

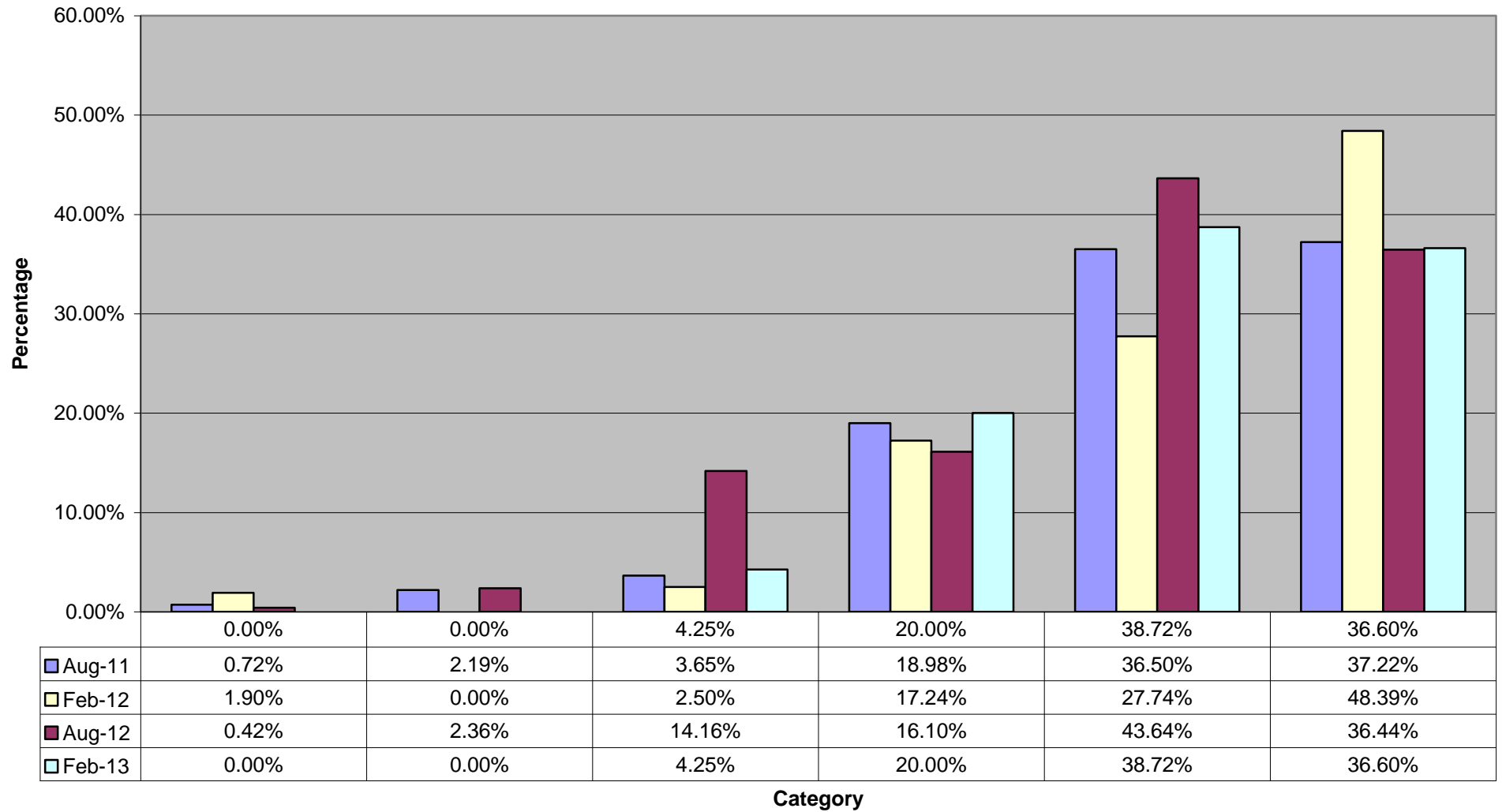


Havelock Grange Practice

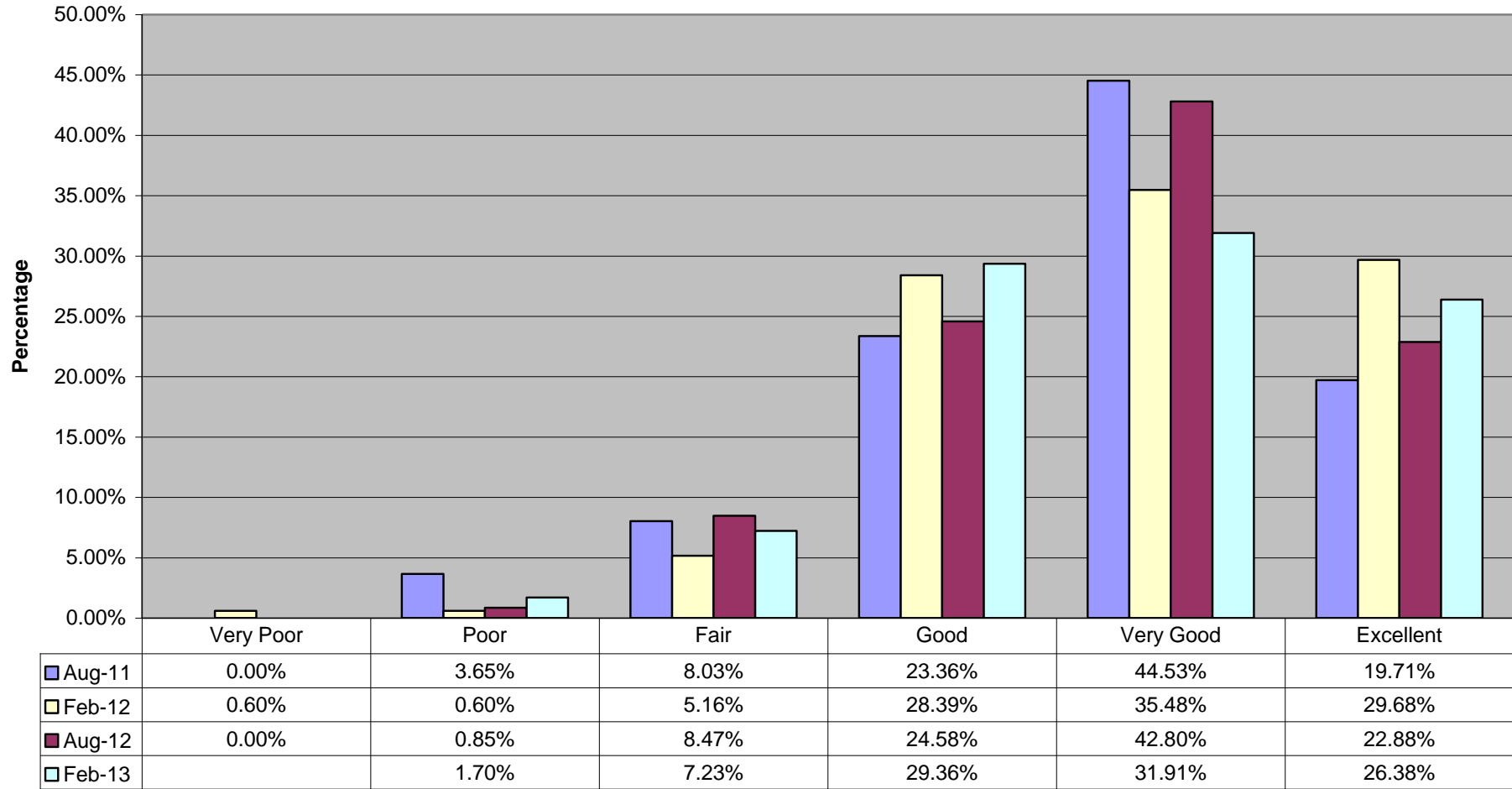
Patient Survey Results

February 2013

How do you rate the way in which you were treated by Receptionists at the Practice?

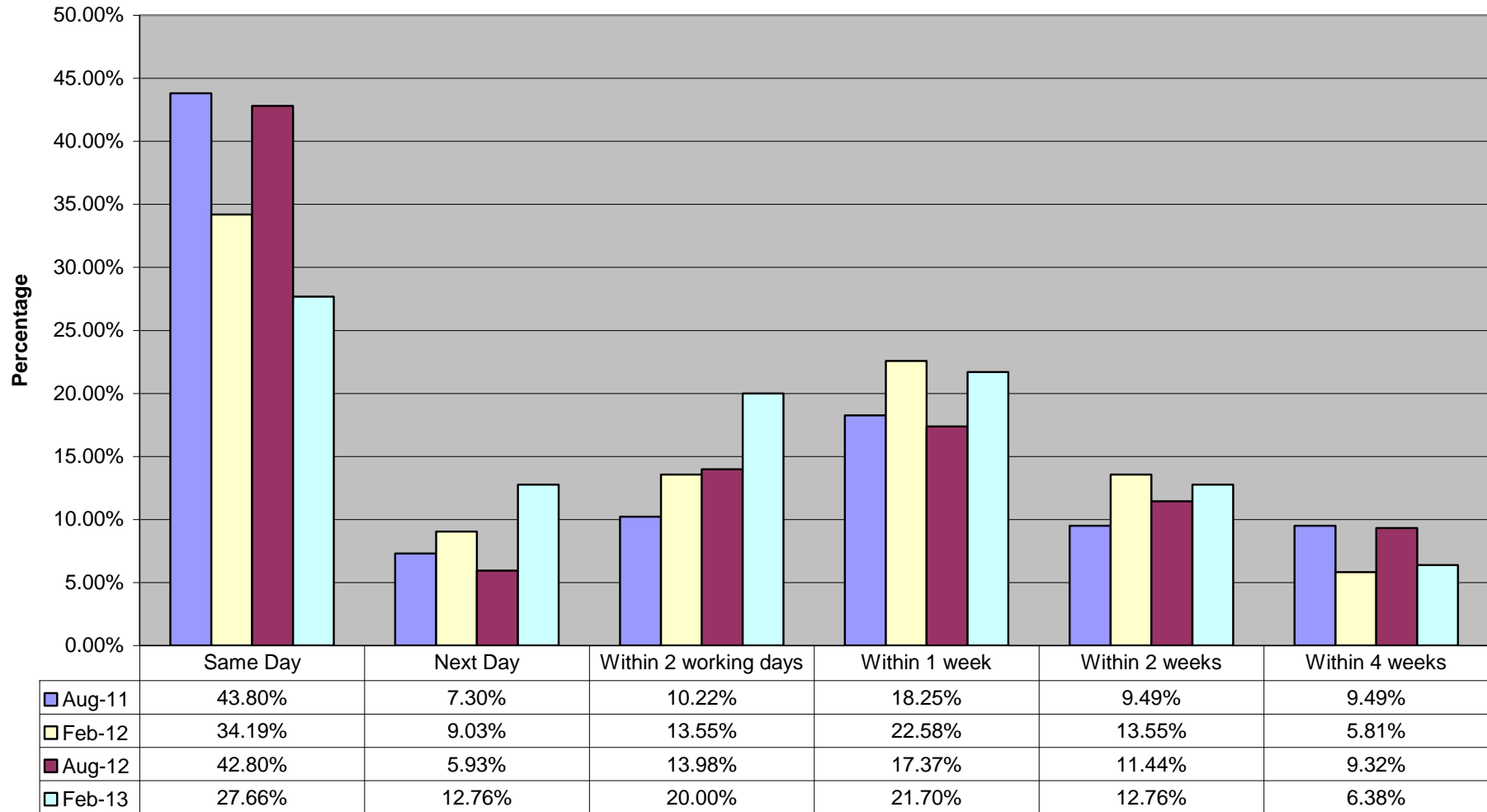


Practice Opening Hours

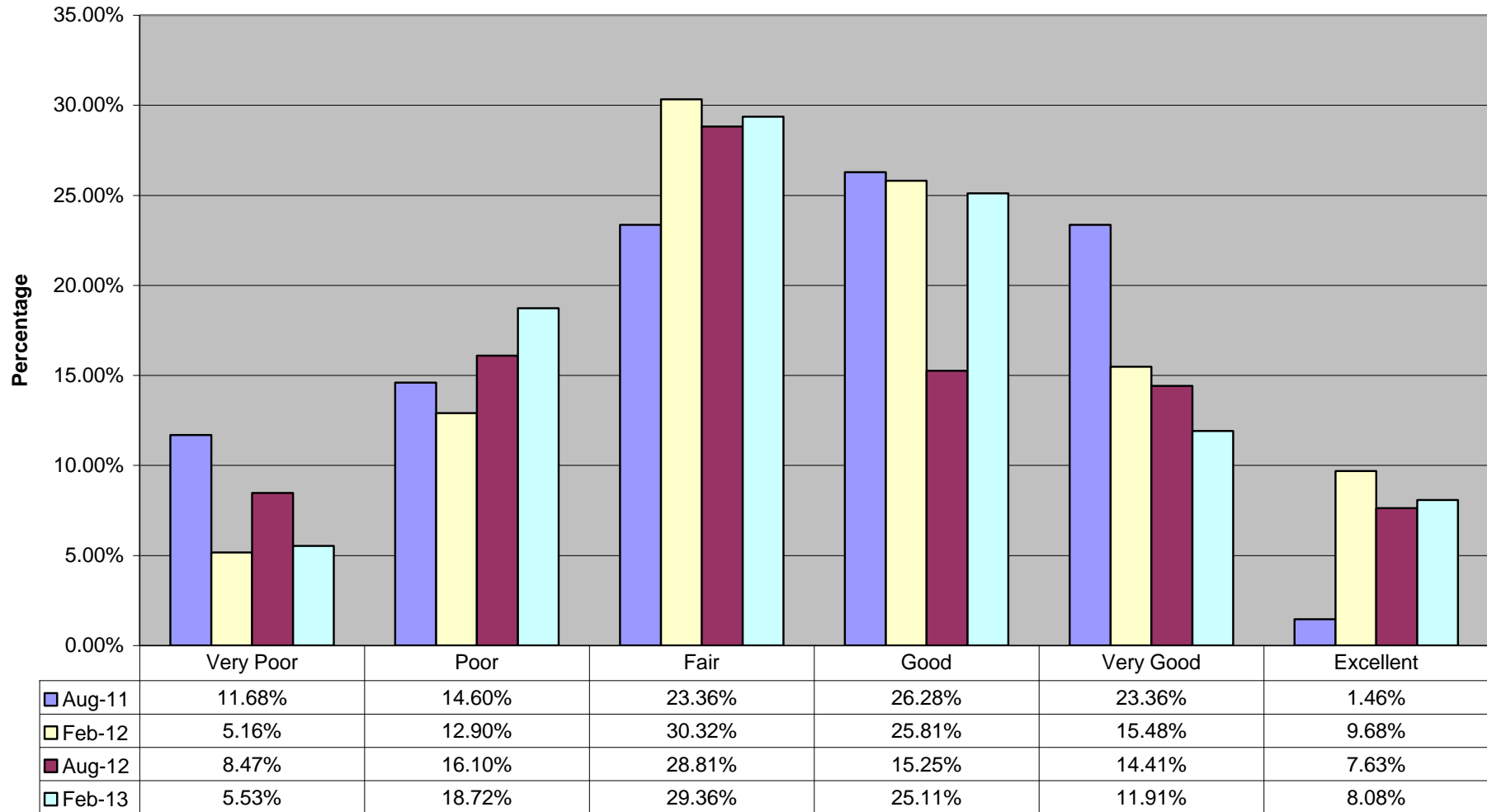


Category

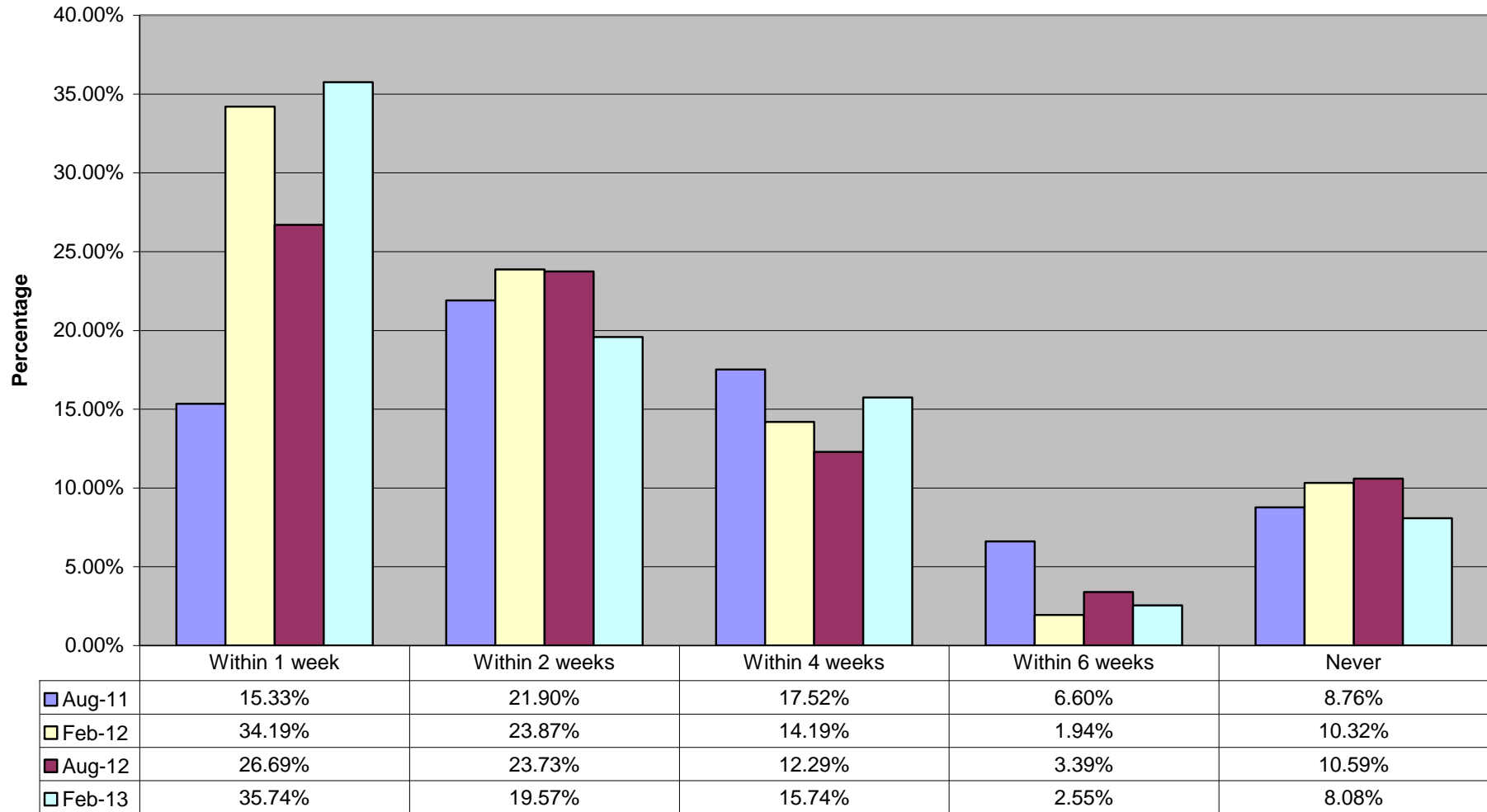
Thinking of times when you want to see a doctor, how quickly do you usually get seen?



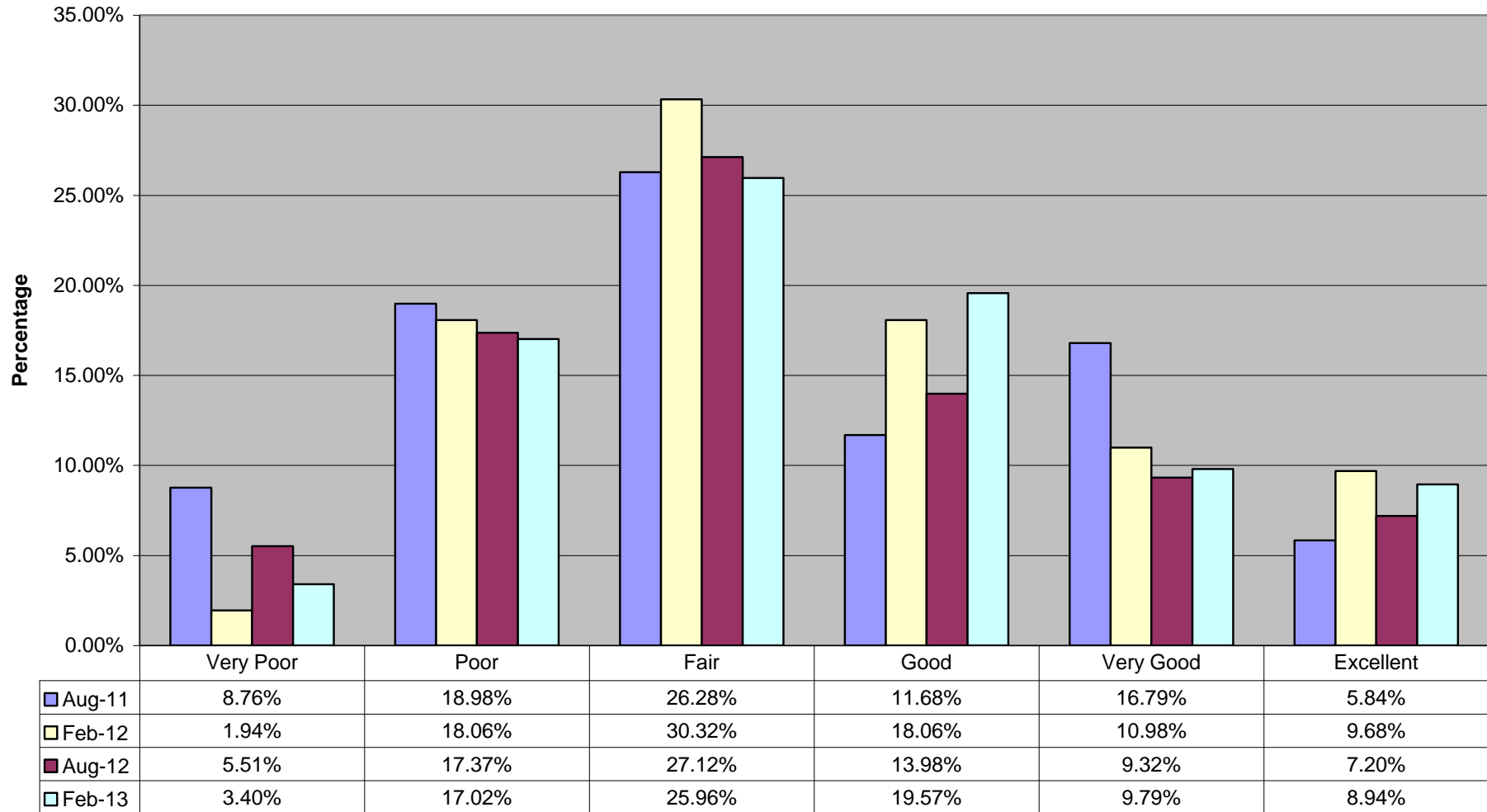
How do you rate the ability to get through on the phone?



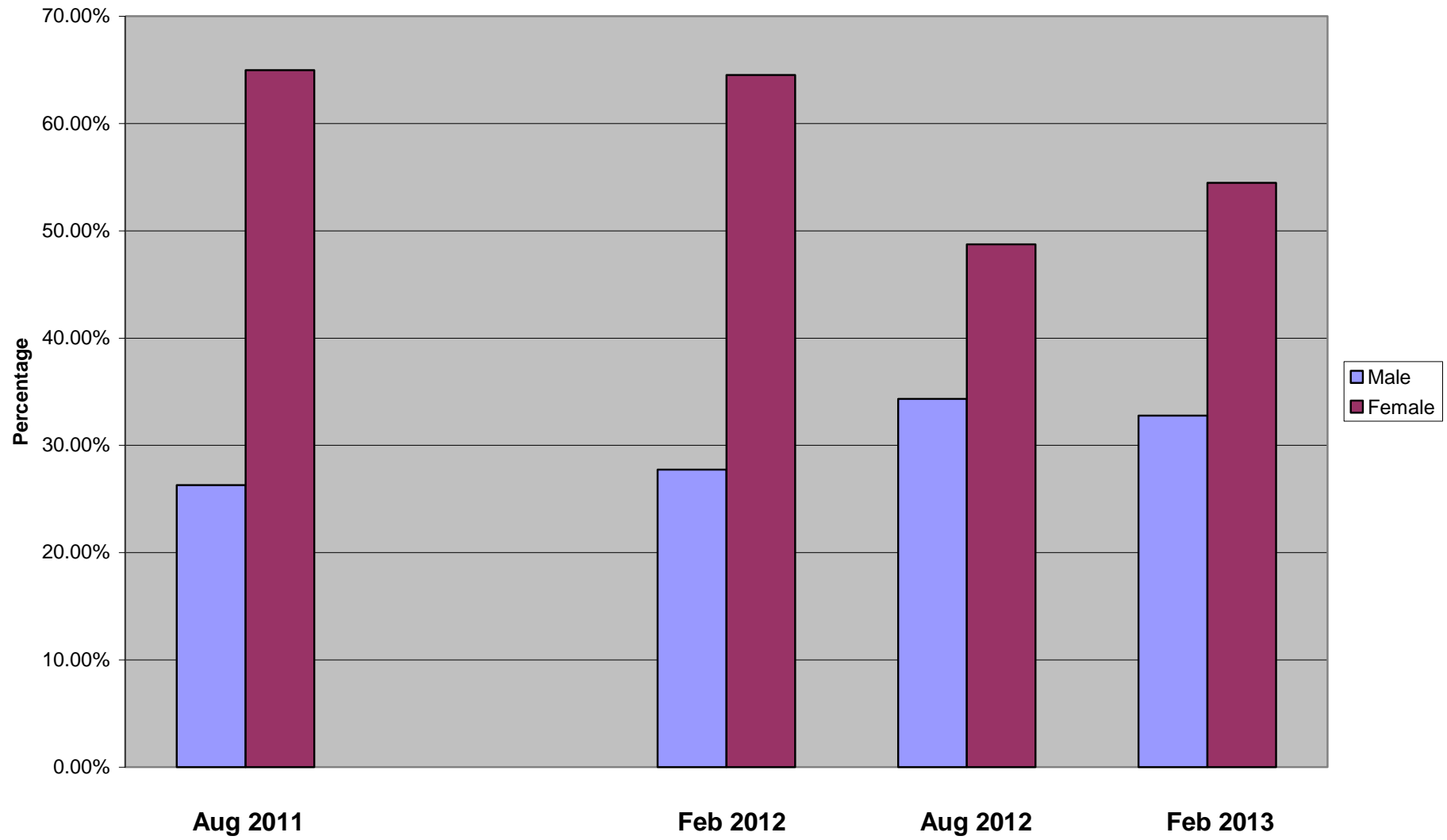
How long do you wait to see your usual doctor?



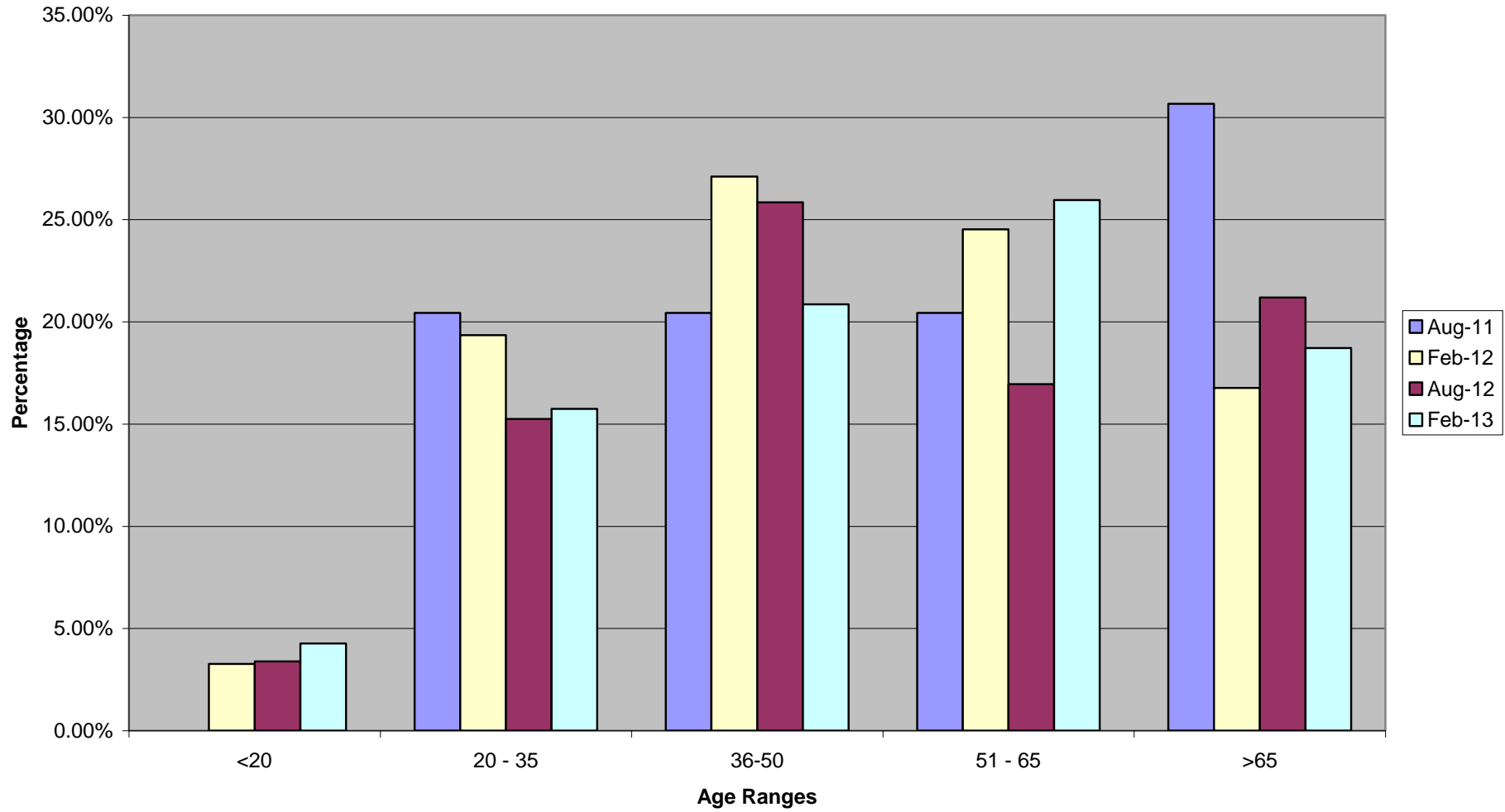
How do you rate this?



Gender



Age Range



Responses

Q3 – What additional hours would you like the Practice to be open?

- Appointments after 5pm 2
- Sunday morning 2
- Longer opening on a Saturday morning 3
- 08:30 – 20:30 1
- Emergency after 12 on Saturday 1
- Second evening till later 13
- Any 1
- 24hrs 3
- 08:00 would be good 3
- From 07:30 1
- Brierton late nights 1
- 08:30 – 20:30 Mon – Friday and 08:30 13:30 Sat and Sunday 1
- I think Surgery times could be increased more often an opened more on weekends for a few hours to like 12hours surgery times and six hours on a weekend 1

Feedback opportunity

- I think there should be an answering service, I had an 08:30am appointment I needed to cancel, but couldn't get through
- I am very pleased with the service and care I have received in this surgery.
- Not happy phoning same day because you cannot always get in same day
- I think the phone service at 08:30 opening time could be improved with more telephone operators or receptionists as sometimes you try phone at 08:30am and it says this surgery is now closed – when you phone straight back you end up number 18-32 in a phone queue and don't get to see a doctors. I also think
- When ringing at 08:30 the when goes from not open to you are 16th in the queue within a second of ringing.
- Waiting at life centre in morning no seating. Why isn't part of the practice area open for seating for people waiting. Seeing elder people struggle standing, I have a back injury for over 4yrs and find it difficult as people jump the queue when elderly are sitting in the seating outside Practice.
- Receptionists, nurses and doctors are all very friendly and willing to listen which I find extremely helpful in such a busy work place.
- Doctors very good, meet all my needs, no problems. I have no problems in what GP I see they are a great team
- Due to my working hours I have difficulty when I want to see my usual doctor I think it is inappropriate that he is at Brierton 3 days a week and not available here
- The service is quite good, My doctor is always very helpful and ready to listen to any problems I may have.
- Reception staff are great, the only criticism would be availability to get through using the phone and adult waiting time for appointments. Otherwise a very good service.
- Doing a good job, keep up good work.
- Parking charges are appearing country wide, but this does not make it right. In my opinion you should not be charged at doctors surgeries and hospitals – ps I know there's more change of hell freezing over than changing parking charges
- As patients we have little information as to how the system works an what is available.

- Before having my child getting an appt at Practice was terrible and I have not seen my own family doctor (Dr Acey) in over a year. Following the birth of my baby I had complications and the surgery has been fantastic although again I have not seen my own family doctor and a different doctor each time I have no problems
- It would be nice to see the same doctor, who knows your history, but you can never see the same doctor, very rarely – but the service is good otherwise.
- Appt system sometimes poor, have several times ringing for a 24 or 48hr appt, waited 2 weeks to get an appts, Tried using via internet, but only able to make appointment weeks ahead.
- There has been general improvement in contact and services over the last year and the ability to contact a Dr (personally) by telephone is a major plus
- Early morning phone in system is abysmal
- I think I should be able to see my own doctor as he knows of all my history
- Continuity of care and communication between Dr's within the Practice is lacking – leading to delays in diagnosis and treatment. The service provision although good seems fragmented at times.
- Always have problems getting an appt for my medication review as I work away from home and only have a limited time.
- I can never get an appointment for weeks due to the daily phoning system as I work 12hr shifts I can't phone on a morning or lunch time due to this being my busiest times so therefore have to wait 4 – 6 weeks for an appt. I do explain this and what I do but it makes no difference to reception they can't change the system
- If I make arrangements to have a phone consultation in the afternoon I don't think it acceptable to be called at 11:45am
- When I ring for an appt I would like to see a Dr or nurse but this is sometimes impossible.
- All staff in Park Road and Brierton surgery are helpful and polite which is lovely
- Things have greatly improved lately, thank you
- The queue system on the phone from 08:30 is a nightmare, judge the time just one minute pass and I've been 30th in the line, not good when you've tried from 08:30
- I feel that the surgery at Brierton is of higher standard of service than the "One Life Centre" in Park Road
- I think the surgery offers a very good service considering the cut backs all over and less government support
- I don't know who my allocated doctor is
- The availability for appointments when ringing the Practice is very poor, You can wait upto 30mins to get through by which time no appts are left. Per-bookable appts are never or very rarely available
- If the visit is urgent, Arrangements are made to see the Doctor the same day which I think is very good
- Phone to make appointments poor
- On the whole the Practice has a wide range of very good doctors and reception staff. However improvement could be made on the appointments system especially when patients have to queue before 08:30am to secure an appointments and even then you are not guaranteed the same day
- Having to go down to the surgery early morning, before 08:30 to get to see the doctor you want
- It would be better if you could request repeat prescriptions by phone and or if the online system was working. Also it would be better if you could book appointment for 2+ days in advance more easily.

- Love the choice of music on the radio, staff are fantastic and very quick at dealing with people.
- I think One life staff are doing excellent job. I never have problem see my doctor. My doctor is very support whenever I come to see him.
- I'd like to be able to make an appointment to see a doctor of my choice like we used to in the Health Centre
- Have only seen my own Doctor once in 3yrs? Would at times prefer to see my own
- Working 9 – 5pm its very difficult to ring at 08:30 for an appointment – would appreciate some consideration here when needing an urgent appointment
- I have found that getting in to see a doctor is much easier than it was at my old surgery. I can get through on the phone and can always get an appointment when I want
- Always pleasant when I come but can sometimes take to long on the phone usually in on time to see Dr and can generally get appointments for when it suits me.
- Car park is crap not enough spaces