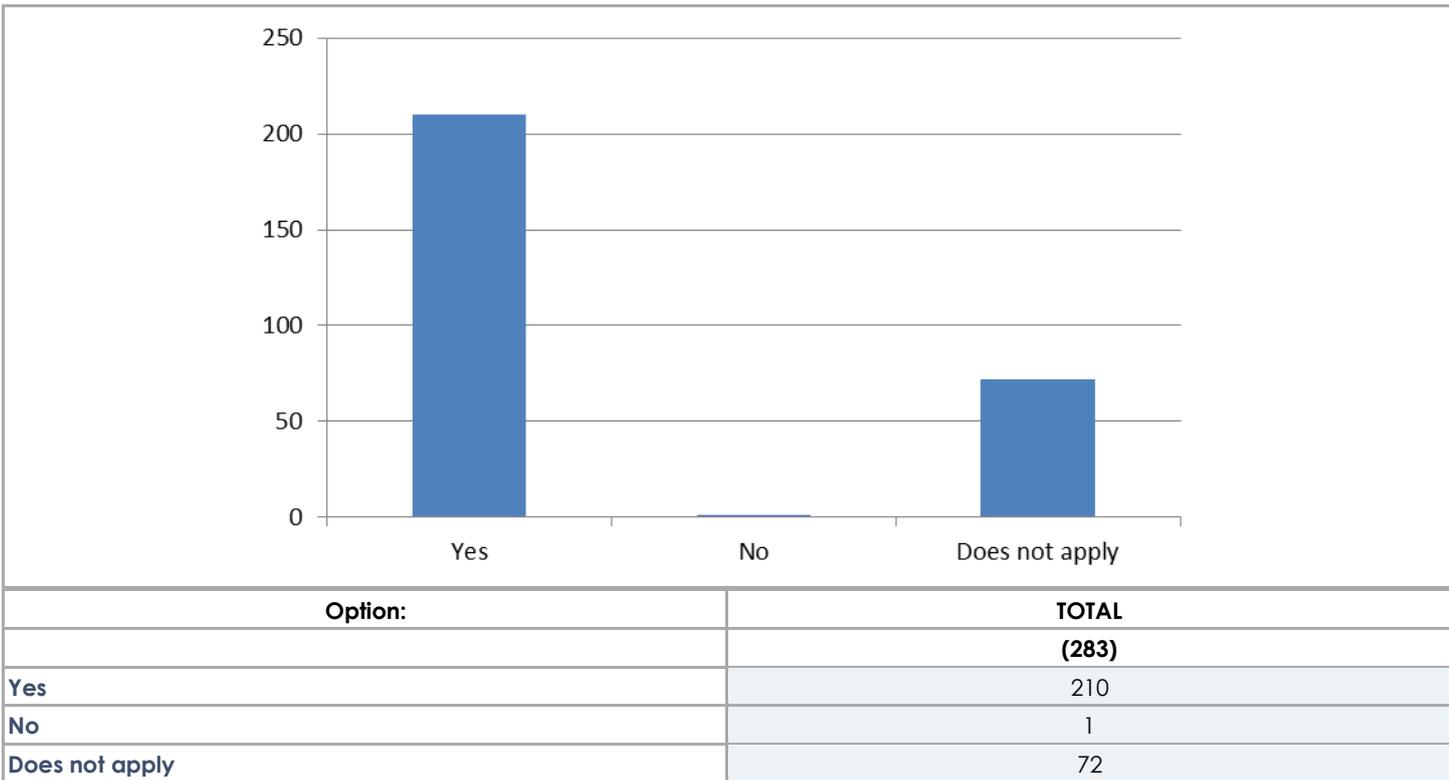
Single answer question or grid (answers per option add up to roughly 100%)



Base: 284 out of 294 people answered this question

(14) At that appointment did you feel that you understood any treatment that was being given to you and any plan for further management of your condition?

Single answer question or grid (answers per option add up to roughly 100%)



Base: 283 out of 294 people answered this question

(15) If you answered No to questions 12, 13 or 14, please explain what could have been done better for you.

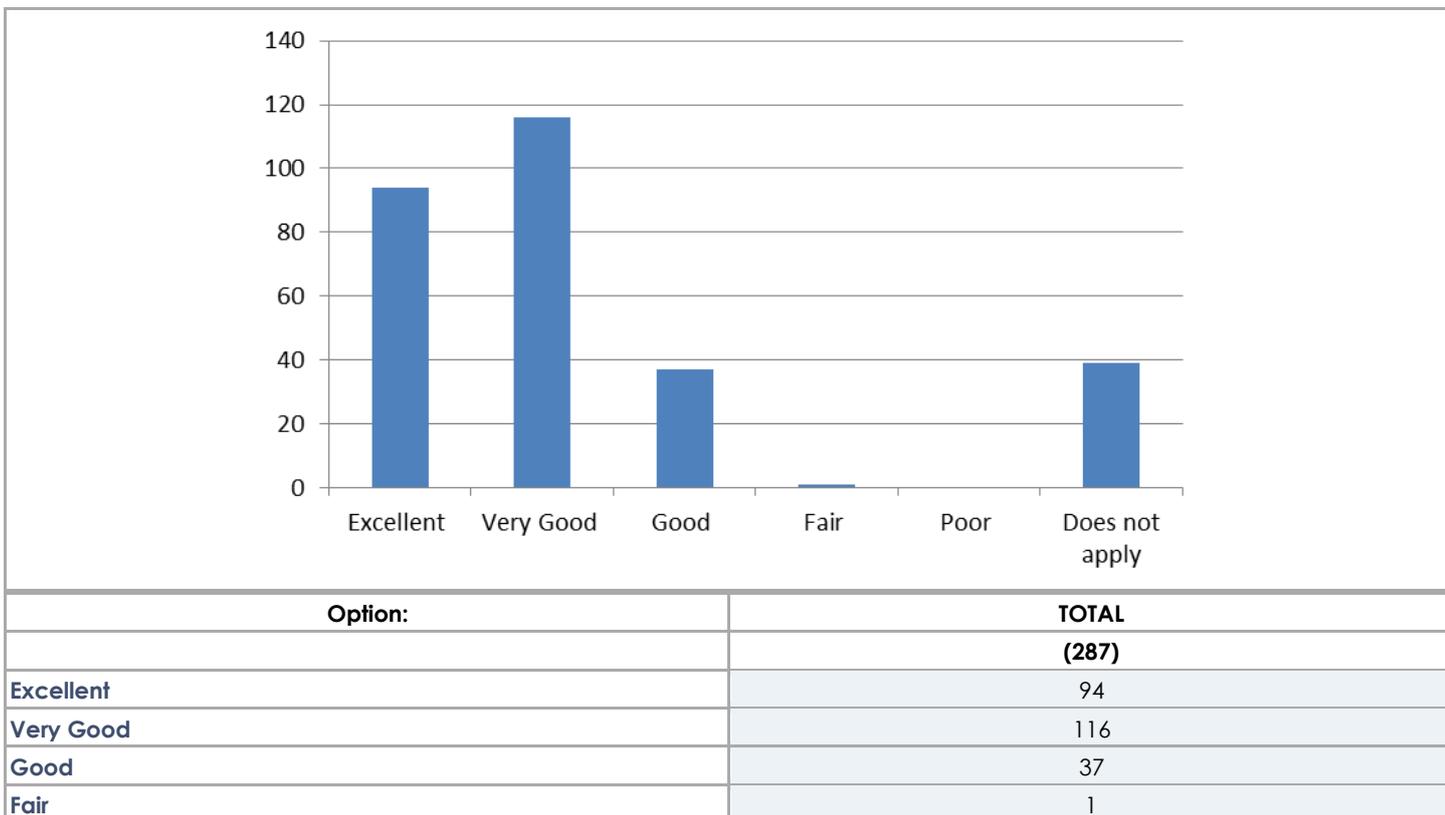
Large free-text box

| Option: | TOTAL |
|-------------------------|---|
| | (7) |
| <p>Comments:</p> | <p>As question 8</p> <p>I have never seen the nurse but perhaps ought to consider this option for minor issues if and when they occur.</p> <p>no comment as satisfied.</p> <p>Only attended for yearly flu jab.</p> <p>I didn't answer no, but in having to see the doctor a few weeks after my annual review, there were things then I found out which I had not been advised of, and which (to me) were a concern. AS such I await getting a complete drugs review for my condition (if only I could book an appointment with the doctor who recommended this and wanted me to return to him)</p> <p>FELT THAT SHE WAS RESTRICTED ON THE MEDICATION SHE COULD GIVE ME. HAD TO BOOK AN APPOINTMENT WITH A DOCTOR TO CHANGE IT.</p> <p>I was only there for a flu jab</p> |

Base: 7 out of 294 people answered this question

(16) How do you rate the overall consultation that you had with the Nurse?

Single answer question or grid (answers per option add up to roughly 100%)

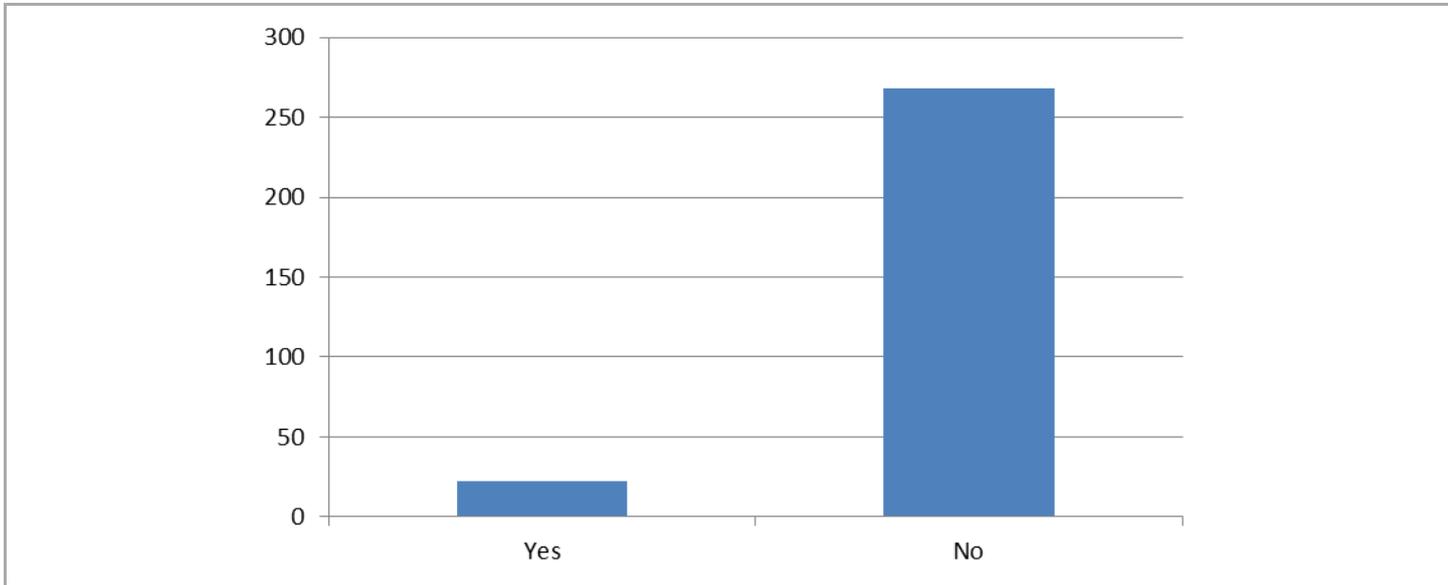


| Option: | TOTAL |
|----------------|--------------|
| | (287) |
| Poor | 0 |
| Does not apply | 39 |

Base: 287 out of 294 people answered this question

(17) Do you attend the surgery to see any other healthcare professional e.g. Midwife, Counsellor etc.?

Single answer question or grid (answers per option add up to roughly 100%)



| Option: | TOTAL |
|---------|--------------|
| | (290) |
| Yes | 22 |
| No | 268 |

Base: 290 out of 294 people answered this question

(18) Which professional do you see?

Small free-text box

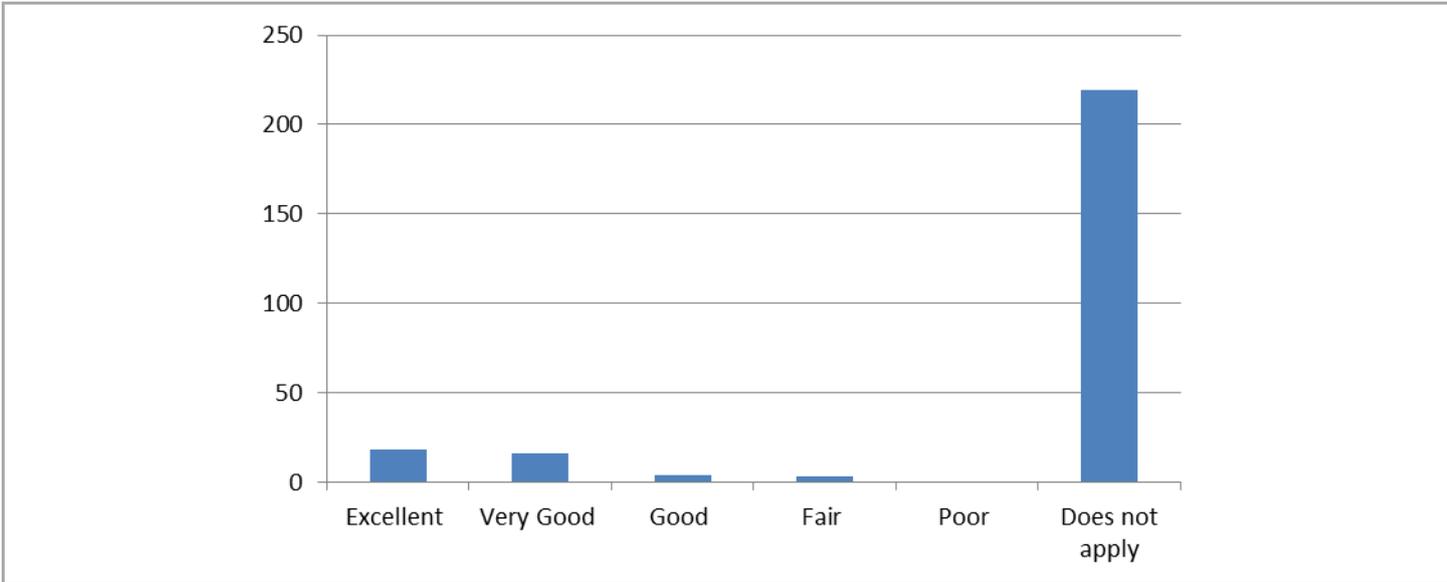
| Option: | TOTAL |
|------------------|-----------------------------|
| | (31) |
| Comments: | Counsellor |
| | Wendy (when I was pregnant) |
| | Not applicable |
| | councillor |
| | councillor |
| | have seen a counsellor |
| | GP |
| | COPD nurse |
| | COPD nurse |

| Option: | TOTAL |
|---------|---|
| | (31) |
| | <p>Eye photographs</p> <p>Dr Sofuluwe</p> <p>Dr Sofuluwe</p> <p>Dr Sofuluwe</p> <p>Couvsellor</p> <p>Dietician</p> <p>Diabetic nurse & Podiatrist</p> <p>Midwife</p> <p>Health Visitor</p> <p>mixted</p> <p>n/a</p> <p>Podiatrist & Diabetic Clinic.</p> <p>DOCTOR</p> <p>n/a</p> <p>n/a</p> <p>Counsellor</p> <p>Midwife</p> <p>podiatry</p> <p>councillor</p> <p>counseller in the past</p> <p>counsellor</p> <p>Counsellor</p> |

Base: 31 out of 294 people answered this question

(19) How do you rate the service provided?

Single answer question or grid (answers per option add up to roughly 100%)

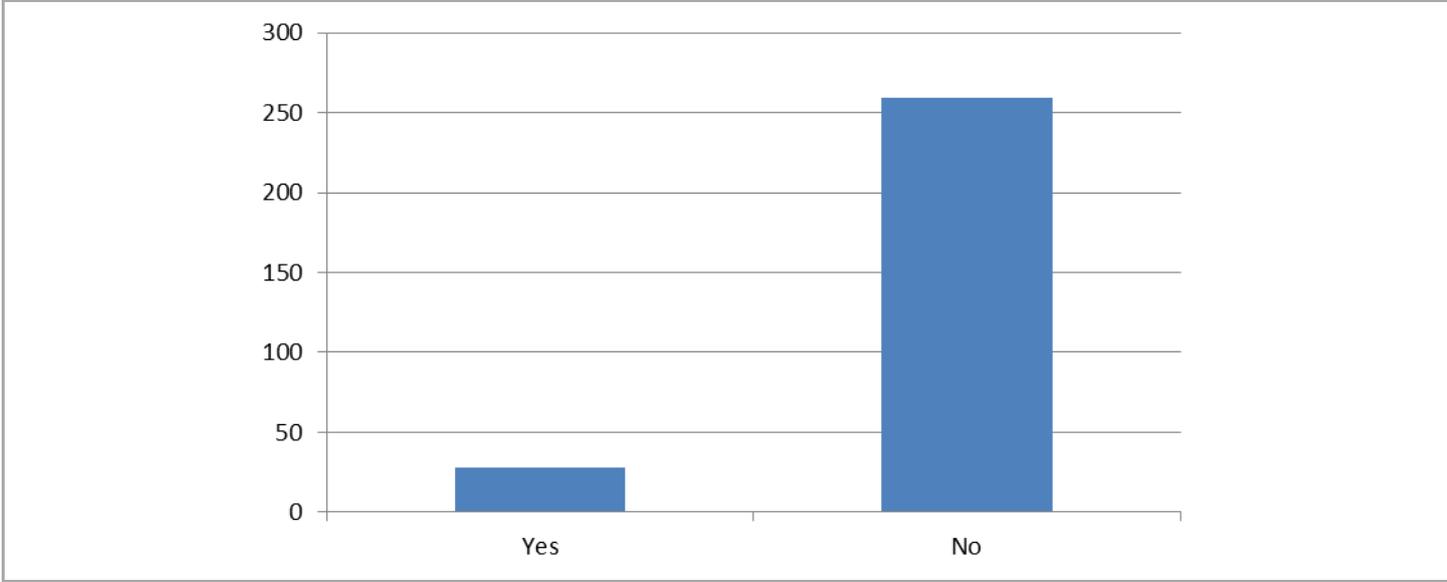


| Option: | TOTAL |
|----------------|--------------|
| | (260) |
| Excellent | 18 |
| Very Good | 16 |
| Good | 4 |
| Fair | 3 |
| Poor | 0 |
| Does not apply | 219 |

Base: 260 out of 294 people answered this question

(20) Have you had to use the GP Out of Hours Service in the last year?

Single answer question or grid (answers per option add up to roughly 100%)

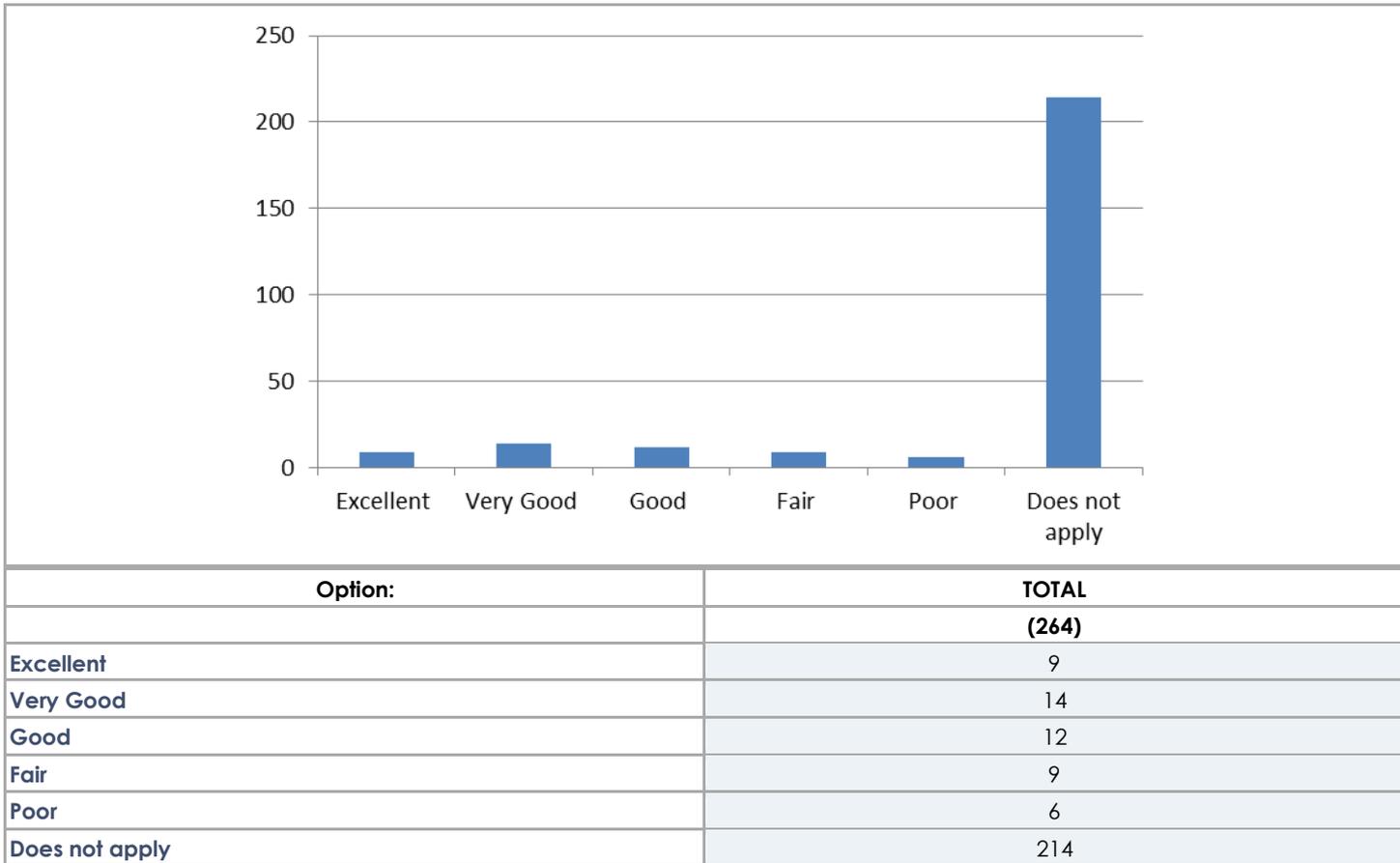


| Option: | TOTAL |
|---------|--------------|
| | (287) |
| Yes | 28 |
| No | 259 |

Base: 287 out of 294 people answered this question

(21) How do you rate the service provided?

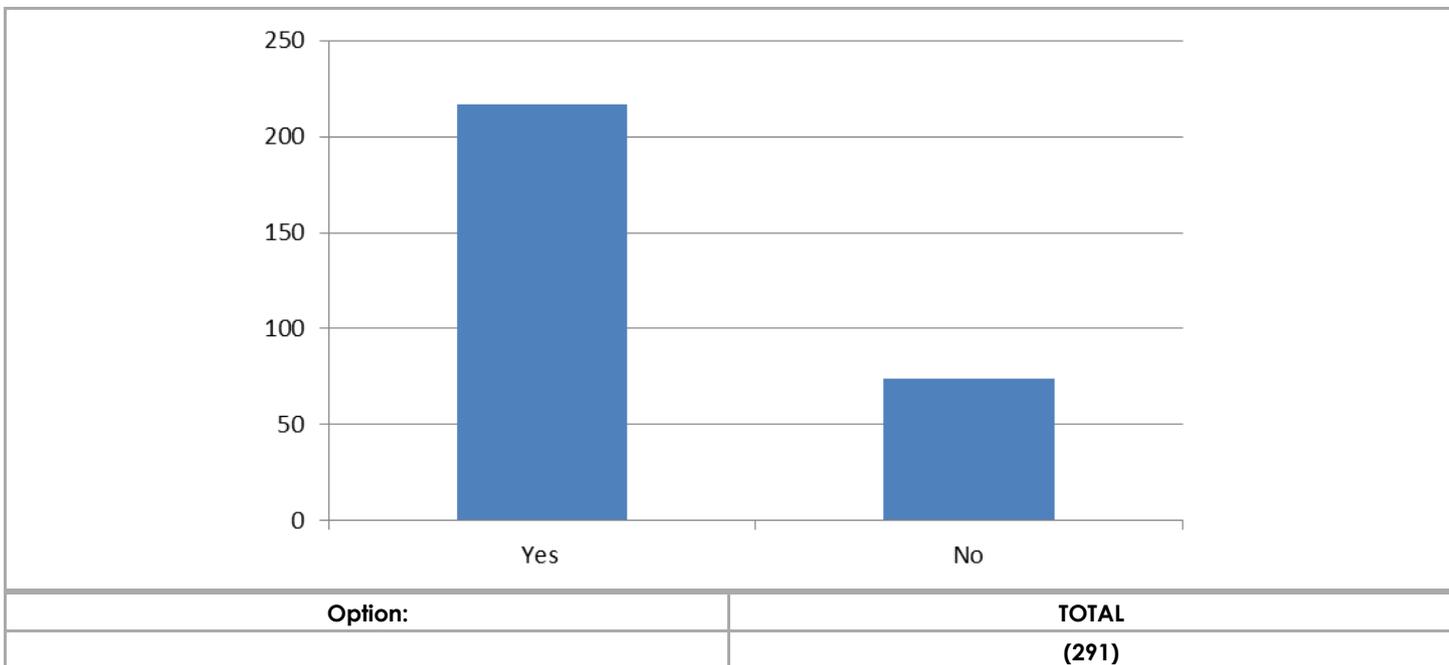
Single answer question or grid (answers per option add up to roughly 100%)



Base: 264 out of 294 people answered this question

(22) Have you ever had to contact the Practice to make a general enquiry with one of our staff i.e. for test results; for hospital letters etc?

Single answer question or grid (answers per option add up to roughly 100%)

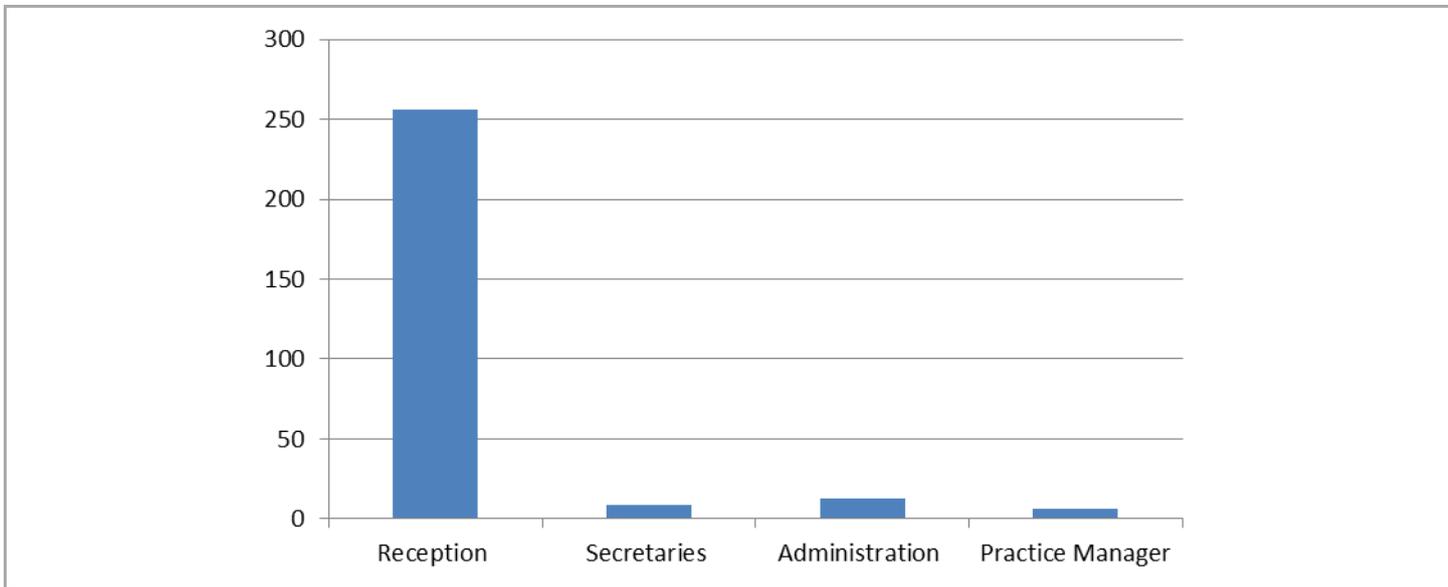


| Option: | TOTAL |
|---------|--------------|
| | (291) |
| Yes | 217 |
| No | 74 |

Base: 291 out of 294 people answered this question

(23) When you last spoke to a member of staff which team did they work in?

Single answer question or grid (answers per option add up to roughly 100%)

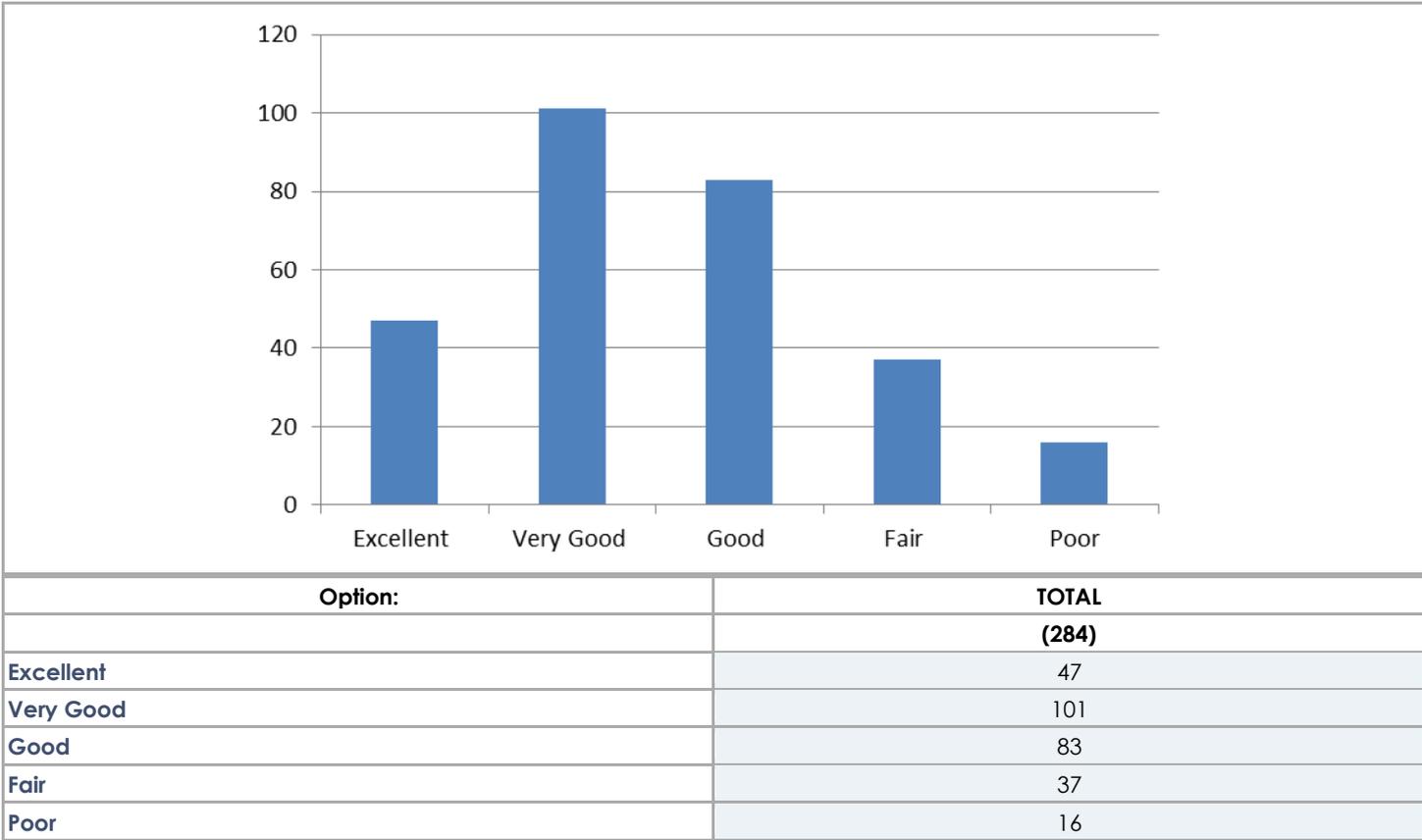


| Option: | TOTAL |
|------------------|--------------|
| | (284) |
| Reception | 256 |
| Secretaries | 9 |
| Administration | 13 |
| Practice Manager | 6 |

Base: 284 out of 294 people answered this question

(24) How did you rate the professionalism of the person dealing with your enquiry on that occasion?

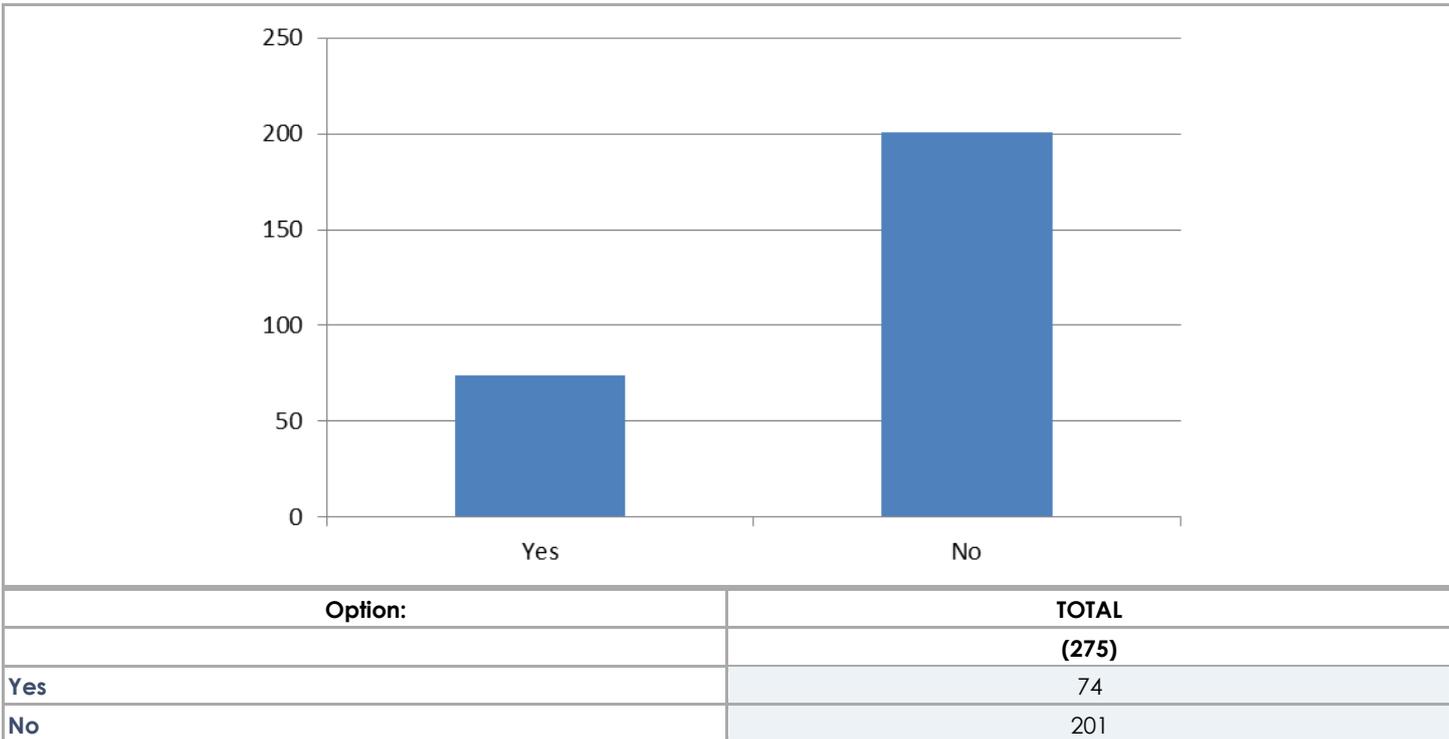
Single answer question or grid (answers per option add up to roughly 100%)



Base: 284 out of 294 people answered this question

(25) Was there anything that could have been done better?

Single answer question or grid (answers per option add up to roughly 100%)



Base: 275 out of 294 people answered this question

(26) Please detail what more could have been done.

Large free-text box

| Option: | TOTAL |
|--|---|
| <p>Comments:</p> | (72) |
| | The lady on the reception was not very welcoming, I got the impression I was being a nuisance by asking for a same day appointment just general bad vibe from her. |
| | Better communication between staff members - left hand often doesn't know what the right hand is doing so to speak - frequently get very different messages from different people |
| | Always find it awkward speaking about personal issues over the telephone - better face to face. |
| | Improve record keeping |
| | more 'joined-up' services needed. The surgery appears to work on a reactive, rather than pro-active basis. A lot of time and NHS money could be saved if services were more linked. |
| | answering the phone more promptly |
| | Some of them seem never seem happy and I feel that they think we are a nuisance . This only applies to a couple of them. |
| | Some of them seem never seem happy and I feel that they think we are a nuisance . This only applies to a couple of them. |
| | Some of them seem never seem happy and I feel that they think we are a nuisance . This only applies to a couple of them. |
| | All fine. |
| | In general the reception staff are very cheerful and helpful, however, one or two individuals are not always as helpful or pleasant as they could be. A smile when dealing with a patient should be the order of the day, rather than a glare and unhelpful attitude! |
| | Found her rude and abrupt. She clearly wanted to finish what she was doing and not serve patients at the counter. Her questions were snappy and only after she realised I was not at fault did her attitude change. As a general comment the reception service has improved from 2 years ago when it was poor. However there are still certain individuals who need further'training' or perhaps a change in career where they don't meet the public. |
| | Not the staff fault but a bit more privacy at the front desk when it is necessary to give personal details etc. would be nice |
| | A little bit more understanding for the actual question being asked rather than a 'suit all' answer |
| Often a very long delay in waiting in the telephone queue. | |
| the telephone answering is not always avable & we are told to ring at 8.30 am to make apportments & the lines are always busy or engaged | |

| Option: | TOTAL |
|---------|--|
| | <p data-bbox="1193 237 1241 266">(72)</p> <p data-bbox="874 293 1549 349">Sometimes you feel like you are inconveniencing them. When in person maybe they could be a bit welcoming with a smile.</p> <p data-bbox="874 376 1549 432">Sometimes they sound a bit rushed, understandably, but can come across as uncaring</p> <p data-bbox="874 459 1369 488">More faster in issuing letters and prescriptions</p> <p data-bbox="874 515 1326 544">Staff not always friendly and professional</p> <p data-bbox="874 571 1026 600">More friendly.</p> <p data-bbox="874 627 1481 683">Felt I was being unreasonable when I was asking re the progress of a Doctors Report</p> <p data-bbox="874 710 922 739">N/A</p> <p data-bbox="874 766 1517 822">I needed an urgent letter of referral for my daughter and it was noted handled very efficiently</p> <p data-bbox="874 848 1533 904">understanding that the caller has already spent 10-15 mins trying to make an appointment.</p> <p data-bbox="874 931 1406 960">Less abrupt, more caring to those with an enquiry</p> <p data-bbox="874 987 1034 1016">Better attitude</p> <p data-bbox="874 1043 1497 1072">Making a long term appointment for a preferred Doctor</p> <p data-bbox="874 1099 1222 1128">The staff always seem in a hurry</p> <p data-bbox="874 1155 1310 1184">See my comment about appointments</p> <p data-bbox="874 1211 1557 1319">I was passed from one person to another, asked several times for the same details, expected to hang on in the meantime while the person spoke to another about my enquiry and I was generally not happy with how my call was dealt with</p> <p data-bbox="874 1346 1541 1453">Often when speaking to Receptionists at the Practice they are very off hand and sometimes rude. It is never a pleasant experience, which is completely different to the Nurses and Doctors who are always extremely helpful and caring.</p> <p data-bbox="874 1480 1549 1648">Not leave the phone ringing for ages!!! For all staff to be polite, just because they are having a bad day or are a grumpy guts it does not give them the right or need to take it out on others, even if they think the person talking to them is being difficult - it might just be that they simply do not understand and want to be sure.</p> <p data-bbox="874 1675 1557 1843">She could have actually been able to book an appointment. Instead I had to leave a message asking the doctor to phone me, so that I could then get an appointment with the right doctor. I even came into the surgery to make the appointment as you get a better service face to face than you do over the phone.</p> <p data-bbox="874 1870 1557 2011">Some reception staff generally do not have a good manner, made to feel we should not be there and are making a fuss, never a smile. When visiting the surgery the reason is because you are concerned, and to be greeted in the manner we are generally, does not help at all.</p> <p data-bbox="874 2038 1505 2067">To have tried to help instead of indifference boarding on</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1193 237 1241 264">(72)</p> <p data-bbox="874 293 975 320">rudeness</p> <p data-bbox="874 349 1533 400">YOU HAVE TO BE DYING TO GET AN APPOINTMENT AND THEY RECEPTIONIST ARNT HELPFUL</p> <p data-bbox="874 430 1493 481">Answering the phone personally would be useful. Seems always to go to answerphone.</p> <p data-bbox="874 510 1270 537">More people to answer the phones.</p> <p data-bbox="874 566 1203 593">please see above comments.</p> <p data-bbox="874 622 1195 649">Everybody is too busy to help</p> <p data-bbox="874 678 1134 705">BE MORE CONSIDERATE</p> <p data-bbox="874 734 1174 761">Attitude sometimes abrupt.</p> <p data-bbox="874 790 1198 817">Was given wrong information</p> <p data-bbox="874 846 1501 873">FIND RECEPTION STAFF WITH AN EXCEPTION , VERY 'COLD'</p> <p data-bbox="874 902 1549 983">Awaiting Medical Form to be signed by GP and it had been overlooked! No apology, acted as if I should be grateful! Yet paid £25.50 for service.</p> <p data-bbox="874 1012 1513 1093">CLIENTS DO NOT ALWAYS UNDERSTAND PROCESSES THESE NEED TO BE EXPLAINED NOT TO BE MADE TO FEEL THEY ARE TAKING UP VALUABLE TIME</p> <p data-bbox="874 1122 959 1149">OK as is</p> <p data-bbox="874 1178 1557 1285">THE DRAGONS OF OLD SEEM TO HAVE BEEN BANISHED BE A LITTLE BETTER IN UNDERSTANDING PATIENT NEEDS WHEN TO GET AN EARLY APPOINTMENT RATHER THAN ABRUPT DATE FOR NEXT AVAILABLE IE OFFER POSSIBLE ALTERNATIVES</p> <p data-bbox="874 1314 1517 1373">improve manner, be more helpful (rather brusque and not sympathetic).</p> <p data-bbox="874 1402 1289 1429">Call back when they said they would.</p> <p data-bbox="874 1458 1461 1485">Most of the team are very good, but lady is a dragon</p> <p data-bbox="874 1514 1557 1594">NOT LAST TIME BUT PREVIOUSLY (END 2012) I HAVE NOT FOUND RECEPTION HELPFUL AT ALL. ACTUALLY MORE RECENTLY THEY HAVE BEEN MUCH BETTER & VERY HELPFUL & FRIENDLY!</p> <p data-bbox="874 1624 1501 1704">We waited 7 weeks for a letter regarding my health for making a Will. I made numerous enquiries and it was very expensive.</p> <p data-bbox="874 1733 1054 1760">LESS SGT MAJOR</p> <p data-bbox="874 1789 1525 1870">Reception staff are not always friendly or helpful although I have noticed a slight improvement recently. The appointment system is a major source of difficulty.</p> <p data-bbox="874 1899 1273 1926">Sometimes they can be stand offish.</p> <p data-bbox="874 1955 1007 1982">her attitude.</p> <p data-bbox="874 2011 1198 2038">DEPENDS UPON RECEPTIONIST</p> |

| Option: | TOTAL |
|---------|--|
| | (72) |
| | <p>more sympathetic approach?</p> <p>follow up and explain the situation.</p> <p>GIVE CORRECT RESULT</p> <p>Greater consistency in the professionalism of the staff. Not being made to feel you are a nuisance by calling and treated in a condescending way.</p> <p>At times reception can be a little sharp and intolerant</p> <p>Notes that should have been fast tracked to clinical assessment were delayed. But problem was resolved, but hardly fast tracked. The majority of the receptionists are very kind and helpful, but one or two can be rather unkind and impatient. I realise it is not an easy job dealing with the public, but a bit of patience when dealing with the elderly and frail would not come amiss. When trying to make an appointment, in pain and feeling ill, I often dread making a call and have cried with anger, hurt and frustration. I do not always understand the appointment system and yes I do make mistakes and forget to order tablets. I need to see a specific doctor, not to be difficult, but they are dealing with my long term conditions. It takes far longer to explain to another doctor all my needs.</p> <p>correct appointment with right nurse first time round.</p> <p>more interest taken I'm not a number but a human being</p> <p>Explained more fully</p> <p>Please remember that the patient is your customer. Receptionists are often abrupt and whilst I appreciate their job may be difficult there is no need for this.</p> <p>Mostly good helpful staff. There is one however who comes over very abrupt.</p> <p>I find most of your reception staff very unhelpful and rude. I think that they should all take a course in politeness and understanding. I have been at the surgery and people queuing have been shocked at the way they have been treated by staff and this has happened on many occasions.</p> <p>I find there is a particular member of the reception team who seems to always be unhappy and appears unapproachable. A simple acknowledgement that someone is standing at the reception desk, even if she cannot assist immediately, goes a long way. Then when she eventually looks up it is to simply say she is busy in a very unwelcoming tone. Maybe some additional training in customer service skills for this person would be beneficial, as this is the face of the surgery. Or maybe she should be in a role that does not include face to face contact with the public as, having been a patient at the surgery for 20 years, I believe in the great number of years I have had awareness she is a member of staff, I have never encountered a pleasant experience with this member of staff.</p> |

Base: 72 out of 294 people answered this question

What Other Services or Information would you like to see provided either in the Surgery or in the Local Community?

Large free-text box

| Option: | TOTAL |
|-------------------------|--|
| | (19) |
| <p>Comments:</p> | <p>Better counselling services for 16-21 age group</p> <p>Free cholesterol testing held at the surgery by the nurses. Dietician clinic at the surgery.</p> <p>I feel that five working days to collect a prescription is too long.</p> <p>All fine.</p> <p>The Health Centre provides an excellent service, but the appointment system is not satisfactory</p> <p>Out-of-hours, on-call service by the doctors within the health centre.</p> <p>Information about the effects of diet and exercise on physical and mental health; cut price sessions/ introductory membership fees to local gyms; exercise and relaxation cds and dvds on sale at reasonable prices.</p> <p>Health screens like those offered by commercial companies. Even if charged for. Exercise /diet club for the elderly. With visiting speakers about current treatments for elderly illnesses.</p> <p>important that preventative treatments and advice given and joined up holistic approaches used</p> <p>None</p> <p>Minor Ops</p> <p>Ability to make online appointments with the nurse eg asthma clinic.</p> <p>more information on services for us as older generation ie. local facilities or drop in centres.</p> <p>Help with addictions more information about this issue</p> <p>A more local walk in centre</p> <p>More up to date information provided to all the staff about special needs/learning differences and how to deal with/speak to and treat people with such "conditions" more appropriately. This should include ADULTS with such needs as just because they turn 18 it doesn't mean they suddenly are "cured" and no longer have any symptoms or problems, especially if they adult has FINALLY been diagnosed AFTER they turned 18 because there is now more research on the subject and therefore better provisions to diagnose adults and the possibility to treat them.</p> <p>General family health support - chance to discuss worries, get advice on diet, exercise, sign post to other services, etc. The main priority is to look at a patients ability to actually make an appointment though, particularly when continuity of care is needed with 1 doctor.</p> |

| Option: | TOTAL |
|---------|--|
| | (19) |
| | <p>When driving, a way to be able to drop someone or a letter off without having to queue up to get out with patients waiting to park!</p> <p>Didn't know where to write this, so here seemed as good as any! Fantastic that you have normal telephone number for contacting the surgery. What a nightmare the other practices are when they're on 0845 or 0844... Like the Robert Frew at WICKFORD.</p> |

Base: 19 out of 294 people answered this question

For Children (aged under 16) Please list what you feel would benefit the health needs of this group

Large free-text box

| Option: | TOTAL |
|-----------|---|
| | (11) |
| Comments: | <p>Not applicable.</p> <p>Targeting obesity very early, but how?</p> <p>na</p> <p>Offer them the opportunity to meet a nurse to discuss hygiene, infections and vaccinations and any local health issues and first aid techniques.</p> <p>Professionals trained (and updated) with a variety of issues that affect the needs of young people today so the young people don't have to go through until adulthood with issues that could have been identified and dealt with at a much younger age allowing the person to develop and learn fully with the appropriate support measures in place for them.</p> <p>Continuity of care for children with long term conditions. Support for parents of children with long term conditions. Support sessions for children with long term conditions so they realise they are not alone.</p> <p>Seeing the same doctor more than once would be useful.</p> <p>Option to make appointments online for the asthma clinic</p> <p>n/a</p> <p>REMOVE WOODEN TOYS FROM RECEPTION NHS REGULATIONS AS NOT CLEANABLE</p> <p>n/a</p> |

Base: 11 out of 294 people answered this question

For Adults (aged 17 – 64) Please list what you feel would benefit the health needs of this group

Large free-text box

| Option: | TOTAL |
|---------|-------|
|---------|-------|

(30)

Comments:

A regular Well Woman Clinic held by a nurse specialising in women's health issues where women can book an appointment to discuss any issues or worries they may have that they don't feel warrant an appointment with the doctor.

Able to see a doctor

A specific doctor allocated daily to deal with common problems. I.e. colds and viruses children's basic complaints to speed up the waiting time in the surgery. I know this would mean questioning the condition of the patient when they called through to make an appointment, but I imagine a lot of time wasting is done by patients that have minor ailments.

Not applicable

Perhaps longer consultation times as it is indicated that only one problem can be dealt with each visit. Quite often there are several issues that need highlighting and at this age may well be related.

perhaps contacting registered patients regularly with advice to encourage good healthcare may assist prevention, there is loads of info out there but targeting groups may help people pay attention

I cannot think of any.

I've been happy with what is available

Yearly check up

As above and differences between aspirin and paracetamol.

Surgery open longer and at the weekend for working people.

Professionals that listen to you and don't try and put you in a particular bracket just to save time. An understanding of how special needs/learning differences present themselves in adults, particularly in situations where symptoms can be similar to that of children if the adult is still in an educational environment, but also how they could be affected in other areas. Perhaps health "MOTs" to check up on people once in a while.

Specific appointment sessions for people who work, or for children of school age.

Being able to book appointments with a specific doctor; this enables the patient and doctor to build up a relationship and will enable the doctor to see how a patient improves/deteriorates over a series of appointments (or even over the longer term)

Be more selective when selecting receptionists

Being able to book routine appointments with preferred GP, or at least gender of GP.

All patients should have an 'up to date' health summary carried with them, for use by healthcare professionals, in unforeseen circumstances.

Option to make appointments online for the diabetic clinic and for blood tests

| Option: | TOTAL |
|---------|---|
| | (30) |
| | <p>A DRINKS SERVICE AND MAGS</p> <p>n/a</p> <p>If possible to take blood sample with nurse here, it will be quick</p> <p>AVAILABILITY OF APPOINTMENTS</p> <p>SURELY ADULTS ARE 18 ? (LEGALLY)</p> <p>diet and exercise information.</p> <p>BETTER CAR PARKING WOULD BE NICE - BUT I KNOW DIFFICULT TO ENVISAGE</p> <p>EARLIER START APPTS</p> <p>A dedicated nurse for elderly to visit with little worries so we wouldn't waste doctors time.</p> <p>An overall MOT of health to pick up any conditions which may be of concern to patient . It is usual to concentrate on current problem but other worries may be relevant.</p> <p>better understanding of diabetics</p> <p>A more local minor injury unit</p> |

Base: 30 out of 294 people answered this question

For Adults (aged 65) Please list what you feel would benefit the health needs of this group

Large free-text box

| Option: | TOTAL |
|-------------------------|--|
| | (61) |
| <p>Comments:</p> | <p>Friendship groups. A lot of older people get very lonely.</p> <p>My above comment regarding receipt of prescriptions</p> <p>General check up/Medical on annual basis.</p> <p>N/A</p> <p>Increase health screening Being able to contact the same doctor</p> <p>Rapour with one doctor familiar with. Also understand not everybody can book on-line.</p> <p>The basics, copies of letters from out-patient consultants to GPs</p> <p>Availability of Shingles vaccination to other than people of 70 and 79 years - would be happy to pay for it.</p> <p>Everything is very good.</p> <p>I usually have to wait at least 3 weeks before I can get to see my GP, thats having to ring the surgery on several occasions</p> |

| Option: | TOTAL |
|---------|---|
| | <p data-bbox="1193 237 1241 266">(61)</p> <p data-bbox="874 293 1155 322">to book an appointment.</p> <p data-bbox="874 349 1533 405">We feel that we are given an excellent service and advice, once we obtain an appointment</p> <p data-bbox="874 432 1509 510">Greater specialisation with care for the elderly; with more home visits where necessary, to allow people to remain independent in their own homes.</p> <p data-bbox="874 544 1514 600">The offer of an annual health review with a nurse, with the aim of keeping older people healthier for longer.</p> <p data-bbox="874 627 1501 656">Annual Prostate and Diabetic checks along with flu jabs.</p> <p data-bbox="874 683 1544 761">To be able to book an appointment with your regular doctor inside a week when it is not thought to qualify as 'urgent' but may be something that would benefit by early diagnosis</p> <p data-bbox="874 795 1474 851">pre planned annual check up facility for things like BP, cholestrol, diabetes, prostate</p> <p data-bbox="874 878 1560 1158">Many patients particularly those in this age group have to take warfarin regularly. Personally, it seems that I have to make a trip to the health centre every 1 or 2 weeks for blood tests which is not only aggravation for me but also has high overheads in the provision of this service both at Billericay and Basildon hospital such as phlebotomists time, analysis and the subsequent feedback advice as well as aggravating the parking situation at Billericay. Prescription of one of the newer drugs would save all this and would probably be cheaper in the overall equation.</p> <p data-bbox="874 1184 1549 1292">Occasional written up-dates on periodic tests and vaccinations available and when needed would be helpful to keep up to date and to be aware of current health issues that affect this age group.</p> <p data-bbox="874 1326 1541 1404">Annual blood test for chloresterol, diabetes screening, PSA etc etc - I used to have an annual blood test for cholesterol but haven't had one for nearly 2 years (am on 40 mg statins)</p> <p data-bbox="874 1438 1118 1467">see above comments</p> <p data-bbox="874 1494 1501 1523">An annual checkup including blood test, blood pressure.</p> <p data-bbox="874 1550 1481 1579">Not having to wait too long to see your choice Doctor.</p> <p data-bbox="874 1606 1214 1635">Yearly MOT for peace of mind.</p> <p data-bbox="874 1662 1544 1691">How to keep fit, How to keep warm in winter. Healthy eating.</p> <p data-bbox="874 1718 1174 1747">You provide the necessary.</p> <p data-bbox="874 1774 995 1803">Keeping fit</p> <p data-bbox="874 1830 1528 1886">Regular check ups on Prostrate, Blood Pressure, Cholesterol and Liver Function as a yearly routine for this age group.</p> <p data-bbox="874 1912 1490 1942">As above and any specific needs for care for the infirm.</p> <p data-bbox="874 1968 1145 1998">Better access to doctors</p> <p data-bbox="874 2024 1522 2080">A better feeling that you could get help if needed at night and weekends</p> |

| Option: | TOTAL |
|---------|--|
| | <p data-bbox="1193 237 1241 266">(61)</p> <p data-bbox="874 322 1501 374">Yearly M O T for all including those without any long term conditions</p> <p data-bbox="874 405 1414 434">possibly a general 'MoT' screening every 2 years?</p> <p data-bbox="874 461 1281 490">longer consultations; suggest 15 mins</p> <p data-bbox="874 517 1533 568">A dedicated doctor older people prefer a friendly / familiar face</p> <p data-bbox="874 595 1246 624">To see the same doctor of choice</p> <p data-bbox="874 651 1557 846">Continuing health "MOT's" to ensure they are checked up on. Those that are on regular medication have a thorough check up to make sure their medications are still working properly - particularly those that continue to get repeat prescriptions but hardly come into the surgery as there are always new treatments and maybe they don't actually realise they are not still responding well to their medication.</p> <p data-bbox="874 873 970 902">No idea.</p> <p data-bbox="874 929 1538 1010">More time and explanation of treatments. Being able to see preferred gender of GP. Liaison with hospital specialties to keep practice records up to date.</p> <p data-bbox="874 1037 1544 1120">WHERE REGULAR BLOOD TESTS ARE REQ'D (E.G. PSA) A MORE EFFICIENT WAY OF REQUESTING THESE. ONLINE MAYBE, LIKE REPEAT PRESCRIPTIONS</p> <p data-bbox="874 1146 1066 1176">Annual Medicals.</p> <p data-bbox="874 1202 1549 1261">there is a need to better the long waiting times on answering telephone calls to reception.</p> <p data-bbox="874 1288 1513 1368">whilst having my annual BP check, the nurse mentioned a type of medical MOT for the 70 was being introduced - I would welcome joining this programme.</p> <p data-bbox="874 1395 1262 1424">better availability of appointments.</p> <p data-bbox="874 1451 1517 1509">The last time I had an x ray at the practice, it took 6 weeks and many phone calls to get the result</p> <p data-bbox="874 1536 1552 1594">Easier access to the Doctor who knows of your past problems and ailments.</p> <p data-bbox="874 1621 1485 1680">NO OTHER POINTS TO MAKE OTHER THAN THOSE ALREADY MADE.</p> <p data-bbox="874 1706 1050 1736">dedicated GPs.</p> <p data-bbox="874 1762 1406 1792">More information about the needs of the elderly</p> <p data-bbox="874 1818 1525 1899">I need a 6 monthly blood test but no one reminds me, consequently it runs into a year, I myself have to ask for the form then</p> <p data-bbox="874 1926 1070 1955">Shingle Injections.</p> <p data-bbox="874 1982 1509 2063">Regular health checks and preventative intervention for reassurance and to catch potential problems like cancer early to save lives.</p> |

| Option: | TOTAL |
|---------|--|
| | (61) |
| | <p>No problem with present arrangement</p> <p>perhaps a visit from a nurse now and then (could allay fears of a niggly ache!) for example.</p> <p>occasional reminders of care and services available to our age group please so we are kept up to date</p> <p>seeing the same doctor and not having to explain all details again.</p> <p>Toe Nail cutting. General check up every 6-12 months.</p> <p>follow up after seeing a doctor.</p> <p>General Information on how to keep fit and healthy as age takes over</p> <p>It would help if one was able to book an appointment in advance with GP of choice, however all are excellent.</p> <p>Home visits where appropriate.</p> <p>1: Dedicated doctor 2: Annual check 3: Review drugs: I have been on Blood Pressure drugs for 20 years. Review is done without reference to patients.</p> |

Base: 61 out of 294 people answered this question

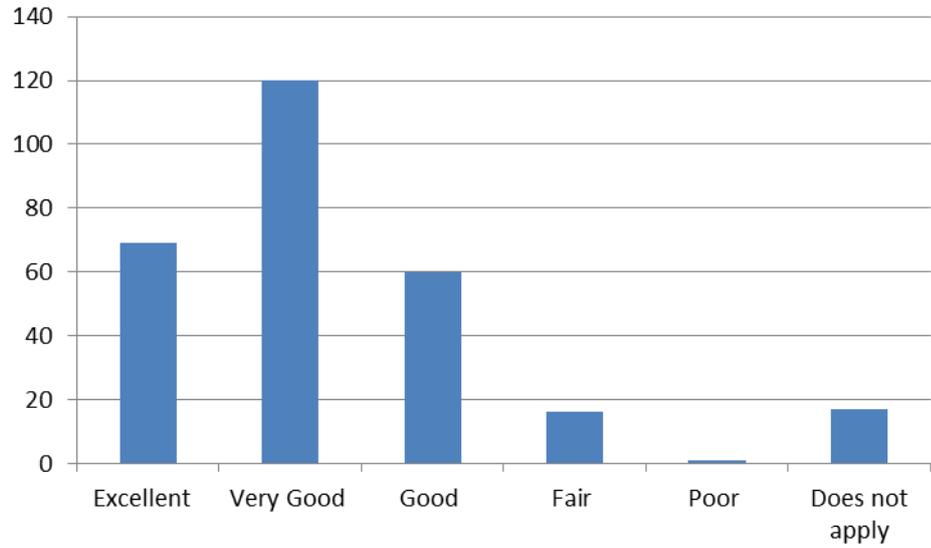
Overall, how would you rate this practice with regard to:

Single answer question or grid (answers per option add up to roughly 100%)

| Option: | TOTAL | | | | | | | | | | | | | | |
|---|-------|--------|-------|-----------|----|-----------|----|------|----|------|----|------|----|----------------|---|
| | (291) | | | | | | | | | | | | | | |
| Getting an Appointment | | | | | | | | | | | | | | | |
| <table border="1"> <caption>Data for Getting an Appointment Bar Chart</caption> <thead> <tr> <th>Rating</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>20</td> </tr> <tr> <td>Very Good</td> <td>74</td> </tr> <tr> <td>Good</td> <td>65</td> </tr> <tr> <td>Fair</td> <td>75</td> </tr> <tr> <td>Poor</td> <td>53</td> </tr> <tr> <td>Does not apply</td> <td>3</td> </tr> </tbody> </table> | | Rating | Count | Excellent | 20 | Very Good | 74 | Good | 65 | Fair | 75 | Poor | 53 | Does not apply | 3 |
| Rating | Count | | | | | | | | | | | | | | |
| Excellent | 20 | | | | | | | | | | | | | | |
| Very Good | 74 | | | | | | | | | | | | | | |
| Good | 65 | | | | | | | | | | | | | | |
| Fair | 75 | | | | | | | | | | | | | | |
| Poor | 53 | | | | | | | | | | | | | | |
| Does not apply | 3 | | | | | | | | | | | | | | |
| Excellent <input type="checkbox"/> | 20 | | | | | | | | | | | | | | |
| Very Good <input type="checkbox"/> | 74 | | | | | | | | | | | | | | |

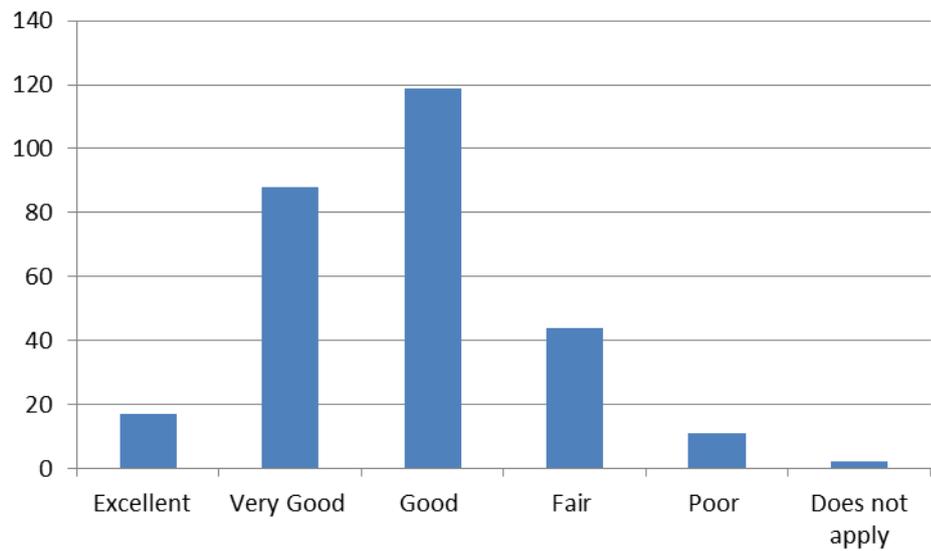
| Option: | TOTAL |
|----------------|-------|
| | (291) |
| Good | 65 |
| Fair | 75 |
| Poor | 53 |
| Does not apply | 3 |

Providing you with clinical care



| | |
|------------------------------------|-----|
| Excellent <input type="checkbox"/> | 69 |
| Very Good | 120 |
| Good | 60 |
| Fair | 16 |
| Poor | 1 |
| Does not apply | 17 |

Opening Hours



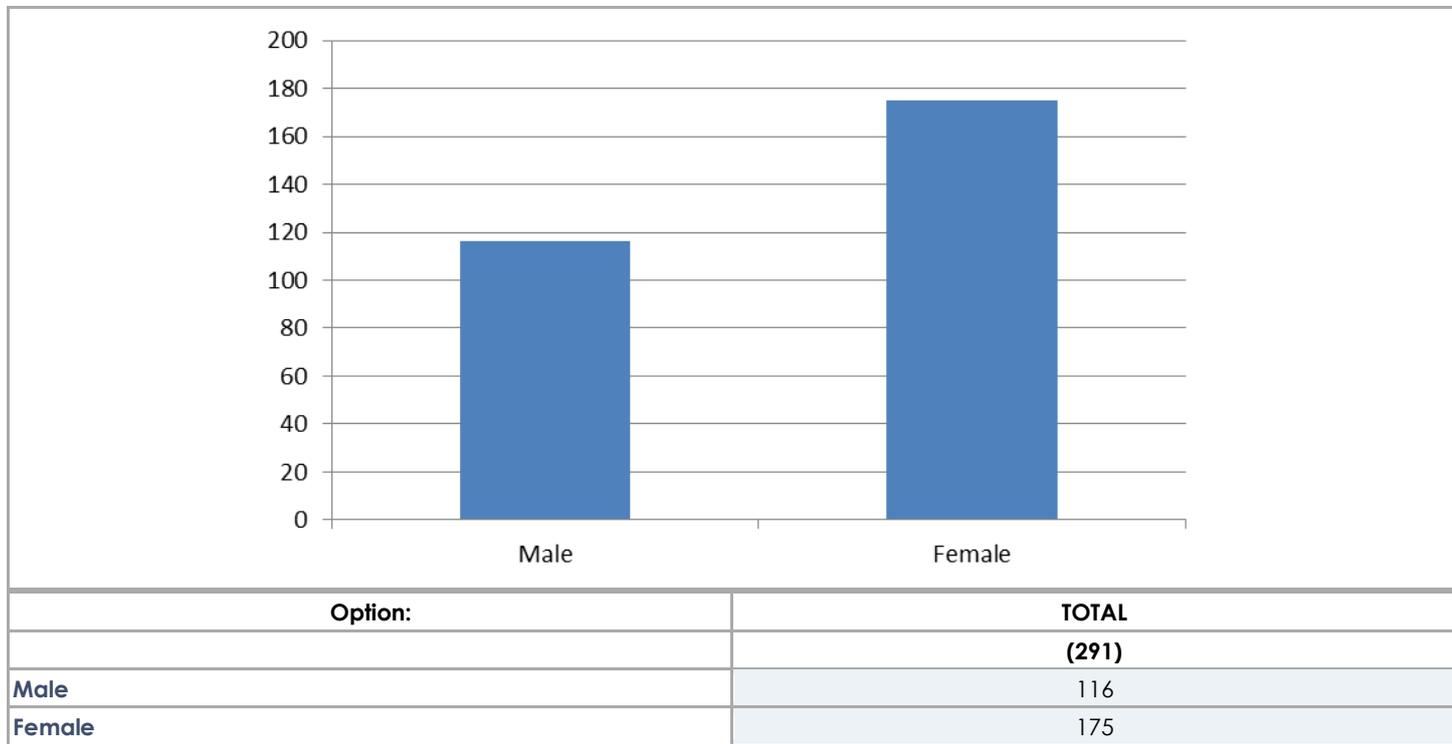
| | |
|------------------------------------|-----|
| Excellent <input type="checkbox"/> | 17 |
| Very Good | 88 |
| Good | 119 |
| Fair | 44 |
| Poor | 11 |

| Option: | TOTAL |
|----------------|-------|
| | (291) |
| Does not apply | 2 |

Base: 291 out of 294 people answered this question

Are you?

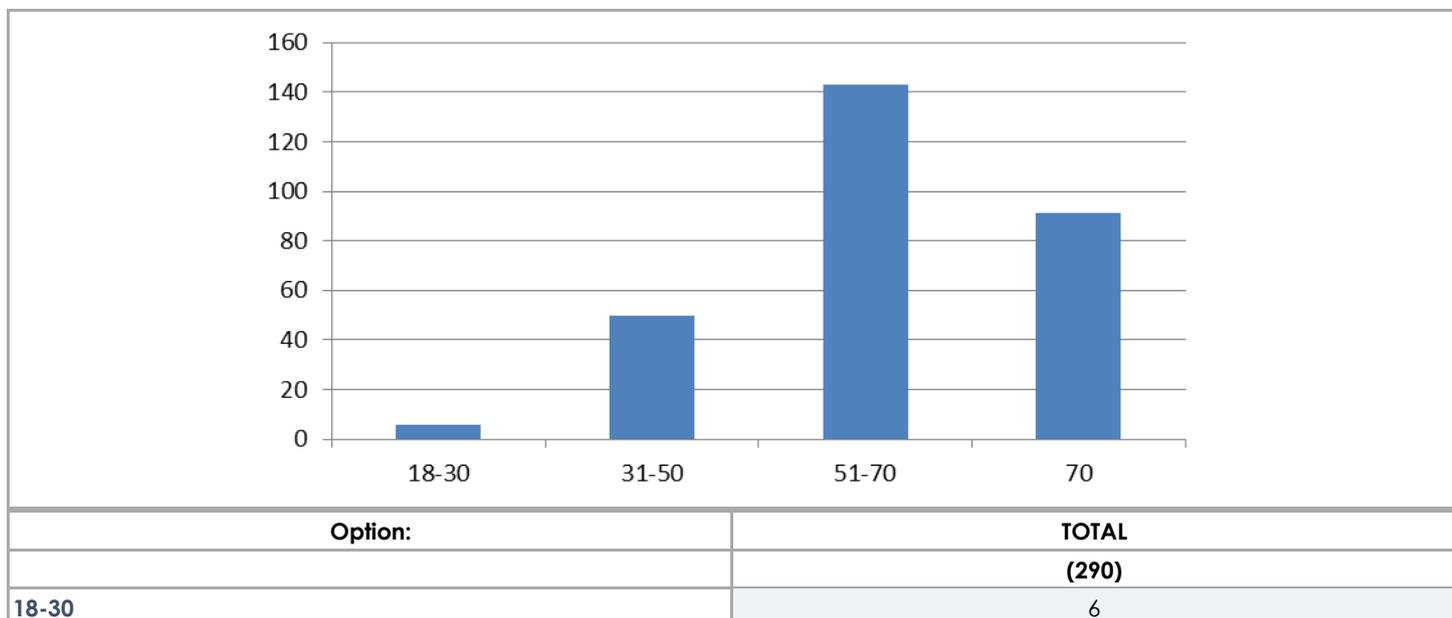
Single answer question or grid (answers per option add up to roughly 100%)



Base: 291 out of 294 people answered this question

What age group do you fall into?

Single answer question or grid (answers per option add up to roughly 100%)

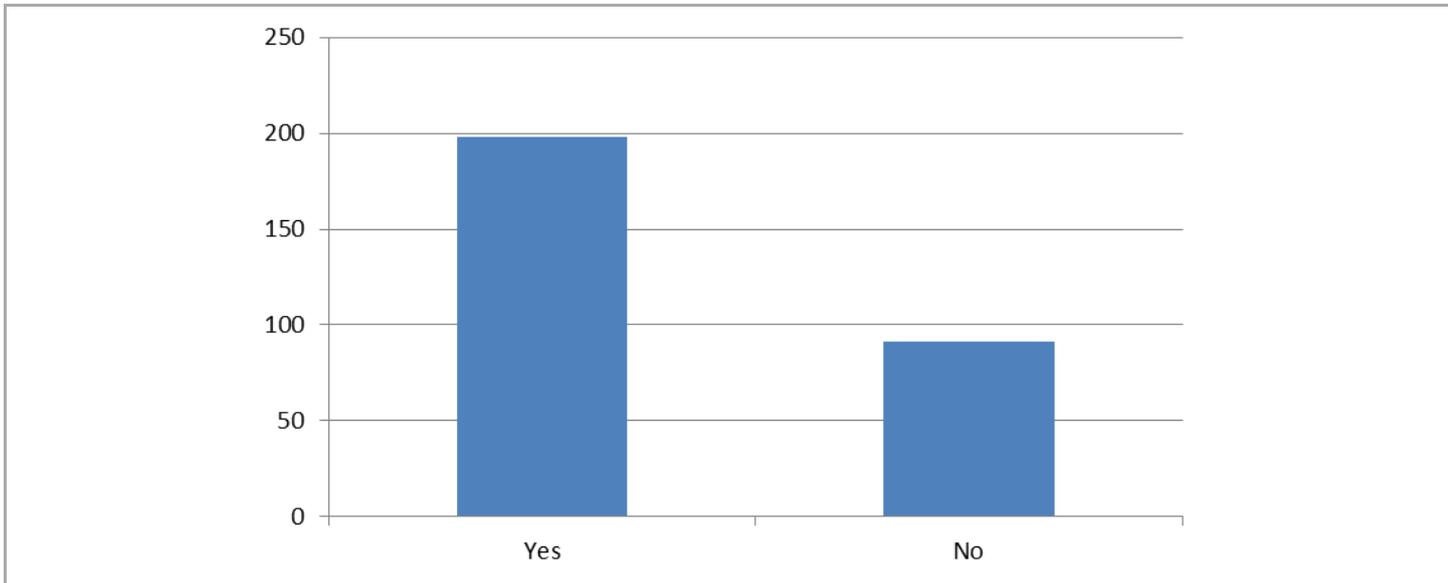


| Option: | TOTAL |
|---------|--------------|
| | (290) |
| 31-50 | 50 |
| 51-70 | 143 |
| 70 | 91 |

Base: 290 out of 294 people answered this question

Do you have a long term condition?

Single answer question or grid (answers per option add up to roughly 100%)



| Option: | TOTAL |
|---------|--------------|
| | (289) |
| Yes | 198 |
| No | 91 |

Base: 289 out of 294 people answered this question

What condition do you have?

Small free-text box

| Option: | TOTAL |
|------------------|--|
| | (189) |
| Comments: | <ul style="list-style-type: none"> High BP, Thyroid, ileostomy and arthritis Heart Failure Hypothyroidism; Ehlers Danlos Type 3; joint problems Parkinsons diabetes Left-sided hemiplegia, Crohns disease and IBS Gout Meningiomas |

| Option: | TOTAL |
|---------|--|
| | (189) |
| | <p>PLOS</p> <p>Diabetic</p> <p>Asthma</p> <p>Arthritis of spine and asthma</p> <p>High BP</p> <p>Heart, Asthma, Osteoporosis, cannot walk far.</p> <p>raised Bp under active thyroid</p> <p>Epilepsy</p> <p>Epilepsy</p> <p>Endometriosis/depression</p> <p>Asthma</p> <p>type 2 diabetes</p> <p>Hypertension</p> <p>Hypertension</p> <p>Asthma and hormone problems</p> <p>Athsma</p> <p>High blood pressure, End Ileostomy, thyroid.</p> <p>Excess chromium in blood post hip replacement</p> <p>cardiac stent</p> <p>Blood Pressure</p> <p>Diabetes Rheumatoid Arthritis Osteo Parouses</p> <p>Chronic pain, high blood pressure, underactive thyroid.</p> <p>Diabetes</p> <p>Ancholisng Spodilitis, Mild Blood Pressure.Chronic vertebra compression</p> <p>Diabetic</p> <p>Back,</p> <p>Lower back and leg, I have a spinal cord stimulator fitted because of all the nerve pain I have.</p> <p>high blood pressure</p> <p>COPD</p> <p>asthma</p> <p>hypertension</p> |

| Option: | TOTAL |
|---------|---|
| | (189) |
| | Heart failure |
| | High blood pressure |
| | cholesterol |
| | Depression /asthma |
| | high bp & neck problems |
| | underactive thyroid |
| | IBS, Piles, Back Problem |
| | Arthritis |
| | Spondylosis, Gout, Epilepsy (mild) |
| | Headaches, restless legs, B12 deficiency |
| | son has asthma |
| | Arthritis |
| | Depression |
| | Osteoarthritis. |
| | Asthma, IBS, Thyroid |
| | Arthritis |
| | heart condition, stroke, spinal stenosis etc. |
| | diverticulitis |
| | Depression, Daughter CF and Hypothyroidism |
| | Heart condition |
| | Hypertension |
| | Asthma and now high blood pressure. |
| | Diabetes & Hypertension |
| | Arthritis |
| | sciatica |
| | Depression |
| | diabetes, post chemotherapy depression |
| | Type 2 diabetes. High Cholesterol |
| | melanoma |
| | N/A |
| | Depression and Asthma |
| | BP Actinic Keratoses |

| Option: | TOTAL |
|---------|---|
| | (189) |
| | Gout, Blood Pressure. |
| | high blood pressure |
| | Slight high blood pressure |
| | Granuloma, diabetes |
| | Hypothyroidism. Rhinitis |
| | Hip replacement, prostate. |
| | Heart Condition, Gynaecology problems. |
| | Diabetic and heart condition |
| | Private |
| | Fibromyalgia, angina, chronic fatigue |
| | COPD |
| | COPD |
| | Asthma / Heart (Stent) |
| | Antiphospholipid Syndrome |
| | Asthma |
| | Diabetes, heart condition |
| | Diabetes |
| | High Blood Pressure |
| | neuropathy |
| | arthritis , blood pressure,kidney investigation |
| | ongoing unexplained headaches. |
| | Underactive Thyroid |
| | I am Type I Diabetic |
| | heart disease |
| | Osteoporosis, asthma, diverticulosis |
| | Several |
| | Diabetic Type 2 |
| | Diabetes |
| | Heart Condition |

| Option: | TOTAL |
|---------|---|
| | (189) |
| | <p>asthma</p> <p>Heart-</p> <p>IBS</p> <p>blood pressure</p> <p>hiatus hernia, spondylosis</p> <p>rheumatoid arthritis</p> <p>Blocked arteries,High Blood pressure,past heart attack</p> <p>Anklosing Spondilitis , Fybromyalgia , asthma , sero negative rheumatoid arthiritis</p> <p>chronic ostiomyilitis</p> <p>Daibetes Type II and Hypertension</p> <p>Lupus. Myasthenia gravis</p> <p>Diabetes & Under active thyroid</p> <p>ASTHMA, PROSTATE CANCER,CARDIAC STENT</p> <p>Blood Pressure High.</p> <p>general age related conditions.</p> <p>Prolapse and mild Asthma.</p> <p>BLOOD PRESSURE/CHOLESTEROL</p> <p>high blood pressure</p> <p>asthma and high blood pressure.</p> <p>Rosacea</p> <p>DIABETES</p> <p>Diabetes (Type 1)</p> <p>high blood pressure and kidney failure.</p> <p>Angina/ heart</p> <p>asthma.</p> <p>Kidney failure & replacement knee. Triple Heart bypass, replacement aorta valve, prostate cancer.</p> <p>AML</p> <p>atrial fibrillation and TIA.</p> <p>AF. IBS</p> <p>BLOOD PRESSURE ANTICOAGULANT THERAPY</p> <p>statins.</p> |

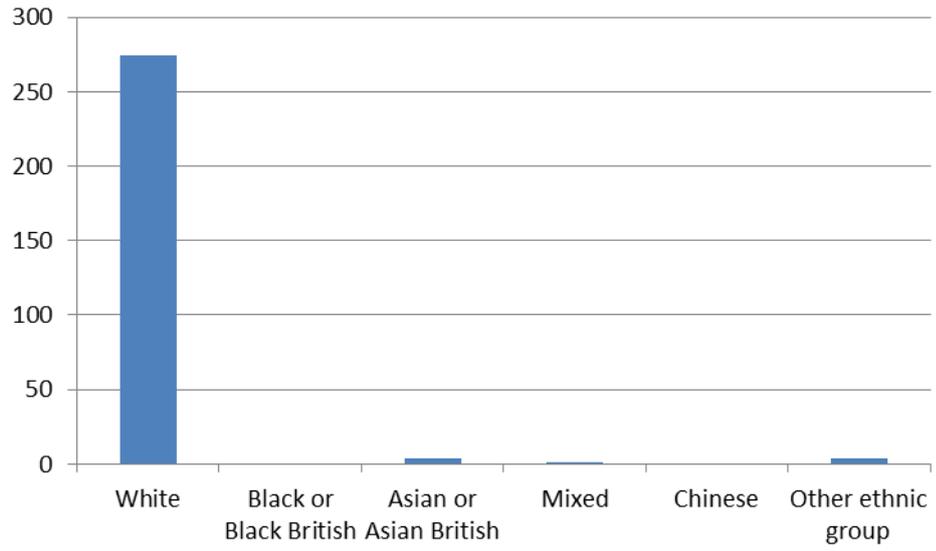
| Option: | TOTAL |
|---------|---|
| | (189) |
| | <p>skin irritation, Itching</p> <p>Diabetes & Vertigo</p> <p>HEART FAILURE</p> <p>brain tumour (removed although ongoing monitoring and medication required.)</p> <p>Diabetes</p> <p>ASTHMA</p> <p>Angina</p> <p>ULTICARIA</p> <p>Asthmam prostate problems</p> <p>asthma.</p> <p>MENTAL ILLNESS</p> <p>Diabetes type 2</p> <p>high cholesterol.</p> <p>Angina, Prostrate cancer.</p> <p>High blood pressure</p> <p>heart condition.</p> <p>SARCOID & ASBESTOS RELATED CONDITION</p> <p>Blood pressure.</p> <p>Lupus SLE</p> <p>Blood Pressure, Thyroid</p> <p>Depression/anxiety. PMR.</p> <p>HISTORY OF MI 27/09/2013 X2 CARDIAC STENTS & MEDICATION</p> <p>Thyroid</p> <p>Heart & Diabetic</p> <p>HIGH BLOOD PRESSURE</p> <p>Cardiac Arrhythmia (VT)</p> <p>Cancer</p> <p>Heart</p> <p>Osteoporosis, blood pressure, asthmas, osteoarthritis, old age.</p> <p>COPD osteoporosis high blood pressure</p> <p>High blood pressure</p> <p>cardivascular problems</p> |

| Option: | TOTAL |
|---------|--|
| | (189) |
| | diabetic Diabetes, arthritis, angina, meniers, mor diabetes Heart diabetes Crohns High blood pressure and asthma Hypothyroidism Prostate, heart, collitis MS cancer Asthma Diabetes, hypertension, Arthritis under-active thyroid; preventative oestoporossis Pulmonary embolism underactive thyroid hypertension Psoriasis, hypertension Various Diabetes Type 1 diabetes Asthma Hyper tension and prostrate cancer |

Base: 189 out of 294 people answered this question

What is your ethnic group?

Single answer question or grid (answers per option add up to roughly 100%)



| Option: | TOTAL |
|------------------------|--------------|
| | (283) |
| White | 274 |
| Black or Black British | 0 |
| Asian or Asian British | 4 |
| Mixed | 1 |
| Chinese | 0 |
| Other ethnic group | 4 |

Base: 283 out of 294 people answered this question

Step 6 : Patient feedback from the survey results

At the beginning of February 2014 members of the Patient Participation Group and Patient Reference Group were asked for feedback on the survey results and to put forward any suggestions they may have for the action plan.

Dear Patient

Please find attached a copy of the Practice Survey results for 2013 / 2014.

I will be meeting with representatives from the Patient Participation Group towards the end of February to agree on an action plan to be implemented by the surgery based on the survey results.

If after reviewing the survey results you have any suggestions that you would like to put forward for consideration for the action plan can you please let me have your comments by no later than Friday 7th February 2014.

Thank you for your assistance in this matter and for taking the time to read the survey.

Kind regards

Peter Tyrrell
Practice Manager

A sample of the comments received from patients agreeing for the final version of the survey to be published are shown below :

should be say one doctor working till 9 p.m. so that people working in London can be seen without having to have time off work.

It seems to me that the appointment system is clearly not working.

Have ploughed through the replies and it seems you need to sort out the appointment booking system. I know my family who work in London or do funny hours have found it hard.

I think your survey illustrates that most patients are satisfied with the service when they get to see a doctor. The perennial problem is getting that appointment. I think that it should be acknowledged that needing to see a doctor "soon" may not warrant an emergency appointment, but giving an appointment in a fortnight or asking a patient who is unwell to keep ringing back to get an appointment with their own doctor is just not good enough.

Step 7 : Agreeing the Action Plan

Once the practice had received feedback from the survey results the practice met with representatives from the Patient Participation Group to discuss the survey results and agree on the action plans for the practice.

The survey was discussed at the Patient Participation Group meeting in January 2014 and representatives from the group agreed to meet with the practice to agree the action plans.



PPG Minutes Jan
2014.doc

Once the representatives from the Patient Participation Group had met with the practice and agreed on the action points, members of the Patient Participation Group and Patient Reference group were asked if they had any final comments before the Survey was published.

26th Feb 2014

To all members of the Patient Participation and Reference Group

Thank you to all of you who took the time to respond to this year's patient survey.

Based on the feedback we have received from patients the practice has met with members of the Patient Participation Group and has produced and agreed the attached report.

Unless anyone has any firm objections to any of the action points agreed in the report or have any further comments we will be publishing the report on our website within the next couple of weeks.

If you do therefore have any final comments regarding the attached report can you please let me know by Tuesday 4th March 2014

Thank you once again for your continued support.

Kind Regards

Peter Tyrrell
Practice Manager



**BILLERICAY
MEDICAL
PRACTICE**

PATIENT SURVEY RESULTS 2013/2014

RESULTS

Rating for getting an appointment



Rating for providing Clinical Care



Satisfaction with Opening Hours



Rating your consultation with a Doctor



Rating your consultation with a Nurse



Rating the professionalism of our Staff



Rating the Out of Hours Service



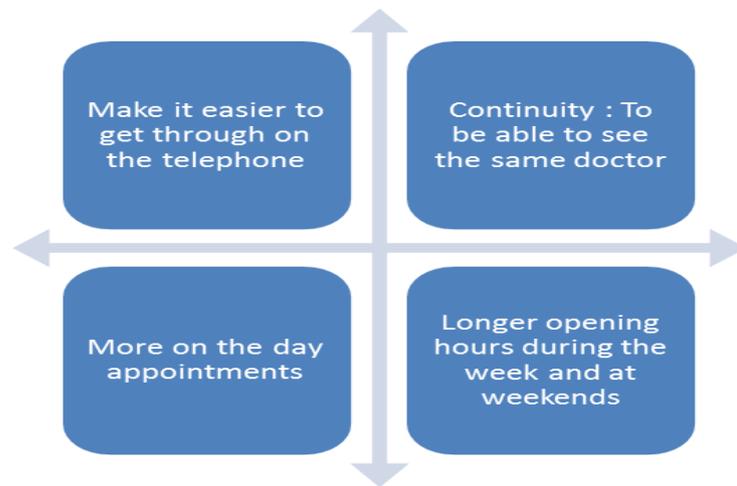
Rating Others i.e. Midwife/Counsellor



Rating getting through on the Telephone



APPOINTMENTS – WHAT YOU TOLD US WE COULD DO BETTER



(161 comments from 294 patients)

It was very clear from the responses we received to this question that access to the practice is your main priority and we are always looking for ways to improve, hence giving you this opportunity to tell us what we could do better.

Improving access is always a priority and we periodically review our demand vs the capacity of appointments we provide. The practice regularly provides an average of 800 routine GP appointments per week. In addition to this the practice also provides a duty doctor every day that will see patients with a need for urgent care that cannot wait until the next routine available appointment.

We also provide a Saturday service whereby we offer routine, pre-bookable appointments with a doctor and nurse between the hours of 8.30 am to 12.00 noon. While this service is pre-bookable, if we have appointments that are cancelled we do offer them to anyone who telephones or walks in to the surgery whenever they are available.

The survey has shown that patients are finding it difficult to get through on the telephone.

Although the practice has for several years offered on-line booking that we would have hoped would have reduce the volume of calls to the surgery, patients are obviously still experiencing delays in their calls being answered.

The practice regularly monitors the volume of calls being received throughout the week and we have for the past year made all staff available to answer calls during our peak times.

As there is a limit to the number of staff that can be deployed on to the phones throughout the day without having an effect on other patient services we will continue to monitor our peak times so that all staff can be available during these times to answer the phones.

A certain number of the comments we received mentioned the need for more appointments outside the current surgery opening hours for patients that work and find it difficult to attend the surgery during the day.

The practice has for several years offered patients the opportunity to book an appointment on a Saturday as part of the extended hour's contract that was being funded by the local Primary Care Trust and more recently by NHS England.

From the 1st April 2014 part of the funding for this service is being withdrawn and although the practice has decided to continue with the Saturday surgery it will not be possible to offer additional appointments on a Saturday or outside the current surgery opening hours of 8am to 6.30pm.

From the comments received in the survey it was very clear that many patients would like to see the doctor of their choice. Although this is something that the practice understands, this is not always possible. With the majority of the partners not working full time the availability of certain doctors will always be restricted. Being a group practice patients are encouraged to consult with other doctors if the doctor of their choice is not available as all of the doctors have access to a patient's medical record.

If as expected there are changes to GP contracts from 1st April 2014 regarding patients over the age of 75 years of age, we will write to advise patients over 75 which doctor in the practice is their "usual doctor". All information relating to their care will be sent to that doctor in the first instance and it will be possible to book priority appointments with this doctor.

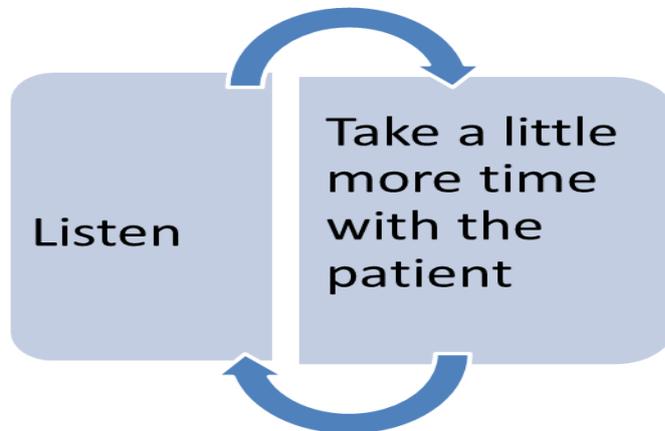
When we look at how our patients book their appointments we do find that many will book on the day rather than in advance and therefore we have to balance this to ensure that doctors are not pre-booked too extensively. Over the last few years we have also increased the number of telephone consultations we offer to try and improve access and save you having to attend the surgery if not clinically necessary. We have also introduced a text reminder service to remind patients of their appointment. It is hoped that this service will remind patients to cancel their appointment if no longer required, reducing the number of patients who do not attend, allowing the practice to offer the appointment to another patient.

This is in our Action Plan.

Given the current resources we have the practice does not feel, at this point in time, that we can extend the services further than the current provision. However, we will continue to review the demand vs capacity of appointments as well as to review when patients contact the surgery by telephone. We will advertise our Saturday surgery more prominently as it was obvious from the results that some patients are not aware of this service. In addition to this we will continue to remind patients of the availability of telephone consultations with a doctor.

How We Care For You

1- DOCTOR'S CONSULTATIONS – WHAT YOU TOLD US WE COULD DO BETTER



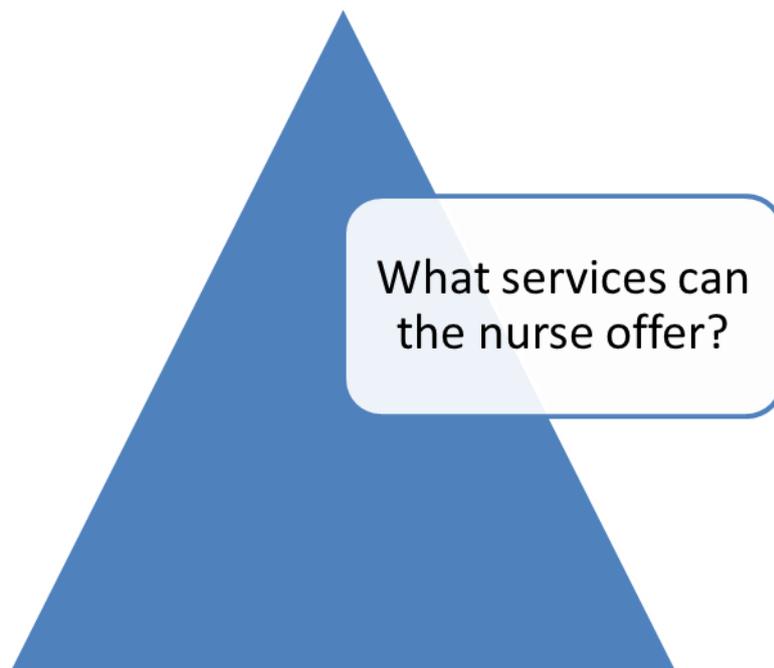
(25 comments from 294 patients)

The results in this area are very much appreciated. We did however receive several comments from patients who felt that sometimes their consultations were rushed or they were not listened too.

We will continually to strive to meet your expectations. Each GP has ten minutes per consultation and some consultations do take longer than others. It is never a GP's intention to make a patient feel rushed and we believe this is why our service is recognised so highly in the results. If you feel you need more information, please ask us for it. If you feel you have been rushed or not listened to, please let us know at the consultation.

If for any reason you leave the surgery dissatisfied please tell our Practice Manager. He will be willing to listen to any concern you have and will work with you to ensure that we resolve matters to the fullest extent possible.

2 - NURSE'S CONSULTATIONS – WHAT YOU TOLD US WE COULD DO BETTER



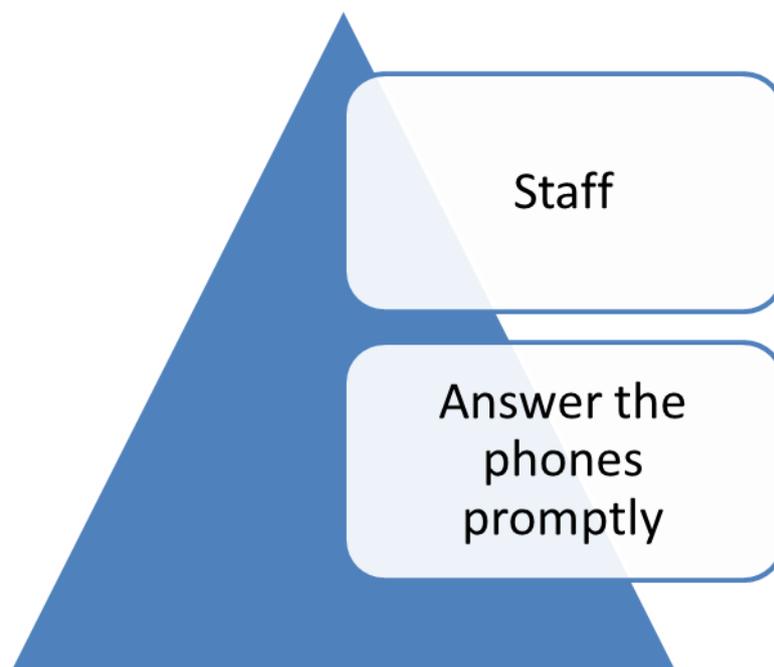
(7 comments from 294 patients)

Thank you for giving us such a high satisfaction rate for your consultations with our Nurses. Our Nursing team welcomed the positive response from you and they will strive to continue to meet your expectations and work with you to manage your conditions.

This is in our Action Plan.

As several of our patients did not know what services the nurses provided and would book an appointment with their GP instead, we will ensure that the services our nurses provide are signposted on our website and on the waiting room screens.

3 - PROFESSIONALISM OF OUR STAFF – WHAT YOU TOLD US WE COULD DO BETTER



(72 comments from 294 patients)

1. We were sorry to hear that some of the patients who completed the survey found our staff unhelpful, abrupt, and always in a hurry.

We do understand that there will be times when the level of service patients expect may not meet expectations and when this happens the practice has a complaints procedure to investigate such claims. If anyone has an issue regarding a member of staff or indeed any other matter regarding the practice we would encourage the patient to write to our Practice Manager so he can investigate your concerns.

You may if you wish send your complaint to the Practice Manager by e-mail bhc@nhs.net or by letter fully explaining the reasons for your complaint.

Staff have a very difficult role dealing with all types of patient queries and demands and at times may not give patients the answer they were expecting to receive. When this happens it is important to remember that they are only following instructions that have been agreed upon by the partners.

This is in our Action Plan.

Any concerns regarding staff are addressed through their annual appraisal. We will however be introducing a staff monitoring procedure where all issues will be addressed on a one to one basis throughout the year .

- 2: As mentioned earlier in the report, the practice does deploy all administrative staff on the phones during peak times to handle the volume of calls that the surgery receives. On a typical Monday morning the practice can receive anything of up to 200 calls during the first couple of hours from when the surgery opens at 8am.

Peak times : 8am to 10am and 2pm to 3pm

The practice does not have unlimited resources and we have to balance the number of staff answering the phones against other services we provide to patients such as the printing of prescriptions, scanning patients letters onto their medical records, as well as dealing with patients at the front desk.

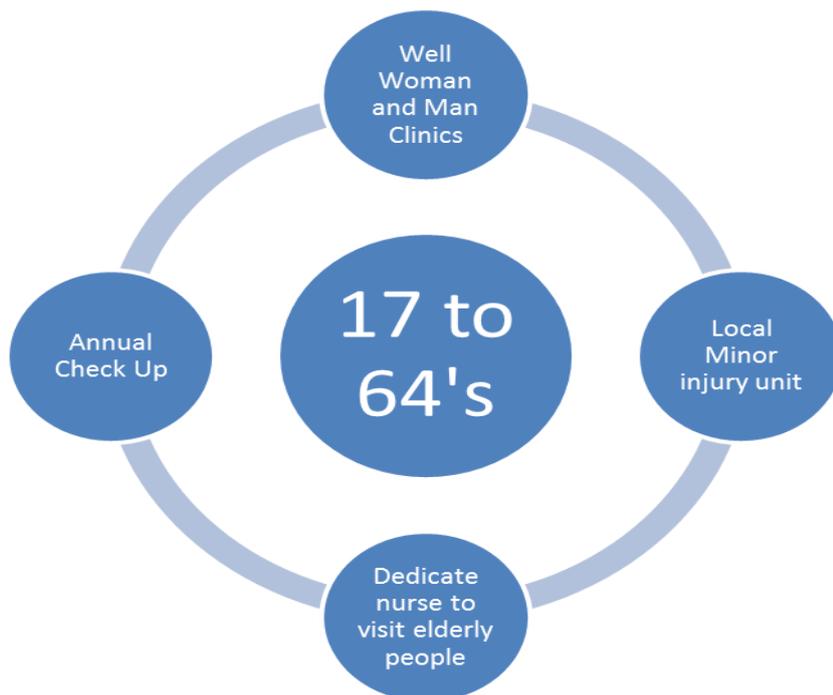
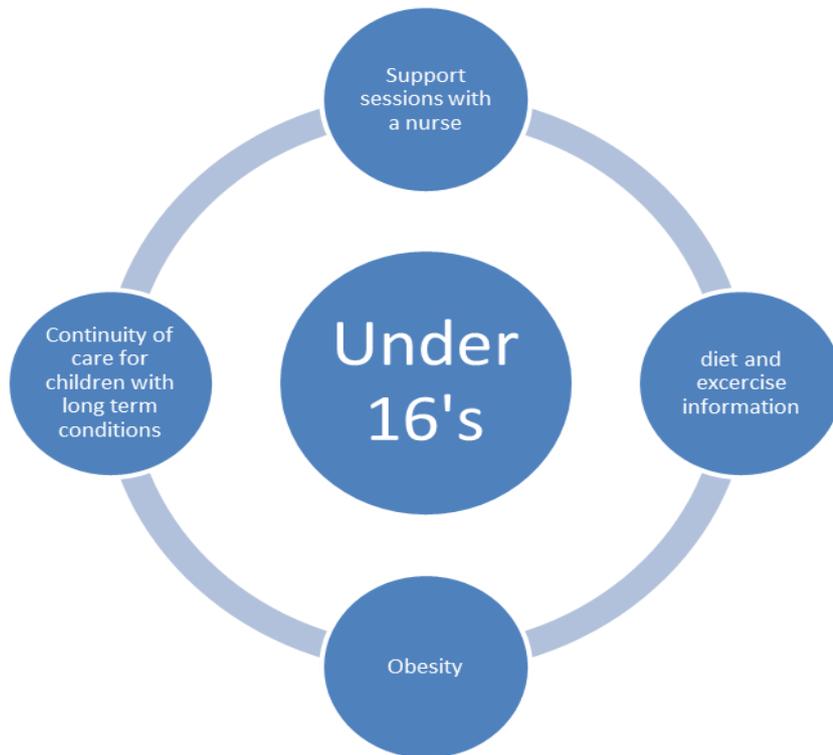
The practice would ask patients to help reduce the volume of calls being received during our busiest time every day by calling the surgery late morning or late afternoon if the call does not relate to booking an appointment or is not urgent.

This is in our Action Plan.

We will continue to monitor the volumes of calls received throughout the week and answer every call as quickly as possible with the resources available.

WHAT OTHER SERVICES WOULD YOU LIKE TO SEE IN OUR COMMUNITY?

These tables depict some of the suggestions you gave us and many of you had a common theme of identifying the need for a Minor Injury Unit and for Annual Health Checks.





Although at practice level we cannot implement some of your suggestions, such as a local Minor Injury Unit, discussions regarding such issues do take place in the wider clinical community i.e. at our locality meetings and at meeting with the Clinical Commissioning Group.

Our Patient Participation Group will be asked to signpost patients through their newsletter in how they can get information on many of the suggestions mentioned in the survey, such as Friendship Groups and General Health Information. If you have any other ideas for the newsletter then please e-mail the Patient Participation Group at PPG-BHC@NHS.NET

The Patient Participation Group throughout the year organise several education events (details of previous events can be found on the practice website www.gps-billericayhealthcentre.co.uk) where speakers will give a talk to patients on various subjects.

If you have any ideas for a talk or would like to get involved with the Patient Participation Group then once again you can contact them on the e-mail address above or if you would prefer you can contact the surgery with your contact details and we will pass them on to the group's secretary.

This is in our Action Plan.

The Patient Participation Group will continue to produce a newsletter throughout the year informing patients of talks or anything of interest to patient's health.

ACTION PLAN 2013/2014



| | |
|---|---|
| Appointments Action : Practice Manager When : Ongoing | <ul style="list-style-type: none">•Advertise Saturday Surgery more prominently.•Check appointments by demand v capacity |
| Nurse Consultations Action : Practice Manager When : 1st April 2014 | <ul style="list-style-type: none">•Advertise the services that the Nurses / HCA provide |
| Professionalism of staff Action : Practice Manager When : 1st April 2014 | <ul style="list-style-type: none">•Introduce a staff monitoring system•Check telephone calls to deploy available staff at peak times |
| Other Services Action : PPG and Practice Manager When : Ongoing | <ul style="list-style-type: none">•To continue to publish Newsletter•To continue to provide educational talks |
| | |
| | |

ACTION PLAN 2012/2013

Over the past year all of the action points we agreed in the 2012 /2013 survey have been implemented. We agreed to :

| Action | Action | Action |
|---|---|--|
| <p>To produce and display in the surgery information leaflets on the following services to try to avoid A + E attendances.</p> <ul style="list-style-type: none"> • NHS 1-1-1 • Minor Injury • Walk-in centres | <p>To produce and display in the surgery an information leaflet on the in-house services the surgery provides to avoid A + E attendances.</p> | <p>To promote the alternative services to A + E on the Practice Website and on the surgery waiting room screens.</p> <ul style="list-style-type: none"> • NHS 1-1-1 • Minor Injury • Walk-in centres • In-House services |

ACTION PLAN 2011/2012

| Action | Action |
|---|---|
| <p><u>Nurse On-Line appointments</u></p> <p>We were hopefully going to implement a pilot scheme for on-line nurse's appointments later in the year.</p> | <p>After careful consideration it has been decided not to offer on-line appointments with a nurse. The reason for this decision is that the nursing team all offer different services and it would be difficult to ensure patients were booking an appointment with the appropriate nurse.</p> <p>The practice has however introduced telephone consultations with a nurse.</p> |

Thank you for all of your comments and for completing the survey.



A sample of the comments received from patients agreeing for the final version of the survey to be published are shown below.

Thank you for sending me the results to your recent survey, it made interesting reading and I was pleased to see that both doctors and nurses enjoyed a favourable response from your patients.
Sorry to be a 'fault finder' but I do have a query though, I am not sure that I have seen a newsletter from the surgery - where would I be able to find a copy or are they on line?
Also, I have noticed that, in the section relating to professionalism of staff, section 1 - there is a spelling mistake with regard to the word 'queries'
Apart from those couple of things I feel it has been a well deserved credit to your excellent services

Thank you for the interesting report. I have been pleased to contribute but am about to move out of the district so will no longer be able to take part. Thank you to all at Billericay Health Centre (in particular Drs Russell and Cockcroft) for many years of excellent health care.

Step 8 : Publishing the Survey

Having received positive feedback from patients regarding the action points that the practice and Patient Participation Group had agreed to implement the survey was published on to the practice website www.gps-billericayhealthcentre.co.uk during week commencing 3rd March 2014.

Patients were made aware that the results of the survey were available on the practice website by informing patients through the waiting room information screens.

A notification was also sent to members of the Patient Participation Group and Patient Reference Group notifying them that the survey had been published.

To all members of the Patient Participation and Reference Group

I am pleased to say that the results of this year's survey have now been published on to the practice website www.gps-billericayhealthcentre.co.uk

Thank you once again for your continued support.

Kind regards

Peter Tyrrell
Practice Manager