

## THE MANOR PRACTICE PATIENT SURVEY REPORT 2013 - 2014

### INTRODUCTION

In March 2013 an action plan was agreed with our Patient Participation Reference Group to improve the areas identified in our 2012-13 Patient Survey and the achieved outcomes are detailed below:

The Outcomes of our Action Plan for 2012-13

- **To increase the availability of non urgent appointments** – extra appointment slots had been added to each session and 5 minute Emergency appointments have been included to ensure all emergencies can be accommodated
- **Endeavour to improve our appointment booking service, and avoid requesting patients to ring back at a later time** – this still remains a problem that we are addressing.
- **To implement a Doctor- led triage service to avoid unnecessary appointments** – Dr Howland has been piloting this scheme for some time which has reduced the need for some appointments. It is expected that more Partners will move towards this triage service.
- **Installing Portable Hearing Loops** have been installed at Ashfurlong Medical Centre and steps are being taken to ensure the loops already installed at James Preston are adequate

Patients were canvassed for their opinions on the areas that they felt were of a priority to be included in this year's survey. The results of this survey indicate that in their opinion the issues identified below still remain priority areas to them.

Getting an appointment	46%
Clinical Care	66%
Reception Issues	26%
Opening Times	26%

### THE 2013-14 PRACTICE SURVEY QUESTIONNAIRE

The Patient Participation Reference Group agreed to run the same survey as last year which would ensure that all the above areas were prominent in the survey.

The survey questionnaire was handed out randomly to patients visiting the practice at both James Preston Health Centre and Ashfurlong Medical Centre from October 2013 onwards, and offered online on the Practice website. Our aim was to canvas opinion from 400 + patients during the months October 2013 to January 2014. In actual fact the survey was closed on 5<sup>th</sup> February 2014 and in total 445 patients were surveyed which equates to 3% of our practice population.

The completed surveys have been analysed by Silicon Practice, and a detailed 'at a glance' evaluation is below and a full version is also available to view on our Website at: [www.manorpracticejamespreston.co.uk](http://www.manorpracticejamespreston.co.uk) .  
[www.manorpracticeashfurlong.co.uk](http://www.manorpracticeashfurlong.co.uk) or [www.manorpractice.com](http://www.manorpractice.com)

The analysis and findings of the survey have been produced some very positive comments about the practice and where some negative comments have been reported, we will continue to strive to improve in these areas. We do believe that changes that have been implemented from the previous survey have resulted in some improvement in appointment availability.

**ANALYSIS OF THE PATIENT SURVEY 2013-14**

Total responses: 445

1	Are you?		
	Male	163	36%
	Female	281	63%
2	In the past 12 months, how many times have you or a member of your family e.g. a child, seen a Doctor or Nurse at the Practice?		
	None	13	2%
	1-5 times	252	56%
	5-10 times	116	26%
	More	62	13%
3	Which Practice do you normally attend?		
	James Preston	201	45%
	Ashfurlong	238	54%
4	In your opinion how welcoming and comfortable are our premises?		
	Excellent	120	27%
	Very good	177	39%
	Good	120	27%
	Fair	26	5%
	Poor	1	0%
5	When requesting an appointment please rate how courteous and helpful our Reception Staff are?		
	Excellent	125	28%
	Very good	153	34%
	Good	124	27%
	Fair	33	7%
	Poor	10	2%
6	Please rate how easily you were able to make an appointment... Within 48 hours?		
	Excellent	82	18%
	Very good	131	29%
	Good	127	28%
	Fair	75	16%
	Poor	29	6%
6 a)	More than 2 days in advance?		
	Excellent	85	19%
	Very good	126	28%
	Good	138	31%
	Fair	58	13%
	Poor	36	8%
7	How do you rate the Doctor/Nurse in listening to you, and explaining clearly?		
	Excellent	161	36%
	Very good	192	43%
	Good	76	17%
	Fair	15	3%
	Poor	1	0%
7 a)	Please rate how well your questions and concerns were answered?		
	Excellent	143	32%
	Very good	186	41%
	Good	91	20%
	Fair	23	5%
	Poor	0	0%
8	When seeing the Doctor with a young child how satisfied are you with the support and help given?		
	Excellent	54	36%
	Very good	58	38%
	Good	32	21%
	Fair	5	3%
	Poor	0	0%
9	Are you aware of our Minor Illness clinics run by a Nurse Prescriber, who will see patients with the following illnesses... Sore throat, chest infection, ear infection, rash, urinary infection and simple eye infections, emergency contraception etc		
	Yes (go to Q9a)	177	39%

9 a)	No (go to Q10)	267	60%
	Do you feel this benefited you?		
	Yes	155	89%
	No	18	10%
9 b)	If you selected 'No', please explain... <i>[text response - use View Comments]</i>		
10	Have you requested a Home Visit?		
	Yes (go to Q10a)	48	10%
	No (go to Q11)	397	89%
10 a)	If yes, how satisfied were you with your Home Visit?		
	Very satisfied	19	86%
	Satisfied	1	4%
	Neither satisfied nor dissatisfied	1	4%
	Dissatisfied	1	4%
	Very dissatisfied	0	0%
11	Do you have a longstanding illness or disability?		
	Yes (go to Q11a)	191	43%
	No (go to Q12)	250	56%
11 a)	How well do you feel that you have been signposted to services to help you deal with your problem to your satisfaction for a better quality of life?		
	Excellent	47	24%
	Very good	53	27%
	Good	58	29%
	Fair	28	14%
	Poor	9	4%
12	Please rate how well the Practice opening hours matches your requirements?		
	Excellent	97	21%
	Very good	162	36%
	Good	136	30%
	Fair	40	9%
	Poor	6	1%
12 a)	Are you aware of our opening hours for both James Preston and Ashfurlong?		
	Yes	286	64%
	No	155	35%
12 b)	Are you aware of our late evening surgeries on a Monday evening and Saturday morning at Ashfurlong?		
	Yes	230	51%
	No	214	48%
13	Are you aware you can book an appointment online?		
	Yes (go to Q13a)	256	57%
	No (go to Q 14)	188	42%
13 a)	How do you rate this service?		
	Excellent	99	38%
	Very good	75	29%
	Good	58	22%
	Fair	17	6%
	Poor	6	2%
14	Are you aware you can order prescriptions online?		
	Yes (go to Q14a)	260	58%
	No (go to Q15)	185	41%
14 a)	How do you rate this service?		
	Excellent	125	48%
	Very good	81	31%
	Good	45	17%
	Fair	7	2%
	Poor	2	0%
15	When waiting for your appointment do you read the information screens, notice boards and posters situated in the waiting areas?		
	Yes (go to Q15a)	376	84%
	No (go to Q16)	68	15%

15 a)	Do you find the information interesting and helpful?		
	Always	336	89%
	Maybe	34	9%
	Never	5	1%
16	Would you recommend this Practice to others?		
	Yes	436	98%
	No	6	1%
17	<b>Comments</b> Do you have any suggestions to help the Practice improve the services provided to patients		

Comments and suggestions can be viewed in the attached [Appendix 1](#). They include comments on the services already provided and comments and suggestions on how to help the practice further improve our services. These can also be viewed on the practice website.

Full survey results are displayed prominently on Posters, together with patient comments and an Action Plan for improvement at both James Preston Health Centre and Ashfurlong Medical Centre. This is also available to view in the Practice Newsletter.

Following closure of the survey, an on-line discussion forum was set up on the practice website which allowed online membership to openly discuss the results and offer opinions on the following:

1. How can we further increase awareness of our Minor Illness clinics?
2. How can we further increase awareness of our extended hours at Ashfurlong Medical Centre on a Monday evening and Saturday morning?

The comments placed on the forum are available to view at Appendix 2 and on our Practice Website together with a list of all individual clinicians and their session times [www.manorpracticejamespreston.co.uk](http://www.manorpracticejamespreston.co.uk) [www.manorpracticeashfurlong.co.uk](http://www.manorpracticeashfurlong.co.uk) or [www.manorpractice.com](http://www.manorpractice.com)

Session times are also available in our Practice Brochure which is available for collection at our Reception desk and on our website above and available on NHS Choices at:

<http://www.nhs.uk/service directories/Pages/ServiceSearch.aspx?ServiceType=GP>

Based on all the collated results of the 2013-14 patient survey which were fully discussed with the Patient Participation Reference Group on 11<sup>th</sup> March 2014 an action plan was agreed to further improve our services. Minutes of this meeting can be viewed on the website.

The proposed actions for 2014 -2015 are detailed below:

## Action Plan for 2014-15

**Further Increase awareness of Minor Illness Clinics.** Although positive for those who did use the clinics it is evident that further promotion was needed as only 39% of patients surveyed indicated that they knew about the service. Inform patients by poster, news letter, on the web site and word of mouth what a minor illness clinic is and what conditions can be treated by the nurse prescribers.

**Endeavour to improve our appointment booking service and avoid requesting patients to ring back at a later time.** This is a situation which still remains a problem but is constantly being reviewed by the practice.

**Further increase awareness of the extended opening hours at Ashfurlong Medical Centre.** There was an increase of awareness of this service when compared to last years survey rising to 51% this year but again further promotion is needed. Make opening time notices more prominent, inform patients through the web site and regular newsletter and advise patients at both surgeries about this service.

**To further improve patient satisfaction with Reception Staff.** Whilst the survey revealed most patients were satisfied with reception staff, a number of random comments did express some dissatisfaction; therefore we intend to continue to focus on customer service training.

The Patient Participation Reference 'face to face' Group met to discuss the survey findings taking into account the comments and suggestions made online in the forum discussions. The group were in agreement that this is a key area for improvement for 2014 /15 and the above Action plan was formulated.

The results of the Patient Survey and proposed Action Plan were presented to the Partners at the Practice Meeting by the Practice Manager 17<sup>th</sup> March 2014 and discussed in detail; the proposed actions for improvements were agreed.

Staff will also regularly discuss all the areas identified for action at staff meetings. This will enable successful implementation and monitoring of the action plan.

Concerns highlighted in randomised comments by patients in the Practice Survey that have not been addressed and the reasoning why, are:

Randomised Comments	Reasoning for no action at this time
Larger/Improved Car Park	The practice is unable to make changes to the car park, changes in this area would be the responsibility of NHS Property Services for James Preston Health Centre. There are also 2 hour free spaces in Duke Street and a pay and display car park at the top of Duke Street. At Ashfurlong there are already a considerable number of parking spaces when compared with other Sutton Coldfield practices.
Late night blood tests	The hospital courier service collects the samples by 2pm each day. Samples cannot be stored overnight as this will affect the result.
Nurse appointments on line	Unfortunately the practice nurse requires set times for certain procedures. Some procedures require 2 appointments to be booked where others only require a single appointment. Therefore we are unable to offer online bookings for nurses.
Refreshments	Lack of space in patient waiting areas would prevent vending machines and small tables being installed. There is also a health and safety issue with many elderly and young children using the surgeries.

Our Patient Participation Group has had another very successful year and has worked very hard on behalf of all patients. They held a Safety Awareness Day at James Preston Health Centre in September 2013 when representatives from The Fire Service offering safety advice, St John's Ambulance offering life saving advice, the Police Service offering advice on home and personal security, Sutton Coldfield Our Place Hub offering advice on local support groups, Breakthrough Breast Cancer providing support network and a cake stall where donated cakes raised £32 which was donated to the Air Ambulance Service. Practice Nurses were available throughout the day to conduct Health promotion, with advice on Diabetes, Smoking, Lifestyle and Diet and offering flu vaccination to patients.

Feedback from patients who attended on the day has established that they felt that this was very successful.

Members continue to attend meetings with the wider network groups in our Clinical Commissioning Group in order to voice opinions on plans for local service provision

A coffee morning is being held at Ashfurlong Medical Centre on Saturday 15<sup>th</sup> March 2014 from 10 -11:30am and patients are invited to attend. It is an opportunity for patients to review the past achievements of the Patient Reference Group and to offer suggestions for future ventures. We hope to encourage further recruitment to this group to ensure a wider representation of our patients.

The Partners and Staff of The Manor Practice would like to thank once again all the membership of our Patient Participation Reference Group for their continued help, comments, suggestions and support in producing the Patient Survey and Action Plan for further improvements.

We would also like to thank all our patients who have taken the time to complete the survey and assure all our patients of our best attention at all times.

Patients wishing to participate in either our virtual or face to face group are very welcome. Please give the Receptionist your contact details.

Thank you  
Carol Cotterill  
Practice Manager

## APPENDIX 1

There are 2 comment fields on the survey form:

9b: If you selected 'No', please explain...

### 17: Comments

Do you have any suggestions to help the Practice improve the services provided to patients?

### **9b: If you selected 'No', please explain...**

22 Comments

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Submitted 28/01/14 13:37

Haven't had the need for this service yet.

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Submitted 15/01/14 10:42

Have never used the minor illness clinic.

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Submitted 9/10/13 08:28

Not used yet

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Submitted 9/10/13 12:05

never used.

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Submitted 7/01/14 14:24

Didn't realise this covered eye infections.

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Submitted 20/11/13 13:43

I did not know about this service.

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Submitted 21/01/14 14:04

If unable to get an appointment with GP - usually make an appointment to see nurse.

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Submitted 4/12/13 09:46

If I had known I would have gone there today.

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Submitted 23/10/13 09:29

Does not matter who you see you wait a while for an appointment.

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Submitted 18/12/13 10:20

Had a bad experience with nurse prescriber elsewhere.

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Submitted 23/10/13 09:52

Wasn't told about this when I booked to see a doctor about sore throat for my son (12)

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Submitted 19/01/14 22:04

I did not know about this.

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Submitted 9/10/13 11:34

You don't always have to see a Dr - nurses know what they are doing.

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Submitted 18/12/13 09:23

Aware but not attended.

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Submitted 9/10/13 10:24

Not had a need for the service.

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Submitted 2/10/13 11:34

I haven't attended any of these clinics. Also Q8 is not applicable to me.

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Submitted 7/01/14 13:35

Did not know this service was available.

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Submitted 9/10/13 11:18

I haven't needed it yet.

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Submitted 9/10/13 08:35  
Have had no reason to use the service.

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Submitted 7/01/14 13:47  
When you are not sure if a child is poorly enough to see a Dr it is beneficial for us to see the nurse to reassure me as a parent - advise if we do need to see the Dr.

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Submitted 20/11/13 13:53  
Very useful, used by my husband with UTI, had appointment same morning.

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Submitted 9/10/13 09:22  
Not needed.

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### **17: Comments**

#### ***Do you have any suggestions to help the Practice improve the services provided to patients?***

108 Comments

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Submitted 25/12/13 08:57  
Improve the website. Neither of my logins

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Submitted 28/01/14 13:37  
Offer a well woman clinic, more information regarding specific services for women.

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Submitted 21/10/13 10:15  
I think the doctors and nurses at Ashfurlong are excellent and I cannot ask for more. However, the surgery is let down by the receptionists who seem to make it their aim to be as awkward as possible. Trying to see the same doctor twice for continuation of treatment is a nightmare. Most of them are abrupt and extremely unhelpful. The gentleman that works there is however very polite, pity some of the older ladies couldn't learn from him. I work in a customer service environment and if I dealt with my customers as the receptionists do, I wouldn't have a job!

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Submitted 18/12/13 10:14  
A bigger car park !!

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Submitted 15/01/14 10:04  
There has been improvement but the service needs continued improvement.

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Submitted 23/10/13 09:41  
It would help if there was a list of which doctor is on and where.

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Submitted 23/10/13 10:38  
There are three generations of my family that have been to this surgery and would not change a thing all the staff and doctors are fantastic.

---

Submitted 18/12/13 10:23  
The practice is fantastic, the doctors always listen and don't treat you like an idiot.

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Submitted 15/01/14 09:10  
Excellent service always No changes to be made.

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Submitted 7/01/14 13:56  
Lack of parking for disabled especially wheelchair users.

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Submitted 21/01/14 13:42  
Appointments with nurses difficult to get.

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Submitted 7/01/14 13:32

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Friendly staff always willing to help when trying to get a last minute appointment.

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Submitted 9/10/13 11:14  
You need more doctors as appointments run out too quick and it can take days to get an appointment.

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Submitted 9/10/13 08:28  
Car park facilities - can be hard to park.

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Submitted 10/12/13 15:42  
I wasn't aware of the opening hours at Ashfurlong as I go to James Preston, perhaps make this information more knowledgeable.

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Submitted 7/01/14 13:39

I would like to be able to book an appointment more easily than I can, there is always a wait to book and sometimes people need to be seen earlier.

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Submitted 9/10/13 12:05

Booking a non-urgent appt is difficult more than 2 days ahead. Booking an appointment with a nurse for a smear was also difficult.

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Submitted 15/01/14 09:28

New Patient.

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Submitted 9/10/13 09:19

Your phone lines are too busy, after a week of trying I had to walk here to book an appointment.

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Submitted 7/01/14 13:52

Only 1 - with the hours I work (9-5) I sometimes find it hard to get an appointment to have blood tests maybe a late night for this ???

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Submitted 30/11/13 09:03

I recently tried to contact my GP on two consecutive days on a non urgent matter and was told that he would call me back. He didn't but I'm not sure if that's because he never received the messages. My wife also tried to contact a GP for advice one evening. She called at 18-00 and was told by the receptionist that the doctor had finished and gone home and that she was to call back in the morning. The receptionist said that she would only contact the doctor if it was an emergency, which it wasn't. I wonder if having telephone call back slots for telephone consultations would be helpful.

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Submitted 20/11/13 13:49

It would be better if someone available all weekend.

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Submitted 30/10/13 08:51

Quicker appointments, always told none available, less waiting time.

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Submitted 7/01/14 14:01

Poor waiting time today appt scheduled for 8.40am not seen until 9.10am - no notification of delay.

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Submitted 30/10/13 16:26

Speedy action is needed when tests are required. Most patients are eager for diagnosis and waiting for a test to be performed and then further waiting for results is often slow.

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Submitted 18/12/13 09:20

When phoning to make contact can sometimes take a long time.

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Submitted 9/10/13 10:21

Coffee and biscuits please.

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Submitted 15/01/14 10:24

Yes - 5 minute appointments should be avoided, to see a Dr you can't explain anything in 5 minutes. Appointments are very bad.

---

Submitted 21/01/14 14:04

I would prefer a designated telephone line to order repeat prescriptions.

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Submitted 2/10/13 15:03

Stop playing music in the waiting area - it is extremely irritating. I find it difficult when you have to telephone at a specific time to get an appointment that day. What happens if no appointments are available and it is an emergency.

---

Submitted 15/01/14 10:13

I am happy with the service I have been given.

---

Submitted 23/10/13 10:08

I have been a patient at this practice for over 50 years and found everyone 100%

---

Submitted 20/11/13 13:12

Excellent practice caring staff.

---

Submitted 10/12/13 15:37

I think there has been a marked improvement in the welcoming of reception staff. Doctors I've seen have been excellent but sometimes have felt reception staff are a little distant. Maybe stressed? Majority are superb. Many thanks. The check in board might benefit from showing which room to go to ?

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Submitted 20/11/13 13:45

Ordering prescriptions is so long winded at least give two months prescriptions.

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Submitted 23/10/13 09:56

Can't remember ever having an unsolved problem.

---

Submitted 9/10/13 11:12

Allocate appointments in a more simplified fashion. Constantly ringing receptionists at various times of the day takes time by the receptionist and is frustrating for patients.

---

Submitted 30/10/13 08:54

Working families need flexible appointments. At the moment making an appointment with a Dr is not too hard. When you arrive for the appointment you have to wait 30 minutes. thanks.

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Submitted 10/12/13 15:29

Better access for appointments in spite of phoning at 8am.

---

Submitted 20/11/13 13:11

Since joining the practice I hardly see the same doctor more than twice, they don't know me.

---

Submitted 18/12/13 09:43

Print on both sides of the paper - save 50% plus staples and time.

---

Submitted 23/10/13 09:29

If you work it is always difficult to get an appointment to suit your needs.

---

Submitted 20/11/13 13:58

The information screen is always same old information. Might be better someone talking to you on screen rather than slides. Also change information regularly.

---

Submitted 9/10/13 11:21

Already provide an excellent service.

---

Submitted 9/10/13 10:57

Should be able to book appointments at any time. Problems getting through on phone.

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Submitted 9/10/13 09:24

Excellent surgery from first point of contact receptionists - very polite, helpful and professional. Excellent Dr's and nurses.

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Submitted 18/12/13 10:16

More minorities' information.

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Submitted 23/10/13 09:23

Doctors should learn how to smile and not be so obvious in rushing the patient out of the door. It is subtly intimidating and very off putting.

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Submitted 23/10/13 10:34

If patients can ring up at 9am and get an appointment.

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Submitted 18/12/13 09:17

Remove leaves and rubbish more quickly in entrance and car park.

---

Submitted 15/01/14 09:26

Some reception staff are very rude and abrupt and are not very helpful.

---

Submitted 20/12/13 05:39

First class service from everyone at the surgery and a very good environment within the building. I don't like having to go to the doctors but I cant think of a better surgery to have to use. Very convenient to where I live to.

---

Submitted 9/10/13 12:12

Excellent service but perhaps update the music in your reception area.

---

Submitted 20/11/13 13:18

No improvement to be made - fantastic surgery.

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Submitted 3/01/14 10:33

Very happy with nurses and doctors but availability of appointments is terrible. Always got to ring back at a different time. I suggest you remove the answer phone message that states the receptionists have been asked to ask questions to ensure best appt for me. It's not best for me. If it was I could book it at the time I call for a time I want without having to ring back. Also be nice if receptionists had some sympathy with unavailability of appts rather than jobs worth attitude that prevails.

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Submitted 15/01/14 10:19

Tea and cakes.

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Submitted 15/01/14 10:02  
Appointment slips with relevant info.

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Submitted 23/10/13 09:52  
Notice boards have too many sheets on them some on top of the others. Staff on reception work really hard as soon as the surgery opens, well done !!

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Submitted 18/12/13 09:57  
Dr Howland and Dr Pattni are dealing with an ongoing problem of mine and couldn't be more helpful. He's brilliant. Sometimes receptionists make things very difficult for me but sometimes can be very helpful so that varies.

---

Submitted 19/01/14 22:04  
I have always been treated very well here.

---

Submitted 2/10/13 12:58  
Only the usual about separating the incoming calls from the receptionists - but I understand the problems involved.

---

Submitted 9/10/13 10:44  
Having not been to see a Dr in the last 2 years I didn't find it easy to complete this form as everything has changed including the chairs. I am going to ask the receptionists about all of the above including the appt scheme.

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Submitted 2/10/13 11:08  
On 2 occasions the appointment shown on the Electronic Display has been different to the one on the Appointment Card. I came in to enquire about my Blood Test and was given a copy of it with a statement that 2 aspects were not quite right and that these would be attended to when I visited the GP. When I visited the GP nothing was mentioned.

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Submitted 18/12/13 09:23  
Keep up the good work.

---

Submitted 9/10/13 10:24  
Music can be irritating.

---

Submitted 11/12/13 12:23  
When trying to book an appointment it is very frustrating that i struggle to get one after 5:30pm, if you work it is difficult to get an appointment. i called up and gave 1 weeks notice for an appointment and still i was told quite abruptly that there was none available for me. the receptionists also i find are quite rude and unhelpful. if you need to see a doctor it is 99.9% of the time important and i feel that the patient should be made to feel like everything is being done to help not just simply told they cannot be helped! i would recommend this practice because of the treatment from doctors and nurses but i definitely would not recommend if it were purely based on the receptionists and how easy it is to make appointments. Thank you.

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Submitted 2/10/13 11:34  
I'm still not convinced about the reception area and the priority given there to phone calls over patients already waiting (why can't this be accommodated in the back office?) Also I would query the statement that there are always tow and sometimes three receptionists at the desk. Even when there two (which isn't always) one of them often seems to be busy doing something else. The automated signing in system is good up to a point but it doesn't tell you which room to attend, so you may still need to go to the desk. But overall I'm grateful to have this practice a short distance from my home and have been a registered patient for 41 years.

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Submitted 9/10/13 11:18  
Thanks for the great patient care and customer service.

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Submitted 2/10/13 15:37  
As for the questionnaire there are some questions that require a not applicable response so was unable to properly respond. It would be of interest to know if the Practice supports alternative therapies such as hypnosis, bioresonance, laser treatment etc as that has enabled me to overcome my alcoholism, smoking and a total change in my well being diet and lifestyle. I am aware this is not 'free' on the NHS but would you be happy to discuss this further for patients who wish to investigate for themselves?

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Submitted 9/10/13 10:27  
The appointment system doesn't work properly eg ringing at 8am and 1pm and no appointments available.

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Submitted 23/10/13 10:28  
I am a new patient to the practice and I think it is excellent, helpful and very well run.

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Submitted 27/11/13 15:12  
It is extremely difficult to get an appointment on the day as everytime I call I'm asked if its an emergency as there are no appointments left.

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Submitted 2/10/13 16:13  
The online system could be better you should email / text me to tell me medication is due and confirming appointments

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Submitted 9/10/13 11:00  
I think you are all marvellous.

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Submitted 23/10/13 09:55  
Receptionists are more friendly now than they were a few months ago. Thanks for the emergency prescription service.

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Submitted 9/10/13 08:35  
Improve parking at both sites.

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Submitted 27/11/13 15:21  
When writing questionnaire the answers should cover all options !!!

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Submitted 10/01/14 15:16  
I find the service to be excellent.

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Submitted 7/01/14 13:29  
When will weekend opening commence??

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Submitted 9/12/13 10:14  
When ordering prescriptions on line, the opening screen main menu could be made clearer were it says "Home-Emergencies- Prescriptions ext and then after selecting Prescriptions which is in small print the next screen the On Line services is also in small print. These section would be better in boxes like where you entre email address and password.

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Submitted 18/12/13 09:29  
When booking an appointment receptionists make me feel I don't need one. !

---

Submitted 6/01/14 12:04  
The information screen is very useful but a bit repetitive regarding information other than the basic details of the health centre and staffing. Perhaps it could include information on current health issues in the news, or maybe more local health related services like counselling. However, I appreciate that this would take extra time and effort for the admin staff and may not be cost effective.

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Submitted 2/10/13 11:27  
I have found the staff to be consistently helpful, polite, compassionate and professional in often challenging circumstances. As patients we are made to feel that our well being is paramount and our needs take priority.

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Submitted 7/10/13 17:22  
Reception need to improve customer service skills. They should try to be polite and helpful and this is not always the case. Trying to book an appointment with the same doctor that you saw last time is a real challenge, unless you are able to book a week or more in advance. I would like to be able to see my preferred doctor and build a relationship of trust, this has proved very difficult at this practice. The waiting area and car park is not big enough to accommodate everybody.

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Submitted 2/10/13 21:49  
I think it's time to refurbish the entrance area to make it livelier and more welcoming. Some art would be distracting in a good way - I have seen large outdoor scenes in hospital which brought the outdoors indoors. Large canvases of photographs (could be taken by patients or doctors etc and labelled). Notice boards, what's on today, out of hours exercise classes etc. Coffee vending machine. Water cooler. Text messages to act as a reminder for flu jabs. Text messaging to make appts - it can take too long hanging on to the end of a phone early in the morning trying to make an appt, in fact impossible when working.

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Submitted 9/10/13 09:43  
For people who work getting appointment to try and work around my working hours (thurs, fri, sat) is ridiculas. My partner who is at the Hawthorns never has this problem. Also my experience of the reception staff is that they appear to be difficult especially at James Preston.

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Submitted 15/01/14 10:07  
Drs should read through medical history as misdiagnosed, can be as simple as checking the time scale rather than rushed or given wrong treatment.

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Submitted 9/10/13 08:54  
Rateing the Doctor depends on which doctor it is.

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Submitted 15/01/14 10:45  
I'am not 100% sure about making appointments. I come into the surgery to make appointments as I found it difficult to make a telephone appointment, the last time I enquired you couldn't make an online appointment.

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Submitted 15/01/14 10:31  
Some of the doctors could be more interested in your problem rather than rushing you so they can move onto the next.

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Submitted 17/12/13 16:07

Allow email communications for queries, repeat prescriptions etc. Most people do not have fax facilities these days. Have a queuing phone system for appointments. Currently if the lines are engaged then it is necessary to keep retrying, at peak times e.g. 8am and 1pm when appointments for that day become available, it can take many attempts to get through only to find that all available appointments have been booked in the first couple of minutes. If phoning for a non-urgent appointment and finding there isn't one available, it should be possible to be put on a waiting list for the next block of appointments rather than go through the same phone lottery again.

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Submitted 27/11/13 15:23

Tea/Coffee machine ?? Music in waiting area not suitable.

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Submitted 20/11/13 13:36

When phoning for an appointment maybe a queuing system could be installed to help get through to the surgery easier at busy times.

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Submitted 7/01/14 13:23

The centre looks a bit tired and could do with a revamp. At busy times the phone is often engaged. However, generally fantastic care particularly for kids and very helpful responsive staff.

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Submitted 9/10/13 11:27

Bigger car park.

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Submitted 30/10/13 09:00

Not very keen on the recorded answering.

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Submitted 9/10/13 10:11

Longer time with Dr - aware that time is precious.

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Submitted 30/10/13 08:49

I often can't park because people don't use the spaces. Clearer parking lines please.

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Submitted 8/12/13 10:45

Normally I have been very happy with the practice. I understand that all GP surgeries are very busy these days, but I feel that the standard of service when booking appointments has dropped dramatically. I appreciate that the receptionists are very busy, but I have felt in recent weeks, that they have forgotten that the people they are dealing with are often not feeling their best, and I felt that on several occasions I have been dealt with in a very brusque and dismissive fashion. When I visited the surgery, I saw this same manner being used to other patients on the phone, whilst I was waiting for my appointment. Perhaps she is also very stressed, but it appears to be the receptionist xxxxxxxx who needs to reflect or have some additional training on how to deal with patients in an appropriate manner. As a result of the several telephone conversations I have had in the past week when trying to book an appointment, I have found the approach to be the same. This is one of the reasons why I have joined this group, as I hope it is not putting other patients off, as it has me. Until this experience, I had been delighted with the experience at the surgery.

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Submitted 17/12/13 20:40

Eliminate the repeat prescription lodging at Boots they lack efficiency

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Submitted 27/11/13 15:37

Longer hours at the weekend.

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Submitted 3/12/13 15:47

Reception staff can often be abrupt and not understand the difference between an urgent appointment and an emergency appointment. Often GP contact is urgent. The ability to book on line is excellent but it would be great if one member of the family could do it for all members as a child could be registered and a parent book an appointment.

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Submitted 9/10/13 10:34 Inadequate seating in waiting area (at times)

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Submitted 3/10/13 07:43

Some of the receptionists could be better informed and more pleasant. On three occasions, now, letters to a doctor have not reached her in reasonable time. On one occasion a letter handed to the receptionist was lost. The toilets smell very unpleasant.

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Submitted 9/10/13 10:17

One of your Dr's I would rather go without an appointment rather than see. xxxxxxxx can be rude, abrupt, never on time with appointments.

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Submitted 28/01/14 13:32

The lunchtime appointments are very useful because of work. Early appointments and late evening ones would also be useful.

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Submitted 20/11/13 13:53

I have a serious hearing disability and using the telephone in particular the opening choices is difficult. Online alternatives are good though not sure how well these would work in an urgent situation. Coping in reception is also difficult due to lots of conflicting noise.

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Submitted 6/11/13 09:00

Being able to book 24 hours in advance rather than phoning on the day.

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## APPENDIX 2

### Comments supplied in the Online Forum

1. How can we further increase awareness of our Minor Illness clinics?
2. How can we further increase awareness of our extended hours at Ashfurlong Medical Centre on a Monday evening and Saturday morning?

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: sueharrison9@hotmail.com

**Susan Harrison** | 27-Feb-14 12:51

Most people are on-line now, so use regular emails to keep people informed.

Advertise in the Sutton Observer about Minor Illness clinics and extended hours.

Newsletters available on Reception Desks and online.

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: micheleeden@gmail.com

**Michele Eden** | 25-Feb-14 16:28

A patient newsletter

A competition to create a poster with the required info - could be done by children in the waiting area

Life size doctors/receptionist models with speech bubbles

Printed balloons outside, and some to give to children inside

News flash on the screens detailing services

Banners outside surgery

Members of the patients grp visiting surgery and just chatting to waiting patients

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: stephen.gale@tesco.net

**Jane Gale** | 21-Feb-14 10:12

Some of these may already be in place

1. Include some basic information in your automated telephone response system that leads to a link at the end of user's call by pressing a number.
- 2 Eye catching box with details of these services on the home page of your web site.
- 3 Bold colorful poster at reception.
- 4 A5 size detailed, reference leaflets at reception that patients could be directed to.
- 5 Information on your screens in waiting areas(I'm sure that you are already doing this.

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: mail@alancox.co.uk

**Alan Cox** | 6-Feb-14 12:32

What about contacting the Sutton Observer and either place an advert or see if they will do a short article on what is on offer.

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: kathyannecaldwell@btinternet.com

**Kathy Caldwell** | 6-Feb-14 12:06

Minor illness clinic and extended hours, I would suggest a banner (like the one for the Open day) on the car park side and Tamworth Road side of the surgery. Patients can call in for more details or check online.

Email patients / handouts from reception explaining what times the clinic is open and who the patient would see at clinic! what is a minor illness if a patient attends a minor clinic and they needed to see a doctor that the nurse practitioners would ensure they see a doctor.

It's also the patient having confidence in the nurse practitioners , you need to raise their profile in the surgery and on the website and back this up with the doctors comments and singing their praises!

Kathy Caldwell

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: sian.holmes@bch.nhs.uk

**sian holmes** | 6-Feb-14 11:23

If acceptable, the receptionists ask at the time receiving a request, to offer the Minor Illness Clinic as an alternative to seeing a GP.

Display what is classed as a Minor Illness?

Back to basics - posters are read and do help!

Information could be updated on the tv screens in the waiting areas.

When calling the practice, perhaps the automated voice whilst waiting to be put through could announce longer extended opening hours.

Currently Allowed [Disallow](#) [Edit Comment](#)

Email comment author: elizabethhallison@blueyonder.co.uk

**Anonymous** | 6-Feb-14 11:19

Can I suggest that notice boards in the James Preston centre (I don't visit the Ashfurlong centre so I can't comment there) are rather cluttered.. My point is that information on noticeboards seems the obvious way of getting information across - but if the board is covered with paper, old and new, the message won't stand out sufficiently. More use could be made of the TV screen in the waiting area. I have to admit that I don't know what is covered by the term "minor illness", so an explanation would be helpful. Email is another suggestion, rather obvious I'm afraid. On the general subject of communication, recently I tried twice to phone the Practice Manager (regarding unsolicited

mail from a medical research company) but she wasn't available and there didn't seem to be a facility to leave a message or request a call back.

With regard to the latter comment, this patient has been contacted and the issue has been resolved.