

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



PATIENT SURVEY 2013/14

ANNUAL REPORT

FEBRUARY 2014

1. INTRODUCTION

The practice has recently completed its 2013/2014 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 previous surveys as we felt it was important to be able to compare the answers and feedback from our patients. At the suggestion of our Patient Reference Group (PRG) we changed the wording of a few questions, added an additional one and removed the questions about ethnicity and age of those completing the survey.

This report:

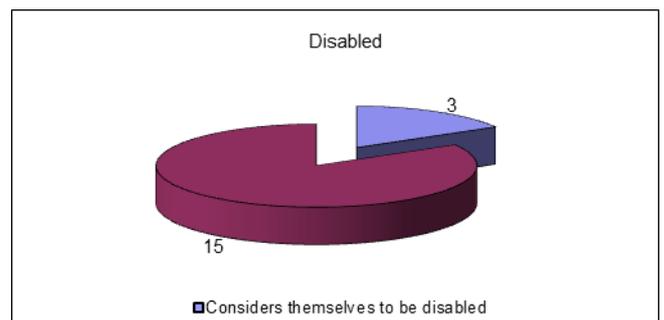
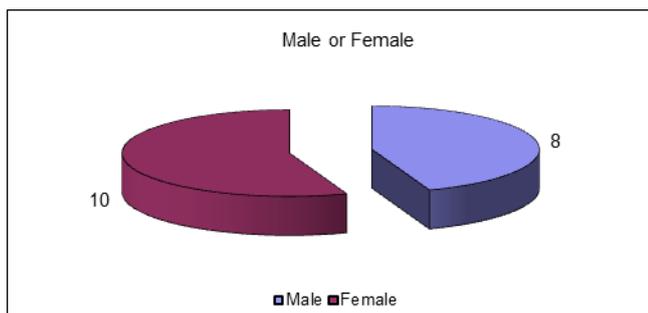
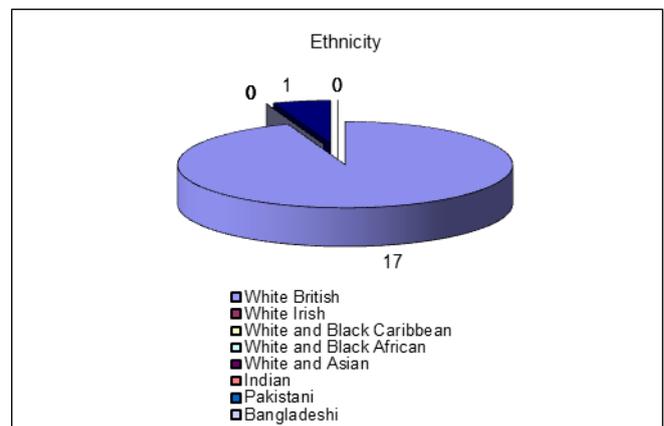
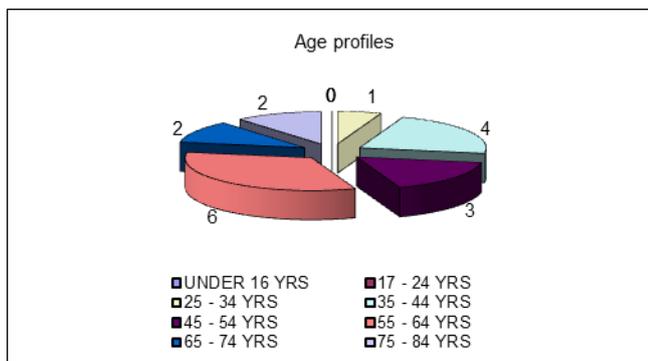
- Outlines the system for maintaining the PRG
- Shows the profile of the PRG membership
- Explains how we developed the patient survey and how we involved the PRG
- Explains how we distributed the patient survey
- Includes a series of graphs and charts showing the patients' responses to each of the questions 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. We believe that the group is still truly representative of our patient population therefore we did not 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. We have gained two new members in this way.

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

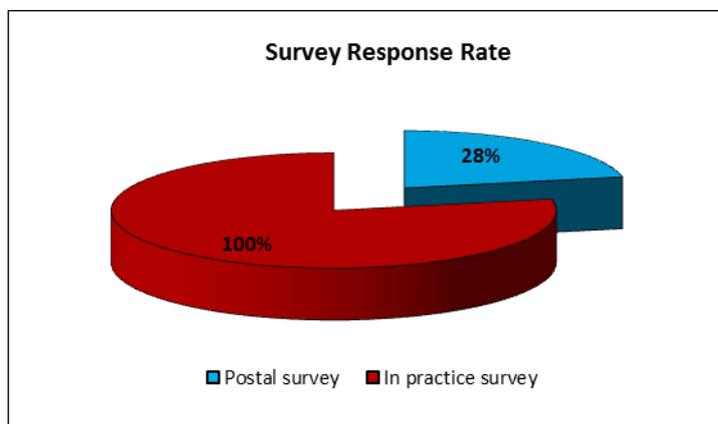
3.1 The Consultation Process

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 previous years 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 **DRAFT** annual report. Members were asked to comment on the proposals and as to the feasibility of the proposed actions. The following comments were made:

- Some interesting points were made by patients but one PRG member felt disappointed that some patients still tended to be negative about the practice.
- One PRG member would prefer a call queuing system rather than just getting an engaged tone as they found this frustrating. The practice explained it had spoken to its comms providers about a call queuing system but unfortunately this function could not be made available to the practice.
- The practice was asked if it intended to introduce on-line appointments for practice nurses? The practice explained that this had not worked well in other practices and in fact they had withdrawn such

appointments. For this reason the practice did not intend to introduce on-line practice nurse appointments.

- It was recognised that patients mainly complained about:
 - Telephone access – it was suggested that the practice should open its telephone lines mid-day to improve telephone access.
 - Cover at reception at Tramways – it was felt that the practice was taking action to address cover at reception by employing an additional receptionist.
 - Car parking at Tramways – it was felt that nothing could be done about the car parking problems at Tramways other than keep reminding patients not to park inappropriately. It was felt that some patients abused the car park by shopping in Hillsborough whilst still parked in the car park.
- The practice was thanked for the positive report and it was recognised how time consuming the work was.
- It was felt the action plan was in keeping with the patients' comments and the practice was thanked for the fast, uncomplicated and efficient on line services it had introduced.

6. 2013/14 ACTION PLAN

The practice has agreed to make the following changes, in accordance with the service improvement plan and as agreed with the PRG. Details of these changes can be found at **Appendix C**.

6.1 Action 1

Make changes to the new telephone system to improve telephone access.

6.2 Action 2

Introduce a separate prescription line number to improve telephone access.

6.3 Action 3

Employ an additional receptionist to ensure the reception desk at Tramways is attended during busy periods.

6.4 Action 4

Increase the number of on-line appointments.

7. PROGRESS AGAINST PREVIOUS YEARS' ACTION PLANS

Progress against the **2011/2012** and **2012/2013** action plans can be found at **Appendix D**.

8. 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

9. 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. This service is there to deal with all “out of hours” calls from patients who are registered with practices across Sheffield.

ii) If you need to speak a GP **URGENTLY**

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

You should contact the NHS 111 service by dialling 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

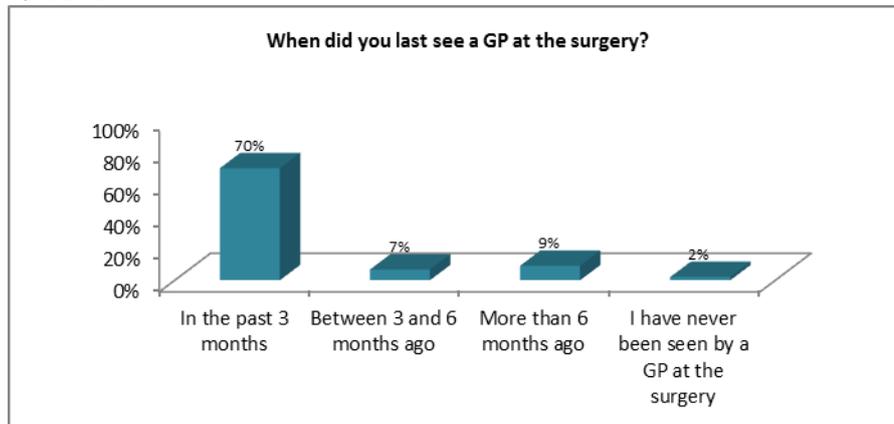
Sheffield has two accident and emergency departments, one for children situated at the Sheffield Children's Hospital and one for adults based at the Northern General Hospital and each is open 24 hours a day, 365 days a year. Accident and Emergency services should be used if you've had an accident and 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

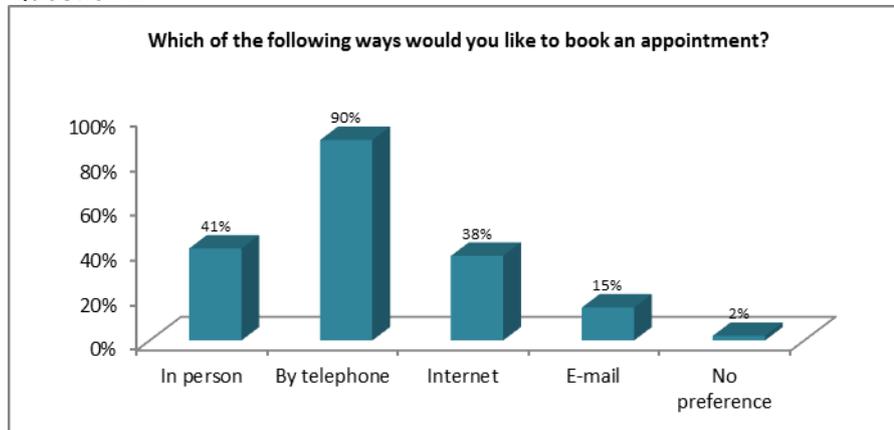
Written for and on behalf of the Partnership

SURVEY QUESTIONS AND RESPONSES

Question 1



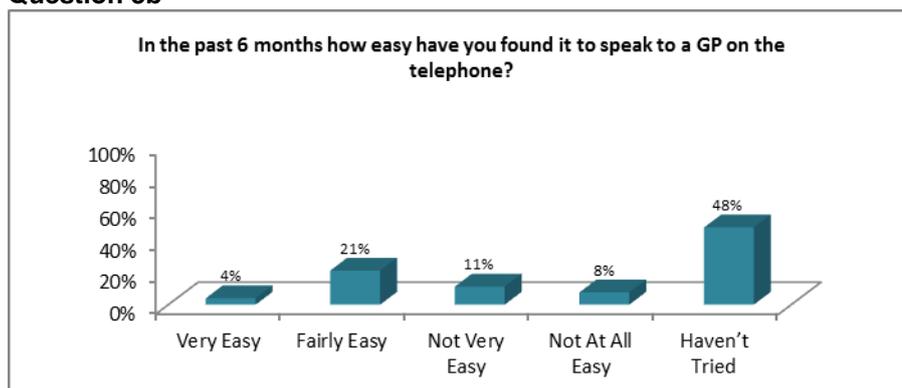
Question 2



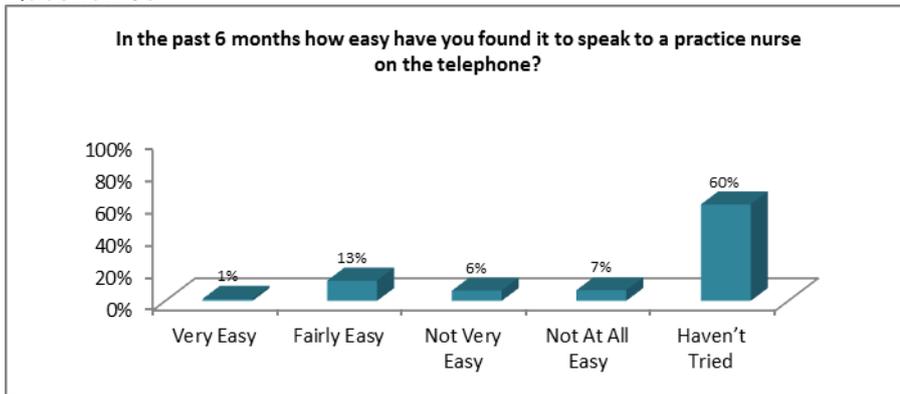
Question 3a



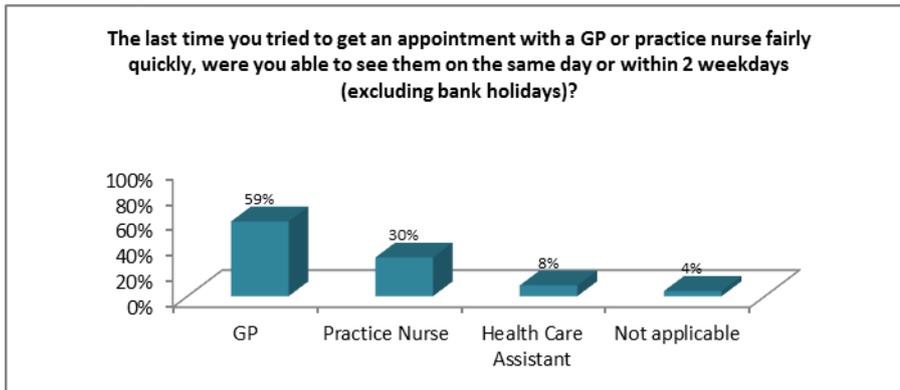
Question 3b



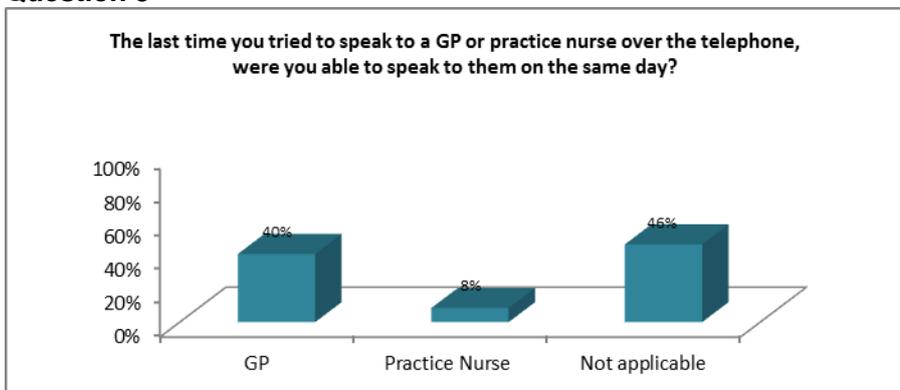
Question 3c



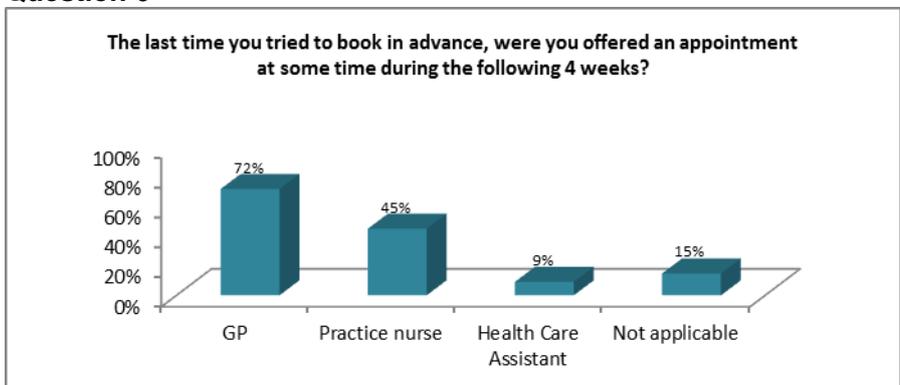
Question 4



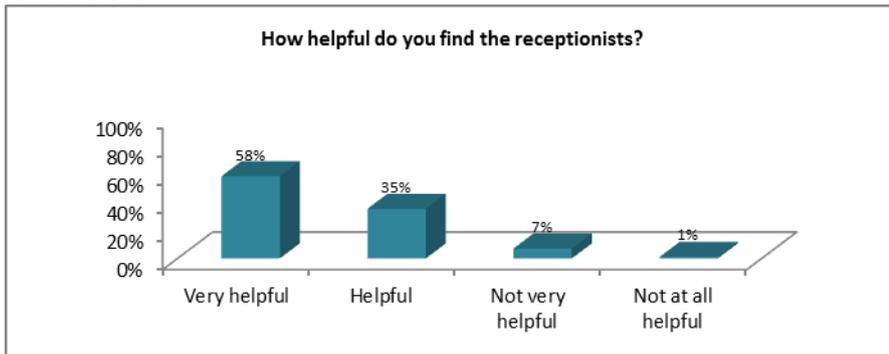
Question 5



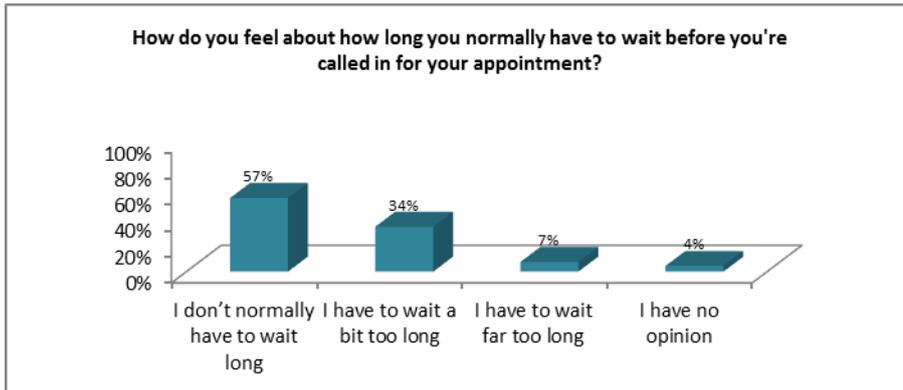
Question 6



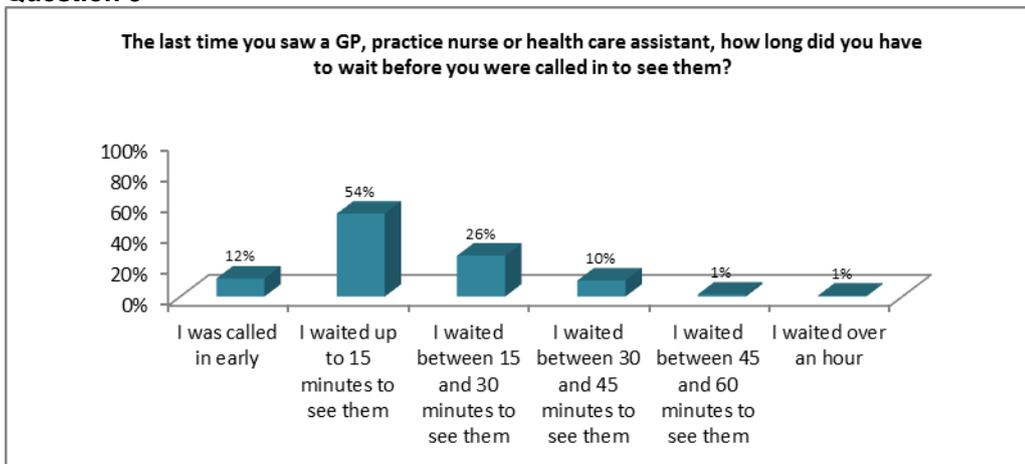
Question 7



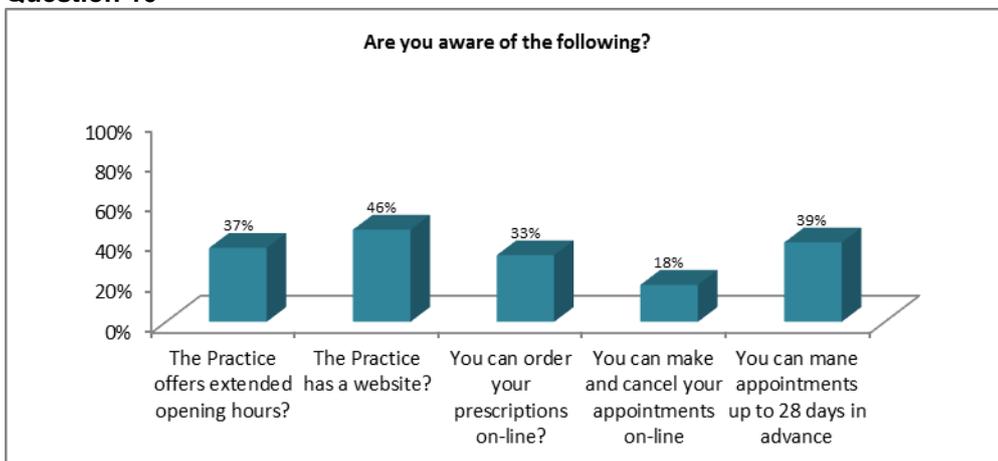
Question 8



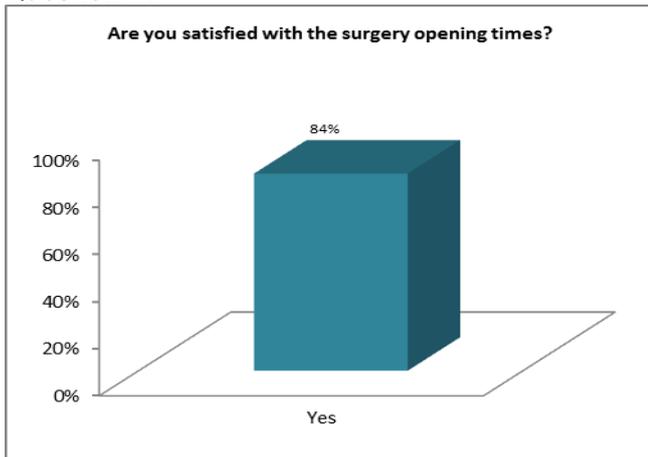
Question 9



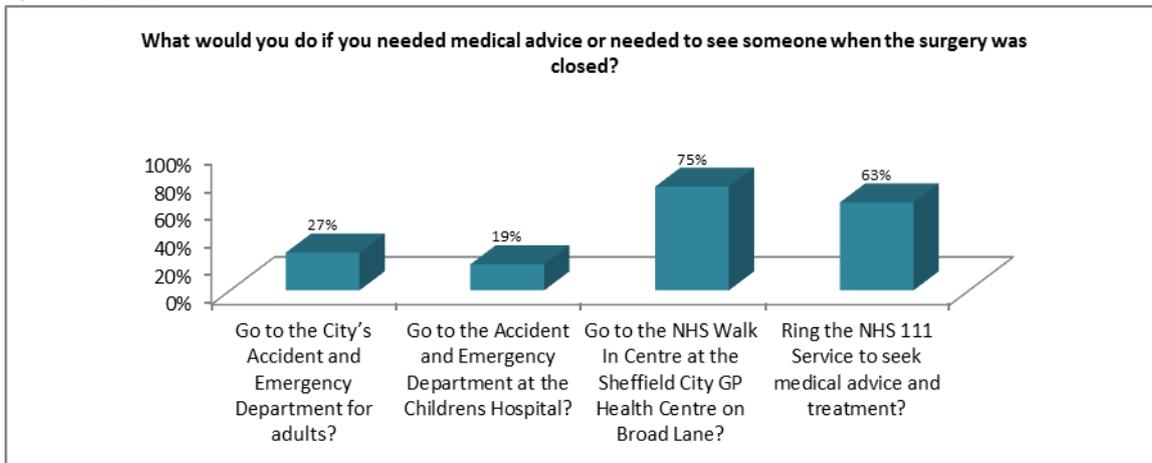
Question 10



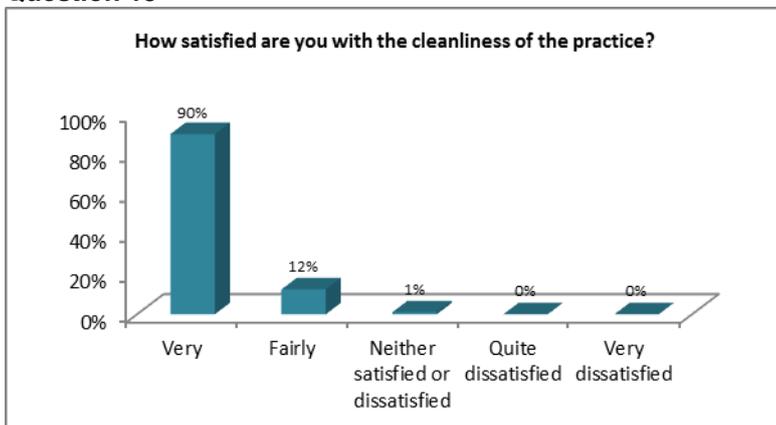
Question 11



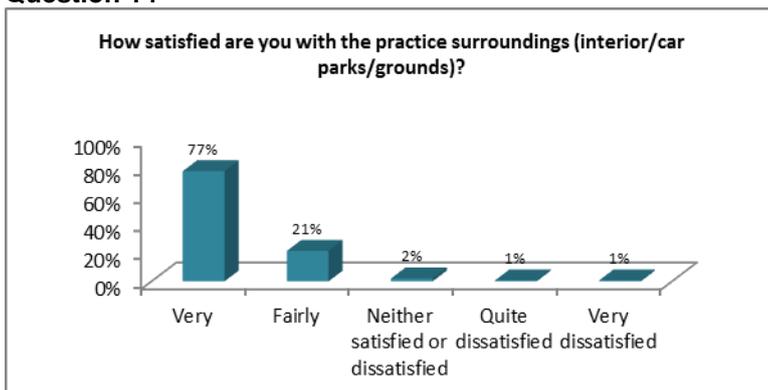
Question 12



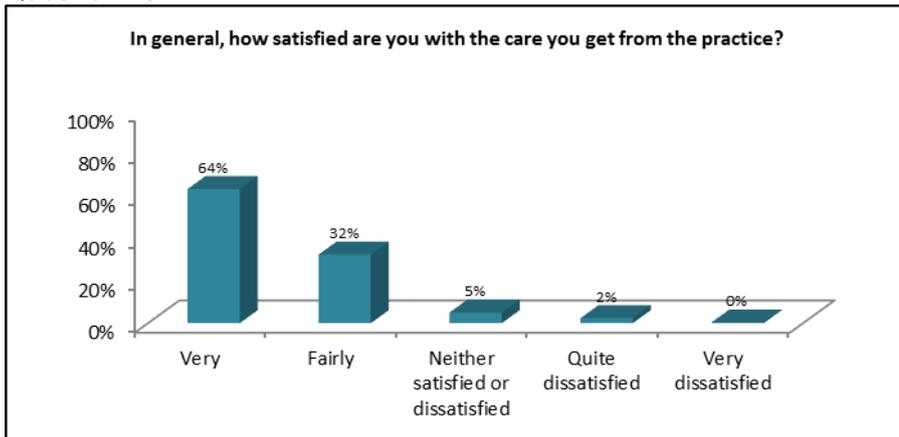
Question 13



Question 14



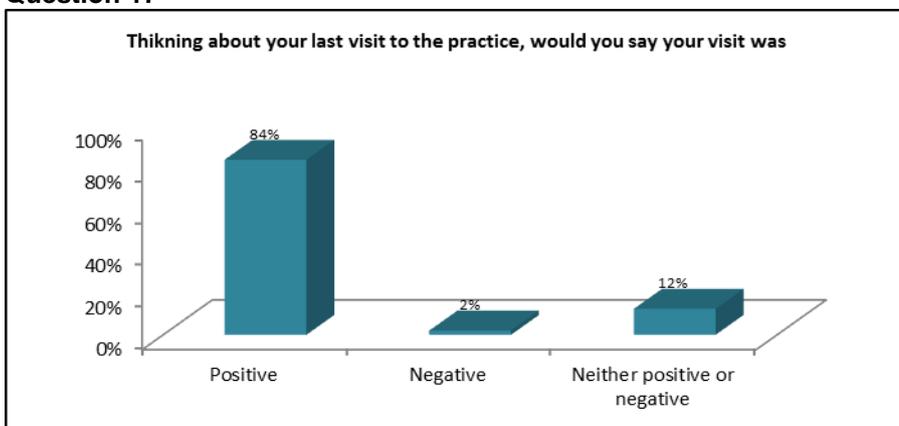
Question 15



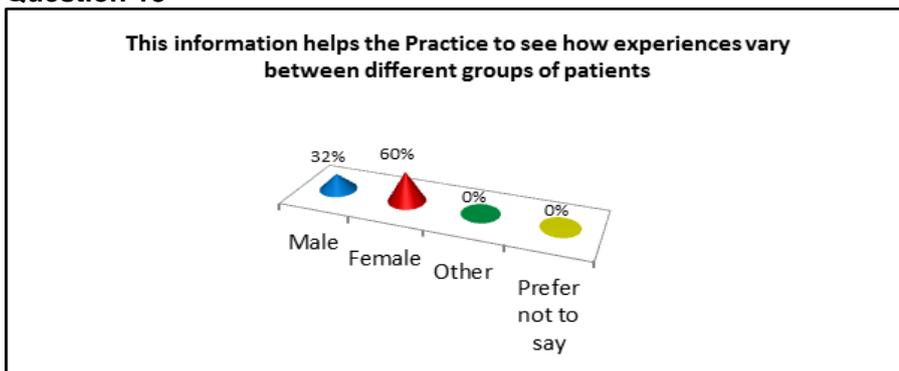
Question 16

Response included in list of comments.

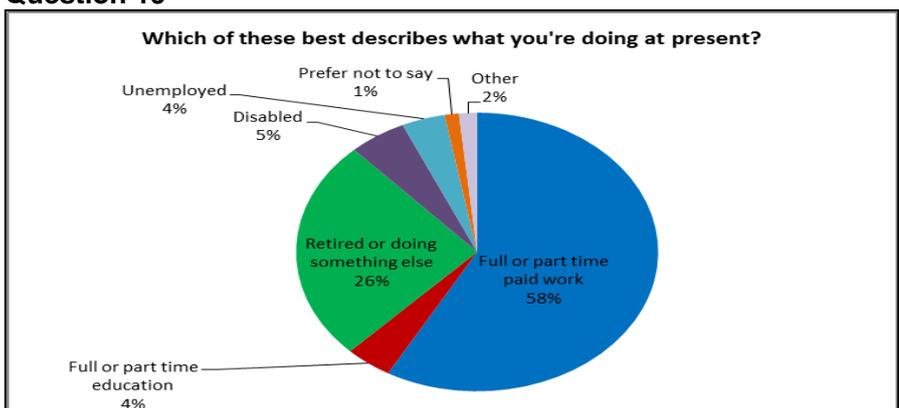
Question 17



Question 18



Question 19



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.

In the past 6 months, how easy have you found it to get through on the telephone?

- As I am slightly deaf I have difficulty hearing options on automated phone and can't ask her to speak up a little.
- Don't like the system of ordering prescriptions and waiting a long time for a reply to book appointments.
- Whenever I have phoned for whatever reason I've always spoken to someone except dinner hours.
- Cannot get through when ring at half eight.
- Since the new system quite recently started takes a while to get any answers.
- Remove the automated "all appointments have been taken" element.
- Everyone rings at once.
- Having the option system is quite confusing
- Tried on more than once occasion to get an appointment and after trying for 30-40 minutes the appointments have all gone without me getting one
- Tried for an hour to get through, no answer
- Phone lines often switched over to OOH provider over lunch hours difficult for patients who also work
- The telephone is either engaged or nobody answers
- Always engaged
- I don't like the automated system as I felt this just extends the call
- Always engaged in the morning, I work full time, I try in my lunch hour- closed practice. I have tried from 12-2/3pm on many occasions and it says practice is now closed
- The 8.15am booking appointment system is okay with some patience to keep trying to get through
- Phone engaged then diverts to a recorded choice when finally do get through, takes too much time
- I have always found it difficult to get through first thing in the morning so I have given up on that
- Phone was busy but managed to get through at 8.45 which I find acceptable
- It is sometimes difficult getting through to a make a same day appointment due to mainly I think to the number of people trying to do the same
- Lunchtime closure is a problem
- Wanted to book an appointment in advance , wasn't possible and it is not easy for me to ring every morning due to work commitments
- All GPs and practice staff go out of their way to listen and attempt to be helpful.
- Ringing for a repeat prescription- now solved by your answering service
- Have now registered for online booking
- Initially very hard to get through to speak to anyone at all
- It takes a long time to get through on the phone when ringing for repeat prescriptions I usually go into the practice
- Calling at 8.15am is fine but getting through to a receptionist can be difficult sometimes takes me half an hour sometimes
- The phone is engaged at 8.15am could be for half an hour and it is difficult when you have children to wake up at 8am

In the past 6 months, how easy have you found it to get through on the telephone?

(CONTINUED)

- Sometimes on phone half an hour in the morning, very frustrating
- The telephone system makes it almost impossible to book an appointment
- Took me 14 attempts to get through this morning
- Since the introduction of the automated service it is easy except for the time waiting to press button (3)
- It is difficult to get through as cant always ring first thing due to work
- I am an elderly patient and find it difficult to contact the surgery for an appointment
- We kept missing each other. When ringing for appointments can't get through from 8.15 and all gone by 8.25 when I do
- Very difficult to get through once I get through most appointments are gone and have to try the next day
- Not easy to get through but okay when you do
- Work full time and surgery closes at lunchtime and before I finish work, I don't phone anymore, turn up at 8am instead
- Lines very busy and then having to wait whilst listening to all the instructions before getting to a receptionist
- More people to answer phone
- Phone not answered
- Told to ring about 8.30 for same day appointment but phone constantly engaged
- Always takes a while to get through but the receptionists always try to get you an appointment on the day
- Sometimes takes 20 minutes by picking up and putting down phone, other times have been lucky and got straight through
- No major problem getting through, obviously having to go through the telephone questionnaire delays things but is probably necessary
- Trying to obtain an appointment for the same day is extremely difficult due to the phone line being engaged
- Up to 20 minutes busy signal to try to get through from 8.15
- Due to my work I am limited as to when I can make and receive calls during 9-5
- Tried to get through one afternoon and kept sending me through to GP collaborative but was a normal day, eventually spoke to out of hours and they said it was a training day, there was nothing about this on the website and day before couldn't get an answer via telephone
- Phone at 8.15 am always engaged take 10-15 minutes to get through
- Many calls first thing looking for daily appointments
- Can take a while as lines are usually engaged in the morning
- It is very difficult to get through to the surgery. Maybe a queuing system on the phones so you don't have to keep hanging up.
- Answered phone first time
- Find the system of making an appointment unsatisfactory
- In the morning I cannot get through, the phone goes off at lunchtime and is frequently off for over two hours
- Need to make an appointment called surgery in the morning at least 20 minutes before getting through
- Always have polite conversation with the receptionists who are helpful
- Very good
- I have to wait in the car near the surgery and if I can't get through by 8.30 I drive to work , as we are not allowed time off to visit the doctor
- It is not always possible to get through
- Phoned at 8am, didn't get through until 8.45am, all appointments had gone then

In the past 6 months, how easy have you found it to get through on the telephone?

(CONTINUED)

- You have to phone in first thing to get a same day appointment which is not possible if you have young kids and have to do the school run. You find it constantly engaged also.
- Why does surgery close at lunch time? Can't you have staggered lunch breaks like every other person with a job in customer service
- The new automated service is very long winded and unhelpful if you need information from the secretary/doctor repeatedly. It is very time consuming. Go back to how it was before, I spent 20 minutes trying to get an appointment, this has never happened before. I rang at 8.15am and rang solidly, it was constantly engaged. When I did get through there were no appointments until two weeks later
- I feel that the service staff reception have an excellent service and are always helpful
- Sometimes the phone can be left ringing for over one minute before an answer
- Very well
- It has been easier the last few weeks since the new system
- It is getting better
- It usually takes me 20 minutes to get through and often there are no appointments left. Today I was on hold for 25 minutes and had to ring via another telephone
- I feel I get questioned by reception
- To get an appointment you have to call very early and the phone line often gets overloaded

In the past 6 months how easy have you found speaking to a GP/practice nurse on the telephone?

- Generally I need to speak to a GP regarding my children and find this a very valuable service in terms of saving time
- I have managed to speak to a doctor if no appointments are available the time I needed it
- Having called at Fairlawns around 1pm after my asthma had deteriorated during the morning whilst at work I was advised to ring the following morning at 8.15am or visit the walk in clinic. I drove home and rang the practice to determine what medical attention I was likely to receive if I went to the walk in centre. I spoke to a different receptionist who said she would ask a doctor to ring me. Dr Ward kindly did so and asked me to attend surgery the same afternoon.
- When I needed to speak to a doctor as there were no appointments available before Christmas I found the service very efficient
- Always engaged doctor wasn't available to speak to so had to make an appointment
- I have found the triage system very effective
- Long waits on the phone to get through. Didn't know I could speak with a doctor unless they decide to call back
- If I've ever needed advice from a GP or nurse a receptionist has been more than helpful to pass on a message. I've always received a call back
- Never tried to speak over telephone, would feel intrusive of me
- No problem GP rang back within 10 minutes
- Don't need a triage call from GP as was able to get an appointment in good time
- I work in a situation where I am unable to wait for a GP to call me back, I work with patients and in operating theatres and this is not conducive to waiting for a call from a GP or nurse
- Never asked to speak to a GP or Nurse
- Spoke to a doctor when I couldn't get an appointment

Include any ideas you feel may help improve telephone access

- Have someone available to answer the phone during the dinner hours
- In my opinion the first way by phoning straight to the surgery was the best and easiest way to get through for any appointments, anyone who is really aged would be really confused
- Would be beneficial to be put in a queue so you at least had an idea of how long it might take to get through
- Book on internet
- Perhaps try and keep appointments after 5.30pm for working people only
- Separate lines for Middlewood and Tramways may help or at least two lines with different numbers
- I find this extremely frustrating and have to give up. Somebody covers the lunch time shift so the practice lines remain open. It is crazy that lines aren't open all day
- More lines/people taking calls first thing, online booking for both day and advance slots
- Have a queuing system e.g. "you are fourth in the queue"
- More pre-bookable times
- Normally I want to make an appointment in advance (non-urgent) which previously was impossible over the telephone I am very pleased with the arrangements of up to four weeks in advance
- I wish I could give some ideas on how to improve this but I cannot. System works if appointments are taken a doctor can be spoke to
- I suggest that on a rota basis one GP alternates surgery appointments with telephone contact from patients. Not all patients are ill in the morning only, afternoon contact by telephone should be made available
- Open at lunch and on Saturday am
- Frustrating that if you attend the surgery you can get an appointment before the phones are switched on
- More advanced appointment for non-emergencies
- Other than have more appointments/operators to answer calls
- More efficient service, may be a ring back service after leaving a message the night before
- It takes too long to get through to reception, don't like leaving a message for repeat prescriptions
- Maybe a system that can ring back when a GP is available
- More lines
- I haven't had occasion to speak to the nurse for ages but I remember I did once and the nurse did phone me back
- Less waiting time on hold
- Being open over lunchtime
- More available appointments, less time waiting on the phone
- Be open if not all week but some days at lunchtime
- Either get more lines or let patients make an appointment for the following day
- More appointment availability
- Speaking to doctor about a little thing rather than making an appointment for something little
- The multi choice options have improved the service
- More options to book appointments. A dedicated doctor/nurse on the phone to discuss concerns with patients thus may reduce actual appointments. Don't close the phone over lunch, if you can still attend the surgery at this time you should be able to phone
- More telephone lines or alternative system for booking appointments
- More lines, more staff at busy times, more appointments

- Better in last six months
- The introduction announcement could be shorter
- Explain what sort of things to phone about
- Use to be a better system before
- Maybe less options when through or another line
- An extra time slot for booking afternoon appointments may make things quicker
- I have tried three times this week to get an appointment I was told on one occasion to go to the walk in centre but would rather see my own doctor
- Turn phone back on straight after lunch we don't need the long recorded speeches just a person's voice to take the enquiry
- More lines dealing with the different types of enquiry e.g. appointments/prescriptions/ test results etc.
- Do not have everyone desperately trying to phone at 8.15am
- The new system on the phone is more effective
- Answering the phone between 12 and 2 would be great
- I think it is just the amount of calls the surgery receives, I think the service is a good one
- Evening telephone consultations/ ability to book appointments rather than having to call first thing which is just not practical in my line of work
- More operators and extra number, sometimes it can take 30 minutes to get through
- More telephone lines, able to book appointments on internet and over weekend, confirmed with a text or automated call the next morning
- When pressing button to get a service and no one answers would be better to be put back to reception than just cutting off the call.
- Day before phone appointments? If you know you need an appointment the next day but it will be hard to phone in the morning, it would be helpful if you could phone the previous afternoon for next day
- I hope this isn't leading to telephone consultations and misdiagnosis
- If there was an option for online booking then it frees time for those who are unable to access it.
- Lines are busy first thing in the morning internet booking could work
- Have a triage GP who returns phone calls immediately and can give prescriptions over the phone
- Online booking
- It takes me a long time to get through as the line is always busy but once I have spoken to the receptionist if a doctor has had to phone me back it has been within 15 minutes of my initial call
- Probably add more lines to filter Have more staff answering calls
- More lines
- Book appointments online
- I couldn't get an emergency appointment and so doctor phoned me to speak to me
- Why not stagger reception lunch breaks so people are able to book appointments etc. non-urgent calls and more receptionists to answer urgent calls

How helpful do you find the receptionists?

- Mostly admin are kind, patient and always try to help
- Although used automated machine
- Mainly helpful but do sometimes leave you waiting apparently for no reason
- Friendly and helpful
- They are not always at the desk
- Always find receptionist very helpful
- You are talking to a person not a machine a person can be rational a machine cannot
- Very polite and answer all your questions
- Always friendly if need to talk/ask anything, tend to use the computerised check in though so don't always need to speak to them
- N/A use the automatic check in on the screen
- Once the appointment is made they just book you in. The problem is getting them to arrange an appointment to suit you, when you're not well not weeks after
- They are not able to offer any appointments as they are fully booked, I am asked to try again tomorrow
- Not their fault for queues
- None of the above, typed in details on system at reception and didn't need any further help, did say good morning
- The receptionists are always helpful and informative
- Using the automated check in service I didn't need to speak to the receptionist
- Nobody normally on reception so I just book in on system. Not overly friendly
- Fairly friendly although should keep patients better informed about long wait times
- Always pleasant, courteous and helpful
- Very unhelpful staff, no need to explain
- Not needed much help from the receptionists used touch screen to confirm arrival but I have seen how helpful they were to other patients
- Use auto book in
- Usually phone when I need to speak to a doctor the same day and can usually talk to one of them. Receptionists are usually very helpful
- Most are very helpful, although on the occasion of my visit after asthma deterioration I was left not knowing what to do for the best , fortunately when I telephoned I spoke to another receptionist who was (as most are) very helpful
- Always advise correctly
- They are very busy and you have to wait while they are on the phones
- Give the necessary information
- Always polite and helpful more so than at Tramways
- Not offered appointments in advance, told to call back the next day, appreciate emergencies are priorities but non-emergencies are important too
- They provide helpful information that can't be found on the website and they are friendly and welcoming
- Staff seem nice
- Very friendly and makes you relax
- Most of the receptionists are very helpful and polite
- Most of the receptionists are helpful if they can attend to your concerns some go over and above to be helpful particularly the older ones who have been here for a long time

How helpful do you find the receptionists?**(CONTINUED)**

- Used computer system
- Always happy to help very good
- On the few occasions I've spoken to the receptionists they've done a great job
- Confirmed details of appointment with receptionists
- There is not usually alternatives between booking an appointment today or in the next two weeks, emergency appointments are difficult to arrange unless you turn up at 8am
- Some receptionists give the impression you are just a name
- Some are helpful sometimes it appears they are trying to keep you away from seeing a doctor
- They are rude and abrupt
- Always happy to help, touch screen check in has freed them up to deal with queries
- Once through on the telephone they are friendly and helpful in securing the most suitable appointment. They are polite but often offer me Tramways which is the not preferred so it can take longer to get a Middlewood based GP.
- The receptionists always try their best and are always friendly and approachable
- No problems encountered very helpful receptionists especially in emergency situations encountered last year
- Last time I had a GP appointment the doctor was 40-50 minutes late, the receptionist was not able to give an explanation
- Booked myself in on computer system
- Need special clinic and had to wait eight weeks because booked only done on Tuesdays and was also Christmas
- Polite and helpful
- They have improved greatly they used to be very grump and unhelpful
- Have to wait over one week for an appointment
- Easy to talk to, approachable
- Receptionists are always really helpful and friendly
- No issue at Middlewood, had to ring the bell a couple of times before a receptionist appears at Tramways
- In Middlewood the receptionists is always ready at the desk, in Tramways they are usually in the back and don't always come straight as the bell is rang. When they do come to the desk they are helpful
- Always happy to help
- They are polite
- Have always been treated courteously and pleasantly by all reception staff
- Sometimes receptionists are too busy
- Try to help at Fairlawns, sometimes at Tramways seem irritated and aggressive in tone

Are you aware of the different health services you can access?**Are you satisfied with the surgery opening times?**

- Was never made aware that prescriptions or appointments could be made online
- I do not have a computer
- Not online
- I don't do online, no computer
- Could be open slightly later as I sometimes finish at 5.30 and can't attend within surgery hours

Are you satisfied with the surgery opening times?

- Another mid-week late night would be better. Saturday mornings are good for working people
- Older people like my husband and I are not online
- This is in Hillsborough, I assume as Middlewood isn't open on Saturday
- Not aware
- Work full time never offered any appointments on a Tuesday or Saturday
- Yes I am satisfied with the extra opening times
- When I've found it hard to get an appointments reception staff didn't let me know about Tuesday late nights, there needs to be another late night
- I wasn't aware of the extended opening hours as it is not on display in the practice a little notice would be handy
- Nothing has been made aware that you can book online, receptionists very unhelpful
- Often have to take time off work (9-5) to get in
- No computer
- Tried to make appointment online said to set up in practice, not easy with work commitments
- It would help if you were able to offer extended hours on more days
- Never needed to cancel
- Would like to be able to go before or after work or at weekends
- Tried to make my husband an appointment on Saturday but couldn't get in
- I wasn't aware that you can book online
- Thought it was only two weeks advance booking
- No website
- I simply wasn't aware that this facility was available
- Later appointments would be better, always get an appointment in work time
- Was not aware you could do these online
- Just found out today with the leaflets on reception
- I work 50 miles away so extended opening hours that I can access easily would be helpful
- Could be open longer on Saturdays
- For people that work until after 5 it is difficult to get an appointment
- Just not aware, will use in future
- I was aware of the extended opening times, where I have stated I have issues attending because of work
- Would like late opening for people who work, I'm a clinician in NHS very difficult to attend appointments during the day
- I was not aware of any internet options
- Will book on the net
- Difficult to fit in around my working hours
- Don't have repeat prescriptions so was unaware, need to look at website again to see what is offered just was not aware of services
- Sometimes restrictive if I am working away

Are you aware of the different health services you can access?

(CONTINUED)

Are you satisfied with the surgery opening times?

- I work which is sometimes difficult to get an appointment
- Two evenings a week or a very early clinic once a week, I see my patients at 7.30am
- I work so I find it difficult to get an appointment outside my working hours i.e. after 5.30pm giving me time form work to get to surgery
- I have been registered with the practice for years and years but have not been made aware of the above until doing this survey. Poor communication.
- Didn't know these services were available
- I wasn't aware
- I work 8am-6pm. To get a same day appointment is almost impossible without having time off work, Tuesday and Saturday appointments are only any good for advance appointments
- I didn't know you could make appointments online, is this same day?
- Saturday appointments as I work Monday-Friday
- Maybe longer hours at night
- Not open long enough
- I wasn't aware of the additional services or extra opening times
- Not very well advertised

How satisfied are you with the cleanliness of the practice?

- The practice (Fairlawns) is always very clean and tidy
- It is very clean
- All toilets are exceptionally clean
- It is very clean
- People tend to leave papers and toys around but this is other patients
- Don't pay much attention
- Always clean and tidy
- No concerns
- Rooms are quite clean but waiting room floor, door handles and play station not very much
- Always appears clean and tidy and not cluttered
- The practices is always very clean in all places I go
- Always clean when attending either surgery
- Very nice clean practice
- Nice surroundings
- It is always neat and tidy and clean
- No issues regarding cleanliness
- Pleasant environment, clean, tidy noticeboards
- Satisfied
- I think it depends how busy the waiting room has been
- Toilets and waiting room always clean

How satisfied are you with the cleanliness of the practice?

(CONTINUED)

- It is clean and tidy
- Always clean and tidy
- Always clean and tidy
- Both practices are clean, seating is well maintained, carpets are clean, no signs of dirt or dust on surfaces
- Clean and tidy
- It is always clean and well maintained
- Everything looks clean and there is hand wash
- Always very clean
- The surgery is always clean and tidy and well-kept both inside and out
- Always seems to clean to me
- Clean no clutter
- Clean and tidy
- No complaints, clean and tidy
- Bright, welcoming atmosphere, friendly staff
- It has never seemed dirty
- Fairlawns seems clean. Tramways a bit grotty, I worry about the cleanliness of the children's toys.
- It is always clean and tidy
- Always clean
- Last time at the surgery went to the toilet and there was blood all over
- It is always clean
- Very clean and tidy well maintained and decorated
- All looks clean and tidy
- Always clean and tidy
- Seems clean on the eye, sometimes the toilets are a bit messy
- Never seen cause for concern
- Not noticed any dirt
- Generally clean and tidy
- Always immaculate
- Always clean

How satisfied are you with the practice surroundings (internal and external areas)?

- Good access and easy to park
- Insufficient car parking space
- Parking at Tramways can be rather difficult to park a car
- Car park at tramways is bad for parking
- Difficult to park at Tramways

- Car park at Tramways is sometimes full. I have seen people parking and walking out of the grounds
- Don't pay much attention
- Sometimes have difficulty parking because there is no room even though it is a large car park
- Parking bad at Tramways Hillsborough
- No concerns
- Music being played is sometimes too loud
- Might have more parking space and waiting room might need updating but otherwise nice
- Nice shrubs (hanging basket in the summer) always could do with more parking spaces
- Parking appears mostly problematic at Tramways but cannot see a solution
- Sometimes difficult to park at Tramways
- Both Tramways and Middlewood practices are pleasant to walk to from road or car
- Possible problem with parking at Tramways, hence a relative will drop me off or if fit enough I catch the tram
- Safe surroundings
- Difficult to park
- Good parking
- Only at Fairlawns, parking at Tramways is difficult
- Never get parked
- Sometimes parking is difficult
- Car park at Tramways always full, much better at Fairlawns
- I don't think there could be any changes that could be made as far as car parking it doesn't apply to me
- More parking needed
- Bit treacherous arriving on foot (though I may be using wrong entrance)
- Always struggle to get a parking space
- It is very pleasant, all you would hope for really, very spacious
- Modern building, tidy external areas
- Car park very good at Fairlawns not very good at Tramways
- Car park at Holme Lane is bad to get a space, much better at Middlewood.
- Plenty of parking space, garden well kept
- Easy access, good parking (this is why I prefer Middlewood to Tramways)
- Never enough spaces at Tramways to park
- Always able to park and clean and tidy
- Buildings/grounds well maintained, windows cleaned, area salted in bad weather
- At Tramways it is hard to find parking over half the spaces are used by staff
- Always clean and tidy
- Not many parking spaces
- Sometimes difficult to get a car parking space

How satisfied are you with the practice surroundings (internal and external areas)?

(CONTINUED)

- Always kept clean and tidy, free of rubbish
- They are well kept but parking space at Tramways is limited most the spaces being for the professionals making appointments difficult
- Often too warm for me inside
- Hillsborough car park small and awkward
- Parking, I guess this is just one of these things
- The Tramways car park is not big enough but nothing can be done about that
- Tramways car park is a problem
- Limited car parking at Tramways
- Good car park facilities
- Sometimes has been difficult at Tramways
- I have never had any problems
- I prefer it if there is no barrier to get out of the car park, it is hard for short people to reach
- Always well kept
- Fairlawns, main practice- very nice surroundings
- Very nice surroundings
- Not enough parking at Tramways
- Parking can be difficult at Tramways
- Not much parking can't always get a space
- At Fairlawns the parking is great but this is not the case at Tramways so I try to make appointments at Fairlawns if I know I need to park
- Kept tidy and neat. Nice to see squirrels out on back when in waiting room
- Could plant some flowers and other types of plants
- Parking at Tramways is poor
- Parking can be an issue at Tramways
- Lots of parking, big building
- Never can park at Tramways

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

- Excellent staff at all levels
- Always been very at ease with the practice
- The appointment system needs reviewing technology isn't the answer to every problem
- The service has always been very good to me
- I tend to over worry if I think there is something wrong and staff have been very patient and reassuring without being patronising
- Great medical care helpful staff and excellent support on health questions
- We changed from [REDACTED] where doctors ran on time and it was easier to get an appointment. We do regret changing but are trying to give Fairlawns a chance. I had 1 GP at Tramways who was rude and dismissive but I'm told he has left now and was only there for six months or so

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

(CONTINUED)

- In the past sometimes felt I was treated as a nuisance by GPs under pressure and the reluctance to refer to specialist services (I think it was because of budget restraints)
- Feel the present staff (GP, PN, HCA) listen, answer questions and explain things well
- Very satisfied with doctors/nurses only downside is time to get an appointment, you need to know you are going to be ill sometimes
- Doctors good. The problems are with the receptionists when trying to get an appointment around work etc.
- I am not able to get an appointment when I need one
- Until recently was quite satisfied
- Would be helpful to have a women's clinic for me or men's for husband who is very reluctant to go to see a GP but who may go for a general annual MOT and this could be cost effective if underlying health problems are caught early enough with minimal treatment and for NHS as a whole
- Referred onto appropriate services when needed
- I have always been very satisfied with the care I have been given and could not ask for better
- Getting an appointment problems makes me consider moving
- Sometimes have felt that consultations were rushed and that easiest options were taken when other options should have been discussing referrals
- I have always been treated with respect and if something doesn't suit me every endeavour is made to put things right
- Very impressed so far
- I would welcome physical health check in cholesterol, diabetes etc at regular intervals, 55, 60
- There are times when the doctors are presumptuous and diagnose without really asking any questions they seem in a hurry
- I always try to see Dr [REDACTED] as he is good, understanding, other doctors are not always the same
- More GPs on at once so you don't have to wait long to see the doctor when you booked an appointment
- I did have a bad experience about 18 months ago. I was bitten by a dog, I rang the practice to enquire when I last had a tetanus jab. Last jab was in about 1996. Asked to see the nurse for a jab was told the earliest appointment was in 10 days, no good, went to Broad Lane where the wound was stitched and tetanus given.
- Have always found staff most helpful
- Sometimes a "suck it and see" attitude, poor medical questions sometimes
- Apart from it being difficult to get an appointment
- It is always possible to get an appointment same day if urgent. Doctors/midwives rarely running very late. Great service for children, all GPs seem excellent, very happy to see anyone
- Doctors/nurses take time to explain clearly on a level I understand. All staff are polite and friendly
- Always treated fairly and happy with the care
- Receptionists could be friendlier, doctors could act like they care and are interested. I realise how busy they are but some doctors aren't interested.
- Able to see GP at short notice, always well received and known by name, few visits to practice nurses but well received. Generally very professional in all areas
- I don't seem to be able to obtain satisfactory answers
- Everything runs fairly smoothly and I don't have any issues with the services I receive
- Since seeing a new GP great
- Always been okay with me and referred to hospital which was good for me
- Haven't always had prescribed medications explained to me
- Doctors are good, helpful

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

(CONTINUED)

- I have always seen Dr Poyser mainly in the past
- Excellent service, excellent people just getting through on the phone first thing major problem
- I haven't been to this doctors before but it is a lot better than my old one
- Doctors very good, reception and phone service poor
- Don't feel like I necessarily get a resolution for the concern
- Doctors helpful and give time to listen, staff helpful
- Making appointments is an issue, I waited 12 days for my last appointment because it was not urgent and therefore not worthy of a same day appointment
- There is no option between an appointment on the day if you are lucky enough to get through on the phone or waiting several weeks
- I've had lots of appointments since having my first child and I am grateful for the free professional advice and support I have received
- Problems always resolved by treatment
- Opening hours and appointment system could be better
- Reception staff at Tramways not friendly, Middlewood excellent, Dr [REDACTED] excellent
- On my last appointment had to wait 13 days to see a doctor (not urgent)
- No complaints about the practice don't always like the way NHS services are provided now
- Difficult to get appointments the same day
- Locum GP can be rude and abrupt at times
- Sometimes it feels like the doctor doesn't listen properly to my concerns and I don't come unless necessary
- I have been referred to the hospital when I had a suspicious mole straight away. Dr [REDACTED] has been very helpful since when I have had skin abnormalities. Doctors call straight back when baby is ill and give good advice
- I have never had any problems with the care, always go out of their way to be helpful and understanding
- Doctors listen careful, are non-judgemental and offer advice and support

What do you think is particularly good about the practice?

- The receptionists are very helpful and pleasant. The doctors are all very good
- It's close to home and open at good times
- Accessibility, helpful empathetic staff
- Good members of staff very professional and very understanding
- Parking/on site pharmacy, GP's good, nice big waiting area, usually quiet
- Excellent
- Everything but the automated phone system
- I tend to get a referral then go private, the doctors have accommodated this
- Doctors kind and helpful and other staff
- Service
- The staff
- Clean and convenient
- Very good

What do you think is particularly good about the practice?**(CONTINUED)**

- Seems very organised
- Staff are friendly, glad that chemist is nearby to get prescriptions, satisfied
- The doctors and nurses
- Nurses, GPs and midwifery staff helpful, professional and approachable
- The doctors and nurses
- I am very happy with the treatment when I manage to get an appointment
- Staff
- Near to home easing walking distance
- The modern building/ lay out, particularly the waiting room, provides a pleasant and possibly relaxing atmosphere in contrast to the claustrophobic feeling at the Holme Lane practice
- Plenty of services available
- Friendly doctors and nurses
- Excellent medical care and if you can't get an appointment in one practice you are referred to the other one
- Clean, accessible, pharmacy location, self-check in on arrival, most GPs are very friendly
- It's willingness to review practices and make changes to improve service
- Doctors always listen to you and have time for you
- The doctors are helpful and explain all medication. They always listen, something I believe to be important
- Overall good- if you don't see your usual GP (re asthma) they tend to act with caution regarding repeat steroids unless well established and aware of medical history younger (junior) GPs seem to prescribe less steroids then I end up having to go back again, frustrating when you have suffered from asthma for 18 years
- I transferred two years ago from my previous practice (36yrs) after very poor service so very impressed
- Nice staff
- Nice and clean, friendly staff
- Centres are good, staff friendly and helpful staff, good doctors
- Clean, modern, nurses are great- doctors too when can see one
- You can always get an appointment to see the doctor the same day
- My doctor has been helpful
- Parking , location, clean building
- Number of partners/GPs provides more confidence that you may be able to see someone quality
- The environment is welcoming and friendly
- Good service
- Convenient location, generally satisfactory service from all professionals
- Overall good and friendly
- Close to home, easy parking, friendly, attached chemist
- Having a pharmacy on site which is efficient/helpful only applicable to Fairlawns
- Doctors and nurses are lovely
- Pleasant environment

What do you think is particularly good about the practice?

(CONTINUED)

- Same day appointments
- Overall I think that the doctors and staff are pleasant and try to help
- The friendly staff and helpful nurse and the doctors etc.
- The friendliness of most of the staff
- The doctors themselves
- Computer check in service
- Can always get an appointment
- Nice and helpful professionals
- Helpful staff with good attitudes
- Welcoming environment, staff, GPs listening appropriately to physical problems and seeking appropriate feedback from STH
- Very good
- Very good doctors not so sure about some of the receptionists
- Very pleasant
- Majority of staff are helpful and pleasant
- Friendliness
- All doctors and nurses I have seen have been very helpful
- If you need help urgently when poorly doctors are accommodating
- The service I have received in all aspects has been fab especially in comparison to my last GP practice
- All of the doctors have an excellent bedside manner
- Doctors are very nice
- Some doctors are lovely and helpful
- Short waiting times quality of care
- Friendly
- The self-service screen that tells you how many people are before you
- Clean, staff pleasant
- Clean, tidy
- Attentive considerate staff, respectful to patients, knowledgeable and always explaining the procedure
- Clean/tidy
- Making emergency appointments
- Caring, helpful
- Supportive, helpful receptionists , generally good GPs
- Can see the doctor same day if booking by 8.15am- 8.30am
- Dr [REDACTED], friendly receptionists and usually efficient service
- Good attitude
- Friendliness
- The cleanliness and approachability of the staff

What do you think is particularly good about the practice?**(CONTINUED)**

- Clean, spacious, provides a good service
- Very good in general
- Friendly important to me
- Always welcome
- Relaxed in the building
- The people, everyone so caring, understanding, helpful, efficient and professional
- It's just good
- Relatively easy to get an appointment
- I am extremely satisfied with all the care and attention I received from GPs, nurses and reception staff thank you.
- Friendly, large waiting room, polite
- Dr [REDACTED] and Dr [REDACTED] excellent, empathetic and professional
- I think it is an excellent practice, staff, doctors and nurses etc. are all very good
- New online system for appointments
- Convenient access to Fairlawns, parking etc., onsite pharmacy is convenient too
- The staff are very good
- Family service, very pleasant staff
- I have the choice of two surgeries within my postcode
- Clean and bright facilities, ease of appointments
- Attention to detail of ailments
- There are lots of female doctors
- Midwife care
- Friendly, helpful, clean and tidy
- Wide range of services, very efficient and friendly
- Always clean, receptionists always nice and helpful
- Dr [REDACTED]
- Good service, helpful staff
- Understanding doctors
- The online services now available are really helpful
- Friendly doctors
- Receptionists very good and GPs do listen to your concerns
- Welcoming and friendly, GP easy to talk to
- The knowledge of Dr [REDACTED]
- Very helpful very good service and advice I think the practice is very good
- Good quality care, different doctors and somewhat youthful but attentive and I am sure capable and professional
- Always helpful and will try to get an appointment especially for children
- Everyone is very helpful

What do you think is particularly good about the practice?**(CONTINUED)**

- Friendly staff
- There is a good number of doctors so you can speak about different issues
- Excellent practice very good all round service
- The friendliness of staff
- Car parking, online bookings, ease of making appointments
- Everybody is very helpful
- The opening times
- Clean, can get appointments with doctors some days if lucky or the following week
- The doctors give good advice. The minor surgery service on a Tuesday at Tramways saves trips to the Hallamshire
- Clean. Friendly staff
- The care has always been good. Doctors and nurses listen and help
- Many things are good
- Everybody is very helpful and polite and good
- Doctors very good
- Everything
- Mix of male and female GPs i.e. great and was one of the main reasons I originally registered as there were no females at my old practice. Care is excellent.
- Professional, friendly
- The choice between Tramways and Fairlawns
- Most doctors are easy to talk to. Helpful receptionists

Is there anything you think could be improved?

- Car parking situation
- Getting an appointment
- Waiting times
- More appointments available
- Getting an appointment
- Appointment booking- although now I know it can be done online this may be easier
- Professionalism of reception staff usually good but we did have one negative experience when booking our son's MMR the receptionist told me "oh it's a horrible vaccine" probably not the best public health message
- Appointment making
- More appointments
- Being able to call at anytime
- Saturday opening at Middlewood would help
- Being able to get an appointment for the day you ring
- Telephone bookings
- Glass window in front of reception desk not particularly welcoming

Is there anything you think could be improved?**(CONTINUED)**

- Phone system, GPs running on time or text to say if over 30mins late, more appointments slots/GPs
- Reception staff could be more sympathetic
- The receptionists are sometimes a bit rude and I don't see why I have to explain to them what is wrong with me before they give me an appointment
- The 8.15 am dash to try and make an appointment patients can fall ill outside the 8.15am deadline for appointments, there should be facilities to cater for those people
- Not really
- Appointment booking
- Appointment times
- Ability to see your favourite/family GP more quickly
- Ability to get an appointment quicker, sometimes by the time see Dr symptoms have diminished to a degree where it is harder to tell what the problem is
- Quicker appointment times
- Just the telephone system
- Like to be able to ring this branch for direct appointments
- Telephone contact to surgery
- Just appointment booking. Don't like the idea of having to call at 8,15am to book appointment for the day should be able to do this days in advance
- As I work a shift pattern it would be nice if you had extended opening hours at least twice a week
- More appointments with ringing at 8.15am
- Someone manning phones at all times
- Trying to pre-book a GP appointment is difficult
- Possibly being able to get an appointment on the same day given if it is urgent
- Phones open over lunch if possible
- Waiting times for appointment as waiting within four weeks is too long if your illness is not enough to go to A&E, phone lines need improving
- No complaints from me so far
- At least another day with extended opening times
- Info about calling a GP out of surgery hours, I couldn't find anything online
- Shorter appointment time
- Telephone reminder service as per the Royal Hallamshire Hospital
- Reception staff. Not all of them
- Referral for physiotherapy is appalling
- Getting repeat prescriptions and speaking to a doctor on the phone
- Receptionists' attitudes although have improved slightly in recent years but still need to smile and help more. Would be helpful to be able to get appointments for next day as well as same day and in advance
- Extended opening hours Saturday
- GPs please listen to patients and try to get them seen by consultants asap.
- Yes, why can't you book appointments for the following day

Is there anything you think could be improved?**(CONTINUED)**

- It would be nice if it was easier to be able to get through on the phones in a morning but I am not sure how this could be improved
- A queuing system on the phones, more doctors working, sometimes I've been in the practice and only one doctor working suggests the issues with the lack of appointments
- Closing up for dinner
- I recently needed to arrange a referral over the telephone and was told I needed an appointment I think this has wasted everyone's time
- Parking, unsure how
- Phone service and reception
- The telephone answer service
- Car park, accessing appointments- how soon you can get one
- Sometimes the waiting time to be seen
- Some receptionists can be a bit short
- Easier to book appointments if you work full time some bosses are very inflexible, more early/late appointments
- Opening hours
- GP friendliness, would like to be treated as a person and not made to feel I have to be in and out quickly
- The telephone appointment system needs improving
- Set the system back where you can access an appointment on the same day
- GPS could be more "pro-active" when treating patients
- Reception staff could be more friendly over the phone
- A receptionist at the desk at all times for face to face enquiries instead of having to wait because they're on the phone
- Time between hospital results and seeing doctor to discuss results
- Maybe more phone lines

Any Other Comments?

- A well run practice, I have visited a lot since 2006 and all the staff have been friendly and professional
- I think that there are things that could be learned from other practices. Experience with a referral was poor the letter was forgotten then lost then not signed (took two weeks to find)
- Reception staff not to advise either put on appointment or triage
- Went for flu vac at Tramways, massive queue outside however it moved quickly and the organisation and efficiency once inside was brilliant , well done
- I have been with this practice since birth and would never change to any other
- Thank you for asking your patients comments it is appreciated all that is done to improve the practice, the practice has gone a long-way since Dr Anderson, grey lino floors and dark brown wooden chairs
- The NHS is a wonderful thing, let's hope we can get rid of the concerns before they destroy it, you have your problems but should be immensely proud of the service you offer
- Overall I am satisfied with everything
- Thank you
- Maybe advertise/publicise how to get here on website as I had to ask for directions in local shops
- Yes I saw the GP once and when I left I wanted to ask something to the GP and I couldn't ask until 6pm, it was urgent.

Any Other Comments?**(CONTINUED)**

- It is not a good idea to have an answerphone giving a patient instructions on various matters which are irrelevant before telling you it is not possible to get through
- Like to discuss some issues with the practice manager
- Very impressed with the practice
- Promote your website/online services
- Has physio appointments list shortened? It was six weeks when I needed physio about two years ago
- Thank you to all
- So pleased we have moved to this practice
- When asked to ring in a morning it is not always convenient
- I think a personal approach to the phone system would be better you do not feel that surgery is helping you when you ring and you just have to push buttons
- A minority of the reception staff are not customer friendly enough
- I am pleased I could get an appointment today
- The radio is a good idea
- Fairlawns Medical Centre is a lovely practice
- No problems with the practice
- Why do results take 10 days to come back to surgery? Most blood results are finished at the hospital in 2/3 days

Thinking about your last visit to the practice, how did you find it?

- My last visit was very at ease
- It is what it is a very good surgery (but not the phone sorry)
- Happy with appointment and consultation
- Last visit I went about my hearing in my left ear. Told it could be glue ear and advised taking decongestants etc. No improvement
- I was well treated
- The doctor was pleasant but had insufficient knowledge to make a diagnosis and so I had to pay for a private physiotherapist
- Only seeing doctors for annual review of tablets so fairly straight forward appointment
- Efficient doctor, seen on time
- Also great that you ask about feedback
- Last visit was the shortest waiting time (20 mins) I liked the check in told me how many people were before me, GP was very pleased
- A two-way conversation between the GP and myself, GP explaining test results and agreeing plan of action between us. Patients need to be given all the information as generally they take an interest in their own health
- Was able to discuss shingles vaccination and decided to have it, given health check which was reassuring.
- I attended surgery with a chest infection and was given the necessary treatment to clear it, all I needed
- Overall GPs and staff are friendly and helpful. Was only for a repeat prescription, was given what I needed
- Feel that my doctor wants to help
- The GP referred me to physio and treatment to Hallamshire
- Met nurse today who booked me back in to see a doctor at 4pm today

- No I am lucky to have fairly good health and do not need to see the GP often but have been happy with the service when I have
- I needed a blood test and results quickly and was helped with that successfully
- I saw a nurse and have taken note of what she told me
- Found out about online booking
- Doctor listened and was responsive
- Saw a doctor that was filling in temporarily because short staffed and she was the most helpful doctor I've received at Tramways
- Waiting times for appointments is poor, require more doctors and the doctors numbers are now are over worked and require support to deal with the amount of patients the practice has
- As I say no complaints so far
- Attended with student present, given plenty of time to discuss ailment, GP very helpful
- Would just be nice to get in before 10am sometimes
- Sometimes too long for appointments
- From start to finish, seen on time, the GP was polite, dealt with in good time
- Last visit GP listened to me and acted on my problem to the best of her ability
- Nice doctor, appointment on time
- Would prefer not to have quite loud music playing out
- Good advice given at all times
- The wait was only 15 minutes, everything was resolved
- Got most things done
- I was helped a lot
- Saw the nurse as usual all very good
- First time here
- Very helpful put mind at rest, reassuring
- Very caring and understanding to the needs of the patient, time was given to discuss the reasons for the visit
- My condition was taken seriously and I felt reassured by the doctor
- Doctors very nice, made me feel comfortable, wanted to see me again to see how I was doing
- Improve access to GP by phone and appointment times
- Doctor listened to my concerns and had time
- GP encouraged me to join a gym
- I like a doctor who takes my advice and laughs at my jokes
- Attending doctors is not usually good but been a nicer experience which makes a difference
- It has improved but some tweaks still needed patients
- Wanting help stopping smoking and feeling rather positive about how the appointment went
- Staff are polite and plenty of available parking
- Doctors/Midwives etc. very friendly and supportive
- Saw regular GP same day
- Always been satisfied with care and service from the practice

Thinking about your last visit to the practice, how did you find it?

(CONTINUED)

- Things are always put clear to you
- Brought son for fourth time and still not got to the bottom of the problem
- Felt the doctor I saw was not listening and didn't know my history

PATIENT SURVEY 2013/2014

ACTION PLAN

	PATIENT FEEDBACK	PRACTICE PROPOSAL	ACTIONS	FINAL OUTCOME
1	Patients find it difficult to get through on the telephone to book appointments.	To make changes to the new telephone system to improve telephone access.	<p>Introduce a separate line and number for patients to use when ringing about insurances and reports.</p> <p>Reduce site-to-site calls during busy times.</p> <p>Reduce the options available to choose from when making telephone contact with the practice.</p>	<p>Queries from patients regarding insurances and reports will be dealt with by staff at Middlewood M/C. By introducing the new number patients will by-pass the Tramways phone system. This will reduce the demand on the telephone system.</p> <p>Site-to-site calls use capacity on the telephone lines and may stop patients getting through to the practice. Staff will be encouraged to e-mail questions during busy times.</p> <p>Reducing the number of options should shorten the waiting time for patients to speak to a receptionist over the phone.</p>
2	<p>Patients find it difficult to order their prescriptions on the automated prescription line.</p> <p>The automated line is unpopular with patients.</p>	To make changes to the new telephone system to improve telephone access whilst at the same time making the system more acceptable to patients.	<p>Remove the automated service.</p> <p>The practice will introduce a new and separate prescription line that will be attended for a specific period each day.</p>	<p>Removing this facility will reduce pressure on the telephone lines as some patients take considerable time to leave their message.</p> <p>Patients will be able able to talk to a receptionist when requesting their prescription.</p>
3	Patients would like reception to be attended at all times.	To ensure the front reception desk at Tramways is attended during busy times.	The practice will appoint a new receptionist to cover front desk at Tramways during busy times.	Additional cover will be provided and this will alleviate the pressure at the front reception desk at Tramways. This will also free up staff to answer the telephones.
4	Patients are very pleased with the introduction of on-line appointments.	To increase the number of on-line appointments.	Additional on-line appointments will be added to extended hours appointments.	These additional on-line appointments will make access easier especially for patients in full time employment who find it difficult to contact the practice during normal surgery hours. These on-line services also reduce demand on the telephone system at busy times.

PROGRESS AGAINST 2012/2013 ACTION PLAN

	PATIENT FEEDBACK	PRACTICE PROPOSAL	ACTIONS	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.	ACTION COMPLETE. New system, including an auto attendant facility purchased and implemented in 2013.
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.	ACTION COMPLETE. The practice introduced on-line appointments (bookings and cancellations) and also re-promoted on-line prescribing.
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.	WORK ONGOING. The practice has changed processes and systems throughout the year therefore it has not been appropriate to produce literature when the systems have continued to change.
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.	ACTION COMPLETE. Public areas were decorated in 2013. New floor covering was fitted and some fixtures and fittings replaced. Privacy screen installed to reception.

	PATIENT FEEDBACK	PRACTICE PROPOSAL	ACTIONS	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.	All GPs and nurses to discuss consultation styles at a future practice meeting. Agree measures that could be taken to try and help GPs and nurses run to time to avoid patients waiting to be seen.	CONTINUOUS REVIEW. Less negative feedback from patients in the 2013/2014 patient survey.
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.	Review the practice policy to ensure "DNA" letters are sent to all patients where considered appropriate. Check NHS regulations to establish if more formal actions can be taken with frequent non-attenders. Reduction of non-attenders will free up more appointments for patients who need to be seen.	CONTINUOUS REVIEW. Patients now removed following 3 missed appointments.

**DR J POYSER AND PARTNERS
TRAMWAYS AND MIDDLEWOOD MEDICAL CENTRES**

PROGRESS AGAINST 2011/2012 ACTION PLAN

ACTION	PATIENT FEEDBACK	PRACTICE PROPOSAL	COMMENTS	FINAL OUTCOME
1	Reduce waiting times for GP appointments.	Increase the number of face-to-face appointments with GPs.	<p>To achieve this:</p> <p>Patients will no longer be required to see a GP for a blood result that is normal.</p> <p>Patients will no longer be required to see a GP for normal blood results related to their annual medication review.</p> <p>Afternoon surgeries will start 30 minutes earlier for each GP.</p> <p>Investigate whether we are able to reduce the number of triage appointments built into routine surgery appointments and convert these to face-to-face appointments.</p>	<p>ACTION COMPLETE.</p> <p>Additional appointments to be made available from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>
2	Reduce waiting times for GP appointments.	Increase the number of same day appointments with GPs.	Restructure each day's appointments to reduce the number of previous day pre-bookable appointments and for these to be made available each day to be booked by reception.	<p>ACTION COMPLETE.</p> <p>Additional same day appointments to be made available from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>
3	Reduce waiting times for GP appointments.	To restructure the telephone triage system. Triage calls will not be taken after 12.00noon.	<p>Triage is a service for urgent medical conditions that need to be dealt with on the day. As such all calls of this nature should have been received by 12.00noon.</p> <p>A recent audit has shown that a high percentage of triage calls are inappropriate. Many patients contact the Practice and ask for a triage call when they have a medical problem that is non-urgent. The newly created routine appointments will accommodate these patients.</p>	<p>ACTION COMPLETE.</p> <p>The new system to be introduced from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>

ACTION	PATIENT FEEDBACK	PRACTICE PROPOSAL	COMMENTS	FINAL OUTCOME
4	Difficulties getting through on the telephone.	To restructure the patient queries system. Patient query calls will not be taken after 12.00noon.	Patient queries is a system that deals with non-urgent queries from patients, for example requests for repeat sick notes and non-essential/urgent medication. These should have been received by 12.00noon. Non urgent issues can wait until the following day. This will free up the telephone lines in the afternoon which will improve the current situation.	<p>ACTION COMPLETE.</p> <p>The new system to be introduced from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>
5	Reduce the time spent waiting before being called in to see a GP.	To restructure both the telephone triage system and patient queries system.	By finishing triage and queries calls earlier in the day, GPs will no longer be required to respond to these calls between patients resulting in them running late with their appointments.	<p>ACTION COMPLETE.</p> <p>The new system to be introduced from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>
6	Difficulties getting through on the telephone.	Telephone requests for repeat prescriptions to be taken no earlier than 10.00am each morning	Asking patients to ring later in the morning will reduce demand on the phone lines.	<p>ACTION COMPLETE.</p> <p>The new system to be introduced from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>
7	Difficulties booking appointments.	To investigate on-line appointments.	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.	<p>ACTION INCOMPLETE.</p> <p>Visits to other practices already using on-line appointments will be undertaken.</p> <p>Outcome of visits to be discussed by the Practice in July 2012.</p>
8	Unsuitable music in the waiting rooms.	To use Radio 2 as the background music in the waiting areas.	The telephone system is linked to the music system therefore background noise to calls on hold is determined by the programme playing at that time.	<p>ACTION COMPLETE.</p> <p>With immediate effect at Middlewood.</p> <p>Investigate the option at Tramways by 01 April 2012.</p>

ACTION	PATIENT FEEDBACK	PRACTICE PROPOSAL	COMMENTS	FINAL OUTCOME
9		To transfer telephone calls to the on-call service for a longer period mid-day.	<p>The GPs are dealing with an ever increasing workload. Currently the GPs receive calls from patients from 8.15am to 6.00pm.</p> <p>On average the GPs deal with:</p> <p>225 triage calls each week (45 each day) 235 patient queries each week (47 each day)</p> <p>In addition the GPs offer 754 face-to-face consultations each week (148 each day). This includes the 6 face-to-face appointments each Tuesday evening.</p> <p>This equates to 1,214 individual patient contacts each week (242 patient contacts each day).</p> <p>In addition the GPs offer 10 face-to-face appointments each Saturday morning.</p> <p>The GPs' believe this level of access is unsustainable and could start to affect the quality of service available to patients.</p> <p>GPs will use the newly created time to contact those patients still on the triage and queries appointment lists, to make patient referrals, to research and audit, and to generally look at Practice and service development.</p> <p>The surgery will continue to open between 8.00am to 6.00pm.</p>	<p>ACTION COMPLETE.</p> <p>The new system to be introduced from 01 April 2012.</p> <p>The system to be reviewed at July 2012.</p>