

# **THE TUTBURY PRACTICE PATIENT FORUM**

## **PATIENT SURVEY**

**OCTOBER / NOVEMBER 2019**

## **Survey Dates**

In addition to sending the survey out to existing Patient Forum members and their families the survey was conducted within the Practice waiting room on the October 29th, October 30<sup>th</sup>, November 1st, (am), November 5th, (am), and November 8<sup>th</sup>, (am).

## **Text Reminder**

Whilst carrying the survey people were given the opportunity to sign up for the text reminder service.

During the time of the survey an additional 74 patients signed up for this service

## **The Patient Forum**

The patients surveyed also had the opportunity to sign up to the Patient Forum.

During the time of the survey an additional 34 patients signed up to be members of the Patient Forum.

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## SECTION A: NUMBER OF PATIENTS SURVEYED BY GENDER AND AGE GROUP

The survey was conducted with patients aged 16+

The total number of 16+ patients registered with the practice as the time of the survey is 6372

The total number of 16+ patients surveyed was 541

**This equates to 8.49%**

**MANY THANKS TO ALL THOSE PATIENTS WHO CARRIED OUT THE SURVEY**

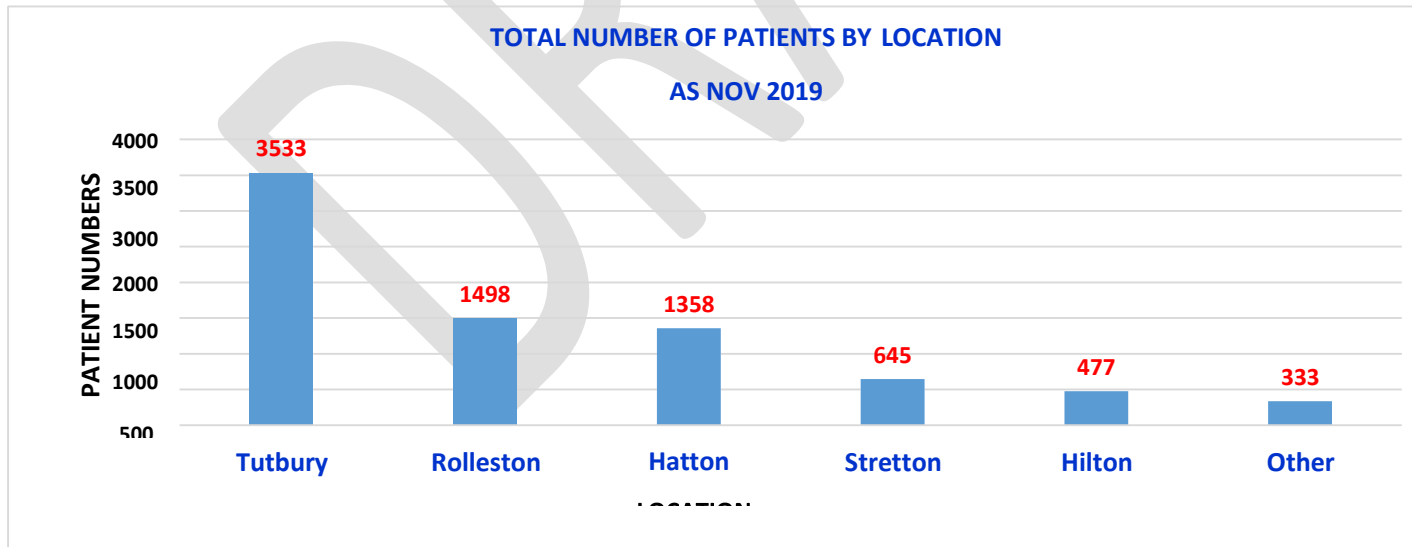
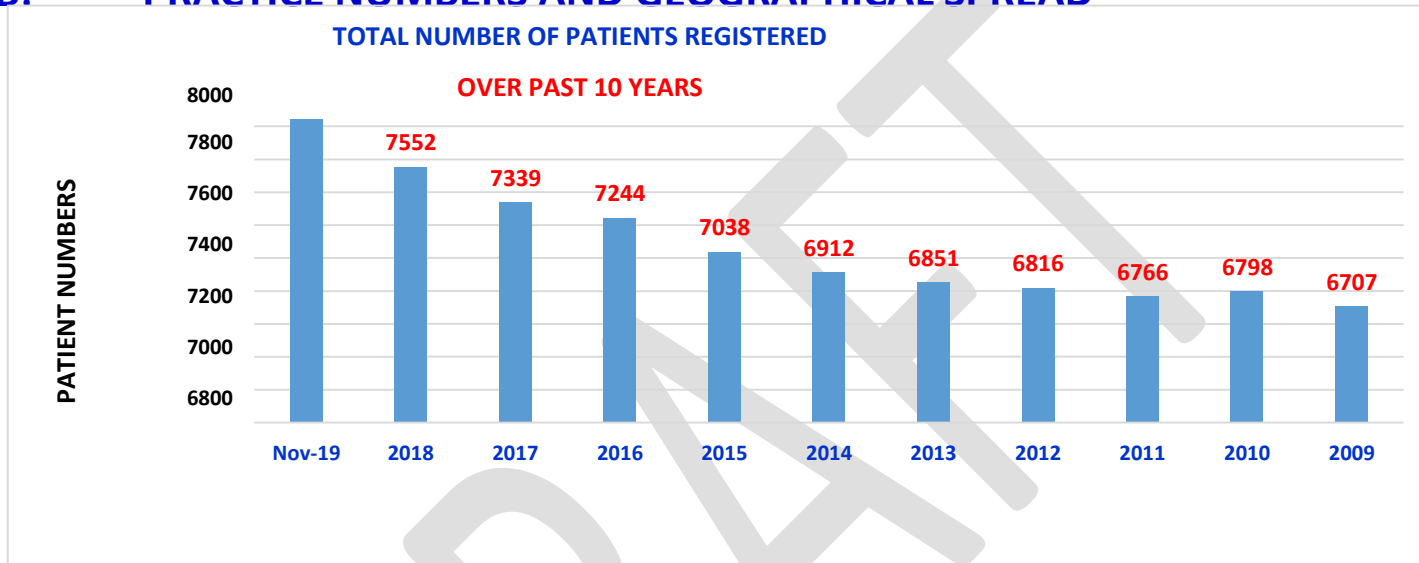
### 1. Gender

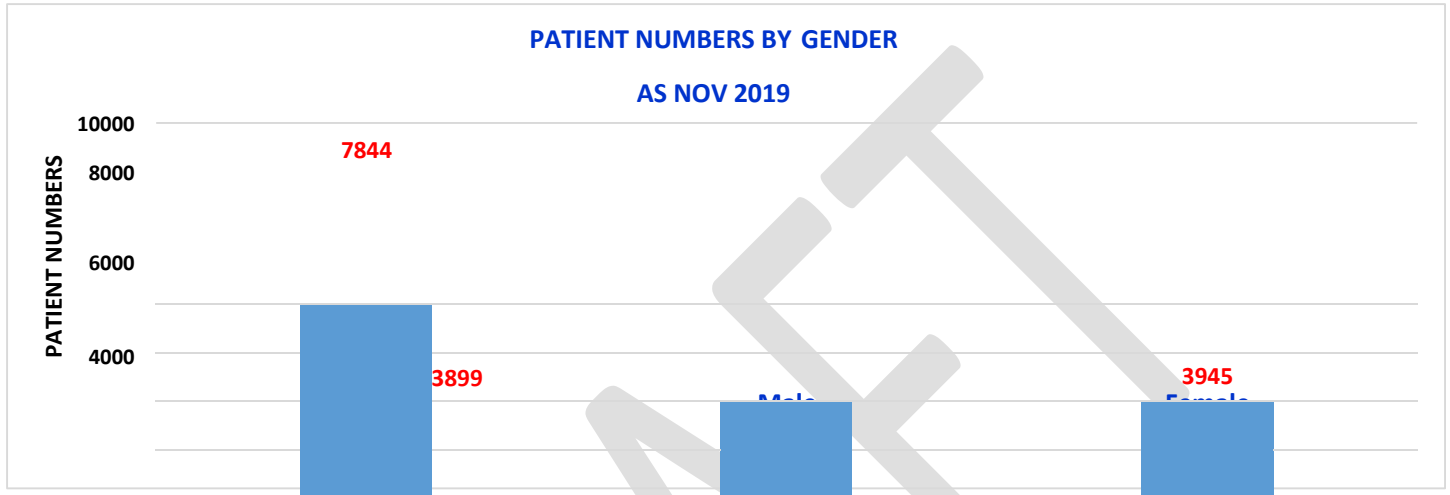
Gender	Number	%age
Male	192	35.49%
Female	320	59.15%
No Answer	29	5.36%
<b>Totals</b>	<b>541</b>	<b>100.00%</b>

### 2. Age Group

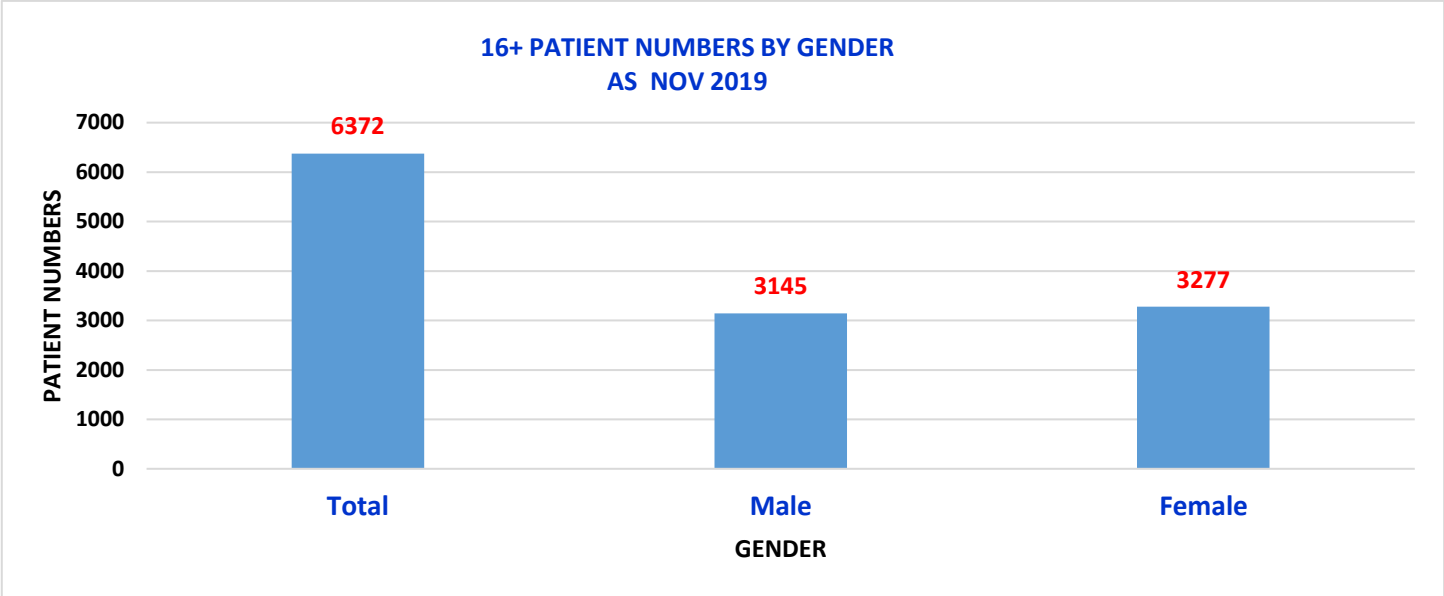
Age Group	16-17	18-30	31-50	51-65	66-74	75+	Not Given	Totals
Male	2	15	38	36	51	50	0	192
Female	5	47	100	70	59	39	0	320
No Answer	0	0	4	8	9	7	1	29
<b>Totals</b>	<b>7</b>	<b>62</b>	<b>142</b>	<b>114</b>	<b>119</b>	<b>96</b>	<b>1</b>	<b>541</b>
<b>%age</b>	<b>1.29%</b>	<b>11.46%</b>	<b>26.25%</b>	<b>21.07%</b>	<b>22.00%</b>	<b>17.74%</b>	<b>0.18%</b>	<b>100.00%</b>

## SECTION B: PRACTICE NUMBERS AND GEOGRAPHICAL SPREAD





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## SECTION C: SUMMARY OF THE RESULTS OBTAINED

### A. Do you use the Practice online services?

<b>ANSWER</b>	<b>TOTAL</b>	<b>%AGE</b>
Yes	122	22.55%
No	393	72.64%
Not Given	26	4.81%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

### B. If you answered YES to question A above, please indicate the online service used

<b>ANSWER</b>	<b>TOTAL</b>	<b>%AGE</b>
Repeat Prescriptions	94	53.11%
Booking an Appt	62	35.03%
Viewing Investigations	21	11.86%
<b>TOTALS</b>	<b>177</b>	<b>100.00%</b>

### C. Are you aware of the Extended Hours?

<b>ANSWER</b>	<b>TOTAL</b>	<b>%AGE</b>
Yes	298	55.08%
No	238	43.99%
Not Given	5	0.92%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>



**D. Have you used this service?**

<b>ANSWER</b>	<b>TOTAL</b>	<b>%AGE</b>
<b>Yes</b>	79	26.60%
<b>No</b>	206	69.36%
<b>Not Given</b>	12	4.04%
<b>TOTALS</b>	<b>297</b>	<b>100.00%</b>

**E. If you have used the service how would you recommend it to others?**

Use a scale Of 1-5 where 1 = Poor and 5 = Excellent

<b>SCORE</b>	<b>TOTAL</b>	<b>%AGE</b>
1	1	1.15%
2	2	2.30%
3	7	8.05%
4	19	21.84%
5	43	49.43%
Not Given	15	17.24%
<b>Totals</b>	<b>87</b>	<b>100.00%</b>

**F. Do you use the text reminder system for your appointments?**

<b>ANSWER</b>	<b>TOTAL</b>	<b>%AGE</b>
<b>Yes</b>	350	64.70%
<b>No</b>	187	34.57%
<b>Not Given</b>	4	0.74%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

G. Based on your overall contact with the Practice over the past 12 months how would you recommend the following services. Please use a scale of 1-5 where 1 = poor and 5 = excellent

<i>GP</i>	TOTAL	%AGE
1	3	0.55%
2	5	0.92%
3	27	4.99%
4	98	18.11%
5	386	71.35%
Not Given	22	4.07%
<b>Totals</b>	<b>541</b>	<b>100.00%</b>

<i>NURSE</i>	TOTAL	%AGE
1	2	0.37%
2	1	0.18%
3	12	2.22%
4	57	10.54%
5	324	59.89%
Not Given	145	26.80%
<b>Totals</b>	<b>541</b>	<b>100.00%</b>

<i>PHLEBOTOMIST</i>	TOTAL	%AGE
1	10	1.85%
2	3	0.55%
3	15	2.77%
4	48	8.87%
5	220	40.67%
Not Given	245	45.29%
<b>Totals</b>	<b>541</b>	<b>100.00%</b>

<i>RECEPTION</i>	TOTAL	%AGE
1	4	0.74%
2	15	2.77%
3	33	6.10%
4	114	21.07%
5	348	64.33%
Not Given	27	4.99%
<b>Totals</b>	<b>541</b>	<b>100.00%</b>

<i>WAITING ROOM</i>	TOTAL	%AGE
1	4	0.74%
2	9	1.66%
3	47	8.69%
4	153	28.28%
5	299	55.27%
Not Given	29	5.36%
<b>Totals</b>	<b>541</b>	<b>100.00%</b>

**H. Would you like to see information displayed on accessing;**

**a. Creative Therapies such as Art, Music and Writing**

	TOTAL	%AGE
Yes	245	45.29%
No	226	41.77%
Not Given	70	12.94%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

**b. Reflexology and Relaxation Techniques**

	TOTAL	%AGE
Yes	310	57.30%
No	172	31.79%
Not Given	59	10.91%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

**c. Local Exercise, walking and other health related organisations**

	TOTAL	%AGE
Yes	323	59.70%
No	166	30.68%
Not Given	52	9.61%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

**d. A bereavement help point**

	TOTAL	%AGE
Yes	307	56.75%
No	173	31.98%
Not Given	61	11.28%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

**I. For Routine medical issues do you seek advice from a Pharmacy?**

	TOTAL	%AGE
Yes	427	78.93%
No	90	16.64%
Not Given	24	4.44%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

**J. Are you aware of the additional services a trained Pharmacists can now offer eg UTI testing / treatment and treatment of severe insect bites etc**

	TOTAL	%AGE
Yes	304	56.19%
No	211	39.00%
Not Given	26	4.81%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

**K. Are you aware of the Patient Forum?**

	<b>TOTAL</b>	<b>%AGE</b>
<b>Yes</b>	246	45.47%
<b>No</b>	259	47.87%
<b>Not Given</b>	36	6.65%
<b>TOTALS</b>	<b>541</b>	<b>100.00%</b>

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**SECTION D:**

**DETAILED ANALYSIS BY GENDER AND AGE GROUP**

**3. Do you use the Practice online services?**

**Age Group**

<b>MALE</b>	<b>16-17</b>	<b>18-30</b>	<b>31-50</b>	<b>51-65</b>	<b>66-74</b>	<b>75+</b>	<b>Totals</b>	<b>%age</b>
<b>Yes</b>	0	4	6	10	20	19	59	30.73%
<b>No</b>	1	10	30	22	31	31	125	65.10%
<b>Not Given</b>	1	1	2	4	0	0	8	4.17%
<b>TOTALS</b>	2	15	38	36	51	50	192	100.00%

**Age Group**

<b>FEMALE</b>	<b>16-17</b>	<b>18-30</b>	<b>31-50</b>	<b>51-65</b>	<b>66-74</b>	<b>75+</b>	<b>Totals</b>	<b>%age</b>
<b>Yes</b>	1	4	13	17	14	5	54	16.88%
<b>No</b>	4	37	86	46	43	32	248	77.50%
<b>Not Given</b>	0	6	1	7	2	2	18	5.63%
<b>TOTALS</b>	5	47	100	70	59	39	320	100.00%

**Age Group**

<b>NO ANSWER</b>	<b>16-17</b>	<b>18-30</b>	<b>31-50</b>	<b>51-65</b>	<b>66-74</b>	<b>75+</b>	<b>Totals</b>	<b>%age</b>
<b>Yes</b>	0	0	1	1	6	1	9	31.03%
<b>No</b>	0	0	3	7	3	7	20	68.97%
<b>Not Given</b>	0	0	0	0	0	0	0	0.00%
<b>TOTALS</b>	0	0	4	8	9	8	29	100.00%

4. If you answered YES to question 3 above, please indicate the online service used

Age Group

<i>MALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Repeat Prescriptions	0	3	4	10	16	15	48	60.76%
Booking your Appointment.	0	1	2	3	10	5	21	26.58%
Viewing Investigations	0	0	0	2	4	4	10	12.66%
<b>Totals</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>30</b>	<b>24</b>	<b>79</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Repeat Prescriptions	0	1	7	17	11	5	41	48.24%
Booking your Appointment.	1	3	10	12	10	1	37	43.53%
Viewing Investigations	0	1	2	2	0	2	7	8.24%
<b>Totals</b>	<b>1</b>	<b>5</b>	<b>19</b>	<b>31</b>	<b>21</b>	<b>8</b>	<b>85</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Repeat Prescriptions	0	0	1	0	4	0	5	38.46%
Booking your Appointment.	0	0	0	1	3	0	4	30.77%
Viewing Investigations	0	0	0	0	3	1	4	30.77%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>13</b>	<b>100.00%</b>

5. Are you aware of the Extended Hours?

Age Group

<i>MALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	10	12	15	29	34	100	52.08%
No	2	5	26	20	22	13	88	45.83%
Not Given	0	0	0	1	0	3	4	2.08%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	1	23	49	56	31	23	183	57.19%
No	4	24	51	14	28	16	137	42.81%
Not Given	0	0	0	0	0	0	0	0.00%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	0	3	5	5	2	15	51.72%
No	0	0	1	2	4	6	13	44.83%
Not Given	0	0	0	1	0	0	1	3.45%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

6. Have you used this service?

Age Group

<i>MALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	5	3	2	6	8	24	22.43%
No	2	10	9	11	21	25	78	72.90%
Not Given	0	0	0	2	2	1	5	4.67%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>12</b>	<b>15</b>	<b>29</b>	<b>34</b>	<b>107</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	1	11	17	13	4	5	51	31.68%
No	4	10	2	46	26	16	104	64.60%
Not Given	0	2	1	0	1	2	6	3.73%
<b>Totals</b>	<b>5</b>	<b>23</b>	<b>20</b>	<b>59</b>	<b>31</b>	<b>23</b>	<b>161</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	0	3	0	0	1	4	13.79%
No	0	0	1	7	9	7	24	82.76%
Not Given	0	0	0	1	0	0	1	3.45%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>



7. If you have used the service how would you recommend it to others? Use a scale Of 1-5 where 1 = Poor and 5 = Excellent

Age Group

<i>MALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	0	0	0.00%
	3	0	1	0	0	1	0	2	7.69%
	4	0	0	0	0	1	4	5	19.23%
	5	0	1	3	2	5	4	15	57.69%
Not Given		0	3	0	0	1	0	4	15.38%
<b>Totals</b>		<b>0</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>26</b>	<b>100.00%</b>
<i>FEMALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	1	0	0	0	1	1.75%
	2	0	0	0	2	0	0	2	3.51%
	3	0	1	3	0	0	0	4	7.02%
	4	1	1	5	4	1	1	13	22.81%
	5	0	8	7	4	4	3	26	45.61%
Not Given		0	3	4	3	0	1	11	19.30%
<b>Totals</b>		<b>1</b>	<b>13</b>	<b>20</b>	<b>13</b>	<b>5</b>	<b>5</b>	<b>57</b>	<b>1</b>
<i>NO ANSWER</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	0	0	0.00%
	3	0	0	1	0	0	0	1	25.00%
	4	0	0	1	0	0	0	1	25.00%
	5	0	0	1	0	0	1	2	50.00%
Not Given		0	0	0	0	0	0	0	0.00%
<b>Totals</b>		<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>100.00%</b>

8. Do you use the text reminder system for your appointments?

Age Group

<i>MALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	1	6	24	23	33	30	117	60.94%
No	1	9	14	13	18	20	75	39.06%
Not Given	0	0	0	0	0	0	0	0.00%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	4	30	68	61	35	18	216	67.50%
No	1	17	32	7	23	20	100	31.25%
Not Given	0	0	0	2	1	1	4	1.25%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	0	4	2	6	5	17	58.62%
No	0	0	0	6	3	3	12	41.38%
Not Given	0	0	0	0	0	0	0	0.00%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

9. Based on your overall contact with the Practice over the past 12 months how would you recommend the following services. Please use a scale of 1-5 where 1 = poor and 5 = excellent

a. GP seen

Age Group

<i>MALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	1	0	0	0	0	1	0.52%
	2	0	0	0	1	0	2	3	1.56%
	3	0	0	1	2	1	0	4	2.08%
	4	0	5	9	5	10	10	39	20.31%
	5	1	9	27	28	38	35	138	71.88%
	Not Given / na	1	0	1	0	2	3	7	3.65%
	<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>
<i>FEMALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	2	0	0	2	0.63%
	2	0	1	1	0	0	0	2	0.63%
	3	0	3	11	3	2	4	23	7.19%
	4	0	9	18	12	9	7	55	17.19%
	5	4	33	70	50	44	24	225	70.31%
	Not Given / na	1	1	0	3	4	4	13	4.06%
	<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>
<i>NO ANSWER</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	0	0	0.00%
	3	0	0	0	0	0	0	0	0.00%
	4	0	0	2	0	1	1	4	13.79%
	5	0	0	2	8	6	7	23	79.31%
	Not Given / na	0	0	0	0	2	0	2	6.90%
	<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

**b. Nurse seen**

**Age Group**

<b>MALE</b>		<b>16-17</b>	<b>18-30</b>	<b>31-50</b>	<b>51-65</b>	<b>66-74</b>	<b>75+</b>	<b>Totals</b>	<b>%age</b>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	0	0	0.00%
	3	0	1	2	0	0	1	4	2.08%
	4	0	3	3	4	4	6	20	10.42%
	5	1	5	17	26	42	39	130	67.71%
	Not Given /na	1	6	14	8	5	4	38	19.79%
	<b>Totals</b>	<b>2</b>	<b>15</b>	<b>36</b>	<b>38</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>
<b>FEMALE</b>		<b>16-17</b>	<b>18-30</b>	<b>31-50</b>	<b>51-65</b>	<b>66-74</b>	<b>75+</b>	<b>Totals</b>	<b>%age</b>
SCORE	1	0	0	0	2	0	0	2	0.63%
	2	0	0	0	0	1	0	1	0.31%
	3	0	0	4	1	1	2	8	2.50%
	4	1	4	12	9	4	5	35	10.94%
	5	3	37	19	43	42	29	173	54.06%
	Not Given /na	1	6	65	15	11	3	101	31.56%
	<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>
<b>NO ANSWER</b>		<b>16-17</b>	<b>18-30</b>	<b>31-50</b>	<b>51-65</b>	<b>66-74</b>	<b>75+</b>	<b>Totals</b>	<b>%age</b>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	0	0	0.00%
	3	0	0	0	0	0	0	0	0.00%
	4	0	0	1	0	0	1	2	6.90%
	5	0	0	3	5	8	5	21	72.41%
	Not Given n/a	0	0	0	3	1	2	6	20.69%
	<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

**c. Phlebotomist**

**Age Group**

<i>MALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	2	0	0	2	1.04%
	2	0	0	0	0	0	0	0	0.00%
	3	0	0	2	1	1	3	7	3.65%
	4	0	0	1	5	7	6	19	9.90%
	5	1	5	9	14	23	27	79	41.15%
Not Given/ na		1	10	26	14	20	14	85	44.27%
<b>Totals</b>		<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>
<i>FEMALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	1	4	1	2	0	8	2.50%
	2	0	1	0	0	1	1	3	0.94%
	3	0	1	3	1	1	2	8	2.50%
	4	0	1	11	4	5	3	24	7.50%
	5	3	14	21	31	30	25	124	38.75%
Not Given / na		2	29	61	33	20	8	153	47.81%
<b>Totals</b>		<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>
<i>NO ANSWER</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	0	0	0.00%
	3	0	0	0	0	0	0	0	0.00%
	4	0	0	1	0	3	1	5	17.24%
	5	0	0	2	4	6	5	17	58.62%
Not Given / na		0	0	1	4	0	2	7	24.14%
<b>Totals</b>		<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

d. Receptionist

Age Group

<i>MALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	1	0	0	1	0.52%
	2	0	1	2	0	1	1	5	2.60%
	3	0	1	3	2	2	1	9	4.69%
	4	0	3	12	6	12	7	40	20.83%
	5	1	10	19	24	35	38	127	66.15%
	Not Given / na	1	0	2	3	1	3	10	5.21%
	<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>
<i>FEMALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	1	1	1	0	0	3	0.94%
	2	1	2	2	3	1	0	9	2.81%
	3	0	7	9	4	3	1	24	7.50%
	4	2	6	31	14	5	7	65	20.31%
	5	2	29	55	44	45	28	203	63.44%
	Not Given / na	0	2	2	4	5	3	16	5.00%
	<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>
<i>NO ANSWER</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	1	1	3.45%
	3	0	0	0	0	0	0	0	0.00%
	4	0	0	3	1	3	2	9	31.03%
	5	0	0	1	7	5	5	18	62.07%
	Not Given / na	0	0	0	0	1	0	1	3.45%
	<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

d. The Waiting Room

Age Group

<i>MALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	1	0	1	0	2	1.04%
	2	0	1	0	1	0	0	2	1.04%
	3	0	1	3	4	3	0	11	5.73%
	4	0	4	14	9	18	14	59	30.73%
	5	1	9	17	20	29	33	109	56.77%
	Not Given / na	1	0	3	2	0	3	9	4.69%
	<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>
<i>FEMALE</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	2	0	0	2	0.63%
	2	0	1	3	1	1	0	6	1.88%
	3	2	5	15	9	2	2	35	10.94%
	4	1	12	34	20	12	7	86	26.88%
	5	2	29	46	33	38	27	175	54.69%
	Not Given / na	0	0	2	5	6	3	16	5.00%
	<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>
<i>NO ANSWER</i>		<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
SCORE	1	0	0	0	0	0	0	0	0.00%
	2	0	0	0	0	0	1	1	3.45%
	3	0	0	0	0	1	0	1	3.45%
	4	0	0	0	2	3	3	8	27.59%
	5	0	0	2	5	4	4	15	51.72%
	Not Given / na	0	0	2	1	1	0	4	13.79%
	<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>0</b>	<b>29</b>	<b>100.00%</b>

**10. Would you like to see information displayed on accessing;**

**a. Creative Therapies such as Art Music and Writing**

**Age Group**

<i>MALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	0	7	13	10	20	16	66	34.38%
No	2	7	23	18	21	26	97	50.52%
Not Given	0	1	2	8	10	8	29	15.10%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

**Age Group**

<i>FEMALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	4	21	62	42	21	15	165	51.56%
No	1	23	32	17	30	15	118	36.88%
Not Given	0	3	6	11	8	9	37	11.56%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

**Age Group**

<i>NO ANSWER</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	0	0	2	6	3	3	14	48.28%
No	0	0	0	2	4	5	11	37.93%
Not Given	0	0	2	0	2	0	4	13.79%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>



b. Reflexology and Relaxation Techniques

Age Group

<i>MALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	1	8	21	15	26	13	84	43.75%
No	1	6	16	15	17	25	80	41.67%
Not Given	0	1	1	6	8	12	28	14.58%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	4	29	77	54	28	18	210	65.63%
No	1	15	18	10	23	14	81	25.31%
Not Given	0	3	5	6	8	7	29	9.06%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	0	3	7	3	3	16	55.17%
No	0	0	1	1	4	5	11	37.93%
Not Given	0	0	0	0	2	0	2	6.90%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

c. Local Exercise, walking and other health related organisations

Age Group

<i>MALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
<b>Yes</b>	1	10	28	18	22	16	95	49.48%
<b>No</b>	1	4	9	13	21	24	72	37.50%
<b>Not Given</b>	0	1	1	5	8	10	25	13.02%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
<b>Yes</b>	4	30	77	52	31	18	212	66.25%
<b>No</b>	1	15	18	13	24	13	84	26.25%
<b>Not Given</b>	0	2	5	5	4	8	24	7.50%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
<b>Yes</b>	0	0	4	6	3	3	16	55.17%
<b>No</b>	0	0	0	2	4	4	10	34.48%
<b>Not Given</b>	0	0	0	0	2	1	3	10.34%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

d. A bereavement help point

Age Group

<i>MALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	1	8	24	17	19	19	88	45.83%
No	1	6	13	14	22	22	78	40.63%
Not Given	0	1	1	5	10	9	26	13.54%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	4	31	78	50	29	13	205	64.06%
No	1	13	16	13	22	18	83	25.94%
Not Given	0	3	6	7	8	8	32	10.00%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	0	0	3	5	3	3	14	48.28%
No	0	0	1	3	4	4	12	41.38%
Not Given	0	0	0	0	2	1	3	10.34%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

11. For Routine medical issues do you seek advice from a Pharmacy?

Age Group

<i>MALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	2	11	24	24	39	32	132	68.75%
No	0	4	12	11	6	14	47	24.48%
Not Given	0	0	2	1	6	4	13	6.77%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	3	34	90	61	53	31	272	85.00%
No	2	10	8	7	5	7	39	12.19%
Not Given	0	3	2	2	1	1	9	2.81%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	0	0	3	7	6	7	23	79.31%
No	0	0	1	1	1	1	4	13.79%
Not Given	0	0	0	0	2	0	2	6.90%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

12. Are you aware of the additional services a trained Pharmacist can now offer?  
eg UTI testing and treatment, treatment of severe insect bites etc

Age Group

<i>MALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	0	7	12	16	30	33	98	51.04%
No	2	7	25	17	15	12	78	40.63%
Not Given	0	1	1	3	6	5	16	8.33%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	3	24	60	45	34	21	187	58.44%
No	2	21	37	25	24	16	125	39.06%
Not Given	0	2	3	0	1	2	8	2.50%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	<i>16-17</i>	<i>18-30</i>	<i>31-50</i>	<i>51-65</i>	<i>66-74</i>	<i>75+</i>	<i>Totals</i>	<i>%age</i>
Yes	0	0	3	4	5	7	19	65.52%
No	0	0	1	4	2	1	8	27.59%
Not Given	0	0	0	0	2	0	2	6.90%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

13. Are you aware of the Patient Forum?

Age Group

<i>MALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	6	12	19	23	28	88	45.83%
No	2	9	25	16	22	18	92	47.92%
Not Given	0	0	1	1	6	4	12	6.25%
<b>Totals</b>	<b>2</b>	<b>15</b>	<b>38</b>	<b>36</b>	<b>51</b>	<b>50</b>	<b>192</b>	<b>100.00%</b>

Age Group

<i>FEMALE</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	4	16	43	27	38	18	146	45.63%
No	1	28	53	36	19	15	152	47.50%
Not Given	0	3	4	7	2	6	22	6.88%
<b>Totals</b>	<b>5</b>	<b>47</b>	<b>100</b>	<b>70</b>	<b>59</b>	<b>39</b>	<b>320</b>	<b>100.00%</b>

Age Group

<i>NO ANSWER</i>	16-17	18-30	31-50	51-65	66-74	75+	Totals	%age
Yes	0	0	1	4	2	5	12	41.38%
No	0	0	3	4	5	3	15	51.72%
Not Given	0	0	0	0	2	0	2	6.90%
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>29</b>	<b>100.00%</b>

## SECTION E: ADDITIONAL COMMENTS

- **No Gender Given**

**Age Group 51-65**

- I think we are very fortunate with this Practice as normally a doctor can be seen on the same day. There are few problems with patient / doctor continuity- is much harder to see a doctor of your choice easily and quickly.

**Age Group 66-74**

- No issues, had excellent service
- The best thing by far, is the chance to get appointments, on the same day. The “in the queue” telephone system is excellent.
- When I made a request for a prescription, I’ve been prescribed previously online, I would like to receive a phone call to explain why, if it isn’t going to be issued, as no one contacts me. I only do this to save on GP’s time as I know how busy they are.

**Age Group 75+**

- I would like details of the extended hours service.

- **Male**

**Age Group 18-30**

- a. Patient calling via the TV is too quiet

**Age Group 31-50**

- a. Both the doctors and nurses are good but find receptionists very hit and miss. One can be lovely while another time very rude and ignorant.
- b. Been pestering for 4 years but still no information for online patient access about my medical history / allergies etc.
- c. Clean, friendly, efficient practice.
- d. One of the receptionists is not the best! Too many people at the Tutbury doctors and still building more houses. Have a job to see a doctor or get a flu jab.
- e. I think the GP surgery runs and achieves a high standard. That it is a great service. That it is running out of capacity or more and to achieve the level it does is a credit to all staff.
- f. Great Practice. Online services still patchy so easier to stay with paper based. Maybe my mis understanding though.
- g. Don't use the text reminder system as always remember.

**Age Group 51-65**

- a. I think the Practice does really well.
- b. Good level of service.
- c. I have always seen a doctor on the day which is brilliant. All the staff and doctors are friendly and professional. I have also used the call back system which helped a great deal.



**Age Group****66-74**

- a. All excellent.
- b. Very good all round.
- c. At first didn't know how to contact the Patient Forum.
- d. Generally, we can get an appointment to see a doctor when we phone up, this is very good as some practices, particularly in Burton, there is a two week wait. Pleasant receptionists are always helpful.
- e. Reception now more friendly and helpful with phone appointments. Makes a big difference.
- f. Excellent in most cases.
- g. New patient. What a magic Practice, thanks to everyone.
- h. I have been with the Tutbury Practice since 1974 and have always been very satisfied with all aspects of its work.
- i. Booking appointments by telephone can be difficult / time consuming.
- j. Would like a better service and access when trying to book call backs. If you haven't booked by 3minutes after opening time, then you can't book in.
- k. All -in - all excellent Tutbury clinic.
- l. I wish all surveys were this easy.
- m. Service excellent availability abysmal.
- n. The only way I have found of getting an appointment is to be waiting outside the door before 8am, not always desirable when you are not well. The telephone appointment service is no longer viable, if you ring on the dot at 8am all lines are busy, when you eventually do get through you are put on hold and after 25mins you get to speak to someone who tells you there are no appointments left. There is a fundamental problem with prescriptions. For the past 6 months neither I nor my wife have picked up a repeat prescription that has NOT had an error in it. The latest one was a week ago, I took in my wife's prescription which included Warfarin. 3 days later one item was prescribed. The pharmacists resubmitted

the prescription was urgent giving my wife an advance dose of Warfarin. Two days later the prescription was available, minus the Warfarin and as it was the weekend no practice to contact. Again, the pharmacy provided an advance prescription of the product on production of the letter from the Warfarin clinic. We are now in the Practice and eventually a prescription for the Warfarin has been provided. Is there a problem at the Practice or a problem with communication with the pharmacy Jhoots at Hilton?

- o. Still an issue to see a named doctor.
- p. Apart from difficulties obtaining appointments due to high demand, service is otherwise excellent.
- q. Phone appointment service very poor. Virtually impossible to see a doctor of choice and nearly as bad to get an appointment. My fear is that extra housing erection is the main cause for overburdening the Practice. This is not an NHS problem it is a social problem and should be addressed asap.
- r. I share a mobile with my wife so only one person allowed.
- s. I can't find fault with the treatment and services I have received at this Practice.
- t. How do I get an appointment in advance?
- u. I can't view my online investigations.
- v. Excellent all-round service from the Tutbury Practice.

**Age Group                      75+**

- a. Can't complain about anything.
- b. Doctors and staff, to me, are all very good.
- c. Difficult assessing doctors and staff as there is a wide variation. Find it frustrating that I can't be seen by the same doctor.
- d. Despite the heavy workload the Practice obviously experiences I am normally, one way or another, to receive good care and attention for which I am very grateful.
- e. Very satisfactory service and support over many years.

- f. I would like information on Alzheimer's Groups in the area, particularly singing for the brain groups.
- g. On my few visits to the Practice I am always impressed by the professionalism of everyone I encounter and am very happy with the ease of access to medical staff.
- h. Can't fault any of the services.
- i. I find every one of the staff very helpful and friendly.
- j. If you have a long - term condition and can't see the same GP each time it leads to time wasting going over the history with each GP and also you get quite differing opinions on the course of treatment some of which are not always helpful.

- **Female**

**Age Group**

**18-30**

- a. Practice very good. Sometimes difficult to get an appointment even waiting on the phone. Appreciate it is busy but can be frustrating. Saw an excellent lady who was excellent and kind and efficient. Good service.
- b. Thank you
- c. I would like to compliment the Practice on never struggling for an appointment for myself or either of my two children even when calling outside of the 8am / 1pm times. I was also advised to seek advice from two pharmacists recently which I wouldn't have thought of which saved valuable GP time.
- d. Love Zoe!
- e. Well done grandad!
- f. Always met by friendly reception staff who have always found me an appointment when I need one.
- g. Overall, I feel this Doctor's is very good and never had an issue.
- h. Some doctors are in a rush and will just prescribe anything to get you out of the room.
- i. I am now aware of the Patients Forum.
- j. I always manage to get an appointment here and find the receptionists and doctors very helpful. I also

think the text messaging service is brilliant.

k. More information is needed about the online services offered and how to use them.

l. Getting an appointment.

m. Can no longer pre-book check -up appointments / a non -emergency appointment. For people that work this makes it very difficult to make an appointment.

n. I am aware of the Patient Forum but wouldn't necessarily know how to contact them.

**Age Group                      31-50**

a. Regarding the Pharmacy I usually ask for their advice on medication before seeing the doctor to save their time.

b. I've recently moved to the area, so we are new to this Practice. I see Dr Salwey and he is by far one of the best doctors I have ever seen.

c. I sometimes find it hard to get an appointment, but I understand the difficulties the doctors have.

d. I have to use the pharmacists on a regular basis as I can never get an appointment at the doctors or get to see a decent doctor.

e. I don't have any issues with the Tutbury Practice. I have never had any problems and I think all the doctors are great they have all helped me over the years. Thank you.

f. Very good service, receptionists always helpful and do what they can to help with appointments. Doctors very empathetic, first rate care nothing is too much for them. Never rush you in the appointment and listen to what you have to say and work with you.

g. Still hard to get an appointment, long waits for pre-booked.

h. As someone who works full time the extended hours can be difficult to book an appointment. Often being told I can't book an appointment so would have to call on the day.

i. I have found availability of talking to a doctor difficult. On occasion it's easier to speak to them rather than using the whole appointment. However, the receptionists have not always been helpful with this.

- j. An amazing surgery who offer great advice and support. No question is a silly one and over the past two years, whilst I have been poorly, been a great support mechanism for me and my family.
- k. Wasn't aware of the online services.
- l. I would benefit if the text reminder was available for your children too to help remind you of their appointments especially upcoming injections etc. So eager to forget with everything going on.
- m. The receptionists Zoe and Paula are especially 5\*
- n. Know about the Patient Forum but not sure on how to contact.
- o. Very satisfied with all aspects of the Tutbury Practice.
- p. Telephone appointments are a nightmare to make. Dr Darwish has a great bedside manner and I always feel comfortable with her support and advice.
- q. The appointment system is shocking. It has taken 4 days to get an appointment, 30mins waiting on the phone only to be told call back later, no appointments. Happens every time.
- r. Regarding out of hours service, I work full time but can never get an out of hours appointment, unless been booked by the doctor requesting that I visit. Appointments with the Phlebotomist are weeks in advance, so we have no choice but to go to Burton hospital who are already overloaded.
- s. I think you are all fab. Reception through to GP's are brilliant. Polite, professional and caring.
- t. I have had excellent experiences to date. Availability to specify a specific doctor, even for an on the day appointment, follow up appointment would be a useful addition. It would allow for a less fragmented service. Needing to start again each time uses up time that could be otherwise utilised.
- u. Glad we never moved to Hilton. Great doctors!
- v. Recently I have it increasingly difficult to contact the Practice by phone, often with the telephone waiting times being in excess of 10mins at which time I have hung up and called at a later time. This has been the case even when I have been number 1 in the queue.
- w. Appointments difficult to get.

- x. Website could provide forms such as permission forms, for someone to act on another's behalf, Inoculation forms and so on. At the moment these must be collected from reception. An ability to email the Practice eg to send updates following hospital visits etc to a GP. Must be made clear that this is not a prescription or analysis email address just for information only.

**Age Group                      51-65**

- a. On the extended hours can never get an appointment after work.
- b. Don't use the text reminder service as goes into my calendar.
- c. You can hear too many of the receptionist's conversations when in the waiting room.
- d. Long time to get a nurse's appointment but good when seen.
- e. Registered now but unable to find my password to use it. Would like to know what to do next.
- f. All staff helpful and courteous. Appointment system frustrating but otherwise no complaints.
- g. Tutbury Practice is superb. We don't know how lucky we are to get same day appointments and to have the staff who provide excellent levels of care and professionalism from receptionist to GP. Thank you.
- h. Need area at reception desk for wheelchair users.
- i. It can be difficult to find an "out of the way" place whilst in a wheelchair.
- j. Advice, like text messages would be nice sent on your phone, eg delays in waiting times.
- k. The appointment system is utterly ridiculous! Trying to get an appointment by having to ring at 8am or 1pm if you work is not practical.
- l. Doctors excellent, Nurses excellent. Fully satisfied with medical services provided. However, actually getting an appointment is the hardest and often stressful area of this Practice.
- m. The treatment I have received from Dr Ambrose over the last 10 months has been outstanding. If I went private, I could not have received better treatment. Also, Dr Skinner has been very thorough and attentive. I think Zoe on reception should receive specific praise for her professional, efficient manner

with such a warm welcome and smile, fantastic! second to none.

- n. The on the day booking system is easier than what it used to be. I have always used this appointment system. Everyone is very friendly, helpful and professional at this Practice. I have never had any problems.
- o. 8am and 1pm calls are very difficult for working people. It can take me weeks to be able to make an appointment when not an emergency. I have to arrange cover and be able to travel to the surgery and back to work.
- p. Always had excellent service from this Practice.
- q. Ringing at 8am and 1pm very difficult for people who work sometimes spending 20mins on the phone. Receptionists can be unhelpful if appointments not available.
- r. Would like to be able to book non urgent appointments a few days ahead rather than weeks ahead or the same day. Difficult to get same day appointments via phone. Young receptionist excellent.
- s. Would be really good to have a message when you ring in the morning for an appointment which says, sorry we have no appointments left please try this afternoon. Otherwise you can spend 20mins trying to get through only to be told they have all gone.
- t. New patient only recently transferred from another surgery but have found the process easy and the staff welcoming and helpful.
- u. Have tried to view my investigations on-line without success.
- v. My daughter tried to get an appointment before and after hours, via the extended hours, but non available even after several attempts.
- w. I have recently submitted an official complaint.
- x. Overall my treatment with the Practice has been satisfactory even though I have at present been lucky enough not to need continual appointments.
- y. Overall the surgery is excellent. Sometimes receptionists can be stern but overall very good service.

- z. The surgery seem to move appointments on a regular basis. It takes a long time for notes to come through from other Practices despite this now being electronic. The online medical prescription service shows different drugs depending whether you look on your mobile, iPad etc. The nursing staff have been extremely diligent in finding solutions for difficult problems.
- aa. Finding difficulty in seeing GP's due to emergency afternoons. One afternoon is training and a second for emergencies. They should open one afternoon for appointments
- bb. Mostly happy with the service.
- cc. It's a nightmare trying to book an appointment at 8am or any other time, especially if one works. Everyone is polite but it's very frustrating.
- dd. Brilliant surgery can't fault it.
- ee. Excellent service here at Tutbury. Doctors are professional and helpful. Some receptionists could acknowledge your presence instead of acting as if you are not standing in front of them.
- ff. I find this Practice to be efficient, friendly and very approachable. More bereavement training would be beneficial.
- gg. Trying to get appointments can be challenging, however reception staff always try their best. Thank you.

**Age Group**                      **66 - 74**

- a. Need more high back chairs or ensure use of them is only for disabled or those with back problems.
- b. Having used the Tutbury Practice for over 20 years I have been more than satisfied with all the services.
- c. The only comment would be appointments running late. It is very rare if ever, to get in on time.
- d. Recent excellent care in recent months for both myself and my husband.
- e. Love this Practice. Better than my old one, can't do enough for us 10/10. In terms of the Patient Form I didn't know how to contact or what matters can be raised.



- f. Doctor call out to patient is very good. Communication between the different departments is not so good. Nobody seems to know which department deals with certain issues passed from one department to another.
- g. Moved here 15 months ago excellent choice of Practice. So, pleased with the service the Practice provides.
- h. I could not praise this Practice more.
- i. You need more receptionists to answer the phone.
- j. Patients might be more understanding of difficulties if they understand the situations and stresses on the Practice and medical services in general.

**Age Group                      75+**

- a. Impossible to see the same doctor twice., that would be useful.
- b. Comfortable chairs in the waiting room.
- c. On the whole we feel well served by everyone. Thank you.
- d. Have always had excellent service from all at this surgery.
- e. I find the Tutbury Practice very good and always have done,

DRAFT