

Fountain Medical Centre
GP Practice Annual Patient Survey – February 2016

Survey Form and distribution details

The survey was carried out between the 1st and 26th February 2016.

Our Patient Reference Group members were given the opportunity to amend/approve the content of the survey form and discuss distribution prior to it being carried out.

The survey form consisted of a double sided A4 size sheet. Large print versions (A3 size) were made available. It included sections on:

1. Appointments
2. Opening times
3. Patient experience
4. Clinical care
5. Our website and on-line services
6. Any other suggestions for making improvements

Patients were able to feedback anonymously. An optional equality monitoring box was included to assist in identifying that feedback is coming from all different communities in the local area.

950 survey forms were photocopied for distribution.

Forms were circulated as follows:

- Sent to all PRG group and virtual panel members.
- Posted out to 20 of our housebound patients.
- Sent to local care home managers to be circulated to our patients who reside there.
- Posted out to 50 of our young patients (** including invite to join our Patient Reference Group*)
- Handed out with every repeat prescription collected from our reception desk.
- Copies placed on our reception counter - by the auto-check in computer.
- Handed out by our receptionists when patients attended at the desk.
- A message was displayed on the electronic display board in our reception area.
- A message was sent out on the practice twitter account.
- A message and form was made available to complete on the practice website.

Posters advertising the survey included the following section:

If you have any further comments at any time throughout the year Patient Suggestion / Comment / Compliment Forms are permanently available on the leaflet board in the main reception area.

All FMC staff are aware to allow/encourage patients who use the Language Line service to feedback patient experience – at any time not only whilst our annual survey is taking place.

Survey results

243 survey forms were returned and these were collated into individual bar charts for each section of the questions asked together with a comments summary sheet.

Please note: It is practice policy not to include any names of staff on the summary sheet however where names have been indicated these will be viewed by the Practice Manager and GP Partners and the individuals made aware where appropriate.

Survey details will be:

1. Circulated to and discussed with all practice staff - and others if necessary (e.g. Lloyds Pharmacy).
2. Presented to and discussed with our Patient Reference Group members in May 2016.
3. Displayed on our practice website and on a notice board in our main waiting area.

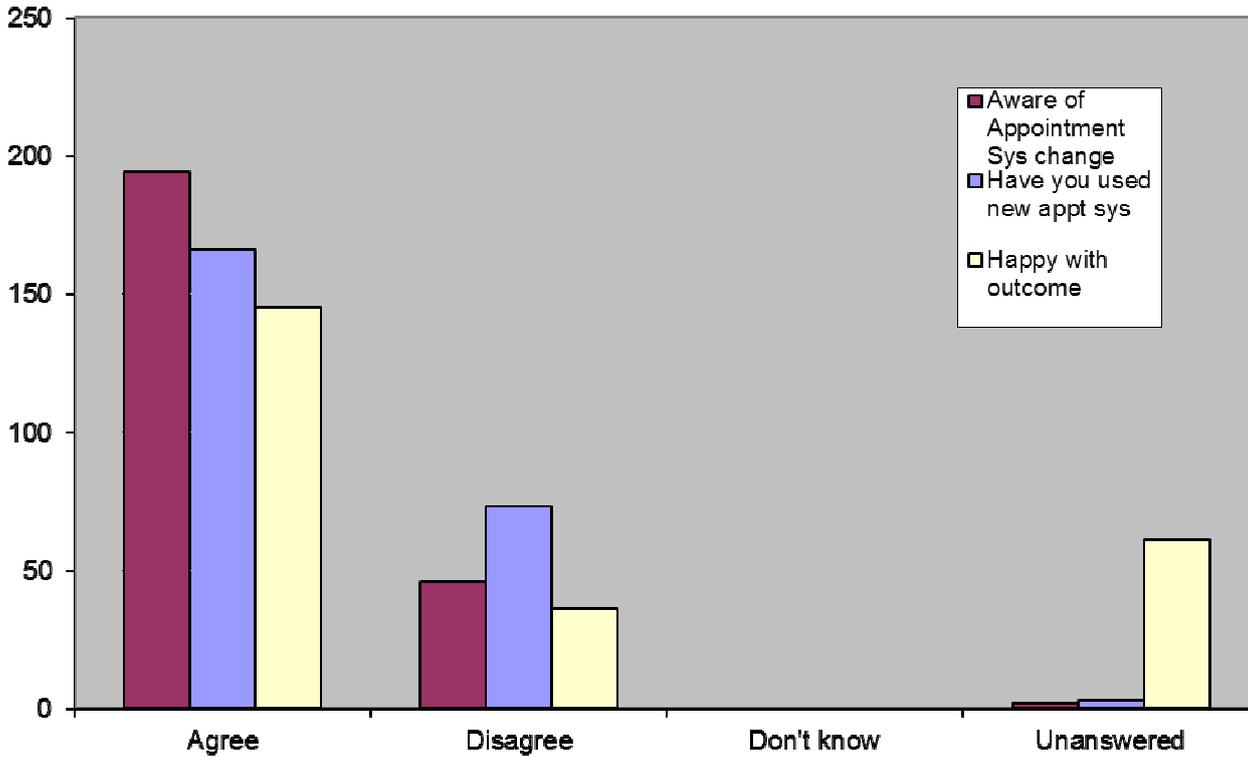
Invitation forms to join our Patient Reference Group

* 4 forms were completed and returned by Young People – 3 join as Virtual Panel members and 1 as a group member.

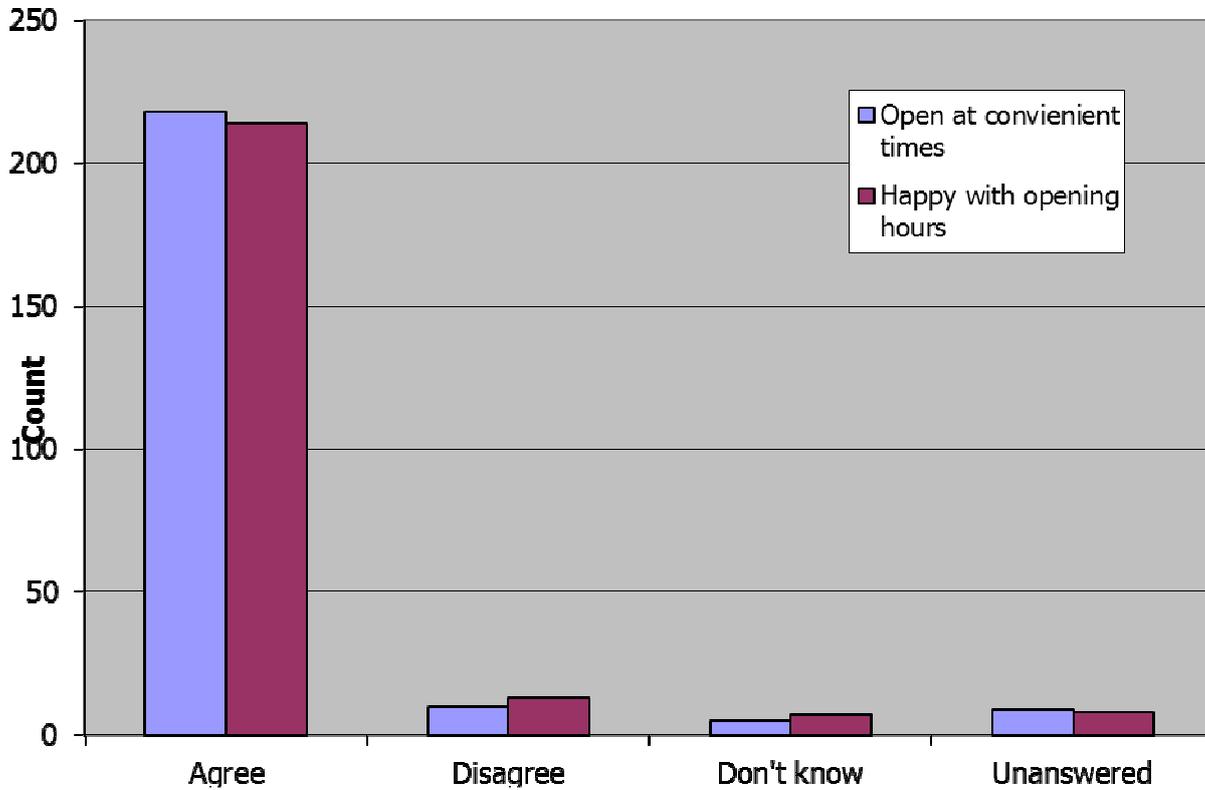
Patients will be advised of any actions taken as a direct result of the survey in an edition of our quarterly Patient Newsletter, on our practice website and on the Patient Reference Group notice board in our main waiting area.

Thank you to everyone who took the time to complete and return a survey form

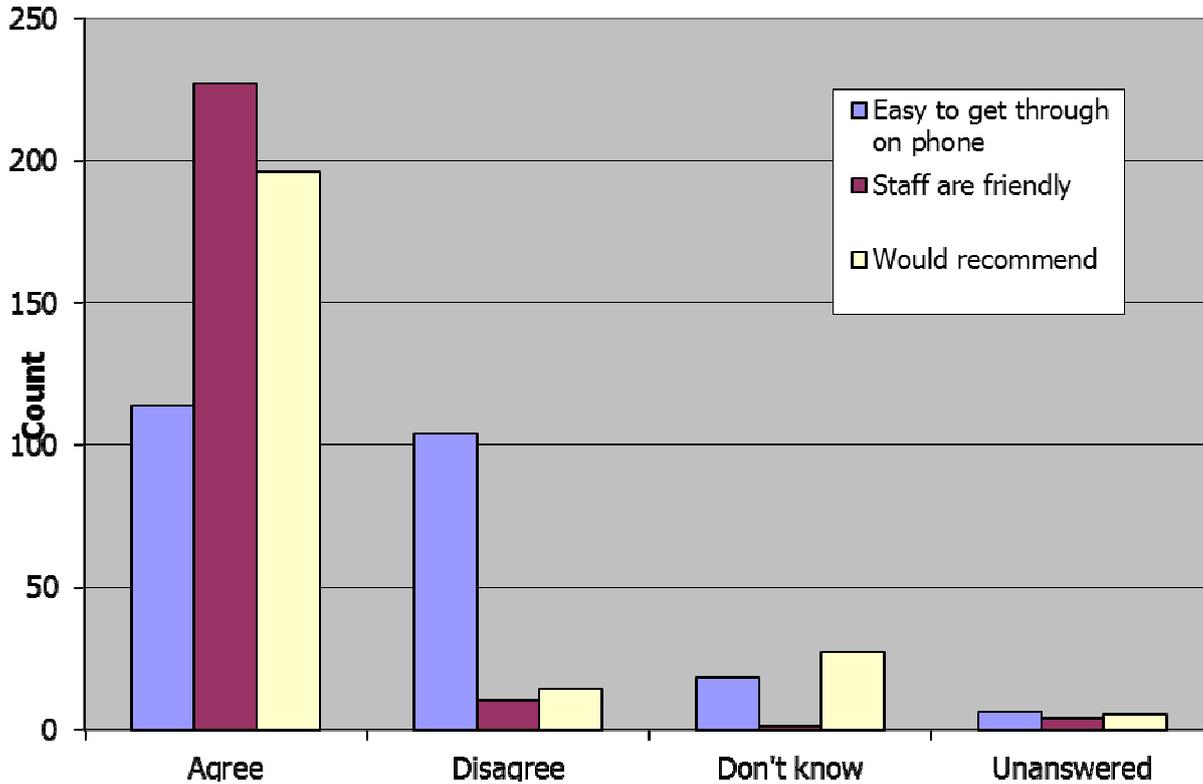
FMC Patient Survey 2016 - 1. Appointments



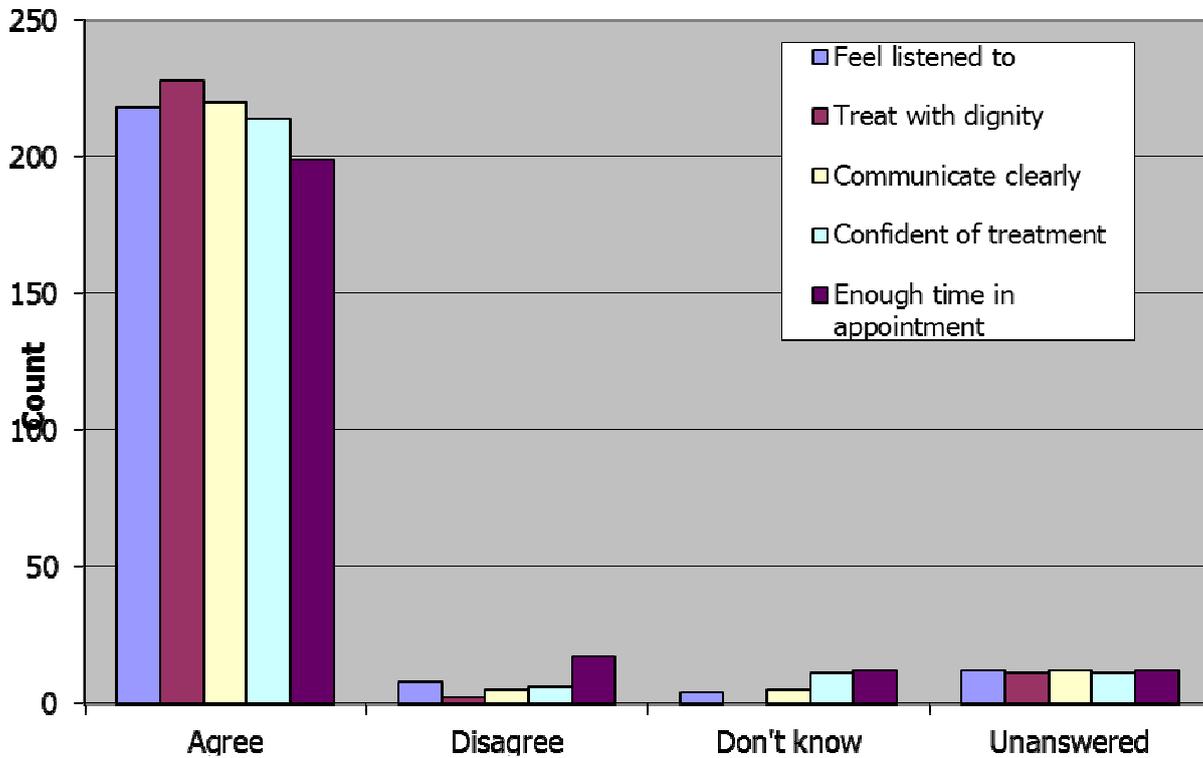
FMC Patient Survey 2016 - 2. Opening Times



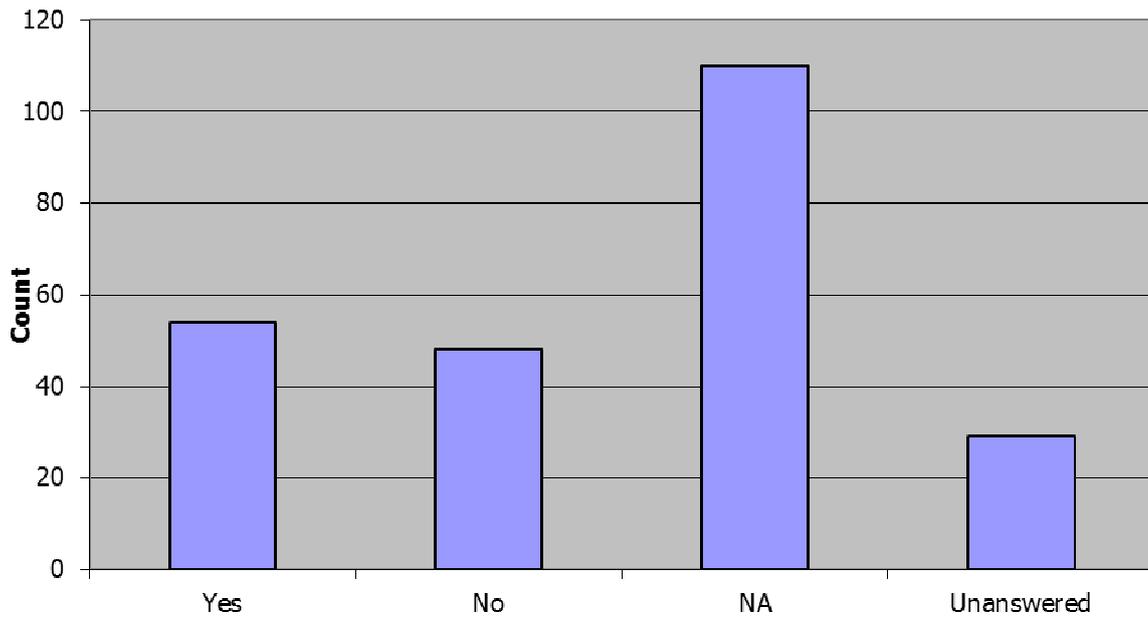
FMC Patient Survey 2016- 3. Patient Experience



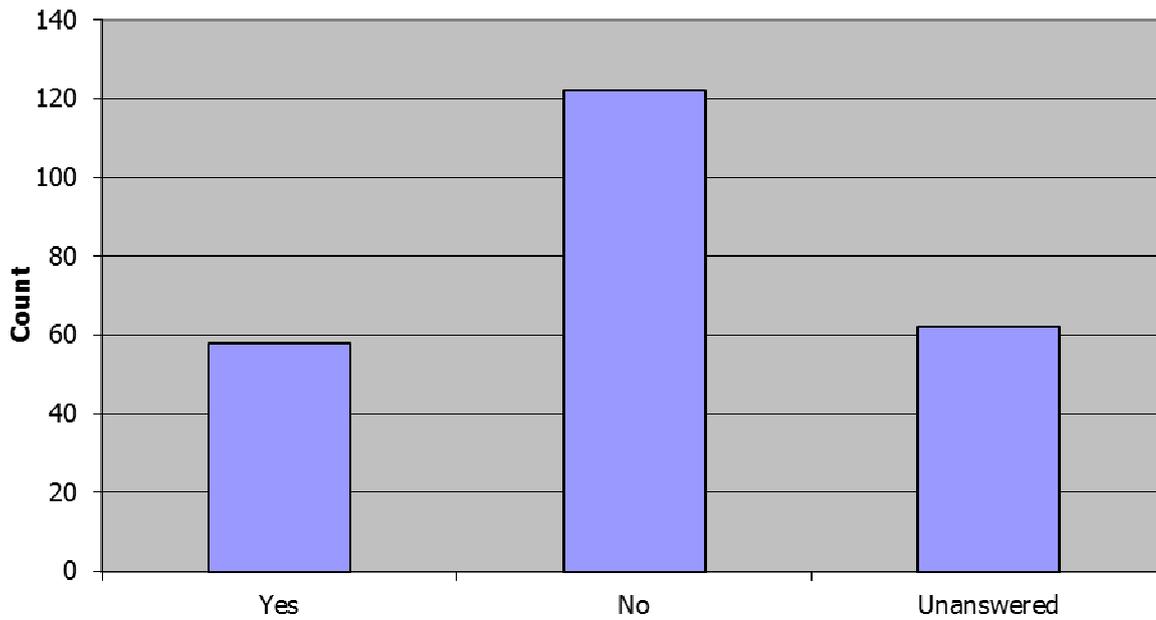
FMC Patient Survey 2016 - 4. Clinical Care



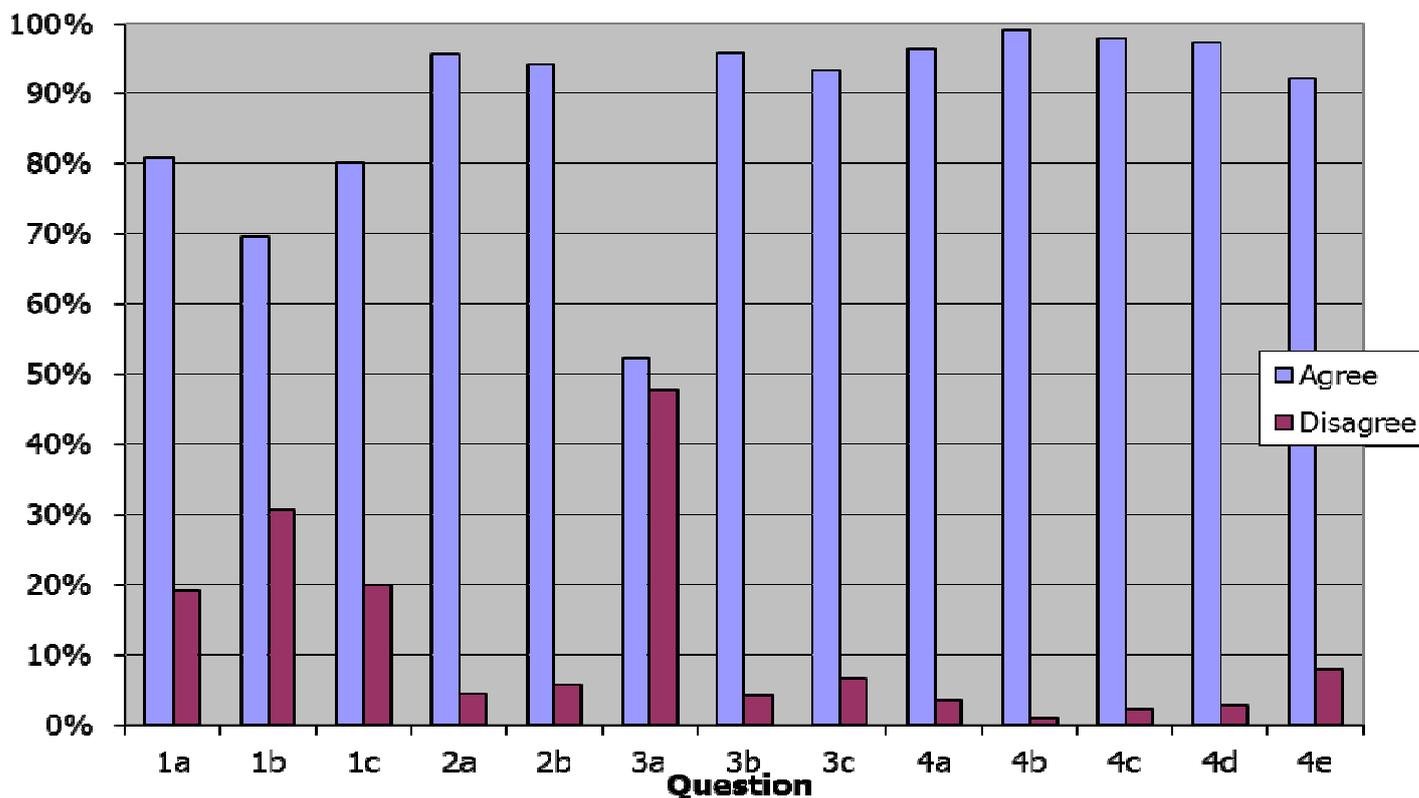
FMC Patient Survey 2016 - 5. Website



Patient Access Online Services



Practice Survey 2016 - Summary of weighted percentages



Comments Summary

Q	Answer	Comment
1a	No	I didn't know initially on making my appointment at the doctors.
1a	No	I am aware now!
1a	Yes	I am aware however it is a frustration I can't make an appointment for a future date. I work away from home and would like to be able to make an appointment when I know I will be in the vicinity.
1a	Yes	I think it is a great idea; it prevents time wasters - a much more beneficial and less time consuming way of doing things.
1a	Yes	What if an elderly person is deaf and has no internet access and needs an appointment!
1a	Yes	But I do not like it
1a	Yes	I find this system very frustrating not fit for purpose
1a	Yes	Should be priority appointment in place
1a	Yes	It's terrible for those who work full time - very very inflexible
1a	Yes	I would rather see a doctor than wait for a call back - this is my only disappointment
1a	Yes	If you now have to have a call back from a GP EVERY time can you log this online and save having to ring constantly and speak to reception staff.
1a	Yes	It works well for some circumstances but not others. Receptionists are not doctors - I got blocked from speaking to a doctor when I needed to - asthma attacks are not a minor problem but yet the pharmacist had to advise I call 999 before I got to speak to a GP!!!
1a	No	Why were patients not informed via post? Not everyone has access to a computer. Why are doctors making appointments
1a	Yes	Although I have not yet used this new system I feel it will not work for me from a confidentiality point of view. It is unreasonable to expect me to have a conversation over the phone with a doctor about my current health problems when I would be sitting at work in an office with 5 other colleagues. I would be wanting an appointment with a doctor in a closed door office at the doctor's surgery. I do not agree with this system at all and will not be able to have a private conversation with a doctor when I am at work
1a	Yes	Although not needed an appointment for a while, not sure whether I would like this system.

1a	Yes	I have some concern about vulnerable patients (i.e. victims of domestic abuse, sexual problems, elderly) and whether they would feel able to disclose to a faceless dr that they may not know and wonder if there is any screening in place or documented system as to how these patients can be dealt with in the first instance by reception.
1a	Yes	My only concern is that in many jobs you are not always available to take calls - this is the only issue
1b	Yes	But I do not like it
1b	Yes	Go back to old system
1b	Yes	A choice of time slots for the GP to call back would be preferred for those people who work (not always available by phone at all times).
1b	Yes	Ridiculous, no call back
1b	Yes	Yes - I can't book in advance - this is poor
1b	Yes	I have used it a number of times but I struggle to answer the phone at work so often miss the call and due to working in Bradford am driving home when you finish so the service does not work well for me. However I have been very happy with the outcomes of the conversations once I have managed to answer
1b	Yes	I went to see the nurse who made the appointment for me. I find it VERY difficult to call on a morning / before 4pm.
1b	Yes	It is difficult to wait for a call back when I am at work
1b	Yes	Someone had to do it for me as I am deaf
1b	Yes	First time today
1b	No	I wish to speak with a doctor face to face not over phone
1b	Yes	Sat waiting over an hour just to speak to a doctor. Causes more stress than necessary
1b	Yes	Much more efficient and less time-wasting for both doctors and patients
1c	Yes	Very. The call back is usually within the hour (Dr).
1c	Unanswered	I always call into reception to make appointments it seems quicker to me
1c	Yes	Would be better if you knew what time you would be getting a call especially when you have to go to work. At least with a proper appointment you can plan better.
1c	Yes	Very pleased with the new system
1c	Unanswered	NA
1c	Unanswered	NA
1c	Yes	With reservations about discussing illness to receptionist and then to doctor over the phone
1c	No	Misdiagnosed and felt rushed off the call
1c	No	Not everyone has the use of a phone, either landline or mobile
1c	Yes	Very helpful once I came into surgery for appt. after a call. Once I didn't need to attend.
1c	Yes	I also felt rushed into accepting phone diagnosis when would have preferred to be seen in person on a day that suits me.
1c	No	What's the point of waiting for a doctor to ring when the doctor could be seeing a patient and also the extra cost to the practice on phone calls?
1c	Yes	A nice doctor phoned me at 7.30 and sounded like she cared.
1c	Yes	On this occasion yes, but don't know that will always be the case
1c	Unanswered	N/A
1c	No	Couldn't get through for ages - then when did - about 4.45 - was told no doctor to speak to me and call tomorrow - had to go through all again
1c	Yes	Able to see someone quickly
1c	Unanswered	Mostly
1c	No	Cannot get to surgery when they want
1c	No	I would prefer to make appointments rather than be triaged
1c	Yes	Most of the time yes
1c	Unanswered	Neither yes or no - did receive an appointment but with nurse not GP
1c	Yes	My only concern with the new system is getting an appointment first thing when surgery opens
1c	No	I have school so it was difficult to book a same day appointment
1c	Unanswered	NA
1c	Unanswered	This is difficult to answer really because I really DON'T like this system; I much prefer face to face contact. However the doctors were helpful on all occasions.

1c	Yes	The result was fine but this system is very inconvenient since I work and frequently have several meetings. It would be easier to arrange in advance so I can work around it. I can't just necessarily just wait by the phone for a call
1c	No	Takes too long telephone engaged all the time
1c	No	I would prefer the old system of making an appointment
1c	No	Would prefer to have an appointment at a later date. It's a pain having to phone every morning at 8am especially if you have to get out of your sick bed.
1c	No	Not at all
1c	Yes	I like the new system - get better service and nice to be able to talk to doctor instead of sitting in waiting room with ill people.
1c	Unanswered	This is a difficult question - I was happy that I was offered an appointment with a doctor; however I had to take a full day's unpaid leave from work because of the new system. Previously I was able to pre-book an appointment for future date at a time to suit me, which meant I could plan my work around the appointment. The new system meant I had to keep the day free to receive a call back and attend the surgery.
1c	Unanswered	NA
1c	Unanswered	NA
1c	No	Some people are not happy discussing things on the phone, especially when anxious
1c	Unanswered	NA
2a	Agree	I will be requiring nurse appointments and these are only available during my working hours
2a	Agree	Yes - but the new booking system negates the flexibility of the opening times
2a	Agree	The surgery may be open but that doesn't mean there is an appointment available
2a	Agree	But need to be able to book for non-urgent so I can give my boss notice - same day gets me in trouble
2a	Unanswered	Disabled and housebound so cannot attend the surgery
2a	Unanswered	All home visits to care homes
2b	Don't know	Saturday & Sunday would be beneficial for those who work.
2b	Disagree	A Saturday clinic would be helpful.
2b	Agree	I think the times are more than accommodating for a full time employed person.
2b	Don't know	Should be open Saturday and Sunday too
2b	Disagree	Saturday AM would be useful
2b	Don't know	Cannot agree or disagree as not been ill on a weekend - If I was then would want to be able to see a doctor - not an out of hours one.
2b	Disagree	Include weekends
2b	Disagree	Weekends with some service would be appreciated
2b	Don't know	Would like it to be open on Saturdays
2b	Unanswered	Saturday surgery would be good
2b	Disagree	Few days opening till 8pm
3a	Agree	It is difficult at times
3a	Disagree	I avoid Monday mornings. It usually takes about 3-4 attempts to get through.
3a	Agree	Some times
3a	Don't know	I always call into reception in person as it is quicker for me
3a	Disagree	Absolute nightmare to get through at times
3a	Agree	There are times when phones are busy but appreciate this will be peak times!
3a	Agree	Mixed results. Sometimes straight away the other times 30-40 attempts.
3a	Disagree	Try to have more people on phones it's very frustrating!
3a	Don't know	Sometimes takes a few attempts
3a	Disagree	Usual delay getting through
3a	Disagree	I took 7 minutes of continual calling to get through - not a big problem; however I would have preferred to get straight through.
3a	Agree	I have never had a problem.
3a	Disagree	I am happy with this surgery
3a	Disagree	Waited 3 hours to get through!
3a	Disagree	One day it took me a couple of hours trying on and off before I was able to get through - again this is not viable for people who work / appointment is not urgent.
3a	Disagree	Often engaged. The call back system is not good when working.
3a	Disagree	The occasions I have needed a doctor it has taken numerous calls to get through - phone

		engaged
3a	Don't know	I find it hard to call. Last time I called someone answered. I don't call enough to be able to answer this.
3a	Disagree	At peak times the surgery is engaged for up to an hour and so you are already behind a long line of other patients by the time you get through
3a	Disagree	Sometimes quite delayed first thing. Maybe introduce more staff early morning
3a	Agree	Can sometimes be busy first thing on a morning
3a	Unanswered	Difficult when first opening lines
3a	Disagree	Think there should be a queuing system. I redialled 60 times on one occasion. Least you would know where you are in the queue
3a	Disagree	On average 15 minutes constant dialling to get through
3a	Agree	Most of the time
3a	Disagree	Always very busy AM
3a	Agree	After very persistent re-dialling i.e. 20 to 30 mins from 7am to 8am
3a	Don't know	Sometimes it is very difficult to get through
3a	Disagree	Have to ring multiple times to get through
3a	Disagree	Always engaged on a morning
3a	Disagree	Sometimes takes a good 30 mins to get through with sometimes over 50 call tries
3a	Don't know	Still a bit difficult to get through - especially Monday
3a	Don't know	Difficult first thing in a morning which now feels more important if know need an appointment that day and may need early
3a	Don't know	Sometimes - maybe more lines needed
3a	Disagree	Often engaged. The call back system is not good when working.
3a	Don't know	Have not phoned for a while, although it used to take a while to get through
3a	Disagree	Never get through
3a	Disagree	If I have to phone early - No
3a	Disagree	Not if one phones early doors
3a	Disagree	Lines need to be added
3a	Disagree	Often it seems over busy and then hangs up would prefer to be on hold in a queue than have to keep ringing over and over
3a	Disagree	Reception is very busy and particularly in the morning the phone is mostly engaged.
3a	Agree	I know when you are going to be engaged i.e. first thing in a morning
3b	Unanswered	Some staff more than others
3b	Agree	Some more than others
3b	Agree	Very
3b	Agree	Very helpful reception staff - friendly & kind
3b	Disagree	Receptionists are really rude over the phone
3b	Don't Know	The doctors have all been very polite. Reception have sometimes been rude, especially over the phone.
3b	Agree	Every time I phone all the staff are helpful and help you the best they can
3b	Disagree	The receptionists are mostly aggressive, rude, unhelpful and unsympathetic, something I have experienced and witnessed over the phone and in person
3b	Agree	Very
3b	Agree	Most of the time but one receptionist at least needs training they are not a GP!
3b	Agree	Receptionists fine if everything straight forward, otherwise can be rude and unhelpful and can be like coming up against a brick wall
3b	Disagree	Some are , some are not on reception
3c	Agree	Definitely
3c	Don't know	I have called 48 times before it rang and was answered
3c	Disagree	It already seems too busy so wouldn't encourage more patients to decrease appointment availability.
3c	Disagree	Not flexible for appointments
3c	Don't know	Prior to new system I would have
3c	Don't know	Don't want it to get any more busy
3c	Disagree	The reception staff let the practice down in my opinion. The doctors are generally fab
3c	Agree	Definitely
3c	Don't know	Would have said yes definitely until recent changes

3c	Disagree	Personally I wouldn't recommend this because I feel it's very impersonal
3c	Agree	Based on the doctors are all fine
4a	Agree	I am always happy with the level of service received from doctors and nurses.
4a	Agree	Less so when I see a nurse
4a	Agree	Would appreciate continuity of same doctor/nurse
4a	Agree	Did not feel rushed
4a	Agree	Sometimes. The doctors need more time
4a	Agree	Dr ... is nice.
4a	Agree	Dr ... & - excellent
4a	Disagree	They listen then do what they want
4a	Unanswered	Fortunately I enjoy good health and do not use the surgery sufficiently often to comment. My call to make an appointment was dealt with efficiently, I have not yet seen the clinician
4a	Don't know	Not sure you can really tell over the phone
4b	Agree	Very professional
4b	Agree	Very happy with doctors and nurses attitudes and manner
4b	Agree	I saw a really nice nurse
4c	Agree	Most certainly
4c	Agree	Some times
4c	Unanswered	Getting to speak to your own doctor can be hard
4c	Disagree	Cannot get a diagnosis
4c	Agree	My recent experiences with doctors and nurses was excellent, thoughtful and caring and of a high standard.
4d	Don't Know	Not happy with metformin prescription by doctor, but nurse helped me
4d	Disagree	Doctors - yes Nurse - depends who you see
4d	Agree	Mostly - with actual appointments - not diagnosis over the phone
4d	Agree	Clear plan of care made
4e	Unanswered	Not always
4e	Don't know	It depends on the doctor
4e	Don't know	The option of booking a double slot should be advertised more in the surgery.
4e	Don't know	Not always especially if not running on time
4e	Disagree	Feel rushed - can't discuss everything
4e	Disagree	Hate the new appointment system. Not great for working parents. Would appreciate a mix of telephone and bookable appointments
4e	Don't know	I haven't had one as I've had phone calls
4e	Disagree	No always feel I have to rush only having 10 mins
4e	Disagree	I don't agree - 10 mins isn't always enough
4e	Unanswered	Sometimes GPs seem rushed on visits
4e	Don't know	Not been to Doctor
5a	NA	Didn't know you had one.
5a	Unanswered	Not online
5a	NA	I didn't realise there was info online
5a	No	Didn't explain new system
5a	No	Don't do websites
5a	No	It's out of date e.g. xmas opening hours are on there
5a	NA	Wasn't aware there was a website
5a	NA	Never visited website
5a	NA	Website not used
5a	NA	Haven't used
5a	No	I do not have a computer
5a	No	Did not find any information about the new appointment system online
5a	No	No computer
5a	No	Do not own a computer
5a	Unanswered	No computer
5a	Unanswered	No computer
5a	Yes	Most of the time - I used to book drs appointments online. There was no mention that the new process was in place

5b	Yes	Not easy to use and unable to order prescription online - had to call in.
5b	No	No computer
5b	Unanswered	Have done but not set up yet
5b	Unanswered	Going to register
5b	Unanswered	NA
5b	Yes	Can't book an appointment online. This would be useful.
5b	No	No internet
5b	No	Will do.
5b	Yes	But what's the point. You no longer offer this facility
5b	Yes	Though can't book appointments anymore
5b	Yes	Couldn't book an appointment
5b	Unanswered	Not on line
5b	Unanswered	No computer
5b	Unanswered	No computer
5b	Unanswered	NA
6		Don't know
6		Make a comment in 6 months
6		Very disappointed that you can no longer book an appointment online. Surely this would work alongside same day telephone appointment bookings!!!
6		The phone back system isn't good if you are at work and can't take calls. Should be some bookable appointments
6		Larger car park! (I know you can't provide this but it influences time I can make appointments)
6		Like to go back to coming up and wait like old way
6		People who miss an appointment should be charged say £5, unless they have a genuine excuse / reason
6		If you operate a telephone system have extra lines as all you get is the busy tone and have to spend half hour on redial to get through
6		An ability to make appointments over the phone for non-urgent and in advance appointments with GP's or if first call is a necessity - to make appointments for later on - not same day appointments.
6		Get new receptionists!
6		Revert back to old appointment booking system.
6		Reconsider new appointment system
6		Since the new system of getting an appointment - the practice service has gone backwards. Suggestion - if a patient misses an appointment they receive a warning - miss a second and they are told to register with another practice. Please go back to the old appointment system.
6		The previous appointment system might be a better system, but guessing time and trial might prove this
6		Send receptionists on a 'treat people like human beings - how to' course or a course on how to deal with emotionally, physically and mentally vulnerable people
6		The telephone call back isn't workable for me. Working full time it is easier for me to arrange an appointment rather than waiting for a call back from the doctor.
6		Yes - listen to patients and take note of what they say and I thought that doctors were doctors to care for people, not patients having to do the running around
6		Generally very satisfied - just the phone system is not suitable for me
6		Staff excellent
6		Sometimes you need to book appointments in advance. Employers don't like you turning up, taking a phone call from a GP and then having to disappear again or go home early to attend an appointment - for non-urgent they expect notice
6		I am fortunate in that I do not use the practice on a regular basis so feel limited in offering suggestions for improvement. All patients however simply want to see a GP when they are ill not at a future date so speed and quality of appointments and care are priority concerns
6		I don't have access to the website
6		Don't often visit doctors but happy with the level of care we received when I have
6		Offering a mix of prebookable and telephone appointments would work better

6	Yes, let us have the old system back. One of the problems as a full time working mum with this system means I have set off to work by the time the doctor calls back so if they need to see my child then I have to rearrange work instead of being able to come in early before work/school
6	Maybe work at improving telephone response to calls - I usually find it easier to call at the surgery, but everyone may not be able to do this.
6	To see doctor once a year - have not seen my doctor for over 3 years
6	I would have liked some more information about the new appointment system. I understand there is a lot of patients but to have put it on the web site would have been helpful
6	Can't get an appointment after being in hospital. Nurses don't work late i.e. up to 7pm & 7am
6	New system 1 out of 10 - get back to old system sooner the better
6	Being able to have an appointment booked for a later date
6	Going back to the old booking system
6	Few days early opening & few days late opening. Add telephone line. Allow appointment to be booked any time and online two days ahead
6	Online Dr & Nurse appointment - any day and time. Few days early opening & few days late opening till 8pm.
6	As explained overleaf, I find the new booking system very inaccessible. I am self-employed as a psychotherapist working a lot of evenings. It is very difficult to plan my clients around a doctor's appointment when I have to phone on the day and wait for a call back - then hope for an appointment. I am investigating transferring to another surgery as a result of this new system.
6	Not everyone has a computer
6	Equality monitoring section – why is there no tick box for European?