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**Fernclough Surgery**

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**Patient Participation Report**

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**Year 1 Report - March 2012**

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## Introduction

This is a report relating to Patient Participation Directed Enhanced Service (PPDES) run by the staff at Fernclough Surgery.

The purpose of PPDES is to allow patients to be able to have more involvement with their local medical practice and be involved in decisions relating to the range and quality of services provided.

This report covers year one of a two year government program which plans to enhance the services provided by Health Surgeries across England.

The final outcome of the PPDES will be published on the practice website in 2013 when the DES concludes. (<http://www.ferncloughsurgery.co.uk/>)

## Practice Information

- The practice is located in Harpurhey, Manchester.
- The practice is open Monday (9am-1pm, 2pm-6pm), Tuesday(9am-1pm, 2pm-7.30pm), Wednesday(9am-1pm), Thursday(9am-1pm, 2pm-6pm) and Friday(9am-1pm, 2pm-5pm).
- Monday, Tuesday, Thursday and Friday morning sessions are usually 'Walk-in' sessions where patients can see a Doctor imminently.
- Pre-arranged appointment times are only required for GP sessions on Wednesday mornings and all afternoon and evening sessions.
- The Nurse has morning sessions on Monday, Thursday and Friday.
- The Nurse has afternoon sessions on Monday and Friday.
- Should there be a more pressing reason for any patient to see a clinician at any time, the clinician will always oblige.
- The practice has two GP's and one Practice Nurse.
- Patients can register by collecting a registration form and submitting it in person.
- Appointments can be made in person, by phone or by fax.
- When making their appointment patients have a choice of doctor.
- Home visits can be requested in person, by phone or by fax.
- Patients can contact a clinical staff member via telephone.
- Requests for repeat prescription can be made in person, via fax or by letter.
- The practice takes part in the Extended Hours DES on Tuesday evenings (5.30pm-7.30pm) for patients who cannot attend the surgery in office hours.

For further information see either the practice leaflet in the Appendices section or consult the practice site ([www.ferncloughsurgery.co.uk/](http://www.ferncloughsurgery.co.uk/))

## About the Patient Reference Group

The Patient Reference Group (PRG) is a group of 20 people that act as representatives of the total practice population (>1% sample).

The PRG members are required to share their views on the way the practice provides its service, provide feedback upon the results of practice run surveys and be part of the decision making process should changes be required to improve the practice's service.

In order to form the group posters were put up in the surgery waiting area and on the entrance to the surgery. While the practice staff were able to sign-up a sufficient number of patients using this method, there was little diversity in the ages groups and ethnicity.

As a result of this the reception staff invited patients opportunistically when attending the surgery (for the Invitation letter used, see the Appendices).

The PRG consists of:

- 20 patients
- 13 female and 7 male.
- 16 Caucasian, 2 Black and 2 Asian.
- Two aged between 25-34 years old, four aged between 35-44YO, six aged between 45-54YO, four aged between 55-64YO, three aged between 65-74YO and one aged between 75-84YO.
- Patients who have primarily been with the practice for 10 years plus.
- Mainly casual attendees.
- Patients who all opted to be contacted via letter.

By a large, the PRG is representative of the registered patients at the practice. The practice has a demographic of patients who are in the upper age bracket (85+ years old) who attend very rarely, which are not represented.

Despite attempts to invite them to join the PRG by personal letter, flyers left in nursing homes and being asked by Doctors who attend them for visits, none wished to take part.

## **PPDES Events Schedule**

1. Patients were invited to join PRG and complete the induction letter.
2. The PRG were notified of the first meeting date and agenda.
3. The first meeting involved a Q&A session regarding the future agendas for the PPDES programme and what topics would be suitable for the practice to address in the survey.
4. The PRG were notified of the next meeting date, agenda and provided with a prototype Practice Survey.
5. The second meeting involved feedback regarding the prototype Practice Survey that was distributed before hand via letter.
6. The PRG were notified of the next meeting date, agenda and provided with the results and analysis summary of the Practice Survey.
7. The third meeting involved discussing the results of the Practice survey and discussing areas for an action plan intended for necessary changes.

## **The Practice Survey**

In order to obtain the views of a variety of registered patients, a practice survey was carried out. The Practice Survey was crucial in investigating how patients regarded the quality of various components of the services offered by the practice. A secondary objective of the survey was to assess patients' knowledge of the services offered by the practice.

In the first meeting with the PRG, topics suitable for the practice survey were discussed and agreed upon. They were:

- Appointments
- Contact
- Access
- Cleanliness
- Reception Staff
- Waiting times
- Doctor choice
- Opening times
- Seeing medical staff and rating individual services provided by them
- Overall satisfaction
- Additional comments section

Following the PRG viewing a prototype practice survey, after having the opportunity to discuss its suitability in the second meeting and allowing for modifications, the final survey was rolled out for the main population of the patients to complete. (For the survey used please see the Appendices section)

Patients were made aware of the survey:

- In person when they attended the surgery
- Over the phone
- Via posters
- Via the patient call system with an advertisement displayed on the monitor

The survey was available for patients to complete for one month.

71 patients completed the survey (3.7% sample).

The practice staff found that the best method to engage the patients in the survey was to requesting that they complete the survey as they wait to see their chosen clinician or nurse.

## Practice Survey Results

Generally the results were overwhelmingly positive.

The most significant negative points for improvement were identified:

1. Contact; 10% found it hard to speak to a Doctor on the phone.
2. Reception Staff; when asked 'Can other patients overhear what you say to the Receptionist at the Desk?' 11% reported that they were not happy about being overheard.
3. Waiting times; 33% of patients felt that they had to wait too long in the waiting room for their appointment.
4. Doctor choice; 30% reported that there is only one GP at the surgery.
5. Opening times; While 3% reported that were dissatisfied with the opening hours, 46% percent reported that they would like the surgery open at addition times. Only 2.4% were fully aware of the practice opening hours.
6. Seeing medical staff and rating individuals services:  
**In relation to the Doctor;** when asked 'In the past 6 months were you able to see a Doctor fairly quickly?' 10% said no. 11% said this was due to no appointments.
7. Additional comments, the patient who completed;  
survey 15 stated 'more advice could be given for sympathetic things'.  
survey 48 noted that 'The doctor doesn't listen to any problems that I try to tell him about. I think this is due to his busy surgery.  
survey 71 said ' I know the surgery is normally open as from 9am which is fine by me. As for the evening one I don't really know about it.'

(A complete results breakdown is available in the Appendices section)

## Practice Survey analysis and discussion with PRG

Upon the Practice Survey being completed, each member of the PRG was sent the results breakdown along with an invite to discuss the issues in the next meeting.

The PRG agreed with the positive aspects of the survey results, but some were surprised at some of the negative aspects highlighted by the survey.

The areas for improvement were highlighted as follows:

1. Contact: While some members of the PRG admitted that they had struggled in the past to speak to a Doctor on the phone, they were all able to appreciate that the surgery is very busy, particularly in the mornings where no prior appointments are required.  
Both the staff and the PRG agreed that a more cohesive structure should be put in place for speaking to medical staff members and notices should be made available to patients regarding contact.
2. Reception Staff: None of the PRG stated that they had any issue with being overheard at the reception. Only a few of the PRG were aware that the practice does offer to take patients to a side room (not a consultation room and away from any patient data) should there be a matter for the patients to discuss confidentially with reception staff.  
The PRG and staff agreed that this information should be more readily available to patients approaching the desk and generally distributed.
3. Waiting times: Practice staff and the PRG confirmed that waiting times for the walk-in sessions can be more than a few minutes, whereas the afternoon sessions are usually on time. This is usually due to no formal time being arranged with patients on their arrival for the morning walk-in sessions. The protocol was to simply to tell the patient to 'take a seat' after checking in at the desk.  
The staff and PRG agreed that while both sides would like waiting times to reduce, it is difficult to manage with a 'walk-in' format. A solution agreed upon was to notify patients of how long they would have to wait when approaching the desk to make their respective appointment. While this information is in a leaflet and on the website, a more open explanation of the appointment system would be beneficial.
4. Doctor choice: Generally the PRG themselves had no preference but all were aware of the choice of doctor and the sessions they offer.  
Again informing the patients by more open methods was the agreed solution.
5. Opening times: With the flexibility that the practice currently offers for allowing patients to see a doctor or nurse, both the staff and PRG concurred that while it may be better for certain individuals if the practice was open for more hours, the schedule is still valid.  
It was agreed that greater awareness of the surgery hours is vital.

6. Seeing medical staff and rating individuals services:  
For those patients who are unable to acquire an appointment, the staff and PRG agreed that those patients should be made aware of the flexibility of the practice's walk-in sessions and the later sessions offered (Extended hours on Tuesday and late 5-6pm Thursday).
7. Additional survey comments: Some members of the PRG did express that in the past they had felt rushed when seeing clinical staff members but did not agree with the comments in reference to a lack of sympathy. With the surgery being such a demanding place it can occasionally come across as if the staff are lacking compassion, in reality they will always strive to offer the best care and service they can. The final comment reiterated the need to provide more opportunities for the patient to be informed of the surgery schedule.

## **Approved Action Plan**

After the final meeting with the PRG in which topics for the action plan were discussed an approved action plan was formed.

- Patients wishing to speak to a clinical member of staff via telephone should do so after 11AM. Notices informing the patients of this change have been placed in the waiting room, patient call system, updated on the practice website and on the practice leaflet.
- A poster has been placed at the reception desk and a patient call system message produced which informs the patients that should they wish to converse with reception staff confidentially, in a private place away from the reception there are facilities to do so. Patients wishing to do so will not have access to behind the desk or any information relating to any patient, confidential or otherwise.
- A flyer has been produced explaining the different appointment structures offered by the practice and is accompanied by a schedule. The website and practice leaflet have been updated with this information, and a notice has been placed on the patient call system monitor.
- A notice has been produced to promote awareness that patients have the right to choose their GP. This notice has been placed adjacent to the reception area, on the patient call system, on the website and in the practice leaflet.
- New larger notices listing the practice's opening hours and sessions' schedule have been produced and the notice on the patient call system has a more frequent rotation.



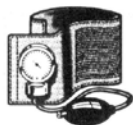
## **Conclusions for Part One and Looking Ahead to Part Two**

The service provided by the practice is viewed by the vast majority of patients, who are in the PRG and who took part in the survey, as being very successful and effective. There is still room for improvement, however.

The most significant finding of Year One of the PPDES was the lack of knowledge in relation to basic information, such as opening times. Moving forward this will be our key objective to improve upon.

For year two of the PPDES, there will be changes to the survey. The questions and structure used for year one will remain, in order to make a clear comparison with the results of year two, but some additional questions will be added to gain more detailed feedback.

Going forward, the practice will look to draw upon its positive relationship with the members of the PRG and general population of patients in order to further improve the services it offers for now and the future.



## GYNAECOLOGICAL CARE

### Dr Noori Saleh

Specialist in Obstetrics and Gynaecology  
One clinic per week  
Antenatal care  
We provide this service in conjunction with  
local hospitals

### IMMUNISATIONS AND VACCINATIONS

All the injections that your child may need are  
given at the surgery.  
All adults should ensure that they are given a  
Tetanus vaccination every 10 years.  
Women are advised to check that they are  
immune to Rubella before trying for a family.  
Foreign travel vaccines are available, as are  
Flu vaccines. Flu vaccines are recommended  
in the autumn for those over 65, or those who  
suffer from chest or other chronic diseases.

### MEDICALS

All patients over 35 are invited for coronary  
heart disease screening. Diet advice is  
available if necessary. Patients over 75 should  
be seen for a check-up annually. Please make  
an appointment with the nurse if you are not  
seen regularly.

**Fernclough Surgery is proud to work in  
conjunction with NHS Manchester:**

Parkway 3, Parkway Business Centre,  
Princess Road, Manchester, M14 7LU  
0161 765 4000

Patients have the right to access their health  
records subject to safe guards. You can ask for  
a reproduction of your notes. A reasonable fee  
will be payable for a photocopy. Information to  
third parties is only provided with the  
patient's written consent. Anonymous  
information may be used for NHS  
approved research.



## COMMENTS & COMPLAINTS

We want you to be happy with the service  
that we provide at Fernclough surgery.

If you have any comments or complaints  
about the service that we provide, please  
contact us in person, by letter or email.

nhs-man.fernclough@nhs.net

**No violent or abusive behaviour is tolerated  
In the event of such behaviour the patient  
may be removed from the registration list  
and the police contacted.**

### IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT

We would ask that you make the practice  
staff aware if you are unable to attend your  
appointment, as soon as possible whatever  
the reason.

Please telephone the surgery on:-

**0161 205 1638**



**FERNCLOUGH SURGERY  
1 TAVISTOCK SQUARE  
off FERNCLOUGH ROAD  
HARPURHEY  
MANCHESTER  
M9 5RD**



## FERNCLOUGH SURGERY

**1 Tavistock Square (off Fernclough Road)  
Harpurhey, Manchester, M9 5RD**

*Suitable access for disabled*

### WE COVER:

**Harpurhey, Moston, New Moston, Blackley,  
Higher Blackley, Cheetham, Miles Platting,  
Ancoats, Newton Heath, Droylsden**

**Dr Sion Saleh MD 1974**

**GPWSI**

**Family Planning Practitioner  
Formerly Registrar in General Surgery  
and Orthopaedic Surgery**

**Normal Surgeries:  
Mon, Tues, Wed & Fri AM + Mon & Fri PM**

**Dr Noori Saleh MD 1970**

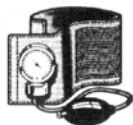
**FRCOG**

**General Practitioner Specialist in  
Obstetrics and Gynaecology**

**Normal Surgeries:  
Thurs AM + Tues & Thurs PM**

**Telephone and Fax:  
0161 205 1638**





## Practice Staff

### Practice Nurse

Sister Carol Fernandez RGN

### Practice Manager

Mrs Frances Saleh

### Receptionists

Ms Jackie Beaumont

Ms Margarita Barskietye

### Caretaker/Receptionist

Mrs Edith Webster

### Attached Staff

District Nurse: Ms Elaine Sutcliffe

Health Visitor: Ms Margaret Koller

## Clinics

The practice has a number of dedicated healthcare options available on the premises:

**CHOLESTEROL**

**WELL PERSON**

**ASTHMA**

**DIABETES**

**CHILD IMMUNISATION**

**CHILD HEALTH SURVEILLANCE**

**MINOR OPERATIONS**

**DIET & HEALTH**

**FAMILY PLANNING**

**TRAVEL CLINIC**

**DRUG ABUSE**

**SMOKING CESSATION**

**ANTE-NATAL**

**BABY CLINIC**

Please ask at the reception for further details.

Or telephone the surgery on:

**0161 205 1638**



## Opening Hours

	A.M.	P.M.
<b>Monday</b>	9.00 – 1.00	2.00 – 6.00
<b>Tuesday</b>	9.00 – 1.00	2.00 – 7.30
<b>Wednesday</b>	9.00 – 1.00	Half Day
<b>Thursday</b>	9.00 – 1.00	2.00 – 6.00
<b>Friday</b>	9.00 – 1.00	2.00 – 5.00

### REGISTRATION

To register please attend during surgery hours to see the receptionist and complete a registration form. We would like every new patient to have a health check completed by appointment with the practice nurse.

### APPOINTMENT SYSTEM

No appointments are required for morning surgery, with the exception of Wednesday morning. Please arrive before 11 AM. First come, first served basis unless the matter is urgent. Prior appointments are required for the afternoon surgery. Please inform the receptionist of which doctor you wish to see.

### HOME VISITS

Preferably visit requests should be made before 10 AM, so that the day's surgery can be planned accordingly. Only request a visit if it is essential. In the time it takes the doctor to make one home visit four patients could have been seen in the surgery.

### TELEPHONE ADVICE

For a medical query please contact the surgery after 11AM. Alternatively you can call the **NHS Direct** service on **0845 4647**. This service is available 24 hours a day and 365 days a year.



## REPEAT PRESCRIPTIONS

We support the repeat dispensing scheme. Contact your local pharmacy for more details. Please allow 48 hours for repeat prescription requests to be processed. Repeat prescription orders are accepted by Fax, Post or just dropped in to the surgery. You will need to be seen for a medication review annually by the doctor.

### OUT OF HOURS

#### IN AN EMERGENCY PLEASE CALL 999.

**GotoDoc** provide a range of NHS services that are available for out of hours care. Call **0161 785 0805** for more information. This service is available 24 hours a day and 365 days a year.

Should you require any treatment for minor ailments you can visit an NHS Walk-in centre. You don't need an appointment - just drop in. The nearest is **Ancoats Walk-In Centre**. Old Mill Street, Manchester, M4 6EE. Call **0161 274 1640** for more information. This service is available; Monday to Friday 8 AM - 7 PM & Saturday to Sunday 9AM - 6PM

### ADDITIONAL SERVICES

**NHS Choices** is a comprehensive information service that helps to put you in control of your healthcare. It provides all the information you need to make choices about your health. Please visit **www.nhs.uk**. If you require any additional health advice and reassurance please contact **NHS Direct** on **0845 4647**. This service is available 24 hours a day and 365 days a year. Please see **www.nhsdirect.nhs.uk**. For more personalised help and information available in your local area you can use the Patient Advice and Liaison Service (**PALS**). Please visit **www.pals.nhs.uk** for more information.





**Fernclough Surgery**  
**(Dr Saleh's Surgery)**  
**1 Tavistock Square**  
**Harpurhey**  
**Manchester**  
**M9 5RD**

Dear Patient,

As part of an initiative to encourage more patient feedback on our service in Fernclough Surgery, we are forming a **Patient Participation Group (PPG)**.

A **PPG** is a group of volunteer patients who are involved in making sure the surgery provides the services its patients need and are happy with.

The main aim of a **PPG** is to allow you and other patients to share your feelings and your experiences with the Surgery in order to identify areas for improvement. The **PPG** is run mainly by either post or email.

No medical or personal details are required to participate, we will not share your contact details with anyone else and you will only be contacted a few times a year.

If you are in the **PPG** and wish to leave for any reason, you can do so at any time. Should you wish to leave the **PPG** you just need let us know that you want to leave and no longer wish to be contacted about it anymore.

To join the **PPG** fill in the sections below and return the form to us as soon as you can.

-----  
 Name: \_\_\_\_\_

☐ I wish to be contacted via email at: \_\_\_\_\_

☐ I wish to be contacted via letter at: \_\_\_\_\_

Are you Male or Female?

Male	Female
<input type="checkbox"/>	<input type="checkbox"/>

Which age group are you in?

Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which ethnic group are you in?

White	Mixed	Asian	Black	Other
British <input type="checkbox"/>	White & Black <input type="checkbox"/>	Pakistani <input type="checkbox"/>	African <input type="checkbox"/>	Chinese <input type="checkbox"/>
Irish <input type="checkbox"/>	White & Asian <input type="checkbox"/>	Iranian <input type="checkbox"/>	Caribbean <input type="checkbox"/>	Any Other <input type="checkbox"/>
Other White <input type="checkbox"/>	Other Mixed <input type="checkbox"/>	Other Asian <input type="checkbox"/>	Other Black <input type="checkbox"/>	<b>Private</b> <input type="checkbox"/>

Approximately how long have you been with the practice?

Less than 1 month	Less than 1 year	1 – 5 years	5 – 10 years	10 years +
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the last 12 months approximately how many times have you visited the practice?

Once or Twice	Three, Four or Five times	Six times or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Fernclough Surgery Survey



**Fernclough Surgery**  
**1 Tavistock Square**  
**(off Fernclough Road)**  
**Harpurhey**  
**Manchester**  
**M9 5RD**

Dear Patient,

We would be grateful if you would complete this short survey about Fernclough Surgery.

At Fernclough Surgery we are committed to providing the highest standard of care. Your opinions are very valuable to us because the feedback from completing this survey will enable us to identify areas for improvement.

The survey is quite short and we would appreciate it if you could answer all the questions honestly. There are NO right or wrong answers to any of the questions. Your answers will be accepted without any of the staff being able to identify you.

Thank you

Are you Male or Female?

Male	Female
46.5%	53.5%

Which age group are you in?

Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
0%	8.5%	22.5%	33.8%	16.9%	8.5%	8.4%	1.4%	0%

What is your ethnic group?

White	Mixed	Asian	Black	Other
British 65%	White & Black 0%	Pakistani 0%	African 18.3%	Chinese 0%
Irish 2.8%	White & Asian 0%	Iranian 1.4%	Caribbean 1.4%	Any Other 5.6%
Other White 5.6%	Other Mixed 0%	Other Asian 0%	Other Black 0%	<b>Private 0%</b>

How long have you been with the practice?

Less than 1 month	Less than 1 year	1 – 5 years	5 – 10 years	10 years +
4.2%	2.8%	23.9%	19.0%	49.3%

In the last 12 months how many times have you visited the practice?

Once or Twice	Three, Four or Five times	Six times or more
26.8%	26.8%	46.5%

## Appendix

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

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

In the past 3 months	Between 3 and 6 months ago	More than 6 months ago	I have never been seen by my present GP
69%	12.7%	18.3%	0%

#### Q2. If you haven't seen a doctor in the past 6 months, why is that?

I haven't need to see a doctor	I couldn't be seen at a convenient time	I couldn't get to my appointment easily	I didn't like or trust the doctors	Another reason
91.5%	1.4%	0%	1.4%	5.6%

#### Q3. How do you normally book your appointments to see the doctor or nurse?

In person	By phone	Doesn't apply
70.4%	23.94%	5.6%

#### Q4. Which of the following methods would you prefer to use to book an appointment at the Surgery?

In person	By phone	By fax	Online	Digital TV	No preference
49.2%	36.6%	0%	2.8%	0%	11.3%

### B. Getting through on the phone

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

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	19.7%	53.52 %	18.3%	1.4%	5.633%	1.4%
Speaking to a Doctor on the phone	59.2%	14.1%	7.0%	5.6%	4.2%	9.9%
Speaking to a Nurse on the phone	50.7%	15.5%	16.9%	1.4%	2.8%	12.7%
Obtaining test results by phone	54.9%	16.9%	4.2%	4.2%	4.2%	15.5%

### C. Seeing a Doctor

#### Q6. In the past 6 months have you tried to see a Doctor fairly quickly?

E.g. on the same day or in the next two weekdays that the practice was open

Yes	No	Cannot remember / Doesn't apply
66.2%	19.7%	14.1%

#### Q7. In the past 6 months were you able to see a Doctor fairly quickly?

E.g. on the same day or in the next two weekdays that the practice was open

Yes	No	Cannot remember / Doesn't apply
71.8%	9.9%	18.3%

#### Q8. If you weren't able to be seen during the next 2 weekdays do you know why?

No appointments	Appointment time didn't suit	Wanted a different doctor	Only a nurse available	Another reason	Can't remember or does not apply
11.3%	4.2%	2.8%	1.4%	5.6%	74.6%

## Appendix

### **Q9. In the last 6 months have you tried to prebook an appointment with a Doctor?**

E.g. booking an appointment more than two weekdays in advance

Yes	No	Cannot remember / Doesn't apply
31%	53%	15.5%

### **Q10. Last time you tried, were you able to get an appointment with a Doctor more than 2 weekdays in advance?**

Yes	No	Cannot remember / Doesn't apply
53.5%	11.3%	35.1%

## **D. Arriving for your appointment**

### **Q11. How easy do you find getting into the building at the surgery?**

Very easy	Fairly easy	Not very easy	Not easy at all
76%	19.7%	4.2%	0%

### **Q12. How clean is the GP surgery?**

Very clean	Fairly clean	Not very clean	Not at all clean	Don't know
53.5%	43.7%	0%	0%	2.8%

### **Q13. Can other patients overhear what you say to the Receptionist at the Desk?**

Yes, but don't mind	Yes, I'm not happy about it	No, others can't overhear	Don't know
71.8%	11.3%	7%	9.6%

### **Q14. How helpful do you find the receptionists at the Surgery?**

Very helpful	Fairly helpful	Not very helpful	Not at all helpful
85.9%	12.7%	1.4%	0%

### **Q15. How long after your appointment time do you normally wait to be seen?**

Normally on time	Less than 5 mins	5 – 15 mins	15 - 30 mins	30 + mins	No time was specified	Can't remember
11.3%	8.5%	29.6%	21.1%	16.9%	11.3%	1.4%

### **Q16. How do you feel about how long you normally have to wait?**

I don't have to wait long	I have to wait a bit too long	I have to wait far too long	No opinion / Doesn't apply
49.3%	28.2%	5.6%	16.9%

## **E. Seeing the Doctor you prefer**

### **Q17. Is there a particular Doctor you prefer to see at the GP Surgery?**

Yes	No	There is usually only one doctor at the Surgery
36.6%	33.8%	29.6%

### **Q18. How often do you see the Doctor you prefer?**

Almost always	Most of the time	Some of the time	Almost never	No preference
49.3%	18.3%	4.2%	2.8%	25.4%

## Appendix

### F. Opening Hours

#### Q19. How do you feel about the opening hours at the surgery?

Very satisfied	Fairly satisfied	Acceptable	Fairly dissatisfied	Very dissatisfied	Don't know opening hours
55%	19.7%	18.3%	1.4%	1.4%	4.2%

#### Q20. As far as you know is the surgery open . . . Please put a tick in each row

	Yes	No	Sometimes	Don't know
Before 8am?	11.3%	62%	0%	26.8%
At lunchtime?	26.7%	42.3%	1.4%	29.6%
After 6.30pm?	23.9%	28.2%	8.5%	39.4%
On Saturdays?	8.5%	60.6%	0%	31%
On Sundays?	5.6%	64.8%	0%	29.6%

#### Q21. Would you like the surgery open at additional times?

Yes	No
46.5%	53.5%

### G. Seeing a Doctor at the Surgery

#### Q22. The last time you visited the surgery, how good was the doctor at . . . .

Please put a tick in one box for each row

	Very good	Good	Average	Poor	Very poor	Doesn't apply
Giving you enough time	52.1%	31%	11.3%	2.8%	1.4%	1.4%
Asking about your symptoms	45.1%	29.6%	16.9%	4.23%	1.4%	2.8%
Listening	46.5%	31%	12.7%	5.6%	1.4%	2.8%
Explaining tests and treatments	43.7%	32.4%	12.7%	5.6%	1.4%	4.2%
Involving you in decisions about your care	38%	28.2%	24%	2.8%	1.4%	5.6%
Treating you with care and concern	43.7%	29.6%	19.7%	4.2%	1.4%	1.4%
Taking your problems seriously	45.1%	26.8%	18.3%	5.6%	2.8%	1.4%

#### Q23. Did you have confidence and trust in the Doctor you saw?

Yes, definitely	Yes, to some extent	No, not at all	Don't know / Cannot say
50.7%	38%	5.6%	5.6%

### H. Seeing the Nurse at the Surgery

#### Q24. How easy is it for you get an appointment with the Nurse at the surgery?

Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
12.7%	47.9%	21.1%	2.8%	0%	15.5%



## Appendix

### **Q25. The last time you visited the surgery, how good was the nurse at . . .**

Please put a tick in one box for each row

	Very good	Good	Average	Poor	Very poor	Doesn't apply
Giving you enough time	40.8%	26.7%	7%	1.4%	0%	23.9%
Asking about your symptoms	33.8%	26.8%	9.9%	1.4%	0%	28.2%
Listening	35.2%	26.8%	11.3%	1.4%	0%	25.4%
Explaining tests and treatments	38%	23.9%	12.7%	1.4%	1.4%	22.5%
Involving you in decisions about your care	35.2%	26.8%	11.3%	1.4%	1.4%	23.9%
Treating you with care and concern	38%	26.8%	11.3%	1.4%	0%	22.5%
Taking your problems seriously	40.8%	13.9%	8.45%	2.8%	0%	23.9%

### **I. Your Overall Satisfaction**

#### **Q26. Generally, how do you feel about the care you get at the Surgery?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
46.5%	42.2%	9.9%	1.4%	0%

#### **Q27. Did you feel you were treated with respect and dignity at the Surgery?**

Yes, always	Yes, sometimes	No
83.1%	15.5%	1.4%

#### **Q28. How would you rate how well the doctors and nurses worked together?**

Very good	Good	Fair	Poor	Don't know / Doesn't apply
42.3%	31%	9.9%	1.4%	15.5%

#### **Q29. Would you recommend the Surgery to someone who moved to this area?**

Yes	Probably	Probably not	Definitely not	Maybe / Don't know
52.1%	33.8%	42%	28.2%	7.0%

## Appendix

**If you wish to include any additional feedback please do so below.**

Survey 1 - Overall very satisfied

Survey 15 - I think sometimes there could be more advice given for sympathetic things

Survey 16 - The receptionists very friendly and helpful. Doctor very good explains things in great detail.

Survey 31 - The doctor and nurse and receptionist are excellent. They have been very good with me

Survey 48 - The doctor doesn't listen to any problems that I try to tell him about. I think this is due to his busy surgery. I find it very easy to get my repeat prescription and the staff are very nice and helpful

Survey 52 - The Doctor is good. He cares about his patients

Survey 54 - I think that Dr S. Saleh is one of the best GP's so far. I recommend him to all my family, friends and colleagues in my area because he is so good. Thank you.

Survey 65 - The staff are always polite and very helpful 10/10.

Survey 71 - I know the surgery is normally open as from 9am which is fine by me. As for the evening one I don't know really know anything about it because I prefer the morning and I don't need to wait for long before being seen by a doctor.