

## **Holly Tree Surgery Patient Participation Group**

### **Survey Results for March 2015**

#### **Summary**

As is the case for previous years, and with a few exceptions, the overwhelming feeling about the Holly Tree Surgery from those patients who responded to our survey is very positive.

An overwhelming majority indicate that they would prefer to keep the walk-in system and would not want it changed. In saying this, they accept that a consequence of the current system is that they may have to spend time in the waiting room in order to see the doctor of their choice, on the day of their choice. However in practice, lengthy waiting times occur rarely. The survey responses show that the actual waiting time is typically between 15 and 30 minutes and only extremely rarely more than one hour. Although a majority (83%) are happy with the opening hours, some patients think the hours should be modified, with, for example, a return to the previous afternoon surgery hours and/or the introduction of a Saturday morning surgery being suggested by some working patients.

Other aspects of the surgery were rated highly, including Reception and the Dispensary. There were some complaints from those who are not allowed to use the Dispensary service, but of these most recognise that this is not within the control of the surgery.

In interpreting these figures, members of the Patient Participation Group are aware that we do not obtain responses from a representative sample of members of the practice. For example, less than 20% of the responses are from those aged under 55 and under 30% of responses are from male members of the practice. For future surveys the PPG will investigate ways of achieving views from a more balanced sample of the patient population.

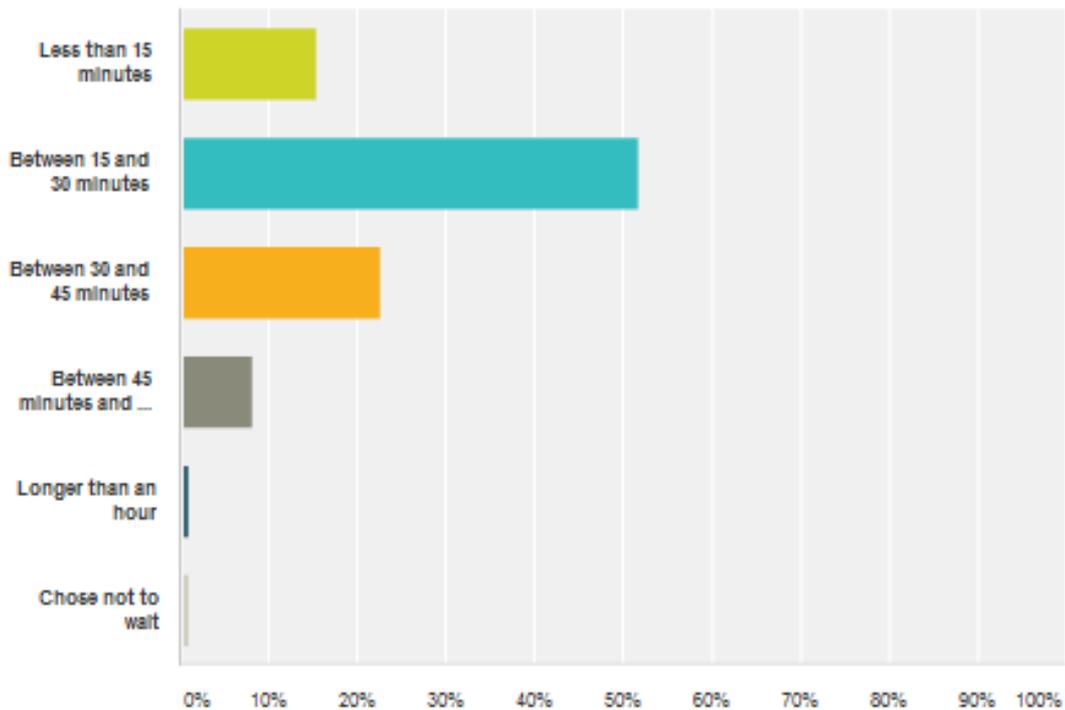
David Kirk

Chair of the Patient Participation Group

5<sup>th</sup> May 2015

**Holly Tree Surgery operates a walk-in system for GP appointments starting at 8:30 am and 3:30 pm. This means you choose which time and day to come, and which doctors you see. Thinking about the last time you visited the surgery to see a GP from the time you booked in at reception how long did it take you to see a GP? (Some patients arrive early please do not add in any time waiting before the session began).**

Answered: 97 Skipped: 3

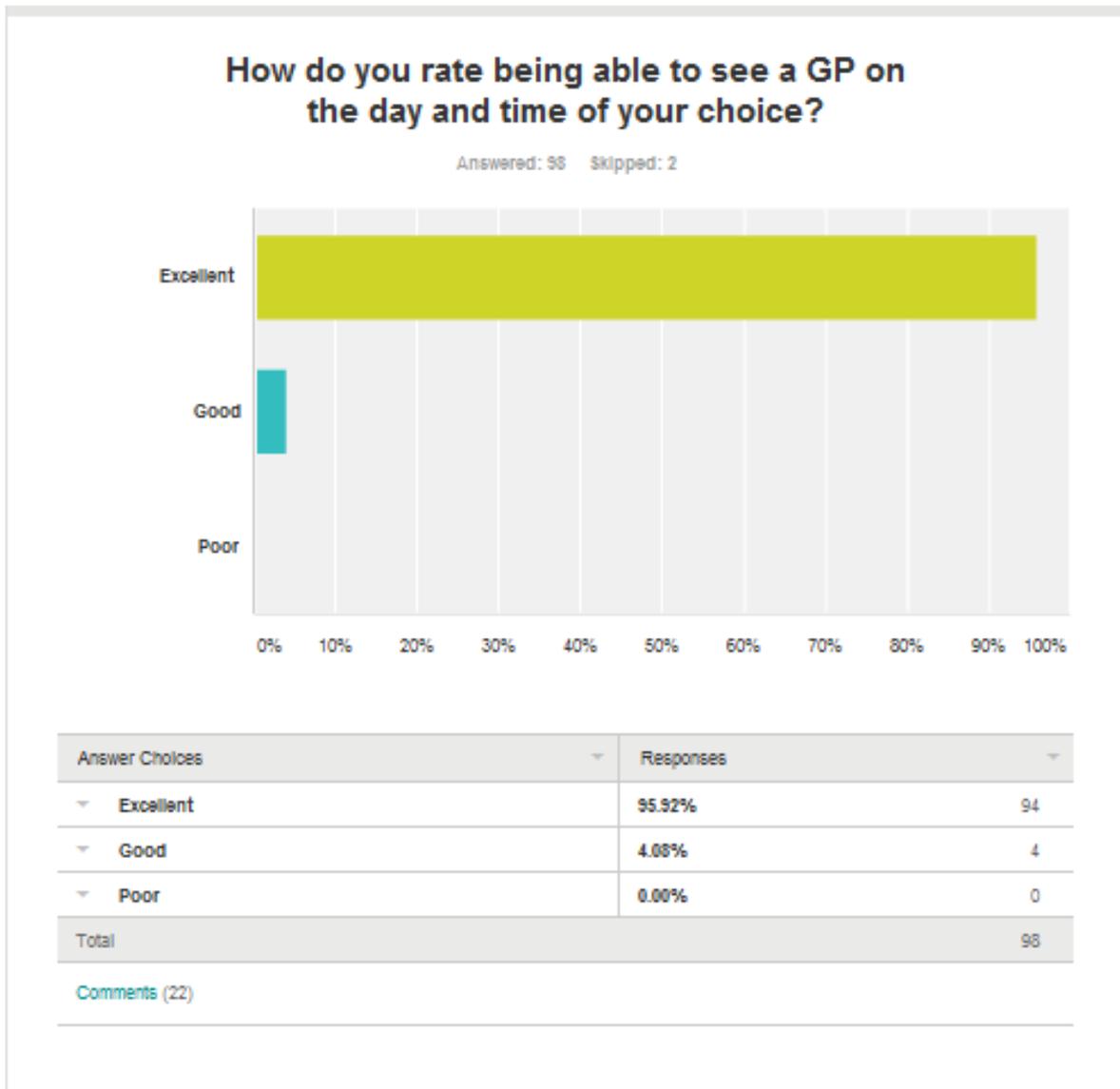


Answer Choices	Responses
Less than 15 minutes	15.46% 15
Between 15 and 30 minutes	51.55% 50
Between 30 and 45 minutes	22.68% 22
Between 45 minutes and 1 hour	8.25% 8
Longer than an hour	1.03% 1
Chose not to wait	1.03% 1
<b>Total</b>	<b>97</b>

[Comments \(39\)](#)

Of the patients who answered this question, 40% added written comments. In line with the answers above, most of these comments fully supported the current no-appointment/walk-in system. A number of people qualified this by indicating that whilst they liked the current system, they accepted that this occasionally resulted in a relatively longer waiting time. However, they were happy to accept this, provided that they could keep the current approach. In terms of negative responses, one person linked the issue of waiting times to that of restricted opening times for people who work (see question 6).

## Question 2

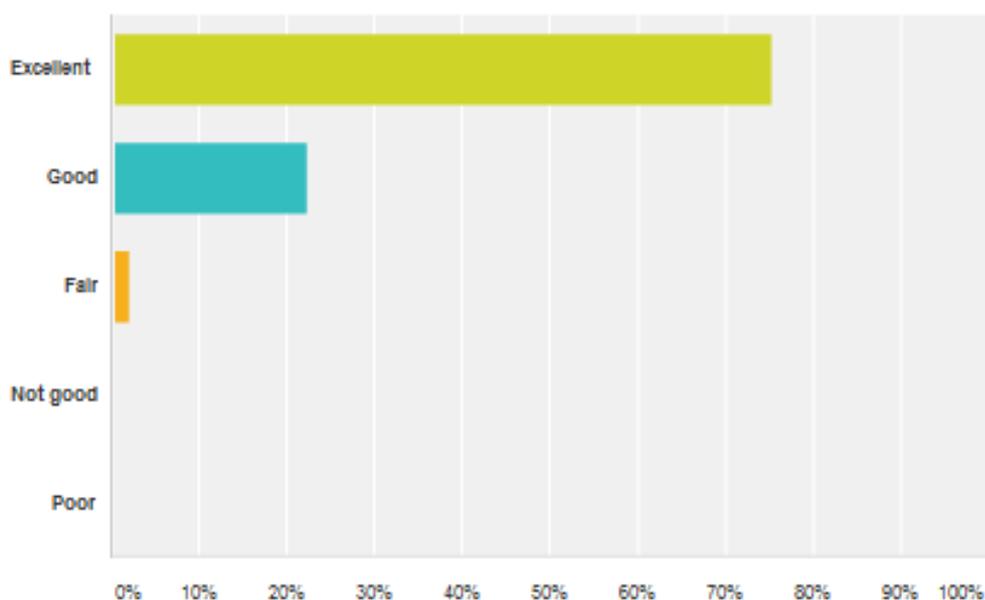


Written comments were included by 22% of respondents. Most of these comments expressed the unqualified view that it was essential to maintain the current system against any external pressures to change, indicating that the current system was their preferred one. A minority, whilst fully in support of the current approach, accepted that it might occasionally create problems for them.

### Question 3

**This question asks about which doctor you choose to see. Some patients have a “usual doctor” who they may know best. When booking in the receptionist will alert a patient if that doctor has a long queue and will offer an alternative doctor. How do you rate this system?**

Answered: 98 Skipped: 2



Answer Choices	Responses
Excellent	75.51% 74
Good	22.45% 22
Fair	2.04% 2
Not good	0.00% 0
Poor	0.00% 0
Total	98

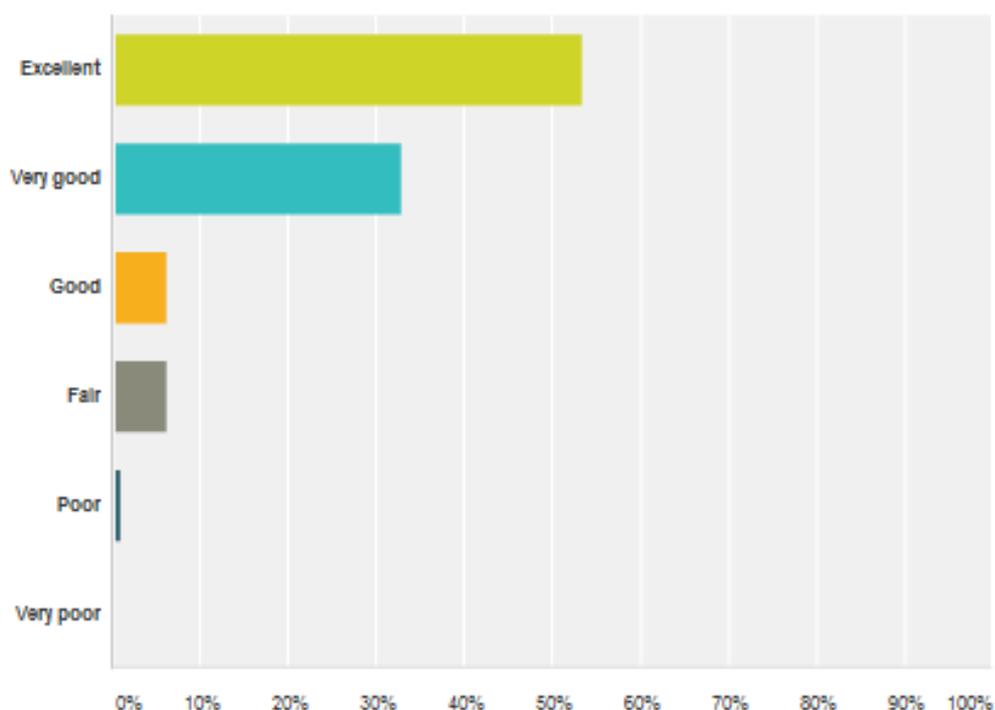
[Comments \(16\)](#)

Sixteen people provided a written commentary on this question. Of these, the vast majority supported the existing approach. A minority of people indicated that, whilst supporting the existing system, they personally preferred to wait to see their own doctor, rather than to take an earlier appointment to see an alternative doctor.

#### Question 4

### How do you rate the way you are treated by receptionists at the practice?

Answered: 97 Skipped: 3



Answer Choices	Responses
Excellent	53.61% 52
Very good	32.99% 32
Good	6.19% 6
Fair	6.19% 6
Poor	1.03% 1
Very poor	0.00% 0
Total	97

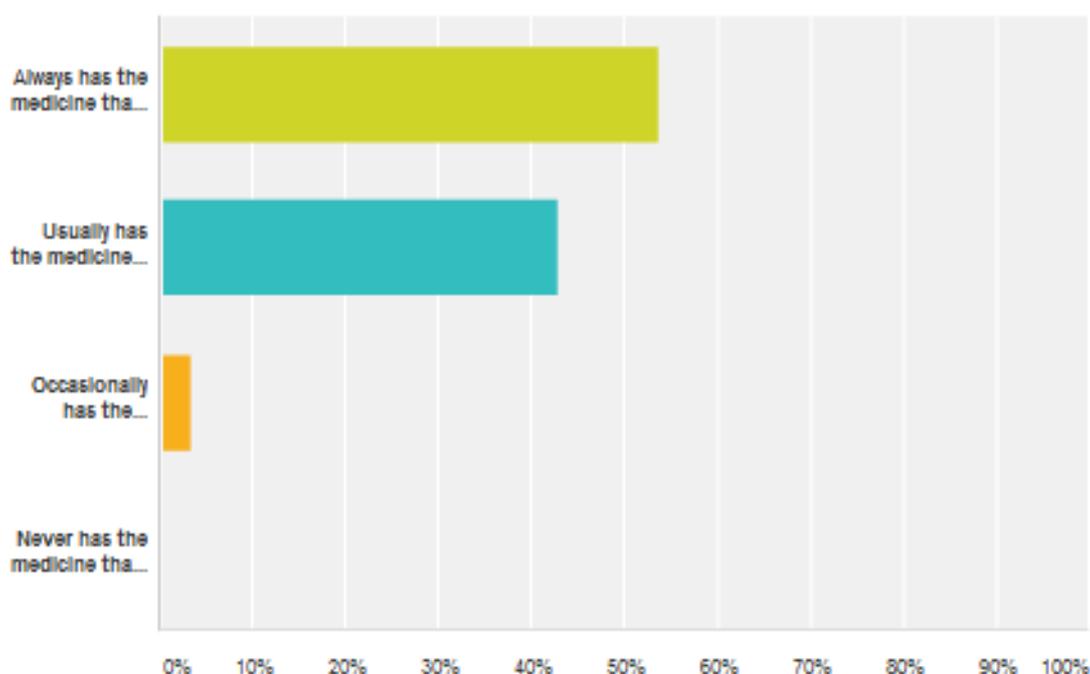
[Comments \(17\)](#)

Of those who commented on this question, 17 provided additional written comments. Of these the majority indicated that staff were always or usually friendly, polite and helpful. A minority of the responses indicated that staff could sometimes be less attentive to their needs.

## Question 5

### If you use the dispensary for repeat medication (not new/acute medication), how effective is it?

Answered: 65 Skipped: 35



Answer Choices	Responses
Always has the medicine that I need	53.85% 35
Usually has the medicine that I need	43.08% 28
Occasionally has the medicine that I need	3.08% 2
Never has the medicine that I need	0.00% 0
Total	65

[Comments \(36\)](#)

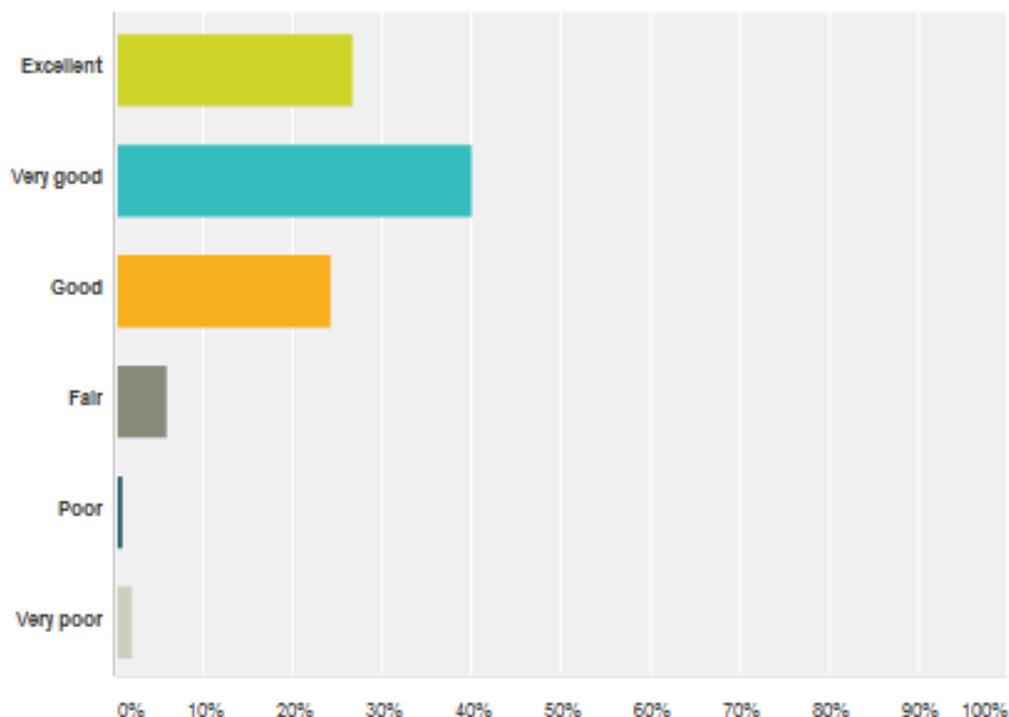
The 36 written responses to this question fall into several groups, the largest of which (11/36) indicated that the question was not applicable to them. The second largest group (10/36) raised issues related to problems of access for patients who live outside the catchment area for the surgery. Many recognised that this is not the fault of the surgery, with comments such as “Madness but out of your control” and “Outside the area in which the dispensary is allowed to fill the prescription”. However, it is still seen to be a major concern, with comments such as: “So sorry that I have been discarded from your list. It now takes me at least a week to get my prescription and I have to use my car instead of walking”; “Not applicable, unable to get my prescriptions at the surgery which is very annoying!” and “Unable to use even though we live yards from surgery”.

Those who can use the dispensary generally report a positive experience, with only one criticism: “It would be really helpful if they could alert you (phone/text) if they are unable to get the meds within the next 3 - 4 days as it has at times left me rushing around Farnham before closing hours in order to find a place that could dispense my medication”.

Question 6

### How do you rate the hours that the practice is open?

Answered: 98 Skipped: 2

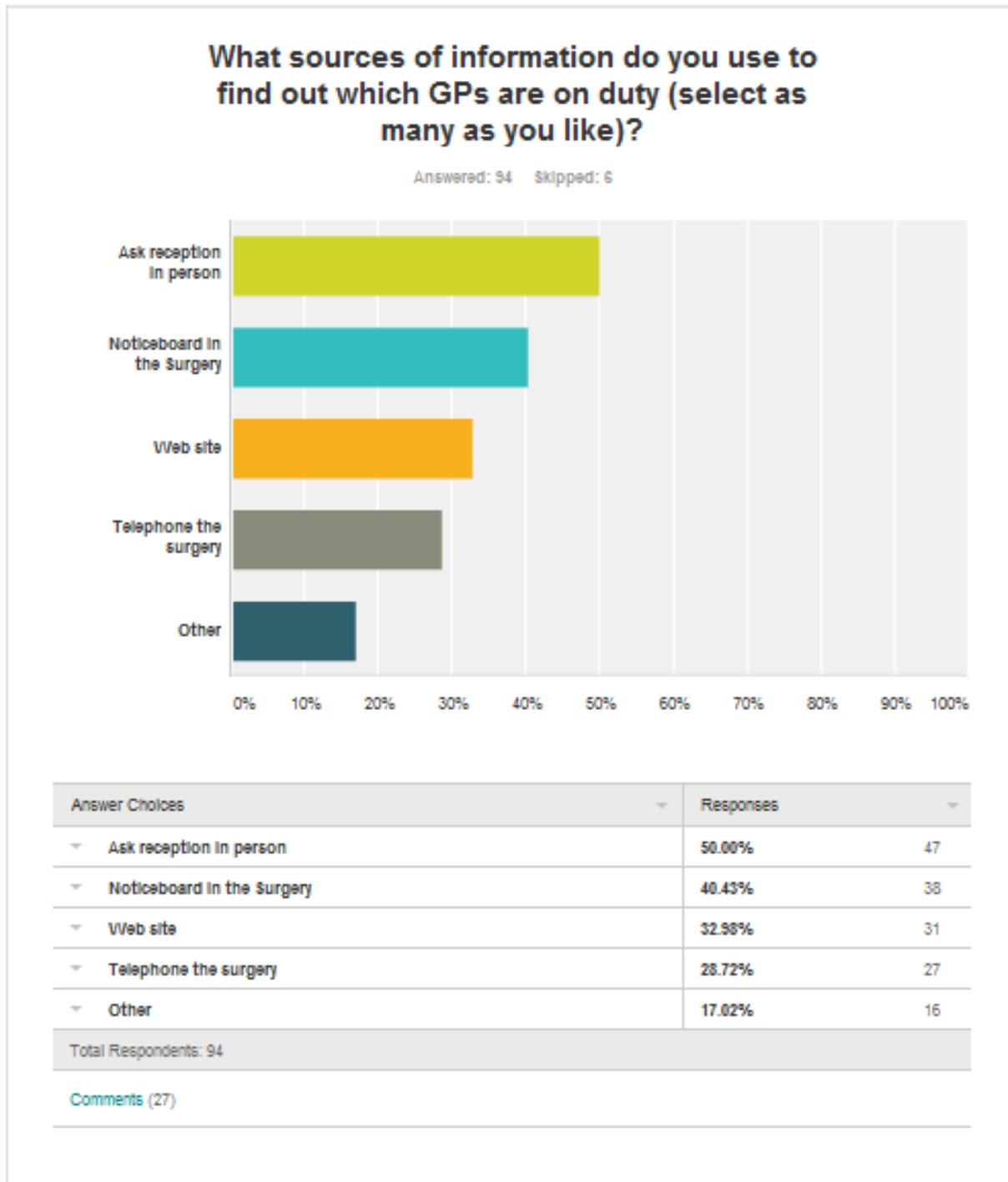


Answer Choices	Responses
Excellent	26.53% 26
Very good	39.80% 39
Good	24.49% 24
Fair	6.12% 6
Poor	1.02% 1
Very poor	2.04% 2
<b>Total</b>	<b>98</b>

[Comments \(18\)](#)

Of the 22% of written responses, most are of a critical nature often related to restricted access for people who work. Suggestions are for the provision of late night openings at least one day per week or on a Saturday morning. Some patients are critical of the shift in the time of the afternoon session, which used to be from 4.30 to 6 pm, to earlier in the day, with comments such as “Difficult if you work now the afternoon session is earlier”. The answers to this question need to be interpreted carefully as the sample distribution is clearly skewed (see question 9, indicating that over 60% of the sample are over 65 years old), indicating that the views of working age patients may be under-represented in the survey results.

## Question 7

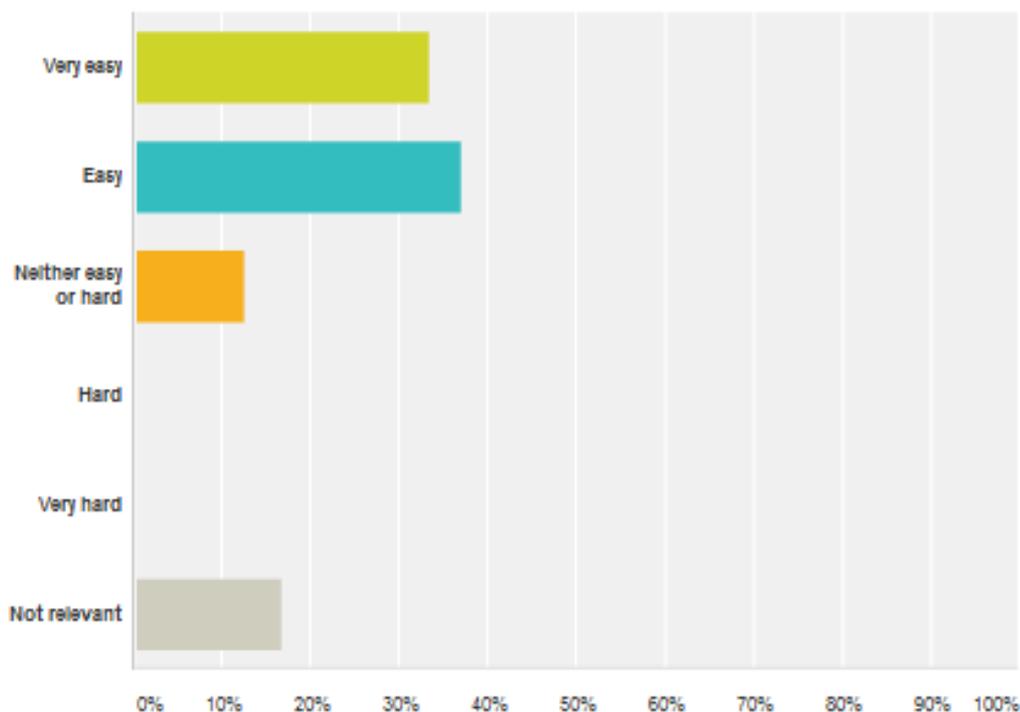


Of the 27 comments, the vast majority are supportive of the existing sources of information for patients, with the most common responses being: “I don't bother - any GP will do”; and common use of the “Rota paper picked up at the surgery”. There was one criticism of the web site and answer phone “I find that the website is not good at up-to-date information. Even the answer-phone message appears to be frequently out of date.”

Question 8

### How easy do you find it to use the practice website?

Answered: 89 Skipped: 11



Answer Choices	Responses
Very easy	33.71% 30
Easy	37.08% 33
Neither easy or hard	12.36% 11
Hard	0.00% 0
Very hard	0.00% 0
Not relevant	16.85% 15
Total	89

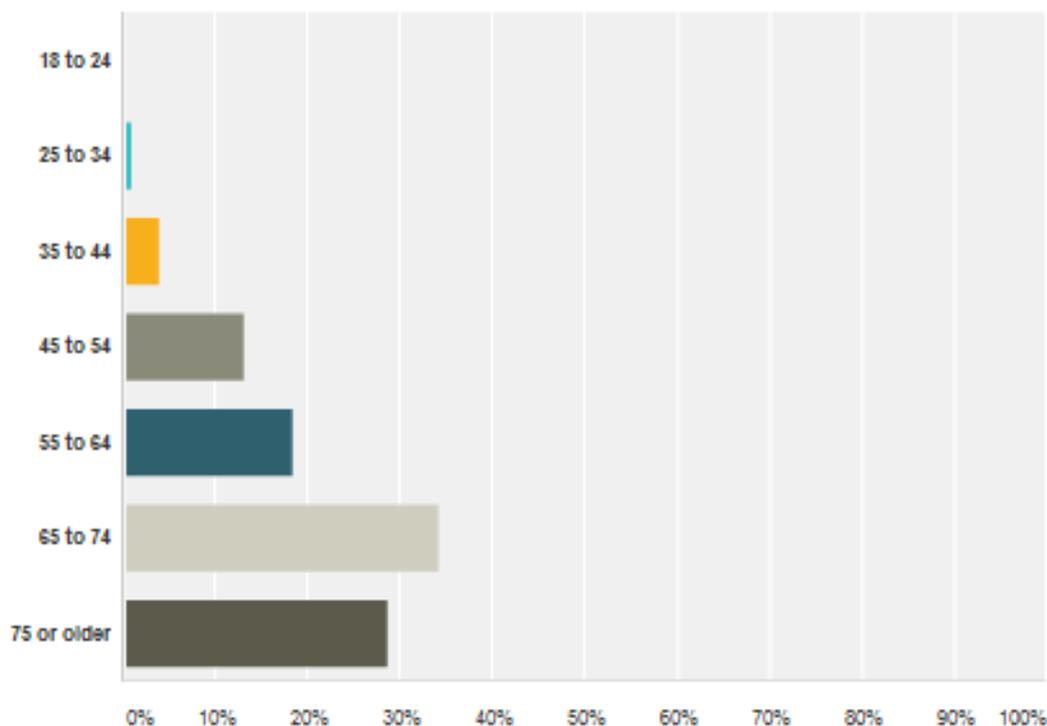
[Comments \(16\)](#)

Of the 16 people who commented 11 say that they never use the website, some out of choice (9 out of 11), others because they do not have access to a computer (2 out of 11). There are some criticisms of the web site, such as: “Not good on mobile devices - see all the code”; “Easy except for repeat prescriptions have just given up on this as I never seem to have the right password”; and “need an email address on there “. Others are more supportive “Suits my needs admirably. (Certainly a user-friendly site. Thank you.)”

Question 9

### What is your age?

Answered: 97 Skipped: 3

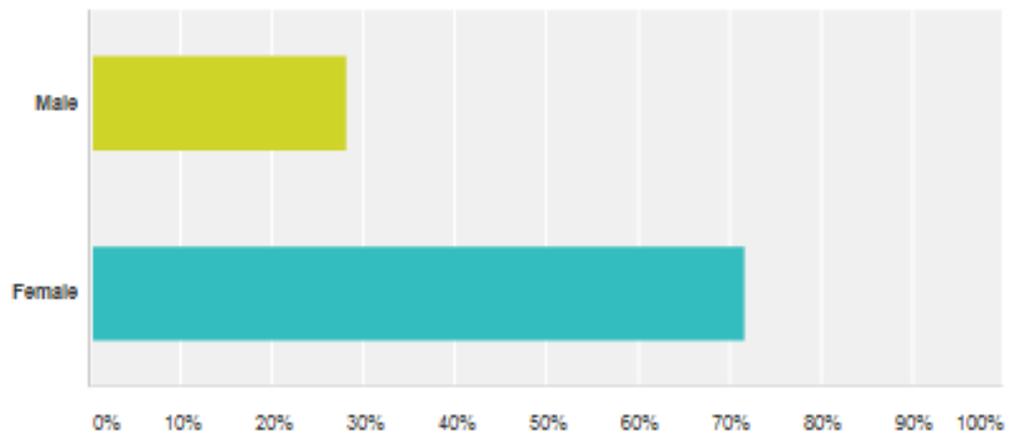


Answer Choices	Responses
18 to 24	0.00% 0
25 to 34	1.03% 1
35 to 44	4.12% 4
45 to 54	13.40% 13
55 to 64	18.56% 18
65 to 74	34.02% 33
75 or older	28.87% 28
Total	97

Question 10

### Are you male or female?

Answered: 95 Skipped: 5



Answer Choices	Responses
Male	28.42% 27
Female	71.58% 68
Total	95