

### Limes Patient Participation Group Survey 2014

<b>Gender</b>	Total
Male	75
Female	118

<b>Age</b>	Total
Under 17	4
17 – 24 yrs	7
25 – 44 yrs	52
45 – 64 yrs	64
65 – 74 yrs	34
75 – 84 yrs	28
Over 85 yrs	3

<b>Ethnicity</b>	Total
White British	184
White Irish	5
Any other white	
Mixed - other	1
Mixed Caribbean	
Mixed African	
Mixed Asian	
Indian	
Pakistani	
Bangladeshi	
Asian - Other	
Caribbean	
African	
Chinese	
Any other background	

<b>Surgery Visits per year</b>	<b>Total</b>
More than 4 times per year	121
2 – 4 times per year	58
Once or less	16

## **APPOINTMENTS**

### **WHEN NEEDING AN URGENT APPT**

<b>Were you able to see a clinician on the same day or in the next 2 days of the practice being open</b>	<b>Total</b>
Yes	121
No	11
Haven't tried	24

## **COMMENTS**

I have not needed an urgent appointment but I have been tempted to take one when it's been difficult to get a normal appointment.

Sometimes

Yes but system of calling at 8am is not good practice why does that happen surely you must know what appointments are available the day before.

not always.

Sometimes

Haven't need this myself but my husband has.

Ringin as close to opening hours as possible helps.

I have nearly always been offered a same day appointment.

Usually don't have to wait long.

I have only needed appointments for my children but have never had a problem getting in the next day.

Very good.

Never get in to see the doctor you want.

On the whole quite a good pleasant service.

Why do you have to ring at 8am then maybe get an appointment. When obviously they have put some by.

Sometimes I can get same day appointments.

Not necessarily with preferred doctor.

#### **PREFERRED CLINICIAN**

<b>How easy is it to get an appointment to see your preferred clinician?</b>	
Very Easy	21
Easy	77
Not Easy	64
Very Difficult	13
Have Not Tried	22

#### **COMMENTS**

Although appointments are offered if I ask for a specific dr I have been told there is a 3 week wait which isn't good when you are ill.

You can call just after 8am to be told all appointments have gone, call back after 12noon the practice is engaged or you sit and wait to be told no appointments are available.

Can on occasion have to wait 4 weeks for an appointment.

If prepared to wait.

Hard to get.

Visit warfarin clinic and diabetic clinic regular very satisfied.

Not easy to get the day wanted.

They always seem fully booked for a week in advance.

As Dr Southcott is very popular and thorough.

Have to wait in excess of 2 weeks.

Don't mind who I see.

Good.

Usually within 48 hours or when a specific day is required.

Like to see Dr Southcott as she knows my medical history and I don't have to repeat myself where when I see another doctor I have to go all over it again. Normally have to wait at least 4 weeks unless you're very lucky to get on the day appointment with her.

Hard to fit around work sometimes.

If you are willing or able to wait. Not always soon.

Dr Southcott needs cloning so there's enough of her to accommodate all appointments.

Have to call surgery at 8am to be told no appointments today only emergency. Rang spot on 8am.

Not easy when you want to see a certain doctor that you like.

Just had who was available.

Only if you are prepared to wait up to 7 days.

## CLINICAL CARE

<b>How satisfied are you with the level of care provided by our doctors and nurses in helping with your condition</b>	
Very Satisfied	98
Satisfied	88
Dissatisfied	3
Very Dissatisfied	0
No Opinion	5

## COMMENTS

Asked a doctor what was up with me and he shrugged his shoulders and said I was lying.

Each time you see a different doctor you have to re explain your problem and you feel the diagnosis all starts afresh.

It seems to take such a long time to diagnose a problem even longer to see a consultant.

Consistency with care. 1 doctor giving saline nasal drops and dr parkin not happy with them.

Only doctor parkin can give the injection in my elbow.

One problem with registrar. He sent me back to work(not examined) just because he seemed in a bad mood I think. Not worked since.

Vey highly satisfied could not wish for better.

On one occasion jean removed a thorn deeply embedded in my daughters hand when she fell from her bike. She saw us without an appointment saving a long wait at a and e. This was very much appreciated by both of us

Very good.

Always helpful and re-assuring.

Friendly professional care.

<b>How satisfied are you that your appointments with the Dr/Nurse were long enough to give sufficient time to fully discuss and help treat your condition</b>	
Very satisfied	83
Satisfied	99
Dissatisfied	4
Very dissatisfied	
No opinion	8

## COMMENTS

Never rushed but rarely seen on time - always late.

Sometimes I feel things are rushed, a bigger issue is the time you are kept waiting when you have made an appointment. My last 3 visits have been over 30 minutes late.

I try to keep my visits to the GP to a minimum but often this means I can only speak of one problem per visit.

On one occasion I was asked to make another appointment as I was told there wasn't enough time to talk about everything.

It usually is running a little late but same every other practice, better than most.

I had chest pains recently and I had every test available, very helpful and understanding by nurse jean.

I don't like to think I'm keeping other people waiting but if I needed more time its always available. Doctors vary.

## OPENING HOURS

<b>How satisfied are you with the practice opening times</b>	
Very Satisfied	70
Satisfied	101
Dissatisfied	13
Very Dissatisfied	1
No Opinion	10

### **Comments**

Should be open weekends

Could be open Saturdays

A later appt/evening would keep for non-urgent appts due to work commitments

A late evening or Saturday am would be helpful.

I always tell the receptionist I can be flexible time wise as I am retired.

Should be open on a Saturday and Sunday.

Weekends and evenings would be helpful.

For people working full time it would be nice to have later appointments.

Out of hours practice would be very nice.

Should be open at weekend as people who work can get in.

Good

Need longer opening opening hours inc saturdays.

Weekend surgery, Saturday mornings if only every other sat/one a month would be good for those who work all week.

A walk in no appointment service would help.

Should open longer for the people that work and cannot get time off.

**STAFF**

<b>How helpful do you find the Reception staff</b>	
Very Helpful	93
Helpful	90
Unhelpful	3
Very Unhelpful	1
No Opinion	9

**Comments**

Mixed - some have been fantastic others have been extremely rude.

It varies, sometimes it's not being told no..it's how it's said and if you were made to feel there was a little more concern or help the whole experience would be better.

As much as they can be.

Sometimes not very friendly.

Find most staff very helpful. For example \*\*\*\*\* who I believe hasn't been there very long.

Always helpful.

They are always pleasant and courteous and listen to what you have to say.

Can depend on the member of staff, some are excellent. Occasionally tone on the phone could be improved on.

All staff is very helpful whatever time of day it is.

All extremely lovely - is 1 won't mention name who can be a bit sharp though but on the whole very good.

### **FACILITIES**

<b>Are you satisfied with the facilities at our surgery</b>	
Yes	182
No	5
Not applicable	4

### **Comments**

I have nothing with which to compare.

No breast feeding, Insufficient parking area, No water fountain or facilities. Baby change toilet cold, No table or hook on door for bags in downstairs toilet or mirror.

More parking please.

no complaints what so ever.

No high chairs for disabled people, chairs to low.

The consulting room at the end of corridor to the right is in need of decoration and carpet replacing. It looked very scruffy and dingy.

In an ideal world would prebook could do with a local M.S Nurse.

ref a choice of physio therapist.

Would have liked more preventative care ie cholesterol, well women etc post 40.

Not disabled but I haven't noticed any easy access to the stairs. Provided disabled can be seen downstairs don't see this as a problem.

Very good. But probably need a lift to upper floor for the very elderly and mums with small children.

Parking could be better.

Needed acupuncture a while ago was disappointed to find it's no longer on the NHS.

### ACCESS

<b>If you have a disability; how do you find the access to the building and inside the building itself?</b>	
Very Satisfied	32
Satisfied	44
Dissatisfied	3
Very dissatisfied	
No Opinion	99

### **Comments**

Have to go upstairs to see a female doctor. Receptionists don't seem to appreciate this.  
With buggy. Parking and stairs.

Not going up stairs very easy.

Do try to book doctors appointments downstairs my husband is disabled; it was good to know when the only appointment he could get was upstairs that the doctor came down stairs to see him.

Due to health issues, though not always possible.

Hasn't a disability.

Although not disabled myself, personally I think the entrance is very good for the people who need it.

Could do with a larger car park if you can't get parked it costs you money.

Not enough parking spaces.

When visiting with disabled patient dry always sees downstairs.

## **ADDITIONAL FEEDBACK**

### **Comments**

Sometimes queuing is a problem especially when the reception staff are already on the telephone.

I can't read notice boards unless I specifically bring my reading glasses.

Local baby/clinic/groups.

Asthma

Possible weekend opening hours for emergencies.

Perhaps more information for elderly people.

The upstairs waiting area is very uncomfortable. Different seating would be preferable.

## **AREAS NOT COVERED**

### **Comments**

How does the surgery's staff feel about the level of service they provide, in addition their suggestions on how to improve this. When booking appointments trying to steer patients away from congested times, for example retired patients can be more flexible when booking their appointments.

Female GP's on the ground floor. Would like to improve facilities/parking allocation, opening.

book appointments on line through system online. Longer time slot for prescription phone line difficult to phone 9-12 when working. I've got tennis elbow only Doctor Parkin can give the injection could do with more doctors who could give this.

All children/baby appointments downstairs as I have 3 under 3 and often forget to specify.

I would prefer to see the main doctors on a same day appointment.

Difficulty hearing when called by doctor for appointment.

Larger waiting room.

Maybe have appointments from 8.00am Online booking system where you can see availability of appointments. It would help with working hours.

Possibly later opening hours. Not sure if it's a simple suggestion but maybe other therapists working in conjunction with the doctors would be satisfied

Wonderful.

Satisfied

It is difficult to ring at 8.am for same day appointments when you have to go to work and get the children to school. As soon as answer phone is switched off phone can be engaged for quite a long time, when I am too busy to wait meaning that in order to make an appointment either i am late for work or children late for school.

Telephone appointments with chosen doctors previously stated, lift for 2nd floor.

. Staying with same doctor. Parking is difficult (I appreciate this is not simple)

Chiropody.

Parking. When needed to be able to see a practice gp.Link in with community services more to reduce gp work load.

Radio tuned in properly.

Could do with more local cancer support.

Better access outside. More parking spaces. I have had 2 expensive tickets in the past.