

Holly Tree Surgery

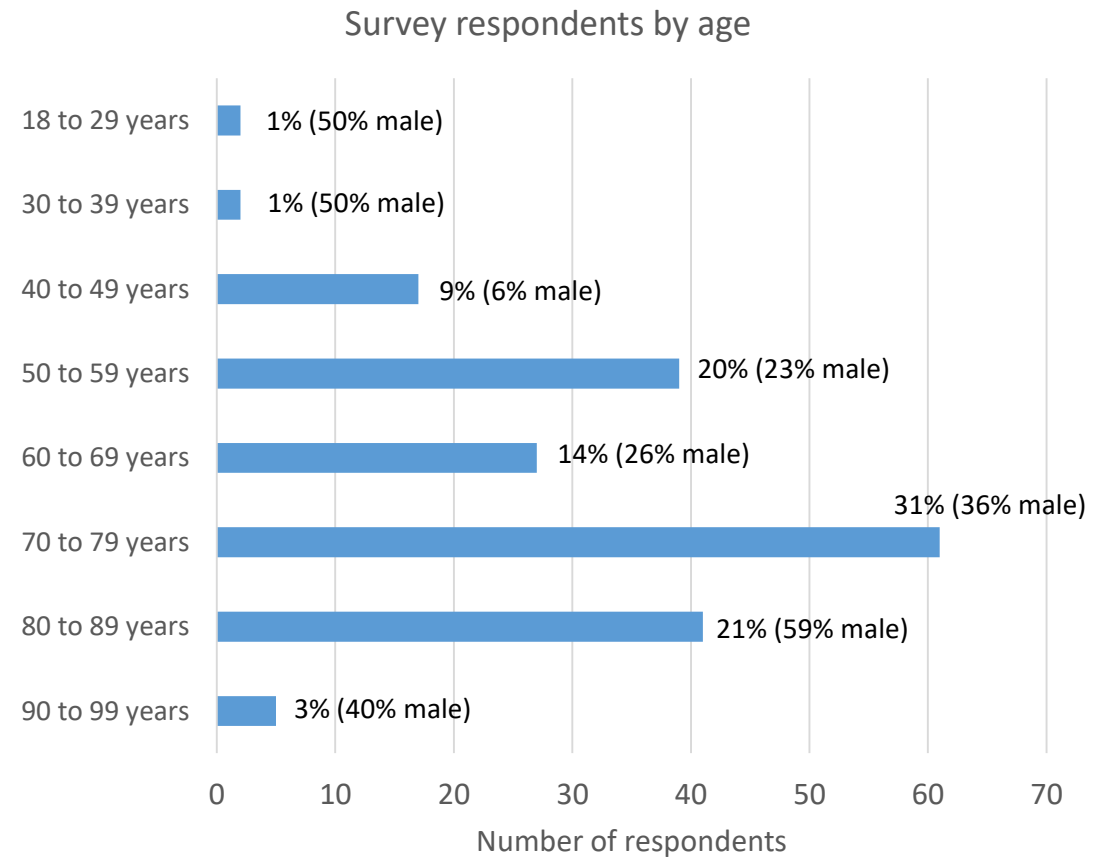
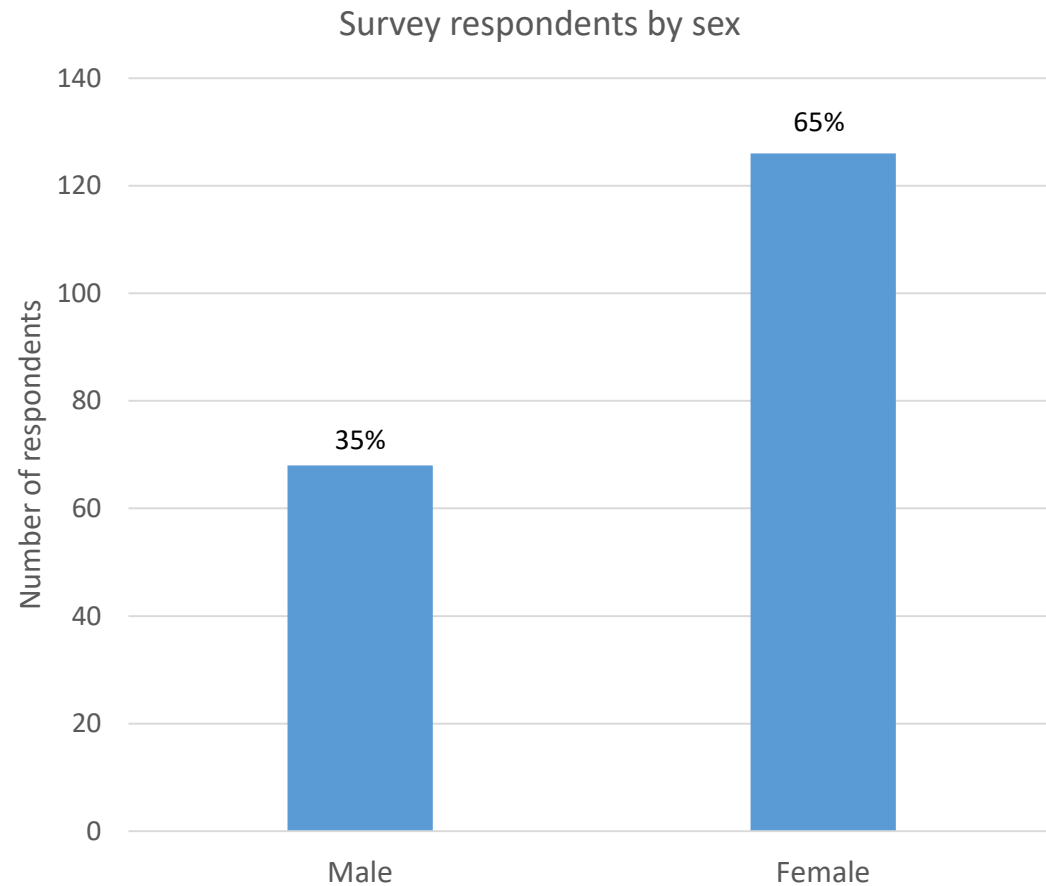
Patient Participation Group Survey 2017/2018

Draft presentation – 9 February 2018

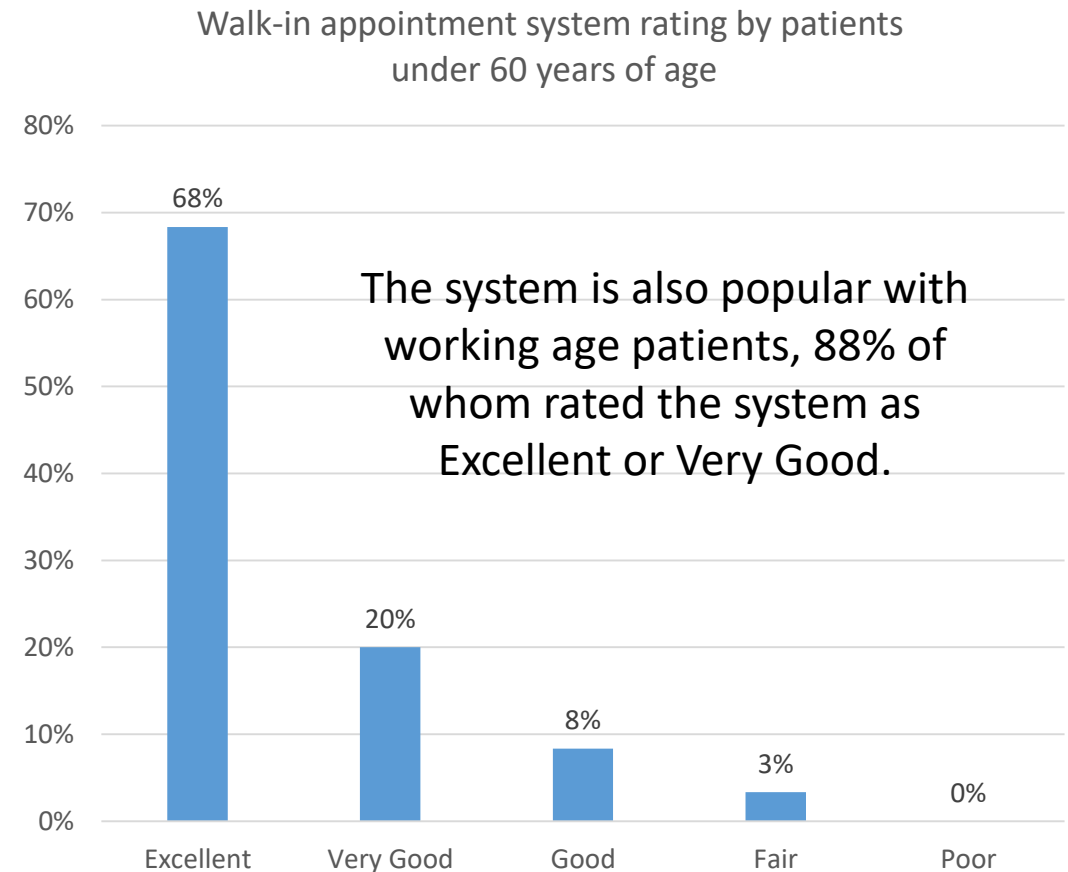
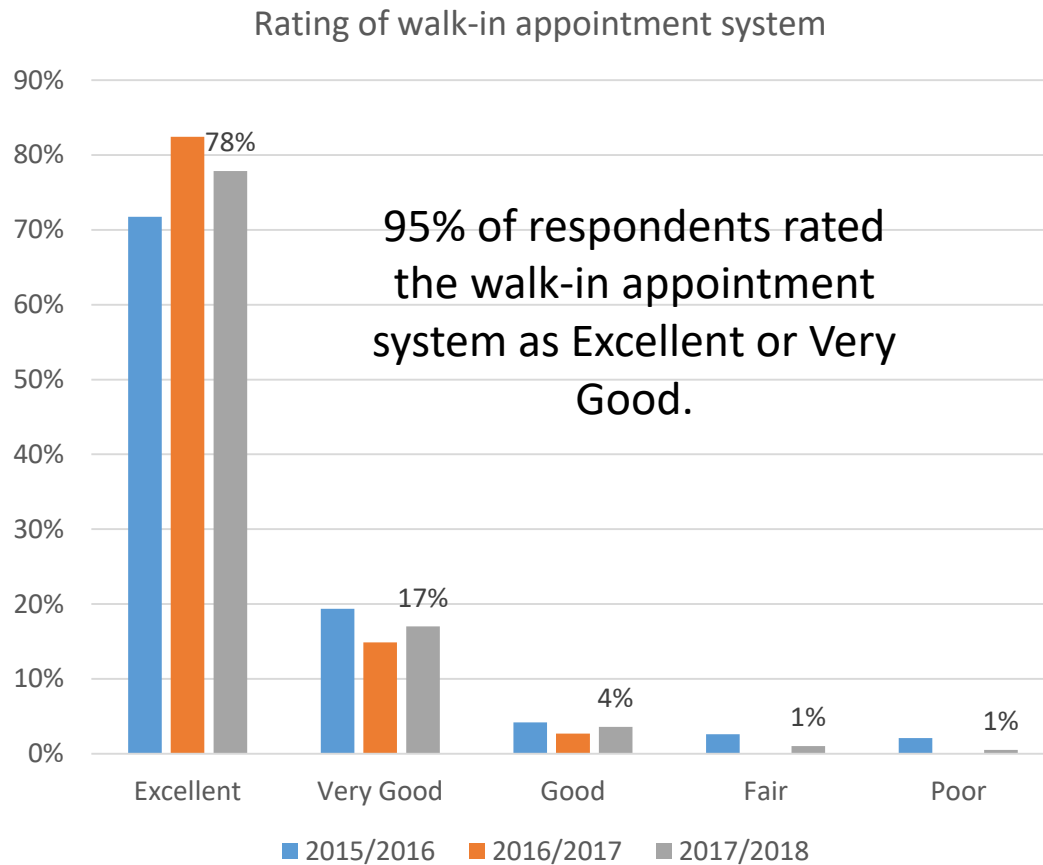
Summary of findings

- The survey was run from 18 September through 31st December 2017
- 194 patients completed the survey
- Respondents are passionate about the walk-in appointment system with 95% of survey respondents saying the system was Excellent or Very Good.
 - Median wait to see doctor is 15-30 minutes.
 - Respondents generally happy to wait, because they can see a doctor on the day.
- Some respondents, especially those of working age, would appreciate longer surgery hours (particularly evenings, but also Saturday)
- The surgery reception and dispensary service are well regarded by patients.
 - Biggest issues –some patients cant use dispensary because of their address, and receptionists are perceived a curt by a small portion of patients.
- Only 8% of survey respondents are carers. They are generally happy with the support they receive from the surgery, although 75% are not registered as carers with the surgery.

Demographics of respondents



Patients love the walk-in appointment system



Patient comments on the walk-in appointment system...

Brilliant, you get to see a Doctor on the same day so you can afford to wait to see if you really need to see the doctor and not have to make an appointment that could be three weeks ahead

A much valued system that should be protected at all costs.

This system should be rolled out in other surgeries across the UK.

Avoids unnecessary visits to A & E

This service must continue.

It is a brilliant system

Without peer!

This system makes our surgery quite unique. A precious asset.

Best system for the patient

far superior to appointment system

Love it!! Please never change it!

Long wait but wouldn't give it up for appointments!

Please keep it!

Absolutely fabulous! I'm the envy of all my friends.

Long may it continue.

Having been in a surgery where an appointment was necessary, this way is much better.

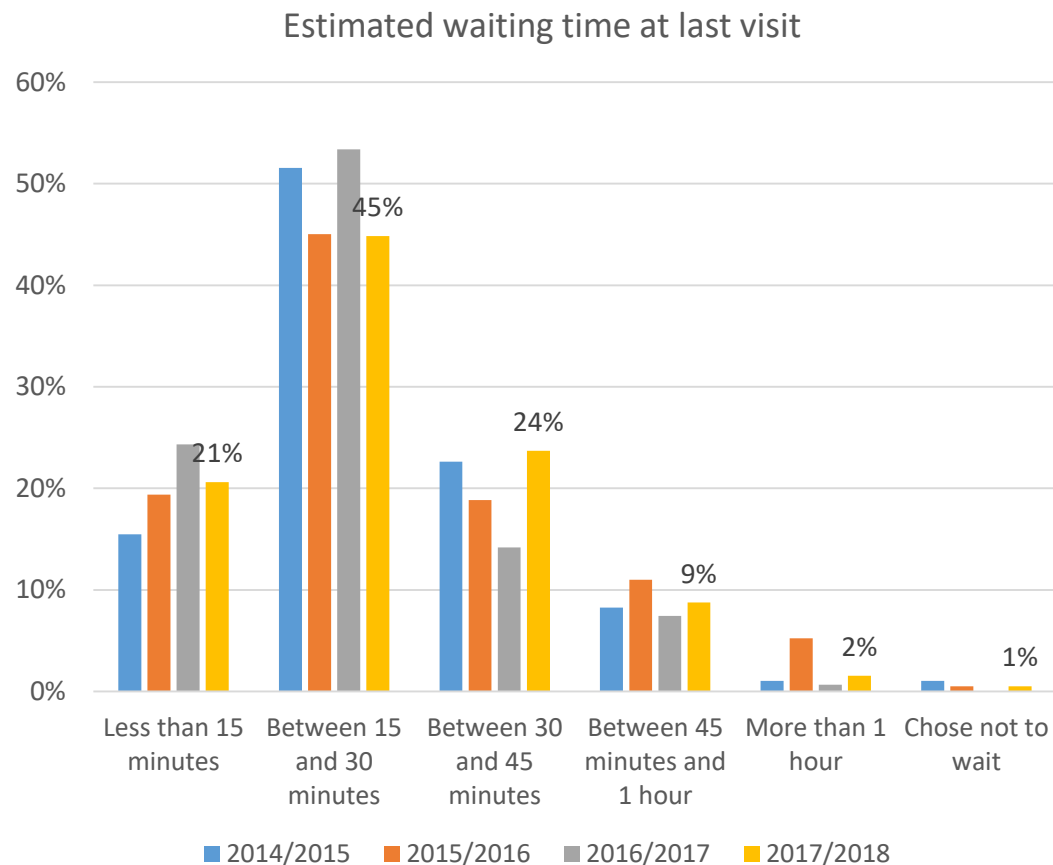
Friends registered at other surgeries are very jealous of me as I do not have to make an appointment and will get to see a doctor of my choice on the day I need to see him. they frequently have to wait 2 weeks.

It's probably the main reason I choose to attend this particular surgery

It is an amazing system. Having suffered at Farnham Health Centre for 30 years and never getting an appointment when I needed it except in exceptional circumstances this is really satisfying. Wonderful system - so much better than trying to book an appointment

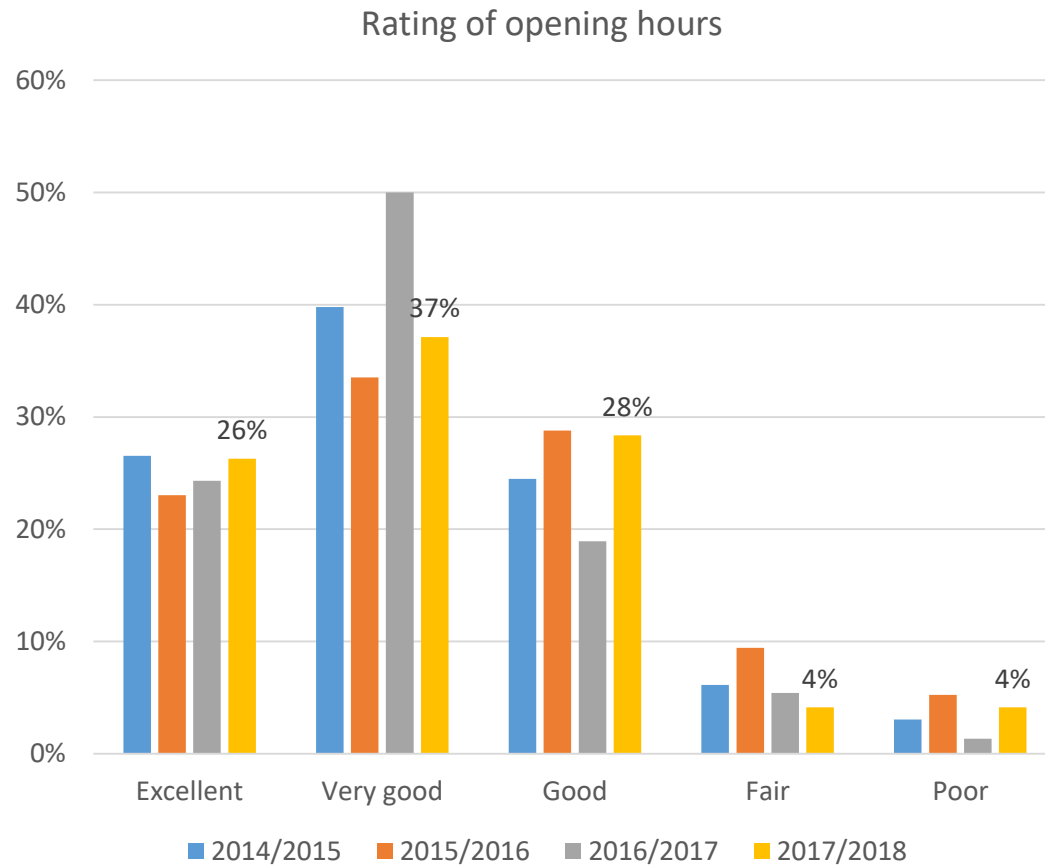
89 comments received, only 1 negative: "I would rather book an appointment"

Median waiting time at respondents last visit was 15-30 minutes

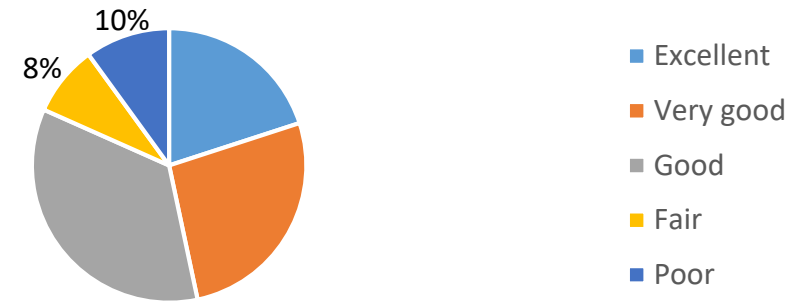


- Longer waiting times (more than 30 minutes) have returned to their historic level of ~35%, up from 22% last year.
- 56 respondents (29%) entered comments, along the lines of happy to wait, not a problem.
- Even those with waits of over 45 minutes commented:
 - “Perfectly acceptable.”
 - “I have no problem waiting. I prefer it to not being able to get an appointment under a different system.”
 - “I don't mind waiting at all if I can see a Doctor when I need to.”
- Only 1 respondent felt that their last wait was too long (well over an hour).

Patients are happy, but if they could change one thing, many would choose more surgery hours



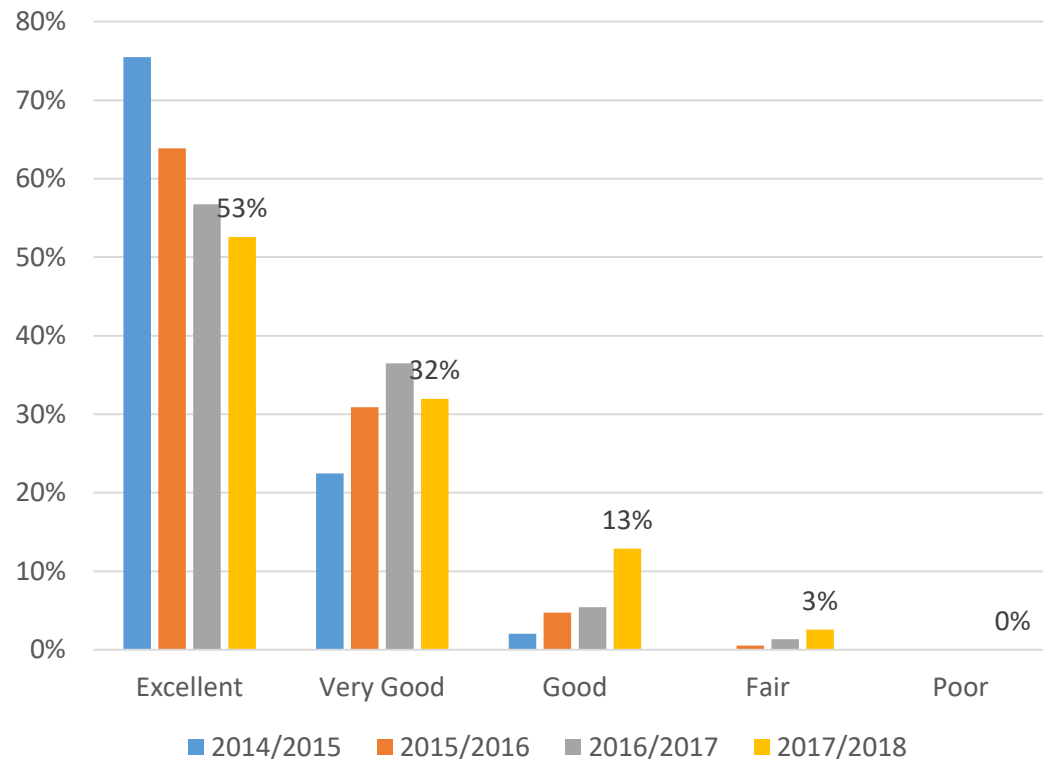
18% of those under 60 rate surgery hours as fair or poor



- 68 respondents commented on opening hours.
 - 35% commented that the hours suited them fine.
 - Others requested longer hours, with later evenings being mentioned twice as often as a Saturday morning.
 - Requests generally aimed at a small change:
 - One late evening a week
 - Extra half an hour on evening surgery
 - One Saturday a month
 - 5 respondents have expressed greater frustration: “It is unreasonable in todays society to have to take time off work to see a doctor. There should be at least one night or morning when they have longer opening hours, even if staffed by locums”

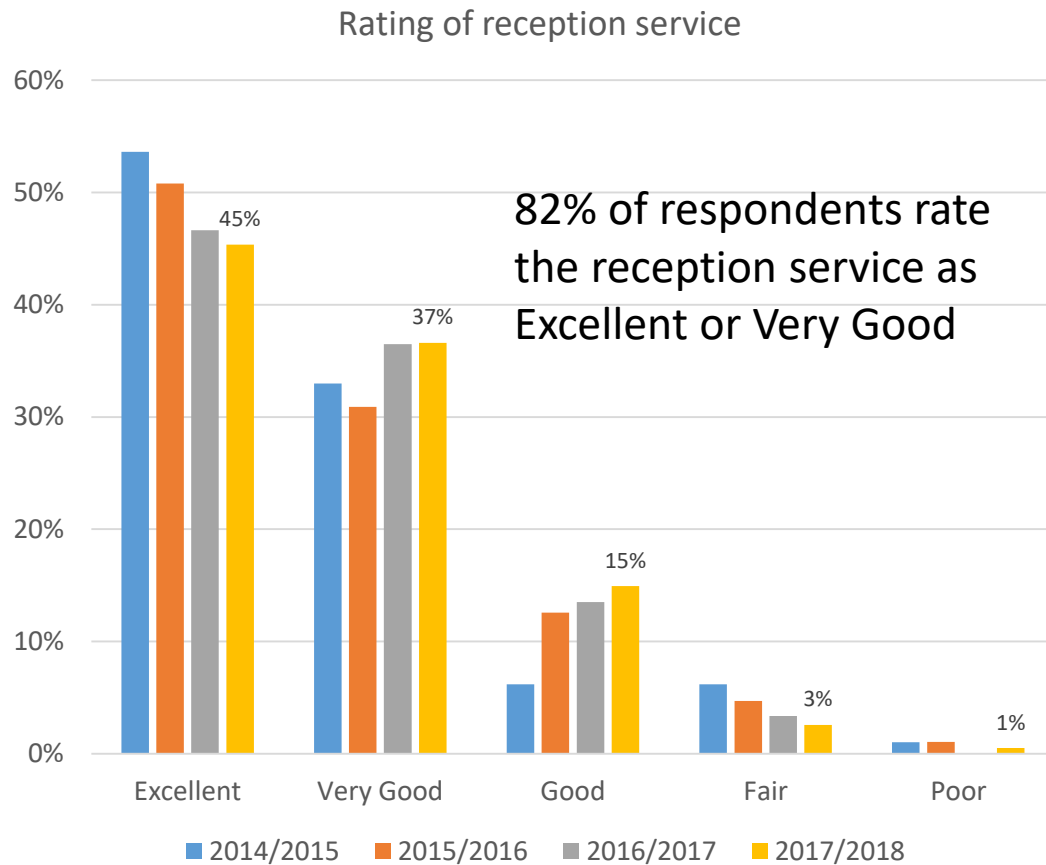
Patients appreciate the choice of seeing an alternative doctor when their “usual doctor” has long queue.

Rating of being offered option to see alternative doctor if queue for "regular doctor" is long



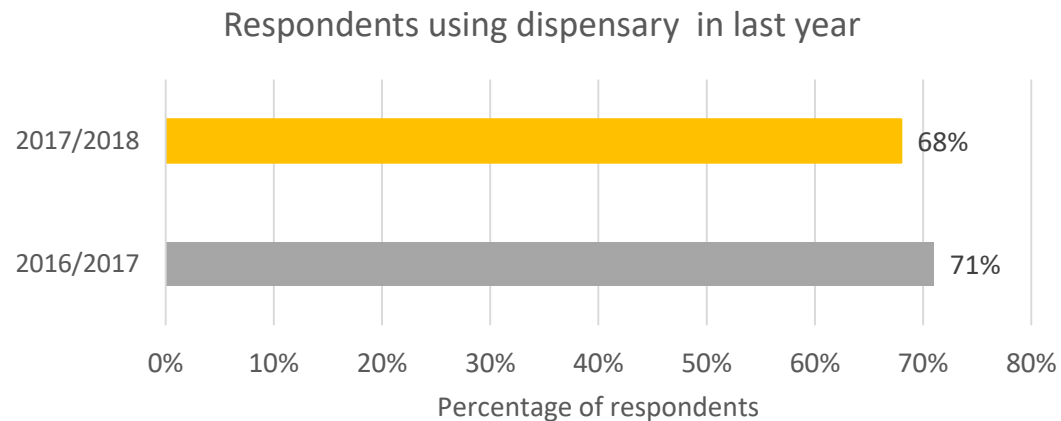
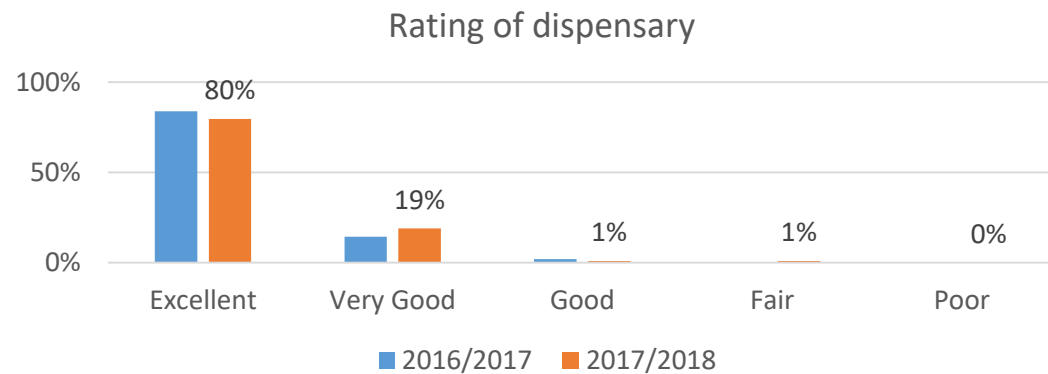
- Number of respondents rating this system as Excellent has consistently declined since 2014, but 85% of respondents still rate it as Excellent or Very Good.
- 49 respondents submitted comments:
 - Helpful service, choice is the patients
 - If in hurry, I see doctor with shortest queue
 - For on-going complaints prefer “own” doctor.
- 3 respondents commented that they were not consistently told which doctor had the shortest queue

Patients are generally happy with the reception they receive at the surgery



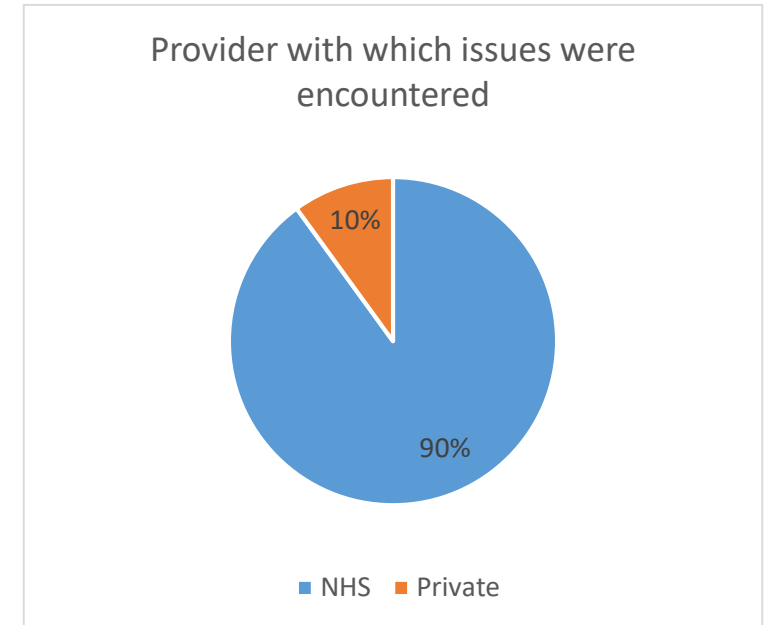
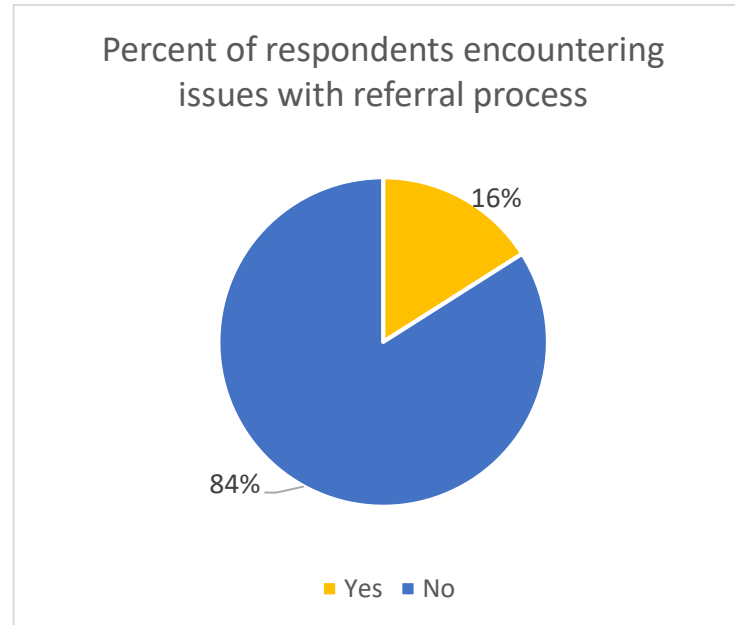
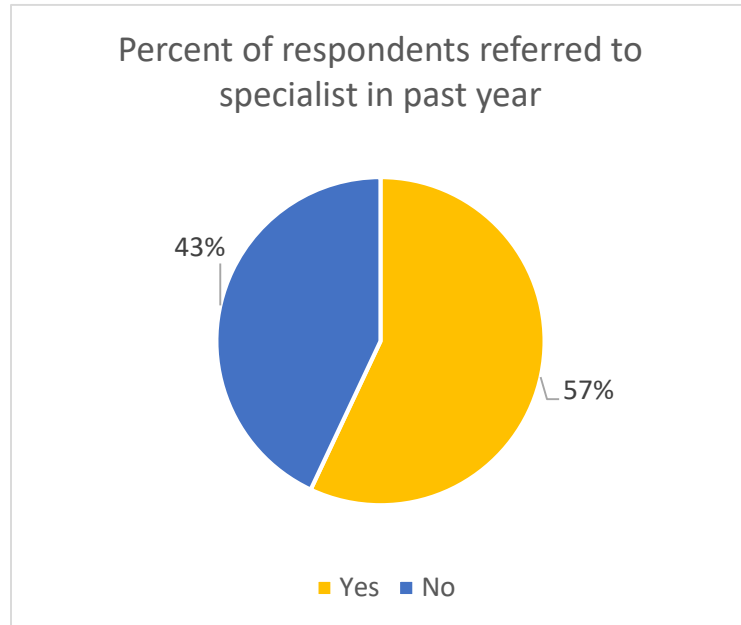
- 52 respondents comment on the reception.
 - 75% of comments were positive: “friendly, helpful, compassionate”
 - Negative comments were around: appearing stressed, being curt, or inconsistent welcome.
 - Smiles are important to patients. Attracting positive comments when they are perceived to there and negative comments when they are not.

On site dispensary continues to be well used and highly rated.



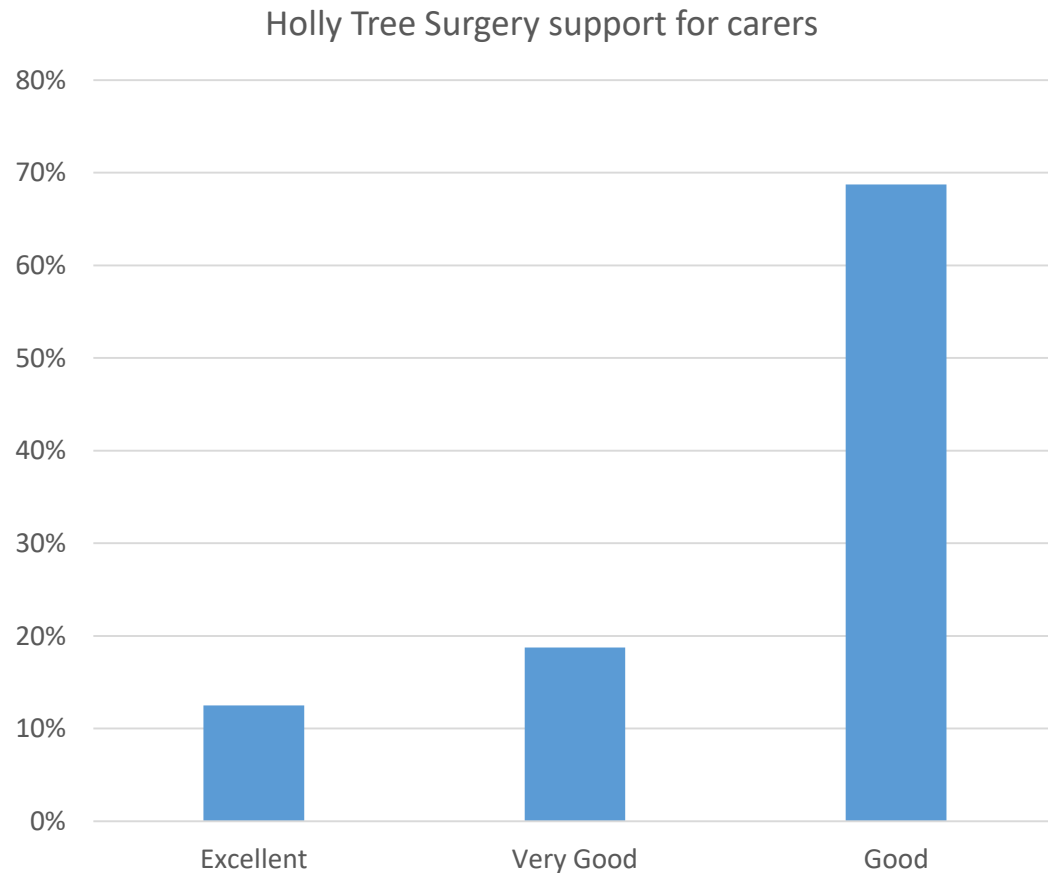
- 40 respondents commented on the dispensary
 - 80% of the comments were positive: convenient, efficient, helpful, lucky to have...
 - Negative comments:
 - Lunch time closing (1)
 - Use prohibited, ineligible location (4) / Note: based on prior years this number would be much higher if we let all respondents answer this question.
 - 72 hour turnaround is long (2)
 - If there is delay dispensary should call patient (1)

The referral process for specialist treatment



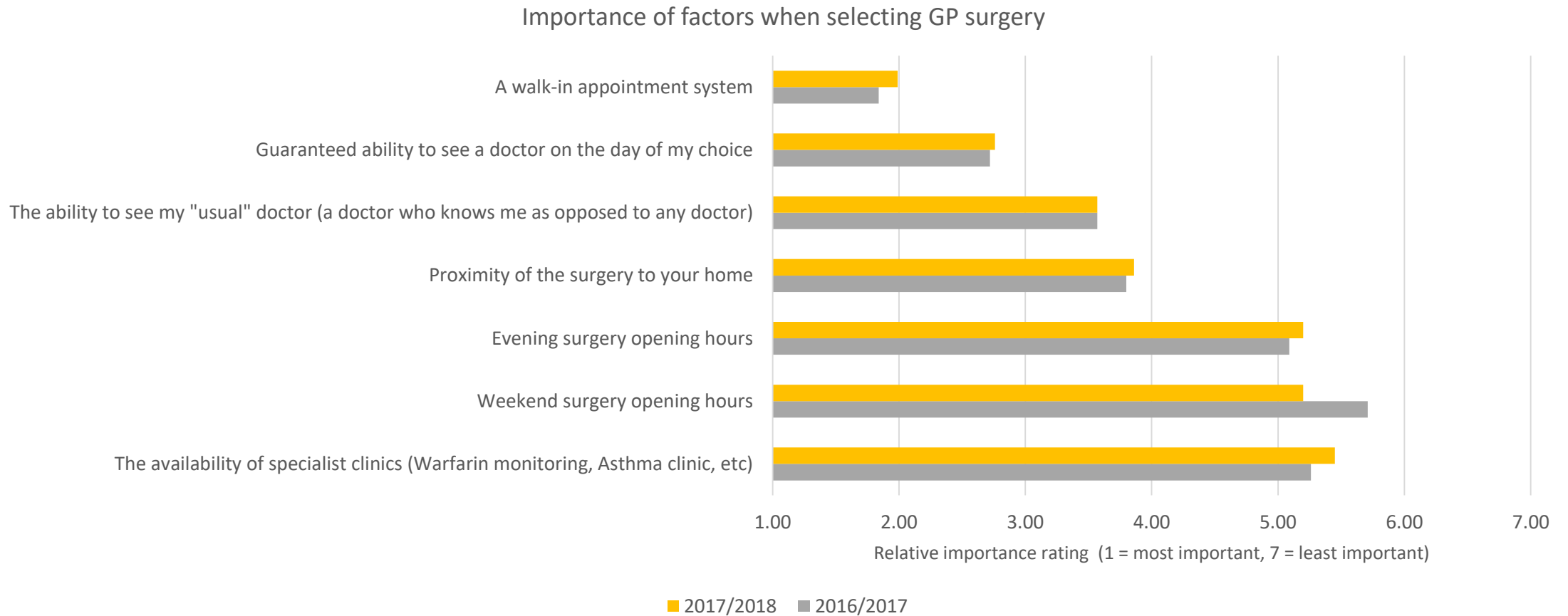
- Most patients pleased with referral process
 - Smooth, prompt, good resolution to worrying issue.
 - Impressed with online appointment system which allows patient to get appointment while still in GP office
- Where there were issues:
 - 47% time related (too slow)
 - 13% consultant did not listen to patient
 - 13% Frimley appointment system
 - Balance: Procedure refused, two appoints booked to close together, did not understand procedure

8% of respondents are carers, only 25% of these are registered as carers with the surgery



- Those registered as carers rate the support they receive more highly.

Most important factors when selecting a GP surgery



Factors very stable since last year. Availability of walk-in appointment system, remains most important factor. Biggest change is increased rating of weekend surgery hours. Patients under 60, have very similar rankings except, evening surgery hours are more important, and proximity to surgery is less important. In essence, the importance of these two factors becomes the same in this age demographic.

Other comments

- Suggestion that the windows in the waiting room be made to open to allow fresh air in summer.
- Suggestion that doors to surgery are opened at 8:00 in the morning so that registration can take place before surgery starts at 8:30.
- Suggestion that bench is put outside of front door so that patients can sit before surgery opens.