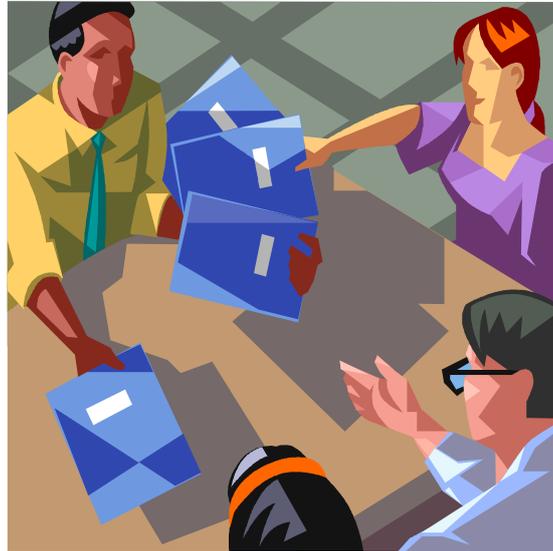


**Dr Milner and Partners
Tramways and Middlewood Medical Centres**



PATIENT SURVEY 2012/13

ANNUAL REPORT

MARCH 2013

1. INTRODUCTION

The practice has recently completed its 2012/2013 patient survey. The aim of the survey is to find out what patients feel about the services they receive and to give them an opportunity to tell us how we might improve services and systems. We asked the same questions in this survey as we did in 2011/2012 as we felt it was important to be able to compare the answers and feedback from our patients. In addition we included two questions about the cleanliness of the surgery and the overall surgery environment.

This report:

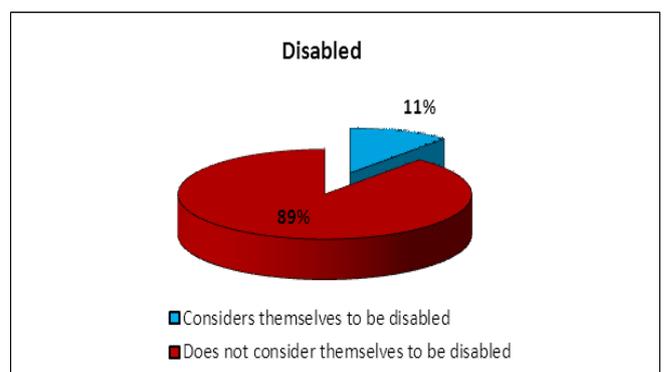
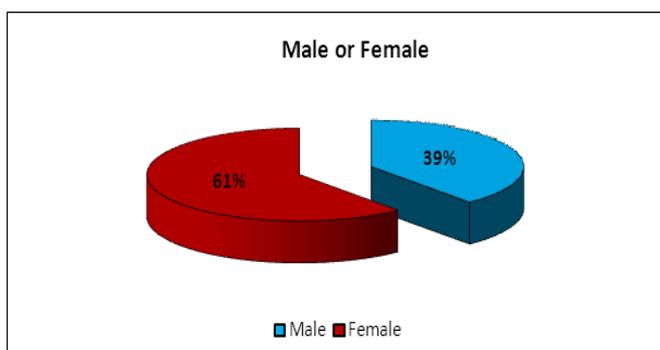
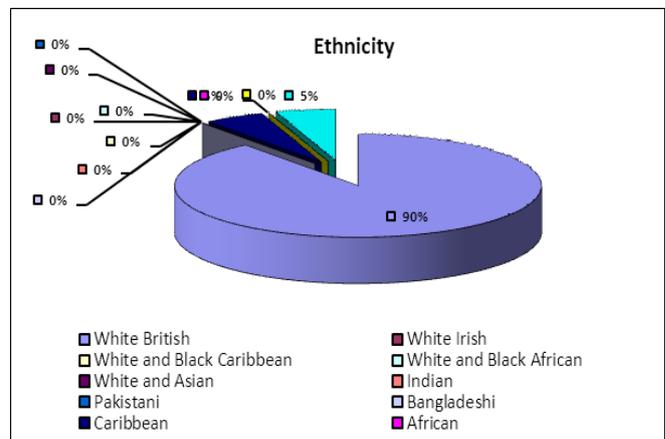
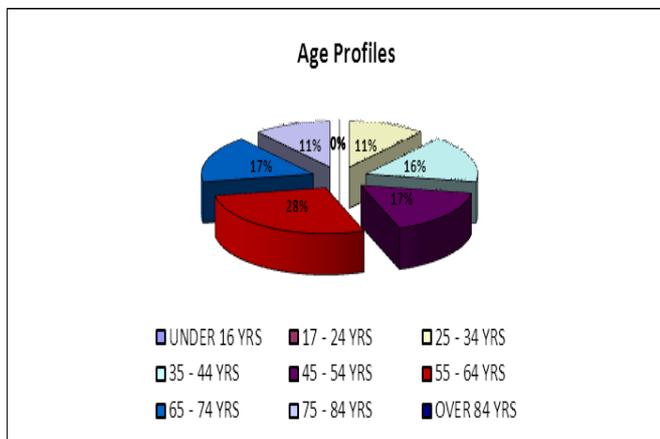
- Outlines the system for maintaining the Patient Reference Group (PRG)
- Shows the profile of the PRG membership
- Explains how we developed the patient survey and how we involved the PRG
- Explains how we distributed the patient survey
- Includes a series of graphs and charts showing the patients' responses to each of the questions asked in the survey
- Includes the general comments made by patients
- Incorporates an action plan that has been agreed with the PRG
- Outlines the opening hours and contact details for both sites
- Gives information about the services that are available to patients when the practice is closed

2. THE PATIENT REFERENCE GROUP

The PRG membership is only slightly different to that established in 2011/2012. During 2012/2013 one member resigned from the PRG, but because we believe that the group is still truly representative of our patient population we didn't feel there was a need to advertise for new members. However, if a GP or Nurse feels that a patient would be a valuable contributor to the PRG or a patient makes it known they would like to work with the practice to further develop services they are invited to become a member of the PRG.

Currently we have 18 patients who are members of the PRG.

The profile of the PRG members is defined in the graphs below.



3. THE PATIENT SURVEY

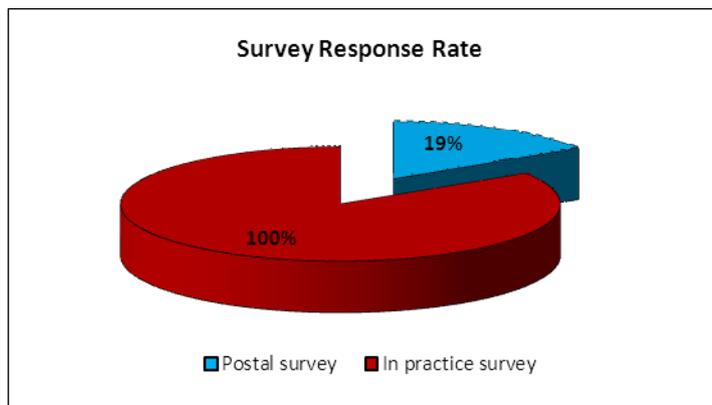
3.1 The Consultation Process

At the point the practice agreed on the questions they wanted to ask, the draft survey was e-mailed or posted to each member of the PRG. Each member was asked to comment on the questions and write back with suggestions as to how the survey could be improved. This consultation process led to changes being made as some of the comments and suggestions were incorporated into the survey.

3.2 Survey Distribution

Using the same distribution process as in 2011/2012 it was agreed that 225 surveys would be given out to patients in surgery and that these would be shared equally across the two sites, and that 225 surveys would also be sent to patients by post. Each postal survey would include a pre-paid envelope to encourage its return. The 225 postal surveys were sent to patients chosen at random across the age profiles.

3.3 Response Rate



3.4 Survey Evaluation

The charts at **Appendix A** show the responses to each of the questions asked of patients.

3.5 Survey Comments

A list of comments made by those patients completing the survey can be found at **Appendix B**.

4. SERVICE DEVELOPMENT PROPOSALS

Following analysis and evaluation of the patient survey the practice met to discuss the findings and to agree proposals to change services and processes. These proposals, in the form of an action plan can be found at **Appendix C**.

5. PRG CONSULTATION

All members of the PRG were either posted or e-mailed a copy of the annual report. Members were asked to comment on the proposals and as to the feasibility of the proposed actions. Comments made were that:

- Patients needed to be more patient when waiting to see a GP as the delay would not be intentional and would likely be because of either a medical emergency or a patient needing longer than anticipated due to the complex nature of their problem. One member was concerned that a change in the GPs' consultation styles, in an attempt to reduce waiting times for patients would change the whole ethos of the practice
- Patients who failed to attend their appointments needed to be cautioned as this waste of valuable resource would deny other more needy patients an appointment.
- The problems experienced getting through on the telephone could not be significantly improved upon because of patient demand, particularly at peak times. It was suggested that an additional line could be made available at peak times dependent upon the cost of this. There was also a suggestion that non-urgent calls from patients could be made outside of peak times.

6. 2012/13 ACTION PLAN

The practice has agreed to make the following changes as agreed with the PRG.

6.1 Action 1

Introduce a call waiting/queuing system to the telephone system.

6.2 Action 2

Investigate on-line appointments. This was something the practice committed to do in 2012/13 but due to time constraints and other work priorities this was not achieved.

6.3 Action 3

Produce information leaflets explaining how practice systems operate, particularly the appointment system and outlining the services available when the practice is closed.

6.4 Action 4

Refurbish the consulting room corridor and waiting room at Tramways Medical Centre.

6.5 Action 5

Discuss consultation styles with a view to increasing efficiency during consultations which will help GPs run to appointment times.

6.6 Action 6

Discuss the management of patients who fail to attend for their appointments which, if the practice is able to reduce, will improve access for other patients.

7. ACCESS TO THE PRACTICE DURING NORMAL SURGERY HOURS

The practice is open as below:

Tramways Medical Centre	Monday to Friday	8.00am to 6.00pm
	Tuesday Extended Hours Surgery	6.30pm to 8.00pm (appointments only and no telephone access)
	Saturday Extended Hours Surgery	8.30am to 11.30am (appointments only and no telephone access)
Middlewood Medical Centre	Monday to Friday	8.00am to 6.00pm
Telephone Access Both Sites	0114 234 5338	8.15am to 12.00pm and 2.30pm to 6.00pm

8. ACCESS TO HEALTH CARE SERVICES OUTSIDE OF NORMAL SURGERY HOURS

You can access other services when the practice is closed as below.

A) Access to GPs when the practice is closed

i) You can ring the practice on weekdays:

- Between 8.00am and 8.15am
- Between 12.00pm and 2.30pm
- Between 6.00pm and 6.30pm

And your call will be automatically diverted to the Sheffield Out of Hours Service. The GPs who work for this Service are there to deal with all "out of hours" calls from patients who are registered with practices across Sheffield.

ii) On 09 April 2013 the Government will roll out the NHS 111 Service. If you need to speak a GP **URGENTLY**:

- Between 6.30pm and 08.00am
- Over a weekend
- Over a bank holiday period

You should dial 111. The call is not charged to the caller when dialling from either a landline or a mobile phone.

iii) At any time of the day or night, if you consider your illness to be an **EMERGENCY**, you should dial 999

B) The NHS Walk-In Centre

You can attend the NHS Walk In Centre, situated at the Sheffield City Health Centre on Broad Lane, between the hours of 8.00am and 10.00pm, 365 days of the year. This service should be used as you would use the practice but where you feel your illness cannot wait until the practice is next open.

C) The Minor Injuries Unit

The Minor Injuries Unit is based on B Floor at the Royal Hallamshire Hospital and is open 8.00am to 8.00pm, 365 days of the year. The Unit treats adults only for less serious injuries such as fractures to lower legs/feet, lower arms/hands, minor burns, sprains, cuts, grazes.

D) Accident and Emergency

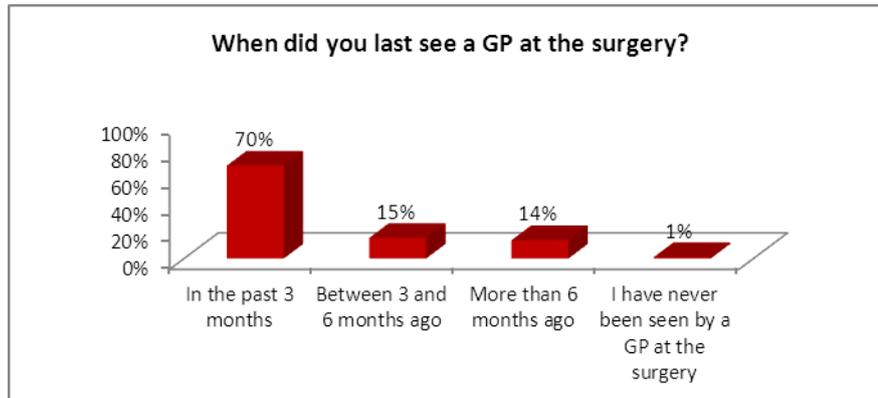
Sheffield has two accident and emergency departments, one for children situated at the Sheffield Children's Hospital and one for adults based at the Northern General Hospital and each is open 24 hours a day, 365 days a year. Accident and Emergency services should be used if you've had an accident and you need urgent treatment, or you consider your illness to be an emergency and because of this you think you need urgent treatment.

Sue Sharpe
Business Manager

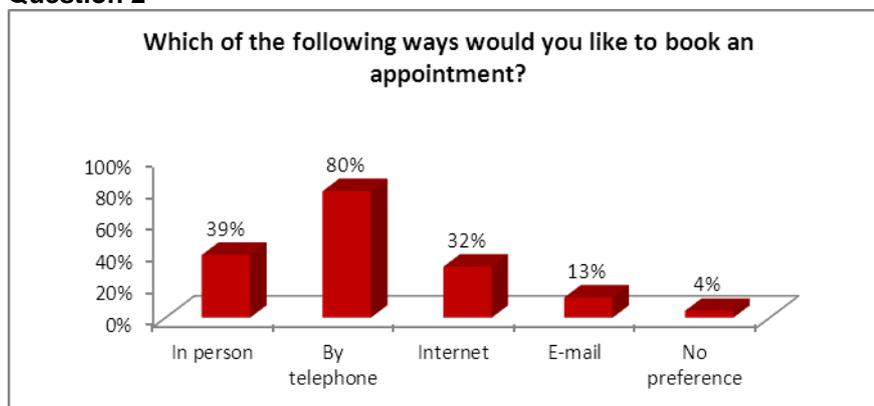
Written for and on behalf of the Partnership

SURVEY QUESTIONS AND RESPONSES

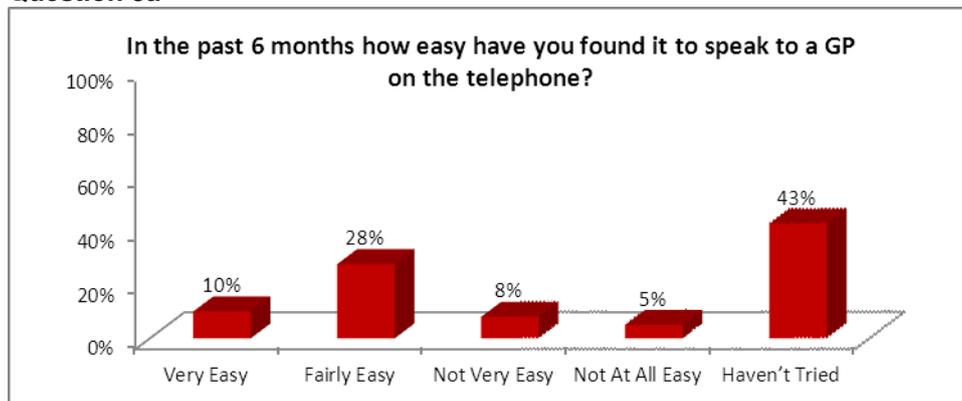
Question 1



Question 2



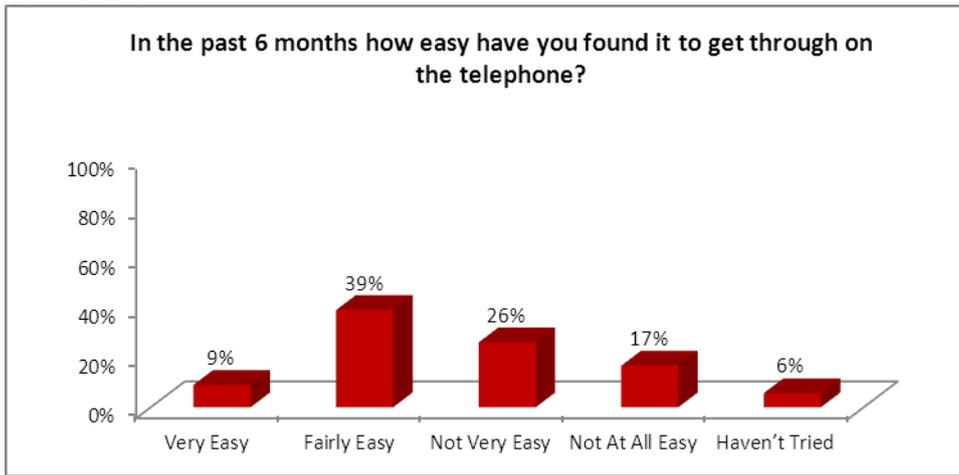
Question 3a



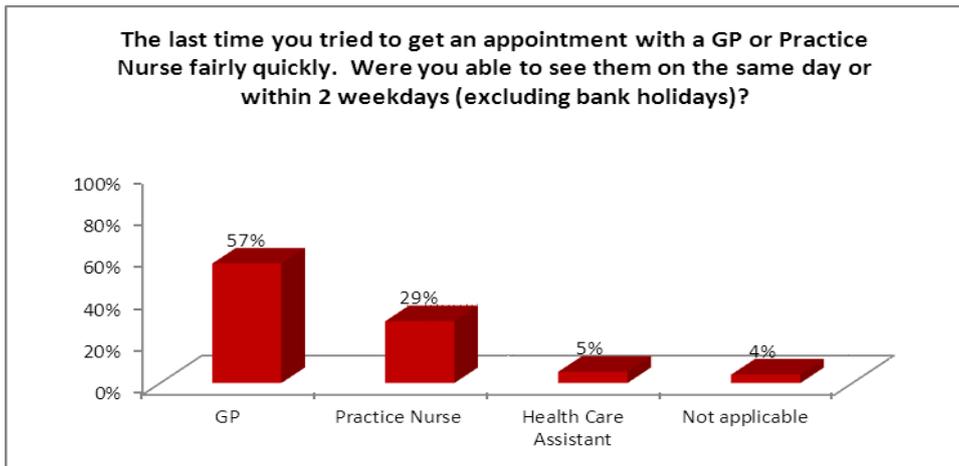
Question 3b



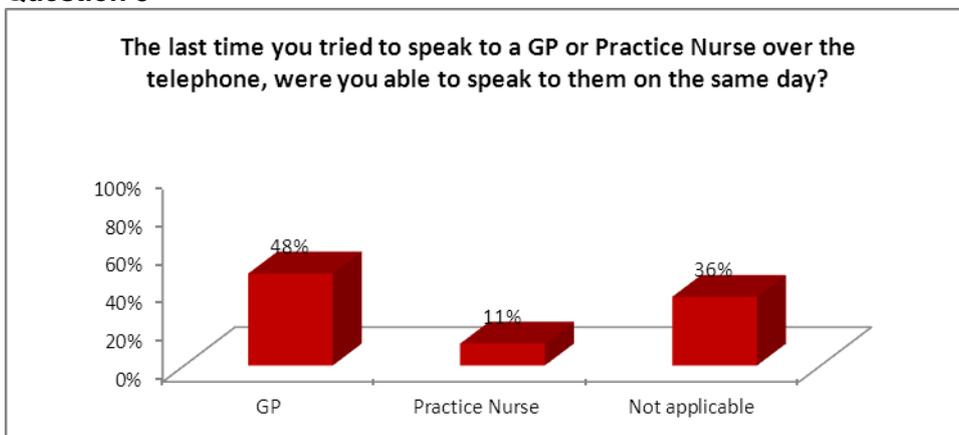
Question 3c



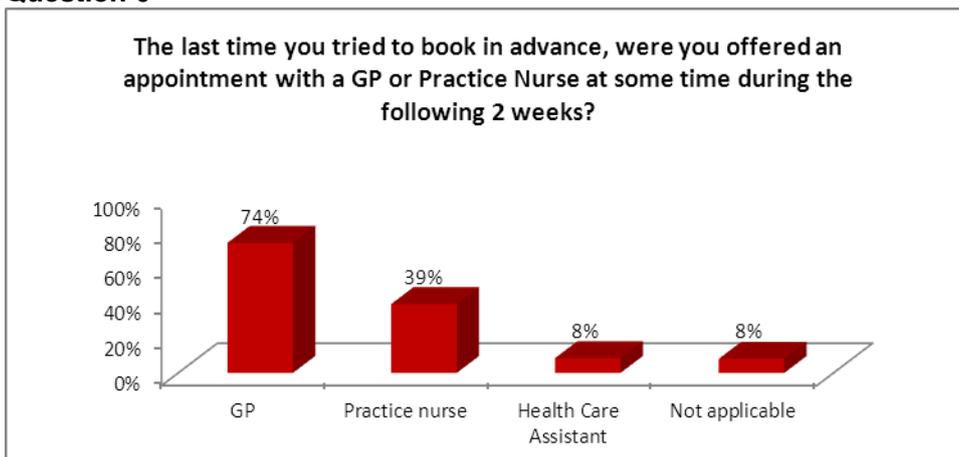
Question 4



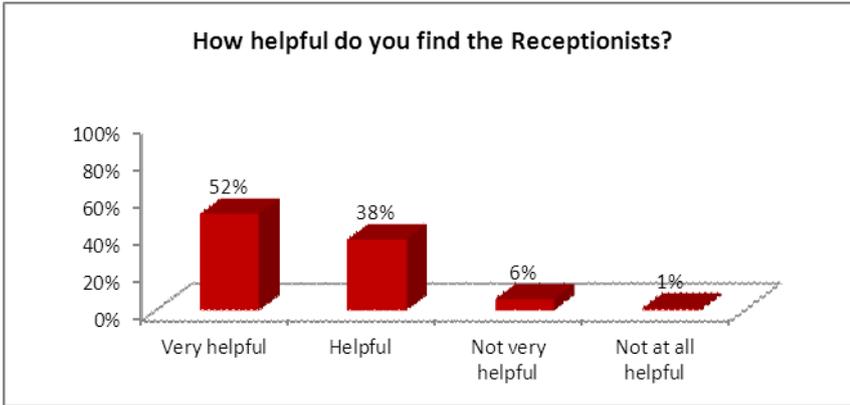
Question 5



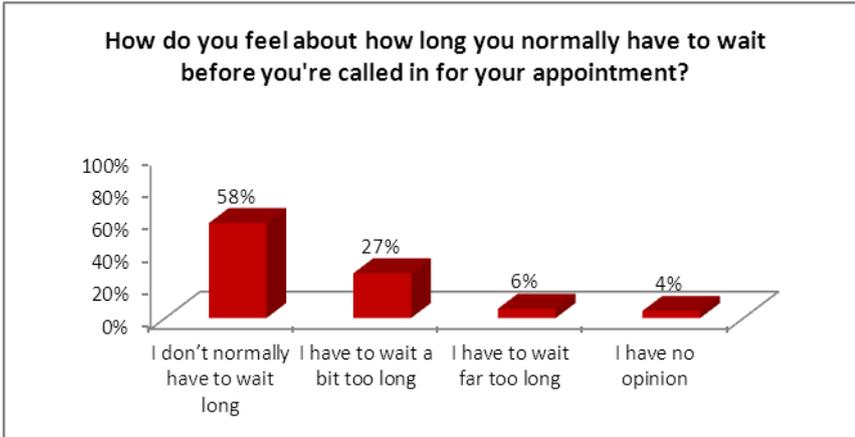
Question 6



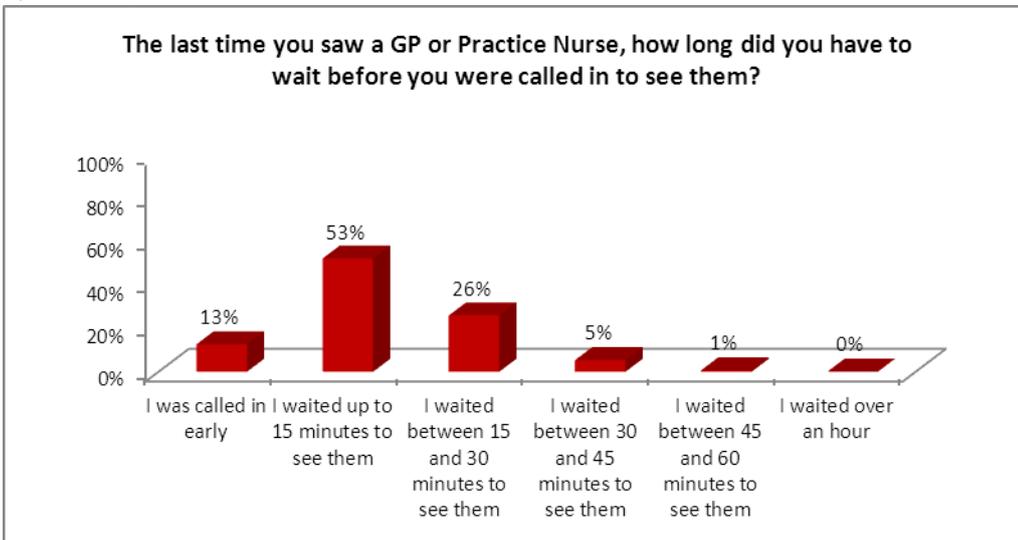
Question 7



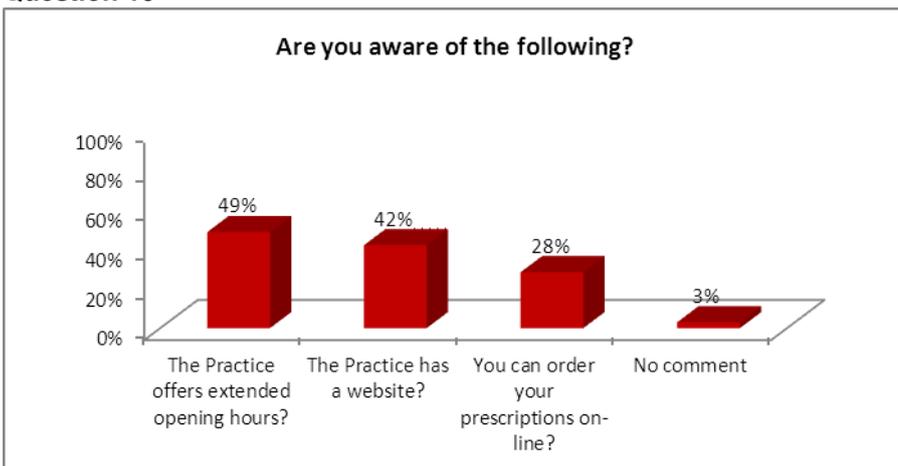
Question 8



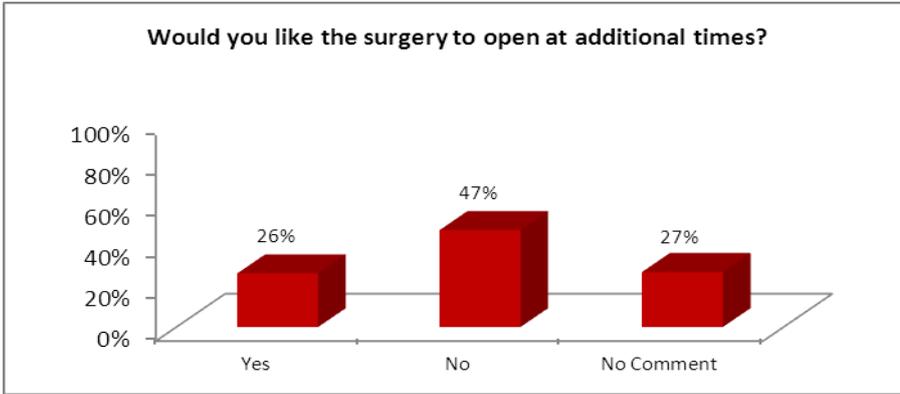
Question 9



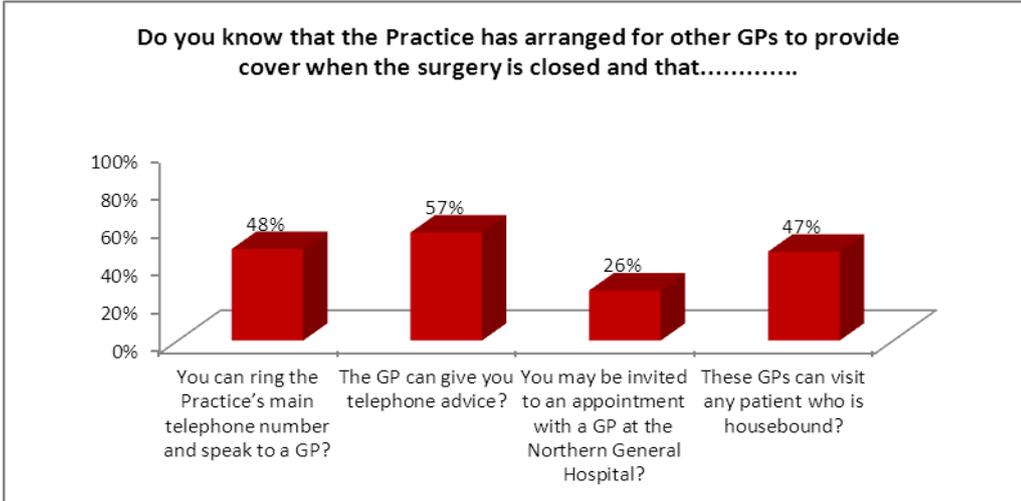
Question 10



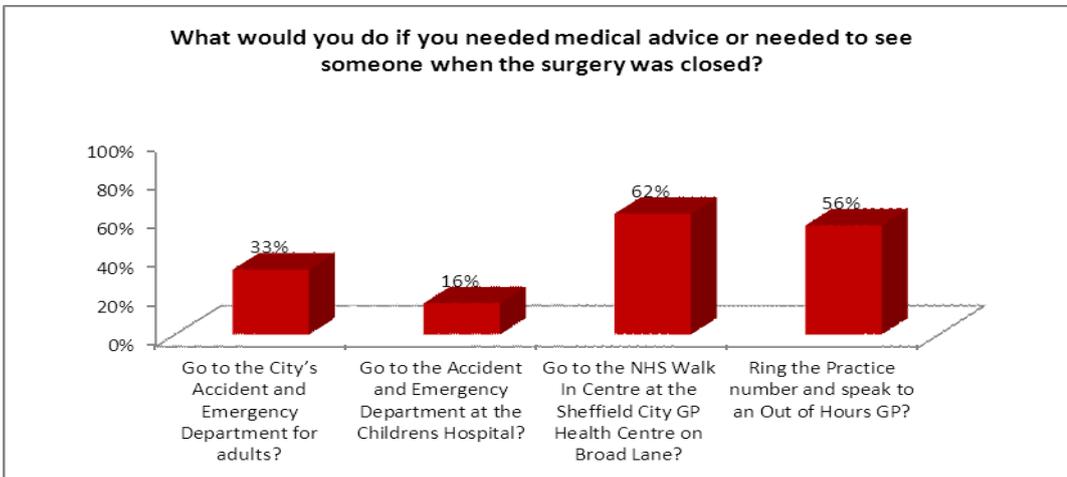
Question 11



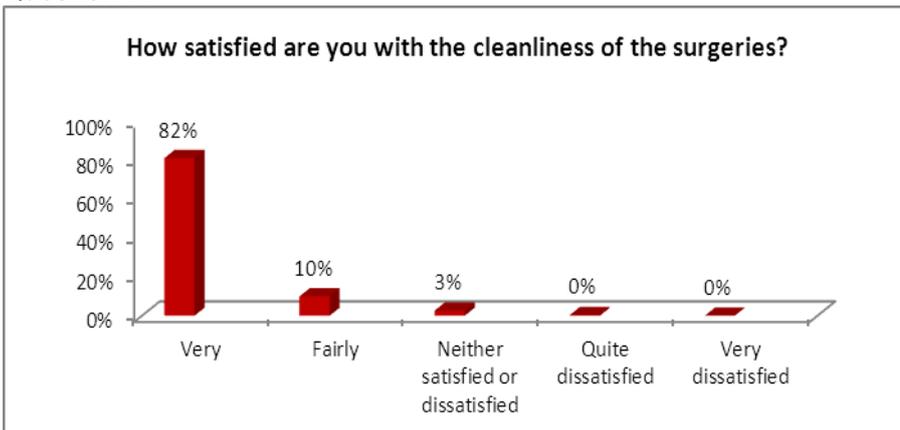
Question 12



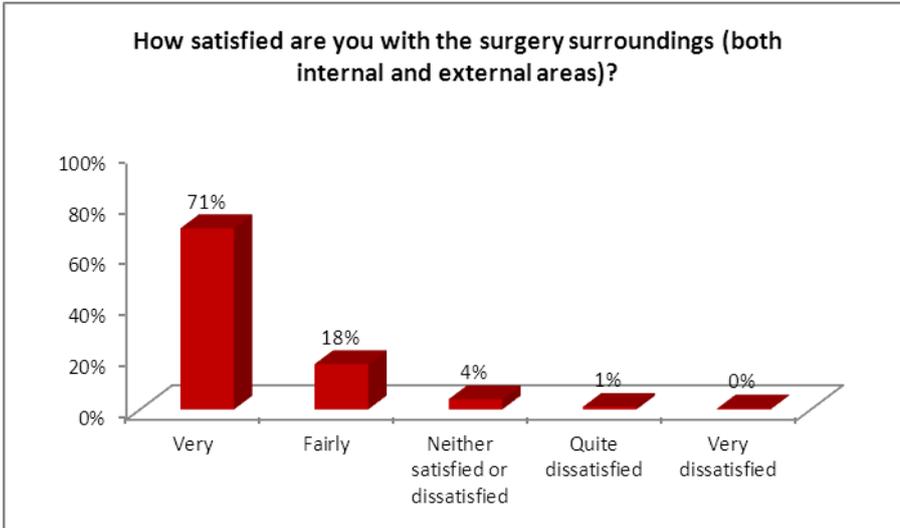
Question 13



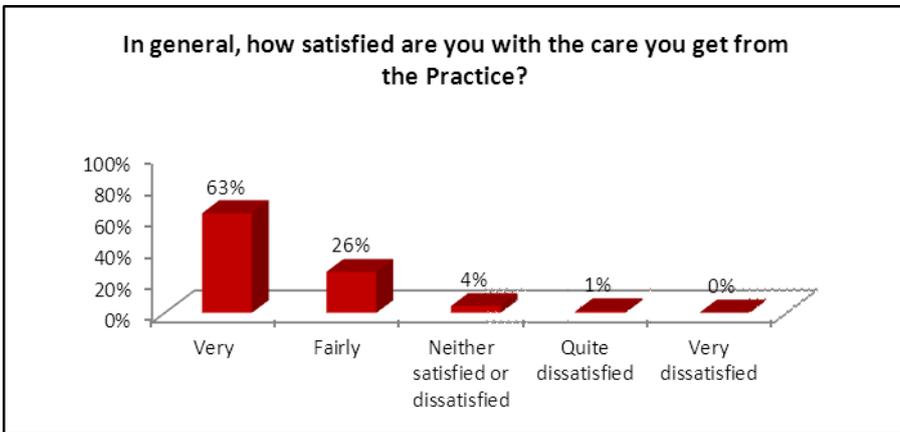
Question 14



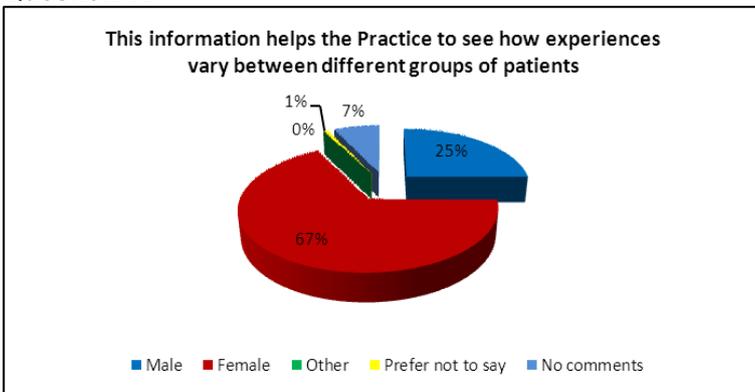
Question 15



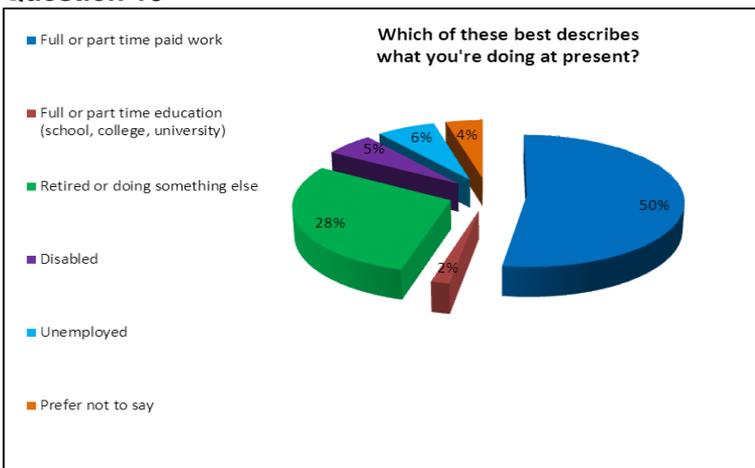
Question 16



Question 17



Question 18



SURVEY QUESTIONS AND COMMENTS

The comments below are some but not all of those submitted but are the general themes taken from the completed surveys.

Section B
Question 3.1 and 3.2
In the past 6 months how easy have you found speaking to a GP/Practice nurse on the telephone?
<ul style="list-style-type: none"> ▪ Sometimes it is difficult to get answers over the telephone. ▪ Sometimes trying continually from 8.15am for about 15 minutes, however always been able to get a same day appointment. I think it is difficult as obviously busy at this time but at other times phone answered very quickly. ▪ Have not tried to speak to the GP only tried to book an appointment. ▪ I usually call in to Holme Lane to make an appointment or to see a GP. ▪ Was told could not book in advance just told to ring in a morning - hopeless. ▪ GP always responds same day - not needed a nurse. ▪ Left message and call was returned. ▪ Have not got through on a morning, I phone on an afternoon and it usually takes 3 attempts – internet would be good. ▪ Eventually got through to receptionist and a GP phoned me back later. ▪ I have used the “call back” service before and have been impressed that the GPs call back ASAP. ▪ Never experienced any difficulty with speaking to a GP directly, more than willing to carry out triage over the phone. ▪ We are asked if you require a GP appointment to phone at 8.15am usually it is engaged as a result it is sometimes between 8.45am - 9.00am to get through. ▪ Never knew we could call GP/nurse. ▪ Telephone engaged. ▪ Not needed to. ▪ Very helpful. ▪ Nurse rang me when available, GP rang after surgery. ▪ I think everyone tries to ring at same time and lines always engaged. ▪ Doctor/nurse usually rings back within 30 minutes. ▪ Always busy. ▪ I phoned this morning and got an appointment straight away. ▪ Very difficult to get through at 8.15am. ▪ Often engaged. ▪ The difficult part is getting through in the first place, not getting a call back from the GP. ▪ It's always busy tone. ▪ Receptionists can be difficult, Sharon is nice. ▪ In the past 6 months both a GP and a nurse very promptly called me on my request. ▪ The reception staff put me through to a GP on triage when I stated I needed to see someone soon - the GP on the phone was very helpful and found me an emergency appointment. ▪ Called for an appointment.

Section B
Question 3.3
In the past 6 months how easy have you found it to get through on the telephone?
<ul style="list-style-type: none"> ▪ Often engaged. ▪ Rang out of hours (who knows what the hours are) through forgetting. ▪ Ask patients not to make non-urgent calls early in the morning. ▪ Had to call several times. ▪ Sometimes it can be quite difficult. ▪ I very rarely phone the centre.

Question 3.3 continued

- Sometimes seems as though no one to answer for quite a while.
- Lines busy as people are all trying to get through at same time, for same day appointments.
- Usually takes a few calls and requires you to continue holding for answer.
- Got through after trying a few times.
- I ring about 3 times before I get through to see nurses or order a prescription.
- Rang at 8.00am and managed to get through to reception after a couple of attempts.
- The phone rings for ages until someone answers, usually takes 3 attempts, although there seems to be more than one receptionist.
- In the morning it takes a long time to get a ringtone rather than engaged - this means that if we are at work we have to give up and therefore don't get an appointment.
- I find when I do get through on the phone I can get seen on the same day.
- Haven't tried as I normally call in to make appointments or talk to a GP or nurse.
- More phones, more people.
- The line is constantly engaged form 8.15am until around 9.15am making it a very stressful start to your day. If you don't get through in first 15-20 mins, then the chances of there being any appointments left is very slim to none! What frustrates me more is when you do get through and it just rings and rings and no one picks up the phone – then you get cut off and when you dial again its engaged!!! Really frustrating.
- Dependent on the time of day. Very difficult when asked to ring to make surgery appointment in a morning for that day. The increased hours of morning surgeries do seem to help though.
- The phone is constantly ringing/engaged but this is understandable with people trying to get an appointment. I would suggest and use an online booking system but don't feel this would be accessible to everyone e.g. the elderly.
- When you do get through it can ring for a long time.
- I have tried calling at various times and sometimes I haven't got through at all, other times it has taken at least 2-3 tries.
- Usually managed to get through after a couple of attempts other than more people answering phone difficult to suggest way for improvements.
- More people answering phones, opening lines at lunchtime.
- Most recently I got through straight away - must have timed it just right. At other times I have heard engaged tones - have more phone lines or a queuing system.
- Appointments are not available a significant time in advance, therefore regular appointments cannot be made and require phone calls closer to the time, when they are always 30 other people also trying to book!
- Appeared to be closed over lunch - can rotas not be changed so always cover?
- It was always engaged and wasn't open during lunch hours.
- It is very hard to get through and if you need an appointment fairly soon this might not be possible. I have tried to ring 5 or 6 times early in the morning and it hasn't been possible. Getting appointments online might help.
- I think the system you have is really good as you can ring up on the day to get an appointment I don't mind waiting to get through.
- Sometimes had to try and phone for plus 30 mins at 8.15am on day appointments. Internet would be much better.
- Was very quick to answer, very happy.
- Never any problems excellent service.
- Not an urgent appointment so rang in the afternoon.
- It is alright as it is.
- Answer phone instead of leaving it. I've seen them.
- Have more than one line available be able to make an appointment at any time of day (within reason).
- On one occasion in requesting a nurse call back I found the questioning in my reasons a little intrusive and matters only to be discussed with nurse or GP not making appointment.
- If you call in morning at 8.30am you can usually get an appointment same day usually have got through very easily.
- Kept waiting appreciate surgery is busy though.
- Open more lines in the morning when demand is high or make easier to book appointments on line.
- Really pleased number has gone back to an 0114 very angry with 0845 number and practice making money without most people being aware.

Section D	
Question 7	How helpful do you find the receptionists?
<ul style="list-style-type: none"> ▪ I was told (rather shortly) to use the registration screen. I go very infrequently to see a GP and did not realise what I was supposed to do. ▪ Good service. ▪ Sign in by computer most of the times. ▪ Staff always smiling very kind and considerate, friendly. ▪ Some of the staff approach without a smile, when coming to the GPs, people need to feel cared for, also staff very often ignore the fact that someone is at the desk. ▪ I find one receptionist rude, all the rest of the staff are very good. ▪ I always find reception staff at Fairlawns helpful, especially the male one (sorry I don't know his name). ▪ Often chatting to each other and I often felt ignored/as if I was a burden/troublesome. I now use self-check in screen. ▪ Professional & polite. ▪ It depends on who's on duty. ▪ Always have to wait at the desk (Tramways) and try and get their attention. ▪ Whenever I've needed to make a follow up appointment the receptionists have been friendly, helpful and polite. ▪ The staff always seem very positive. ▪ Not always helpful in my experience. ▪ Most are helpful, they can be rude sometime but I understand it is very busy. ▪ Most of the time the receptionists are helpful. ▪ I have just been diagnosed with a serious illness and the receptionist/GPs have been very helpful. ▪ Lack of receptionists and new bell can make people wait stupid lengths of time ▪ It depends on the receptionists. Some are nice and helpful but some (one in particular) is a bit grumpy. ▪ A few months ago I had a problem with the chemist as they had lost my repeat prescription, the receptionist was brilliant she managed to get it sorted within 20 minutes. ▪ Always found everyone very helpful. ▪ Some are more helpful than others. The male receptionist is very, very good. ▪ Always try to help with a smile on face. ▪ Always cheerful. ▪ Very helpful when able due to restraints. ▪ Tramways - I have rang the bell quite a few times to be seen at the desk and the receptionists are sat in the back talking about their lives but sometimes still won't show interest to come and see you quickly ▪ Very pleasant. ▪ Very helpful Middlewood, not very helpful Tramways. ▪ All very friendly staff, credit to the practice. ▪ Always, they are helpful, kind and listen. ▪ Very polite and helpful. ▪ They are very nice. ▪ Occasionally feel like they are a barrier between you and the GP but mostly helpful, appreciate it is part of their job screening what is urgent. ▪ The last time I rang the lady tried very hard to fit me in when I wanted but was unable to and then offered several other options instead for me to choose. ▪ Middlewood much friendlier than Tramways. ▪ I use to be with (anonymised) GPs, one of the reasons I changed is that the staff there were very unhelpful and unfriendly and sometimes rude. Since I have changed the receptionists here are so friendly and always have a smile on their face, I love it here. It is the little things like this that make coming to the doctors bearable when you are coming in for something that might be unpleasant. ▪ They are helpful and they are very polite and kind and they look after you when you are waiting. 	

Section E	
Question 11	Would you like the surgery to open at additional times?
<ul style="list-style-type: none"> ▪ Evenings & weekends. ▪ Earlier surgeries. ▪ Sundays. ▪ Not sure as I am not aware of the current "opening" hours. ▪ All day on Saturday & more nights. 	

Question 11 continued

- No idea what current open hours are?
- Yes, weekends.
- Saturday morning.
- Saturday & all day Thursday.
- 24/7.
- All day Saturday - the majority of people work Mon - Fri so more appointments on Saturdays would be helpful. The surgery could close on Mondays to give staff a "weekend".
- Have one or two surgeries when can see a GP if you are prepared to wait.
- Early starts so don't have to miss work and cause problems for colleagues as a result.
- Wish the nurses started earlier and worked later. Have to book everything round work.
- Earlier than 8.15 appointments and late night for working hours.
- I need to find out what the extended hours are.
- Maybe early mornings and late evenings once a week for those who work.
- I would like the surgery phone lines to remain open between 12-2 when they are usually shut.
- A bit longer at weekend as some of us work 9.00am-5.00pm weekdays.
- At night.
- Evenings.
- As someone who works 9-5 more out of office hours would be better for such as me.
- Late evenings.
- Saturday mornings.
- Weekends.
- Saturday mornings.
- One day a week it would be useful to open until 8.00pm.
- Earlier.

Section G**Question 14 How satisfied are you with the cleanliness of the practice?**

- It's clean.
- Only attended at Middlewood recently - fairly clean.
- Always very clean.
- The practice always looks clean, tidy and quite minimalist, which I like.
- Toilets clean & waiting area.
- Have always found it to be clean.
- Look's clean but never seen a cleaner.
- It is what you expect at a GP surgery - first impressions count - both sites are very clean if not I would change GP's.
- The grounds are kept clean and tidy as are the toilets and the surgery.
- Seems to depend more on the patients attending.
- I have never had any fear of contamination at the surgery, doctors and nurses are always clean and careful when making examinations or taking samples. The rooms are kept clean too.
- It is always clean and the toilet is hygienic.
- Seems clean but needs new carpets.
- Sometimes depends on who used the toilet they can be left in a mess.
- It is nice to walk in it is very clean and the radio relaxes me, not many practices have music on.
- Surprised you still have soft furnishings - cleanliness.
- Toilets always clean, reception always clean, GPs offices always clean and all communal areas appear clean (except carpets).
- Carpet patchy in waiting.
- Could do with a bit of TLC (Tramways).
- Spotless.

Section G**Question 15 How satisfied are you with the practice surroundings (internal and external areas)?**

- Clean, practical, functional. Car parking provided, all you need really.
- Useful parking and local pharmacy.
- It is always very warm in waiting room.
- The main problem is the car park.

Question 15 continued

- Middlewood more pleasant and easier to park at.
- It is a nice looking modern building.
- Car park not cleared of ice.
- Not enough parking.
- Could do with more parking spaces but I don't know how.
- Good parking- nightmare at Tramways.
- Parking at Tramways could be improved.
- Always clean and tidy nice seating too.
- Always maintained and lovely to see.
- Never had any problems with parking, near tram.
- Need more children's toys.
- The car parking is always difficult.
- Always looks decent.
- The only problem seems to be the limited parking spaces.
- Close to home walking distance.
- The general appearance looks fine.
- Parking can be a problem.
- Well-designed internally and externally.
- It is warm and welcoming.
- Well set out.

Section H

Question 16 In general, how satisfied are you with the care you get from the practice?

- I sometimes feel that the reception/office is a little less than welcoming.
- I think you are over stretched.
- All GP's I've seen have been warm and professional; I would recommend the practice to others.
- I think there is very little you could change.
- Always told a satisfied answer.
- A very good practice compared to others I have used in my lifetime.
- I have seen 3 or 4 GP's since having my second child 3 years ago and they have all been approachable, understanding and helpful. I am very happy with the medical care provided.
- Excellent midwifery - Good support from GP's during pregnancy.
- Not had to see a GP recently, but I have talked to people at the pharmacy who can't get an appointment for over a week for quite serious illnesses that are sometimes on-going so have been diagnosed as real illness.
- No real reason to complain - standards of service Ok. The standard of background music in the waiting rooms is better than they were.
- Usually try to see same GP each time, but if I can't I've always been satisfied with whoever I see.
- Friendly staff all through the practice.
- The daytime phone system needs sorting.
- It is very frustrating trying to get appointments. I recently considered switching to another local practice, however, when I called up a few, all their policies are the same and their receptionists also said their patients all complain the same. Also if already registered with a practice we can't move!!!!
- I've never personally had a reason to complain, I think one must be prepared to wait sometimes as GPs take over the anticipated time, if and when necessary. I have both waited because of another patient and realise that others may have waited for me on a rare occasion.
- Can usually get to speak to or get an appointment for a GP only issue is I am always called in late for appointments. Why not make appointments longer if they always run over? It's frustrating when you make an effort or take time off work to keep to a time getting to you to then have to wait.
- Sometime 10 minute appointments are not long enough to discuss illness.
- Practice nurses are excellent - midwife very good.
- Very positive experience.
- I have always been satisfied with the help when I get to see a GP or practice nurse.
- The main issue is getting an appointment when I need it fairly quickly and waiting time.
- I feel the surgery does a good job.
- I have only lived in the area 4 years but I find the receptionists and GPs really easy to talk to, they have helped me a lot and made me comfortable.
- GP explains things.
- Clean and very friendly staff. GPs have time for you.

Question 16 continued

- Waiting for appointments can be a problem.
- Tramways need to take a leaf out of Middlewood's book, receptionists need to stay at the desk at Tramways rather than you having to wait at the desk for 5 mins.
- I have never had any cause to complain ever of this surgery I couldn't be more satisfied.
- Very happy people seem to care at the practice.
- Very good GPs good to talk to.
- Never had any complaints.
- Nothing is ever perfect but it is obvious everyone as the surgery tries to help at all times.
- I have always had very good care and attention and feel my life was saved by a very quick diagnosis.
- Dr Hilditch is the most professional and compassionate GP I have ever had and is the reason for me being extremely happy with this practice.
- I have been a patient here since I was born 42 years ago I think this is a good reason to be satisfied with the service and care that I have received.
- Could do with not having to wait so long to be seen but everything else fine.
- They give me a lot of care.
- I came from (anonymised) surgery to here (which was awful). Friendly staff, helpful GPs are so important and the Middlewood centre has far exceeded my expectations. Keep on doing what you're doing.
- All the GPs, nurses and reception staff are kind and take good care of you and are good listeners.
- Good staff.

Section I

Question i) What do you think is particularly good about the practice?

- Positive happy atmosphere.
- Present clinical and admin staff that I have met appear to be caring & committed.
- Easy to get appointments - GP's good and friendly.
- Everyone is helpful.
- Very clean & very friendly staff.
- Location - speed of appointments.
- Dr Milner excellent - all practice nurses excellent.
- Nice modern building (Middlewood) - clever young GPs.
- Well trained staff who treat you with kindness and answers goes a long way to making appointment easier.
- High standards, GPs have time to explain anything you need to know.
- We are looked after as though we really matter.
- Triage to enable me to discuss, usually my children's health easily without having to attend as I work days/weekends.
- Excellent website - really like the staff comment and backgrounds - one of the reasons I joined the practice (smiley face).
- Good GPs & good referrals to hospital when needed.
- Generally able to fit me/my child in when required.
- I feel generally satisfied by the quality of care offered.
- Excellent GPs & nurses who listen to the patient and helpful and pleasant reception staff.
- Terry your male receptionist is very friendly and helpful.
- The cleanliness of the practice, the friendliness and care given by all the medical and reception staff.
- That you support students and juniors coming through their training - very important for the next generation of Poysers!!!!
- The short time one has to wait to be seen, by Nurse or GP.
- Clean, good appointment availability.
- Efficient service and not too much waiting.
- Location & parking facilities are good.
- The GPs are very understanding and I've always been impressed with the service.
- That you get seen when you need to.
- Seems to be very innovative/forward going.
- Large practice, good over two sites for more convenient appointments. Nice environment, excellent experience particularly with nurses.
- Bright - clean looking - good car park.
- Friendly receptionists.
- The emergency appointment system.

Question i) continued

- Good choice of GPs - find the nurses are particularly friendly & helpful.
- Clean & tidy.
- General friendliness of staff and their helpfulness.
- I am always offered an appointment fairly soon, and on the same day when necessary.
- Approachability of GPs and nurses.
- Effort is always made to make women appointments with female GPs, even if this is not requested. I suspect that many women appreciate this.
- Friendly, convenient, prompt service, convenient with pharmacy on site.
- Plenty of GPs, helpful staff and nurses.
- Number of GP's and nurses.
- It is nice to get to know the receptionists. Most are extremely helpful as are the nurses and GPs.
- Good - not the telephone line.
- Everything.
- May have to wait a long time to be called in to GP but aware that he gives patients (all patients) time if they need it, that the impression I get don't feel rushed "fobbed off"
- Great building/facility (Middlewood), receptionists very helpful and friendly, GP service and approach good.
- Staff and availability of appointments.
- We have always been treated by receptionists and medical staff with respect. They always listen to what we have to say.
- Able to see health professional within in reasonable time and the opening hours that fit around working hours.
- Never waiting too long.
- The GPs are very patient listeners, are knowledgeable and always willing to help, they offer excellent advice. They keep their medical knowledge up to date.
- Things seem to run smoothly.
- I think you give a good service and check-ups are always adhered to.
- When I ring on the morning I can get an appointment on the same day.
- I have never had a problem with the practice I am happy about every part of the practice.
- Well run.
- I think the GPs are brilliant but getting appointments to see them is the issue.
- Just everyone's willingness to help with a smile even if they don't feel like it.
- Good GPs.
- I have been involved with this practice for nearly 30 years and have always been treated with respect.
- Quality of care and service both excellent.
- Have been with the practice on and off since being a child and always found it a good practice
- Choice of appointment at Tramways or Middlewood.
- Helen Camm is great nurse.
- I think the receptionists are very polite and Dr Williams is very caring.
- The staff are long standing members, that is a good sign.
- Unable to compare I have been registered for 31 years.

Section I

Question ii) Is there anything you think could be improved?

- Appointment system.
- Getting an appointment.
- Yes, I do not think it is very good that when you attend for the health visitor with babies for drop-in on Thurs pm that everyone else in the waiting room listens to what is said - it does not encourage mothers to be open about any low mood etc., It could be reception you are asked do you want just your baby weighed and this could still be done the same, just if anything else then one of the H.V. is in a private room. If she is free then she can just do weighing in there as well, so there is no 'stigma' in going into the private room!
- Parking.
- Make a stand about patient NOT keeping appointments - remove them from practice if it is a regular thing - you indicate many hours lost in the surgery - no action taken.
- You could maybe call people in at significant age appropriate health needs - 50, 60, 70 etc.
- Quicker response to answering the telephone.

Question ii) continued

- The surgery displays signs as to how much missed appointments cost what about the cost to patients kept waiting a time after their appointment, My partner has never in 10 years been seen on time. Our time costs too.
- Attitude of receptionists.
- More same day appointments.
- Apart from the occasional problem getting an appointment everything else seems Ok.
- The décor.
- Appointment booking. As per previous comment really, there used to be a policy of all children under 5 getting an immediate on the day appointment, but now they can't – when was this changed? If a child is really ill they can't wait a few days to see a GP with a very stressed parent who then needs to call up at 8.15am every morning until they get in.
- More extended opening hours.
- Not sure if more telephone lines would help - appreciate may book by computer and wonder if they have preference.
- Tramways - painting/decorating - new carpets.
- Would be nice to know that I could see a GP that I'm comfortable with, within 48 Hrs.
- Parking issues need resolving.
- Appointments running over as previously stated.
- Would be nice to be able to see the same GP each time without having to wait more than a week to 10 days.
- Speak to GP on phone to get 'simple' script like penicillin when "I know" I have tonsillitis, I had to do this in Easingwold which was easy.
- I'm always seen half hour after appointment time. Maybe you could get a bit more punctual.
- Time of appointment needs not to be on a timescale when sometimes you have waited two weeks to see the GP and you need to speak to them for longer than 10 minutes.
- Listening more, easier to get appointments.
- All is fine by me.
- Consistency in GPs, not aware of who the GP's are or when they are on. I have seen one GP I particularly liked and then have never been offered an appointment with them.
- Receptionists could smile a bit more, but as an ex-receptionist I know it is not that easy.
- Telephone system for ringing in the morning - so I don't have to keep ringing back when I am supposed to be leaving for work.
- The overall number of hours that appointments are available. Ease of contacting to make appointments. Ability to book "repeat" appointments well in advance.
- Time keeping of appointments.
- Balance of long term appointments available I couldn't book an appointment today a week ago but rang for one this morning.
- Not spending time trying to get through on phone up to 30 mins sometimes.
- Easier to speak to a receptionists in the morning.
- More time for GPs to spend with patients. Longer opening hours. More awareness made of alternatives.
- More information about out of hours service, booking appointments online or more lines to get through and book an appointment in the morning.
- Booking system (only phone) - 8.15am call and having to wait and engaged, number appointments available.
- Booking appointments online.
- Waiting room times.
- Appointment waiting time.
- The response time to phone calls.
- The way you can book appointments for the week.
- Could improve on appointments you should be able to book on the day or day after.

Section I

Question iii) Any Other Comments?

- More evening appointments.
- At least you have taken the new patients sign down.
- If you don't ring by 8.30am in the morning you do not get appointment for that day and at the desk you can stand for about 5 minutes before someone comes.
- Really appreciate all you do and glad you are our GPs.

Question iii) continued

- I think the practice is great, the nurses are always friendly, caring and really great with children. I would highly recommend the practice.
- I'd like to see the same GP and state that when I book an appointment. Dr Hakes is very nice and helpful.
- Overall the service is fine, once you have an appointment and get in to see a GP - the advice given and care offered is great! It's just the frustrating bit of trying to get in that is stressful when you or your child is ill.
- I find it frustrating when a GP says to make an appointment which falls just outside the two weeks. Then have to ring on the day because I have been unable to book ahead when out of Sheffield on the day appointments are released.
- Middlewood excellent parking.
- Very good service - like fact I can book at two surgeries.
- Been a patient here for 20yrs + and can't fault the practice at all. Lovely GP's and friendly receptionists 10/10.
- It's difficult to get a next day appointment.
- Main problem is trying to ring in a morning to get an appointment and not been able to talk to anyone when surgery is closed in the afternoon.
- I have appreciated the care received while being registered - I don't often need the GP but has been good service when I do.
- Appointment availability by the internet would be good. And booking appointments.
- For something urgent it would be good to be able to book a slot for that same day. Also bookings are either for the next day or next week, something in between (in 2 days) might help.
- Overall most staff know their job but like anybody we all have bad days.
- I don't want to have to explain either my own or my children's medical complaints to a receptionist in order to validate my request for an appointment.
- If I ring on a Monday morning (8.20am) and can't get an appointment until week after/2 weeks' time - are more slots needed.
- I am extremely thankful I am at this surgery. Some don't even have a triage system. My dad and I have always been looked after especially before he died.
- Only that I wouldn't want change.
- I am very happy with the staff and the practice.
- I prefer the radio rather than the elevator music you use to have it makes time go quicker.

PATIENT SURVEY 2012/2013

ACTION PLAN

ACTION	PATIENT FEEDBACK	PRACTICE PROPOSAL	COMMENTS	FINAL OUTCOME
1	Difficulties getting through on the telephone to book appointments. Frustration with the current telephone system. Phones ring as constantly engaged.	Introduce a call queuing system.	Enquire with the telecoms provider that the current telephone system can be upgraded to incorporate a call queuing system. The practice already had 4 lines open to patients. An additional line was not feasible due to the cost of employing additional reception staff to answer calls on this line.	A call queuing system will be purchased by the practice to alleviate the frustration experienced by callers when they hear the engaged tone. To be purchased in 2013/2014. Patients to be asked (on posters, in leaflets, the web site) not to contact the practice for non-urgent issues first thing in the morning.
2	Difficulties getting through on the telephone to book appointments.	To investigate on-line appointments.	This was not achieved by the practice in 2012/13 due to other work priorities and constraints. This will be taken forward in 2013/14. The practice needs to feel assured that on-line appointments cannot be abused by some patients to the detriment of others. Not all appointments would be available on line as this would disadvantage patients who do not have access to a computer.	Patients able to book appointments on line. Will reduce pressure on reception and alleviate frustration experienced by some callers to the practice. To be introduced in 2013/2014.
3	Lack of information about the practice systems	Consider producing in-house information leaflets for patients.	The leaflets will help patients understand how the appointment system works and how to book appointments.	Patients better informed about the practice appointment system. This will help them understand how we work, what appointments are available and how they can book them. To be produced and made available to patients by July 2013.
4	Tramways Medical Centre would benefit from decoration. Clean surgery but needs TLC.	Upgrade the public areas at Tramways.	To consider installing a privacy screen around the reception desk. Decorate the consulting room corridor and the waiting room. Re-carpet the corridor and waiting room.	Improved environment for patients and staff. To be upgraded during 2013/2014.

ACTION	PATIENT FEEDBACK	PRACTICE PROPOSAL	COMMENTS	FINAL OUTCOME
5	Unhappy with time spent waiting before being called in to see the GP.	Look at consultation styles to try and reduce time spent waiting.	<p>All GPs and nurses to discuss consultation styles at a future practice meeting.</p> <p>Agree measures that could be taken to try and help GPs and nurses run to time to avoid patients waiting to be seen.</p>	Inform patients of any decisions taken and what might be expected of them in order to help GPs and nurses run to time.
6	Patients aware that many patients do not attend their appointments and believe the practice does little to control this.	Look at how patients who fail to attend their appointments are managed to improve the "DNA" rate.	<p>Review the practice policy to ensure "DNA" letters are sent to all patients where considered appropriate.</p> <p>Check NHS regulations to establish if more formal actions can be taken with frequent non-attenders.</p> <p>Reduction of non-attenders will free up more appointments for patients who need to be seen.</p>	<p>The non-attendance rate is reduced as a consequence of the practice taking more formal action against these patients.</p> <p>Patients will be removed from the practice list if they fail to attend, without good reason, on 3 occasions, in any one calendar year.</p>