

## Hereward Group Practice

### Patient Survey 2017

This Patient Survey was completed between 20<sup>th</sup> and 24<sup>th</sup> November 2017.

Total returns 325 surveys (Not every questions was answered by Patients)

The following keys apply [total count] and % of answers returned for question.

#### A. Appointments at your GP Surgery or Health Centre

##### Q1. When did you last see a Doctor at the GP Surgery?

*Please tick the box that applies*

In the past 3 months	[193] 59.20 %
Between 3 and 6 months ago	[79] 24.23%
More than 6 months ago	[49] 15.03%
I have never been seen by my present GP	[5] 1.53%

##### Q2. How do you normally book your appointments to see a doctor or nurse at the Surgery?

*Please tick all the boxes that apply*

In person	[85] 22.19%
By phone	[235] 61.36%
Online	[63] 16.45%

##### Q3. Which of the following methods would you prefer to use to book an appointment at the Surgery?

*Please tick all the boxes that apply*

In person	[80] 18.91%
By phone	[187] 44.21%
Online	[122] 28.84%
No preference	[34] 8.04%

**Q4. At Hereward Group Practice, we have introduced Primary Care Practitioners to see patients with acute illnesses and minor injuries on the day. The PCP will refer you to the duty Doctor if necessary.**

*If you have used this service please tick all boxes that apply to your views.*

	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
I was seen promptly	[17] 9.34%	[13] 7.14%	[13] 7.14%	[91] 50.00%	[48] 26.37%
I felt my concerns were listened to	[9] 5.06%	[5] 2.81%	[21] 11.80%	[83] 46.63%	[60] 33.71%
I was satisfied with the outcome of the service	[9] 5.06%	[5] 2.78%	[21] 11.67%	[91] 50.56%	[54] 30.00%
The service was efficient	[8] 5.19%	[9] 5.84%	[14] 9.09%	[76] 49.35%	[47] 30.52%

## B. Getting in touch with the Practice

Q5. In the past 6 months how easy have you found the following?

Please put a tick in one box in each row

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	[13] 4.42%	[102] 34.69%	[133] 45.24%	[27] 9.18%	[16] 5.44%	[3] 1.02%
Speaking to a Doctor on the phone	[75] 30.12%	[44] 17.67%	[59] 23.69%	[23] 9.24%	[17] 6.83%	[31] 12.45%
Speaking to a Nurse on the phone	[82] 35.19%	[40] 17.17%	[50] 21.46%	[16] 6.87%	[6] 2.58%	[39] 16.74%
Obtaining test results by phone	[89] 37.08%	[48] 20.00%	[43] 17.92%	[12] 5.00%	[7] 2.92%	[41] 17.08%

Q6. Do you use the Hereward Group Practice website?

Please tick the box that applies

Yes	[73]	24.75%
No	[222]	75.25%

## C. Seeing a Doctor or Nurse

Q7. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?

By 'booking ahead' we mean booking an appointment more than two weekdays in advance. Please tick the box that applies

Yes	[214]	72.30%
No	[65]	21.96%
Can't remember	[17]	5.74%

Q8. Last time you tried, were you able to get an appointment with a Doctor within seven days?

Please tick the box that applies

Yes	[86]	28.96%
No	[192]	64.65%
Can't remember	[19]	6.40%

## D. Arriving for your appointment

Q9. How easy do you find parking at the surgery?

Please tick the box that applies

Very easy	[14]	5.00%
Fairly easy	[88]	31.43%
Not very easy	[178]	63.57%

**Q10. How helpful do you find the receptionists at the Surgery?**

*Please tick the box that applies*

Very	[180] 58.63%
Fairly	[112] 36.48%
Not very	[14] 4.56%
Not at all	[1] 0.33%

**E. Seeing the Doctor you prefer**

**Q11. Is there a particular Doctor you prefer to see at the GP Surgery?**

*Please tick the box that applies*

Yes	[201] 64.84%
No	[109] 35.16%

If your answer is no then proceed to question 12.

**Q12. How often do you see the Doctor you prefer?**

*Please tick the box that applies*

Always or most of the time	[73] 30.29%
A lot of the time	[54] 22.41%
Some of the time	[90] 37.34%
Never or almost never	[24] 9.96%

**F. Opening Hours**

**Q13. How satisfied are you with the opening hours at the surgery?**

*Please tick the box that applies*

Very	[127] 40.84%
Fairly	[112] 36.01%
Neither satisfied nor dissatisfied	[37] 11.90%
Quite dissatisfied	[16] 5.14%
Very dissatisfied	[1] 0.32%
Don't know opening hours	[18] 5.79%

**Q14. As far as you know is the surgery open ...**

*Please put a tick in one box in each row*

**Information not recorded as few Patients correctly stated the surgery opening hours**

	Yes	No	Sometimes	Don't know
Before 8 am?				
At lunchtime?				
After 6.30 pm?				
On Saturdays?				
On Sundays?				

## G. Seeing a Doctor at the GP Surgery

**Q15. The last time you saw a Doctor at the surgery how good was the Doctor at each of the following?**

*Please put a tick in one box in each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	[146] 48.83%	[116] 38.80%	[24] 8.03%	[12] 4.01%	[1] 0.33%	[0] 0.00%
Asking about your symptoms	[149] 50.34%	[117] 39.53%	[15] 5.07%	[11] 3.72%	[1] 0.34%	[3] 1.01%
Listening	[158] 53.38%	[109] 36.82%	[15] 5.07%	[10] 3.38%	[4] 1.35%	[0] 0.00%
Explaining tests and treatments	[138] 47.26%	[107] 36.64%	[22] 7.53%	[11] 3.77%	[2] 0.68%	[12] 4.11%
Involving you in decisions about your care	[136] 46.90%	[104] 35.86%	[26] 8.97%	[10] 3.45%	[3] 1.03%	[11] 3.79%
Treating you with care and concern	[149] 51.03%	[108] 36.99%	[25] 8.56%	[6] 2.05%	[3] 1.03%	[1] 0.34%
Taking your problems seriously	[145] 49.49%	[110] 37.54%	[19] 6.48%	[13] 4.44%	[3] 1.02%	[3] 1.02%

**Q16. Did you have confidence and trust in the doctor you saw?**

*Please tick the box that applies*

Yes, definitely	[218] 72.43%
Yes, to some extent	[67] 22.26%
No, not at all	[14] 4.65%
Don't know/can't say	[2] 0.66%

Your Overall Satisfaction

**Q17. In general, how satisfied are you with the care you get at the Surgery?**

*Please tick the box that applies*

Very	[157] 52.16%
Fairly	[112] 37.21%
Neither satisfied nor dissatisfied	[17] 5.65%
Quite dissatisfied	[12] 3.99%
Very dissatisfied	[3] 1.00%

**Q18. Would you recommend the Surgery to someone who has just moved to your local area?**

*Please tick the box that applies*

Yes	[207] 69.00%
Might	[49] 16.33%
Not sure	[19] 6.33%
Probably not	[17] 5.67%
Definitely not	[8] 2.67%
Don't know	[0] 0.00%

## H. Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

### Q19. Are you male or female?

Please tick the box that applies

Male	[106] 35.57%
Female	[192] 64.43%

### Q20. How old are you?

Please tick the box that applies

Under 18	[6] 2.00%	55 - 64	[47] 15.67%
18 - 24	[15] 5.00%	65 - 74	[56] 18.67%
25 - 34	[43] 14.33%	75 - 84	[37] 12.33%
35 - 44	[51] 17.00%	85 and over	[4] 1.33%
45 - 54	[41] 13.67%		

### Q21. Which of these best describes what you are doing at present?

If more than one of these applies to you, please tick the main one ONLY

Full-time paid work (30 hours or more per week)	[88] 29.43%
Part-time paid work (under 30 hours per week)	[64] 21.40%
Full-time education (school, college, university)	[10] 3.34%
Unemployed	[7] 2.34%
Permanently sick or disabled	[14] 4.68%
Fully retired from work	[86] 28.76%
Looking after the home	[19] 6.35%
Doing something else	[11] 3.68%

### Q22. In general, would you say that your health is ...?

Please tick the box that applies

Excellent	[23] 7.77%
Very good	[109] 36.82%
Good	[92] 31.08%
Fair	[63] 21.28%
Poor	[9] 3.04%

**J. Some questions about patient requirements for services offered by the practice.**

The following questions will help us to consider the current range of services offered by the practice

**Q23. Patient preferred options for the medical appointments provided by the practice**

*Please tick the box that you would prefer*

Appointments booked in advance every day	[84] 28.19%
Open Access on Mondays with pre- booked appointments on the other week days	[78] 26.17%
Extending Open Access to 2 or more week day mornings and providing fixed appointments during the afternoons	[136] 45.64%

**Q24 Patient Comments on the services or suggestions offered by the practice.**

*Please use the following box is for providing any suggestions or comments in regard to the services offered by the practice*

## The following Comments were made by Patients

Survey Document Number	Summary
	<p>Not all patients provided feedback. Summary of Issues:</p> <ul style="list-style-type: none"><li>• Patient Access /Appointments difficult especially those that have life threatening issues and those that need follow up appointments.</li><li>• Opening hours generally not known.</li><li>• Care from all staff considered good</li><li>• Car Parking difficult especially on open access days</li><li>• Alternative PCP care route not well known</li><li>• Many requests for further open Access days.</li><li>• Telephone issues of 2016 now resolved which has led to a better feedback for the reception activities however most people book appointments either by telephone or in person.</li></ul>
	<p><u>PPG Meeting Tuesday 21<sup>st</sup> November comments.</u></p> <ol style="list-style-type: none"><li>1. Patients with life threatening conditions should not have to wait 3 weeks for a GP appointment to get on a further 2 week secondary care list for consultation/treatment. Nor should those acute patients who may have a relapse have to wait to get advice. Recognising the need for better access we would recommend that Patients with an Acute diagnosis should have some form of priority with obtaining an appointment to see a Doctor (i.e Cancer patients )</li><li>2. If a doctors requires a patient to come back in 3 weeks then that patient needs to be able to make that appointment immediately at reception from reserved slots the doctors may have (perhaps taking a chit to reception if time is an issue.) At the moment patients are going to reception and where there are no appointment slots. In some cases patients are being told the GP's future diary has not been released yet – come back later. There appears to be no end in sight at these times</li></ol>
3	Very happy with present situation
5	Have to park at Sainsbury's. Staff are great. (Practice??) Sometimes hard to get through.
6	The practice is always very busy. Perhaps longer opening hrs and more doctors in the practice.
7	Still waiting to be seen by PCP.
8	PCP not used yet. Happy overall Could do with a second open access surgery.
10	Told (by GP) nothing wrong with my knee Referred for MRI and had ligament damage. More efficiency and better communications.

- 13 Also look after elderly parents (Carer)  
If ill & blood tests/ecg/etc are required a 2 week wait is not calming to the patient's condition.
- 17 No PCP experience.
- 25 Parking is dependent on the time of day.
- 30 Is a PCP a Nurse? Haven't used this service.
- 31 Parking difficult Monday AM.  
It is hard to get an appointment to see a doctor within 7 days.
- 32 Would recommend but explain (why??) there are problems getting appointments at the moment.
- 34 Not so easy to see own Doctor who is used to me.
- 35 Fairly good services.
- 36 More Chairs on Monday Please
- 37 Assumed Saturday for Flu jabs and emergency only?
- 40 I have always been extremely happy with the service.
- 42 Think with the extra amount of people in Bourne you are doing what you can.  
Maybe extending hours if enough Doctors are available.
- 44 Having used the practice a great deal during the last 5 years, I am happy with the service including calling a doctor out for 1 hour visit (which I notice was not mentioned in the questionnaire.
- 45 Hard to get appointments fracture appointments within 6-7 weeks.  
Struggle to get parking places  
Overall very good service.
- 48 Parking difficult Monday morning  
See preferred Dr if I am prepared to wait a number of days / weeks
- 50 I have difficulty booking to see my preferred Dr.  
I've been waiting 3 weeks to see a Dr for my operation. 11 (appointments??) have been cancelled with no further options. This is poor. The reception was unhelpful and sounded like xx couldn't be bothered which was poor.
- 52 I see Dr (redacted) when I can. My comments reflect this. I have not always had a good experience with others. I would always like to see the same GP but this is very difficult when I can wait up to 3 weeks!
- 53 Can't book the Dr I want to see in under 7 days
- 56 I will only see 1 Dr (redacted) but have to wait 4 weeks for an appointment.  
I would only recommend the same Dr
- 57 4 week appointment waits.
- 58 Tis a pity the practice cannot expand building wise as there is no space, unlike Galletley practice.
- 59 I feel the practice struggles to cope with the number of patients it has.  
The automated phone line is not reliable and the car park is too small.  
In summary the practice has outgrown its premises.
- 63 Not used PCP Service  
Bigger Car Park facilities.  
What about Sainsbury's?  
Monday am clinic a waste of time. Too much waiting.



- 106 Longer evenings and longer Saturdays to avoid having to take time off work.  
Nurse only appointments. i.e Blood tests to be completed on weekends.  
More parking would be ideal as sometimes I have to wait, but always manage to get a space.
- 107 Speak to a doctor nurse on the phone and be offered an appointment face to face if doctor / nurse believe the patient requires medical attention that day.
- 108 It's impossible to get an appointment with a Doctor; you have to go through Nurse& Paramedics which wastes time and money. Then you are told to "go away and come back in a few days if you still feel unwell" and the whole thing starts again.
- 115 Excellent service by this health centre- thank you.
- 118 Make it easier and quicker to obtain an appointment.
- 122 Test results after 2 pm can be difficult during working hours.  
Everyone treats you with care and dignity.
- 124 Sometimes I am offered an appointment two or three weeks in advance which is too long but if I call again just after 12 I'm offered an appointment sooner which is what I do now.
- 125 The 2 current PCP's are excellent. Feel I had more help and understanding from them than some doctors.
- 127 Open access is good but not if you work on a Monday. Two days would be better.
- 134 Long waits but understand why.  
In booking an appointment I've never been able to get one less than 5 days from when I phone. So all appointments are "backing ahead"  
I usually park in town or Sainsbury's and walk.
- 135 Brilliant service.  
Reception helpful.  
Can't fault the surgery.
- 136 Sometimes a delay in getting an appointment but always very good care with Nurse and GP when seen.
- 137 I am happy with the service at the moment.
- 139 All staff very helpful.
- 141 It is always very hot in the waiting room so our baby gets grumpy.  
More kid's toys needed.
- 144 Parking is a real issue; especially bring babies in car spaces- not enough space to open doors. Even more of a problem when you have twins.  
The wait for prebooked appointments is very long.  
The last doctor I saw was excellent - this hasn't always been the case though.
- 145 On the whole I find the service offered by the surgery to be satisfactory to my needs.
- 147 More training for the lady that took my blood test. I have had lots of blood tests with no problems; this lady really hurt me and left me with a huge bruise!  
Your next questionnaire needs to have all the answers on the same page.  
It took 3 weeks to get an appointment for a blood test.  
Your pharmacy is excellent and the ladies very helpful and delivery to my post office excellent service. Thank you.

- 64 Trying to see my Dr is always impossible so most times I don't bother and just suffer at home. Even when you can get an appointment you have to wait a month.
- 65 Car Park spaces priority for young children.
- 67 Open Access every morning  
Excellent Call-back by Dr
- 69 The only bad thing I have experienced is the receptionist can be very rude and abrupt.
- 70 Disabled Parking awful. Cars with no blue badge seen. One member of staff seen, showing 'at work'
- 71 Receptionist very rude-not helpful. Got all our details wrong.  
Getting appointments mixed with another patient and was rude about fixing the problem.
- 72 Not having to wait 2-3 weeks to see the doctor.
- 75 Main concern is lack of continuity seeing the same doctor.
- 76 Write the survey correctly. i.e Format the printing to be user friendly.
- 80 Parking can be a problem  
The practice does a good a service as it possibly can.
- 89 Excellent, just the parking is so small.
- 92 We have always had excellent service and help when we need it.
- 93 On been with the practice 1 month but better than my previous practice (redacted) Grantham.
- 96 Currently booking on line is at least 3 weeks for preferred Doctor.
- 97 Having a 2 year old I find it very stressful when I arrive on time or even early for an appointment + I am kept waiting for up to 1 hour. It isn't fair on myself, my son or other parents. If it's an emergency I am always seen the same day which is great but if I wish to see a specific doctor I often have to book 1 month in advance. The receptionists are very helpful. I also feel that Drs (redacted & redacted) always give excellent patient care.
- 100 Better parking facilities. Ability to send messages to doctors on line if unable to speak /see them.  
Ask doctors to consider patients individually and not assume patients are the same if they are over /under weight.  
Some patients are reluctant to see doctors as they say the same to them every time they are seen.
- 102 Doctors - especially Dr (redacted) always excellent.  
Reception staff very hit and miss. Some give the impression that they simply can't be bothered.
- 104 On the whole a good practice.  
Lost prescriptions have proved a problem in the past. This needs tightening up.  
Some people are using the car park that are not using the surgery or the Pharmacy.
- 105 Excellent service - first class care.

150 Children and babies should be seen immediately.

152 I find the practice to be caring and helpful.

157 Seen the same doctor each time.

159 Reception can be rather intrusive at times.

162 (PCP- name redacted) was extremely thorough, helpful and listened carefully to our concerns, Brilliant! Thank you.  
Open access Mondays - I understand why this has been implemented but when I have attended, I have waited over 2 hrs, so wouldn't attend again.

163 This is a very well run practice with excellent staff all round.

164 Last year I visited the practice with some symptoms on a couple of occasions. Diagnosis was pretty simple and obvious (knowing what it was) but it took private treatment abroad to solve the problem???

167 Open Access on Monday is not convincing.

168 Working full time, I would like to get appointments in the evening.

169 I think generally good; but waiting times to see partner doctors seems to be getting longer (2/3 weeks) and is getting worse.

170 To have ability to make immediate appointments for non- critical work related injury.

171 Myself and my family have been with Hereward for many years and I find it gives excellent service. I also work in the care sector and we deal with Hereward's GP's quiet a lot and they are fantastic!

173 I feel it's not easy to speak to a doctor on the day of a health concern and regardless of severity, it causes anxiety.  
I feel some concern about what the non-medical staff see on my electronic record and with whom they discuss this.

180 Some staff needs to be a bit more polite over the phone when dealing with patients.  
Need to be able to see the doctor you want instead of waiting over a month for an appointment.

181 The service is exceptional.  
Parking facilities seem to be detrimental to the running of the services as some patients have to park in Sainsbury's carpark.

185 Open Access is a very good service. I know you have to wait some considerable time but you are seen.

186 For my part the service you get is of excellent standards.

187 Better publicity of the PCP service availability.

189 Wonderful service as always - new patient.

195 Whilst I am not a regular user I have certainly noticed an overall improvement in the service provided.  
The staff are always professional kind and willing to help whenever they can.  
May it long continue?

196 I am satisfied.

- 200 Ability to see a doctor.(sic *difficult??*)  
Am able to find out about test results but not what they mean & whether the levels have gone up or down.
- 203 People never get to see their GP
- 205 Too long to get an appointment. Rarely less than 3 weeks.
- 207 If appointments booked in advance every day then it needs to be easier to get in, Not 2 -3 weeks. Extending open access to 2-3 days would be an improvement too.
- 208 The staff at the practice is doing what they can with the monies available. We are very lucky to have this service for free. Keep up the good work.
- 209 I attend the surgery regularly and always have good care.  
The staff are always very helpful especially the dispensary with all the medications.  
There has been an improvement at the surgery in the last few months with paramedics and better reception service.
- 211 Fine for us.
- 215 Had a review 22/11 managed to get an appointment fast and at a convenient time & date?
- 216 Not very helpful with new patients at reception.  
Left to work things out for one self.
- 217 Not having to wait 3-4 weeks to see the doctor of choice.
- 218 New to this practice.  
Seen doctor once for repeat medications.  
Also come monthly for INR check.
- 220 I don't like the open access on Mondays - last time I used it I had to wait for 2 hours with a very sick child who was being sick in the waiting area. If it does continue I think there should be a priority service for very ill children.
- 221 Online booking system (????)  
PCP very good way forward.
- 222 Often find it difficult to get an appointment within a few weeks. Perhaps calling on the morning or leaving appointments open over the next couple of days for more urgent enquiries (if no already done) would be helpful.
- 223 Wasn't aware of the PCP service.  
The only issue I have is the inability to see a doctor (or nominated doctor) of choice without waiting 2 weeks.
- 228 Generally good. Some improvement needed with phone booking. Can hardly ever get through.
- 230 On line routine appointments with GP's only available 2-3 weeks in advance. I would prefer to be able to book earlier than this, as it usually means I either have to telephone or visit the surgery to arrange most appointments.
- 232 In the past, receptionists have been overly aggressive and impersonal, but this seems to be improving.
- 233 Generally satisfied.
- 234 The only downfall with the doctors is that you have to wait three weeks to see your doctors.

- 237 Overall fairly satisfied with the practice. But getting appointments can be hard.  
If you are unwell you might get an appointment in 3 weeks' time.  
I say fine patients that do not show up for appointments without cancelling or send to a strong letter to them like the dentists do.
- 238 I always have a long wait once I arrived for a doctor's appointment. Nurses not too bad a wait.
- 239 Is okay
- 242 Still find piped music irritating and unnecessary.  
For someone who is worried and tense it only serves to aggravate.  
The quoted reason for the music is to cover conversations at reception. Quiet a load of rubbish; it is not needed, especially the loud and heavy beat music.
- 244 I work 2 hours away so I am limited in time. The surgery does not offer many early or late appointments.  
I would like to see any Dr quicker than is currently offered.  
Reflect the needs of working patients more. Late afternoons should be presented to workers who cannot get appointments during the day as the elderly and unemployed can.  
Blood tests appointment waiting times need extending as having to wait ages for blood test appointments
- 255 Well done to the Hereward practice.  
Hardworking staff.  
Keep up the good work.
- 257 The main problem is getting an appointment without a long wait especially if you ask for a named doctor (3-4 weeks)
- 258 Good service. But last time was 1 hr late for appointment (I was on time)
- 264 Satisfied with my GP however it would be nice to be able to come after work to save having to take time off from a 09:00 - 17:30 job.
- 268 Doctors are good when get to see them. It can take 6 weeks to be seen. Some at reception can be very rude.
- 269 Overall excellent service especially Drs (redacted & redacted)
- 270 Why do receptionist need to know what your requirements are if you ask to speak to a nurse or a doctor. Not their business.
- 276 Finding easier ways to book in advance  
Easier Parking.
- 279 My husband and myself count ourselves very lucky to belong to this practice and have been well looked after for 30 years.
- 280 Fine so far.
- 281 Not really a fan of this surgery.
- 283 I have found increasingly that it is difficult to be seen in the same week I ring up. Mostly longer than 3 weeks. I find this unacceptable and thinking of moving surgeries if no improvement. The Monday morning open surgery is manic and not all of us can afford to take the whole morning off work. This is the only way to be seen unless almost dying.

- 289 Only been here 3 months but always had a good service. The doctors seem very rushed unfortunately but nurses are brilliant.  
Reception people are very good- a credit to the practice.
- 290 I have only joined today and yet to be seen so I have very little feedback at this time. However it was easy to register and get an appointment.
- 293 Always excellent care.  
Longer hours would be nice but can't always be possible.
- 294 It would save actual appointments if you were able to speak to a doctor.
- 297 Very good service all round.
- 300 I have had a very good service.
- 305 Very Good Service
- 308 No problems so far!
- 310 Saturday Opening?
- 311 Monday mornings at the moment are chaotic and do not work.  
Very impressed with the PCP when I tried.
- 312 I wouldn't use the walk in service on a Monday morning because I work and cannot afford to wait up to 4 hours in chaotic waiting area for an appointment.
- 314 Always very helpful.
- 316 I only use my main doctor. Can't fault her but wouldn't use any other doctor apart from (redacted)
- 317 A good service with everything.
- 318 Been able to book appointment over the phone, not having to come in on a Monday at 8am.
- 319 Always had excellent service and referrals at this practice.
- 323 The administration side (of the practice??) is a problem, not the doctors.