

The Tutbury Practice Patient Forum

Patient Survey 2016

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Acknowledgements

The Forum Chair, Vice Chair and Secretary wish to express they're thanks to the following:

- The Practice for their total support for this survey.
- The Forum members for assisting with the survey within the surgery.
- All Forum members who conducted the survey with their families and friends and hence gave coverage to those who may not have attended the surgery.
- And most of all to you the Patient for taking your time to complete the questionnaire.

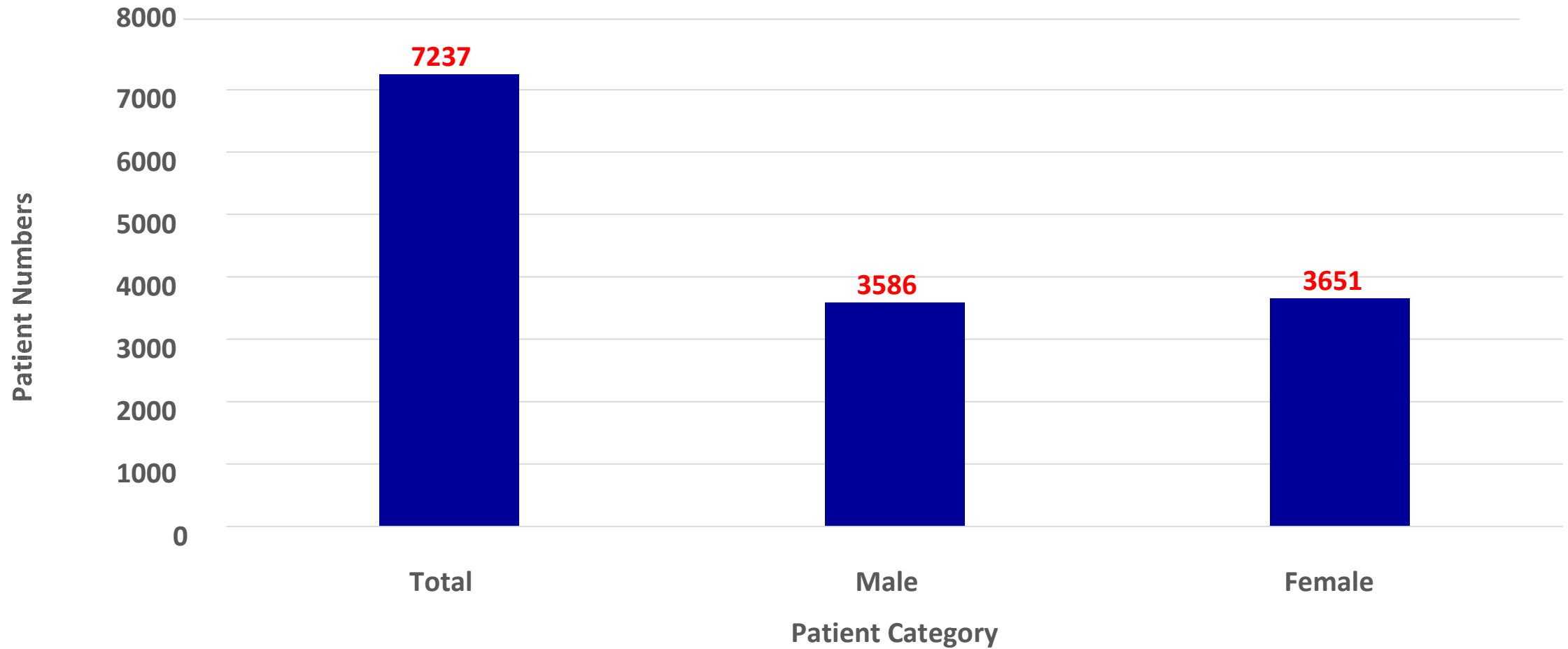
THANK YOU TO YOU ALL

Data Collection Information

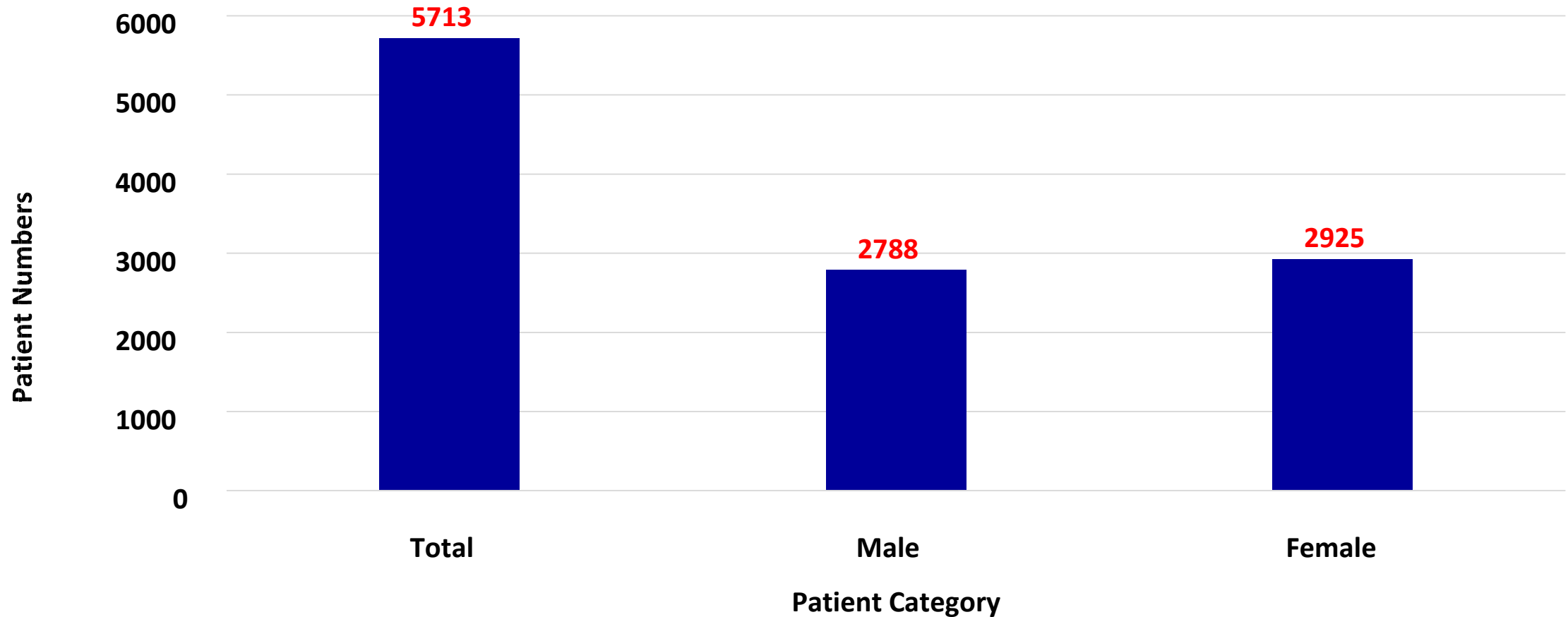
Survey data was collected in the following manner:

- The survey was conducted within the surgery at times requested by the Patient Forum, not the Practice.
- Questionnaires were only completed by those patients who were registered with the Tutbury Practice.
- The questionnaires given out, within the surgery, were handled by Forum members only and over a total period of 4 days. All completed questionnaires were collected by the Forum Secretary at the end of each session.
- A total of 346 questionnaires were received. All people surveyed were aged 18 and above.
Of a total 18+ patient population of 5713 this equates to 6%

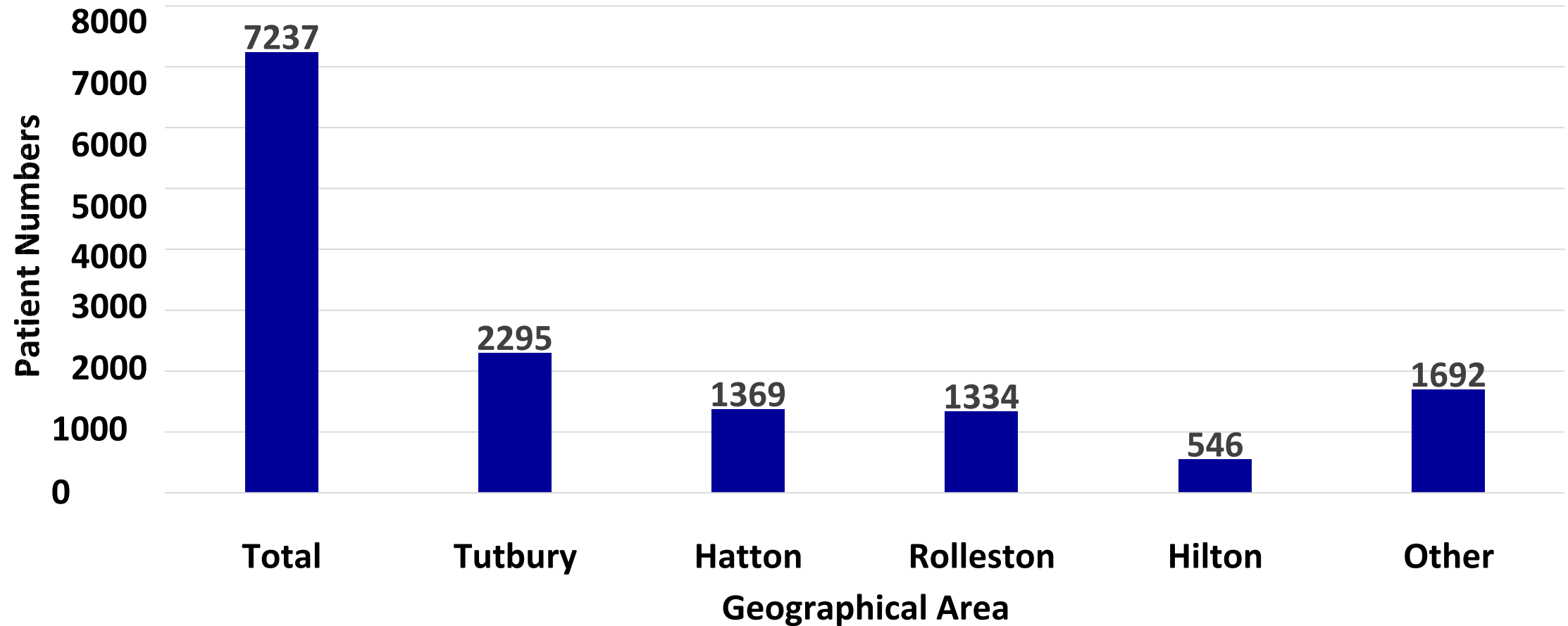
Tutbury Practice Total Patient Numbers as December 2016



Tutbury Practice 18+ Patient Numbers as December 2016



Tutbury Practice Geographical Spread of all Patients as December 2016



Summary of the survey results

On examination of all the details it can be concluded that those patients surveyed were overall satisfied with the surgery and the care they receive. This is especially so when looking at the information regarding the nurses, new GP, Registrar and receptionists.

There are still the usual issues regarding appointments, time waiting in the surgery, the phone system and doctor of choice / time with the GP and /or nurse. However, the comments should also be noted regarding improvement in these areas. In terms of the phone issues a new system was introduced towards the end of 2016 which hopefully will show some improvement in this area.

An area the Forum wish to explore regarding the phones is the introduction of a system re calling for test results etc. Sometimes this happens at the times patients are trying to make appointments so why not in future say phoning for the test results should be after the morning and afternoon surgeries. This would also give time for the results to be seen and commented on by the GP's.

The other comments were around:

Why was the phlebotomist not included in the nurse's section? All comments on this topic praised the person carrying out this service.

Improved access for the disabled

Water dispenser in the waiting room

The apparent push for the use of on-line services

Finally, although not within the survey the Forum do have major concerns regarding the number of patient "do not attends" which were over 1300 for 2016!! The results also showed that the numbers between GP's and Nurses were 34%: 66% with the phlebotomist having the largest number of do not attends. This area to be taken up in discussions with the surgery regarding the overall survey.

PATIENT FORUM SURVEY MEETING NOTES – PATIENT FORUM AND GP’S Thursday 30 March 2017

PRESENT: Patient Forum – JB, BW, MC, RR Practice – HS, MS, LE, RB
APOLOGIES: Patient Forum - JG

We started the meeting by thanking the Patient Forum for carrying out the Patient Survey; this is always a very useful tool to obtain patient feedback regarding the service we offer as a Practice.

The consensus was that, from the results of the survey, everyone seemed quite satisfied with the service they receive.

It was felt that the demographic of patients who completed the survey was wider spread than in previous years with more younger patients completing the survey this time around.

PHLEBOTOMIST : We discussed the reasoning why the Phlebotomist was not included in this year’s survey, this was due to the Nurses and Phlebotomist having totally different roles within the organisation, nurses deal with patients who suffer from very complex conditions and the review of these conditions is carried out by trained Practice Nurses. Feedback was required for the Practice Nurses as they are currently carrying out the process of revalidation for them to continue their role as a Practice Nurse.

TELEPHONE SYSTEM: The telephone system was another area of concern at the time of the survey however we have since changed the telephone system. We are still experiencing many problems with the system but it is hoped that these problems will be resolved soon. We also discussed the utilisation of the telephone system and maybe the messages that patients listen to upon ringing the surgery. It was felt

that we could utilise this more by changing the messages every so often to relate to various topics or health campaigns we have at the time, ie: Flu campaign, ringing for test results.

We could also utilise the Jayex messaging board for appropriate health messages

It was felt there was still pressure on the telephone system at 8am and 1pm, we are considering utilising the telephone messages to try and alleviate pressure at these times.

TEXT MESSAGING SYSTEM : We discussed at length the Text Messaging system and that this will now be part of the Local Improvement Scheme (LIS) moving into 201718. The LIS for the forthcoming year will focus on many areas but one would be patient education, it was felt that the cost for text messaging services could be written into this plan and therefore this service is being looked at across the locality. It was hoped that the implementation of the Text Messaging service would also improve other areas of concern the patient survey highlighted, for example, patients who Do Not Attend, (DNA), appointments for the Nurses and the phlebotomist, giving patients the opportunity to text to cancel an appointment. We could also text reminders to patients regarding their appointments and when they have DNA'd their appointment.

An audit on dual clinics, health review clinics that are offered to patients with multiple long-term conditions, may be useful to establish uptake of these clinics and potential improvements to the way we recall patients. Appointments are made for some patients on chronic disease registers and a comparison in DNA's could be carried out on those patients that make their own appointments compared to those that have appointments made for them.

CUTS IN SERVICES: Smoking cessation was also discussed at the meeting and the fact that this service provided by the GP surgery and associated funding we obtain had now been cut. We are still providing this service and shall be using the HCA to promote this service and

see patients, rather than utilising the Practice Nurse. It was felt that the using the Practice Nurse to offer this advice would not be cost effective, however it was felt that to stop the service and advice for patients altogether would be detrimental to patient care.

DRINKING FOUNTAIN: The PPG had raised the possibility of a Water cooler being available for patients and this had also been raised by the Dove River PPG. RB had raised certain concerns with regards to having a water cooler in the waiting room, these are listed below:

Water Cooler Queries and Concerns:

Where will we store cups and water

Disposal of cups and unwanted water (sometimes these water coolers have a collection point for unused water, who would dispose of this?)

Disposal of water containers

How long can the water stay in the cooler bottles for i.e. does it stagnate • Are there Health & Safety checks that need to be carried out on the water • Where will the cooler be situated?

What happens with spillage – Slippery floor sign

What happens to the cups once patients have finished with them, who will be responsible for clearing away used cups scattered around the waiting room

What happens with Children – some have a habit of turning the tap on and letting the water flow everywhere, not that I’m talking from experience you understand but children do have a habit of messing about, they find it quite funny to let the water flow

Do we have to obtain NHS Property Services, (NHSPS), authorisation to have a water cooler in the building.

RB will investigate the implications of having a water cooler in the building with NHSPS as we are only tenants within the building. We discussed the installation of a water fountain and RB agreed to raise this issue with NHSPS also

INFECTION CONTROL: The survey had also raised the issue of Magazines being available in the waiting room, this had been removed years ago due to infection control, it was felt that now we offered Guest Wi-Fi maybe patients would be inclined to utilise this service more so than read Magazines.

PATIENT FORUM KNOWLEDGE: It was disappointing to note that Patients who had completed the survey were unaware of the Patient Forum and we discussed how we could improve this knowledge. The Patient Forum can utilise the premises and especially Room 101 to hold events, an event in conjunction with Health watch is to be planned and the Patient Forum can utilise the main noticeboard in the waiting room to promote what they do. The Patient Forum are currently creating a logo.

PATIENT FORUM HEALTH EVENT: The Patient Forum will again this year hold their Health Event at Deferrers School on the 4th and 5th of July. This is a 2day event for Year 9 students who go through 5 x one-hour health related topics from outside organisations.

OTHER AREAS OF DISCUSSION: We discussed the issues around GP practices within inner Burton looking at their outer boundaries and reducing this boundary, this impacted on some patients and the need for them to register with other Practices. We discussed Finances and the fact that the CCG now hold the “Purse Strings” and the Virgin Care contract within the area. RR discussed the issues around Podiatry appointments and Virgin care and we discussed the removal of certain services from the Health Centre. The Doctors expressed thanks for all the work that the Patient Forum carry out on the Practice’s behalf and that they were appreciative of the challenges faced by the GP Practices now. The growth in Patient numbers had come at a time that GP practices were finding recruitment an issue.

The Tutbury Practice Patient Forum Survey 2016

Please tick relevant boxes. Questions are on both sides of the paper

1 Gender: Male ☐ Female ☐

2 Age Group: ☐ 18-30 ☐ 31-50 ☐ 51-65 ☐ 66-74 ☐ 75+

3 Are you aware of the following services that can be accessed on-line?

	Yes	No
a. Repeat Prescriptions		
b. The Electronic Prescription Service, (EPS). This is a new NHS service that allows your GP to send your prescription(s) direct to your chosen Pharmacy		
c. Being able to book your appointment, limited access.		
d. That the Practice can offer patients access to detailed coded data in their medical health records		
e. Do you already use any of these on line services?		
f. Extended surgery hours for those people in full time work		
g. Do you wish to have further information on these services displayed within the surgery?		

4 There have been a number of personnel changes over the past year; New receptionists, New registrar, New GP, New Nurse.

Based on your overall contact with the Practice over the past 12 months how would you rate your experience

Please use a scale of 1-5 where 1= poor and 5= excellent

	SCORE	
a. New GP		Please put N/A for those not
b. New Registrar		not seen
c. New Nurse		
d. New Receptionists		

5 There are various proposals being explored throughout the locality regarding the future of Primary Care. We would be grateful for your views on the following questions below									
a. Would you be prepared to book on line appointments?									
<div>Yes</div> <div>No</div>									
If so on a scale of 1-5 where 1= low and 5 = definitely. How likely would you be to use it?									
<div>SCORE</div>									
b. What is most important to you as a patient?									
please rank in order of importance 1 being most important 4 being least the following									
<div>ORDER</div>									
Booking an appointment with a GP of your choice for continuity of care									
Access to a GP									
On Line Services									
Telephone Access									
c. Would you be prepared to travel to Central Burton to access urgent GP appointments if there was no capacity at the surgery for you to be seen that day?									
<div>Yes</div> <div>No</div>									
6 If over the past 12 months you had an appointment with the nurse, how would you rate your experience? Please use a scale of 1-5 where 1= poor and 5= excellent									
<div>SCORE</div>									
Sister Cindy Arnold									
Sister Diane Thornewill									
Sister Sonia Jager									

7 What to YOU is the most important aspect when coming to the surgery and why?											
Details											
8 Do you know how to contact the Patient Forum?											
										Yes	No
9 Do you wish to know more about the Patient Forum											
										Yes	No
If yes please contact the Secretary John Bridges on 07590379892 or by email											
john.bridges@orangehome.co.uk											
10 Do you know of the Patient's Library?											
										Yes	No
If you wish to expand on any of your answers please do so below											
All information given will be treated in the strictest confidence and will not in any way											
prejudice your current position / relationship within the practice.											
Thank you for your time in completing this survey.											

Analysis of Patient Survey Results

1. Gender

Gender	Number	%age
Male	113	32.66%
Female	228	65.90%
No Answer	5	1.45%
Totals	346	100.00%

2. Age Group

	18-30	31-50	51-65	66-74	75+	No Ans	Totals
Male	11	13	30	19	30	10	113
Female	26	65	58	37	23	19	228
No Gender	0	0	1	0	2	2	5
Totals	37	78	89	56	55	31	346
%age	10.69%	22.54%	25.72%	16.18%	15.90%	8.96%	100.00%

Question 3

Regardless of gender, in terms of the following on-line services being available

- a. Repeat prescriptions.
- b. The new Electronic Prescription Service.
- c. Being able to book appointments.

Most people appear to be aware of them.

However, in terms of the availability of the other on-line services that are available the reverse was shown. The same results were also found with the responses from those people who didn't list their gender.

Question 4

This question focused on the patients rating their experiences regarding contact with the various new GP, Registrar, New Receptionists and New Nurse. The rating was between 1 and 5 where 5 is highest score that can be given and 1 the lowest.

The findings from those patients who answered this question 85%+ gave a scores of 4 or 5. This percentage increases to 95%+ if the range scored is between 3 and 5. These results are regardless of gender.

In terms of the patients listed as “non –gender” the results are very misleading due to the extremely low number of responses < 5 in all cases.

Question 5

These questions were related to the future of Primary Care within East Staffordshire. The question was split into the following parts with the ratings, where appropriate was between 1 and 4 where 4 is highest score that can be given and 1 the lowest:

a. Would you be prepared to book an on-line appointment?

Regardless of age range or gender, over 65% would use the on-line service.

Again, the results for non-gender patients were too low to be of significance.

b. If so, how likely would you be prepared to use it?

In this case the responses, for both male and female, were more evenly spread over the ratings range and non-gender patients' responses were again too low.

What is the most important to you as a patient?

Booking an appointment with a GP of your choice.

Approx. 76% male responses indicated this was either most important or important. Approx. 70% female responses gave the same ratings.

Having access to a GP when required.

The responses here for either most important or important were slightly higher than above at 80% male and female.

On-line services.

For male and female gender patients, the responses were scored giving a lower rating of importance from the above. Also, there were a higher number of no answers.

Telephone Access.

The results for both male and female gender patients were more evenly spread across the 1-4 ratings with a slightly lower percentage regarding the no answer results.

Would you be prepared to travel to travel to Central Burton to access urgent GP services if there was no capacity at your surgery for you to be seen that day?

In terms of male respondents, the response was 49.56% yes, they would with 42.48% no they wouldn't and 7,96% didn't give an answer. The yes responses were similar across all age groups.

The female respondents were more positive with 64.04% answering yes, 30.26% saying no and 5.7% not giving an answer. It was interesting to note that both the lowest and highest age ranges were more in favour of doing this then the middle age groups.

Question 6

One part of the nursing revalidation process is obtaining the views of the patients they met. This question deals with this aspect and the results show how the patients have rated each nurse over the past year. Naturally, if there has been no contact then the results have been recorded to show this so that a meaningful picture is given for those who have seen a nurse.

The following were scored on the basis between 1 and 5 where 1 is lowest score that can be given and 5 the highest:

Sister Cindy Arnold

The percentage of male respondents who gave a rating of 4 or 5 was 98% + which is excellent. In terms of female respondents this percentage was 95%+ which again is excellent

Sister Diane Thornewill

The percentage of male respondents who gave a rating of 4 or 5 was 100% which is a perfect score. In terms of female respondents this percentage was 99%+ which again is excellent.

Sister Sonia Jager

As SJ only joined the practice during 2016 these results are a reflection over a shorter period.

The percentage of male respondents who gave a rating of 4 or 5 was 100% which is a perfect score. In terms of female respondents this percentage was 95%+ which again is excellent.

Question 7

What is the most important aspect when coming to the surgery and why? The response to this question resulted in

121 comments from 86 male respondents and 277 comments from 180 female respondents. All the comments are listed in the body of the report. The comments can be grouped into 6 sectors which are:

20% of comments related to having a doctor of choice.

23% related to time, either waiting in the surgery or lack of time when with the GP or nurse. Availability of appointments

Efficient care and diagnosis

Phone issues

Other

The patient forum also wish to add the issues relating to the do not attend figures, (DNA's), which are very disappointing. **The number of DNA's were 1349 in 2016 with the split between GP and nurses do not attends being 34:66 respectively. Another concern is with the do not attends for the phlebotomist, who only works mornings and has the highest do not attend of all with 314, (23% of the total DNA'S).**

Question 8

Do you know how to contact the patient forum?
Unfortunately, from the male and female responses 60%+ didn't know how to contact the patient forum.

Question 9

Do you wish to know more about the patient forum?
From the male and female responses 65%+ do not wish to know more about the patient forum. This percentage was highest from the male respondents, (72%).

Question 10

Do you know of the Patient Library?
From the male and female responses 62%+ do not wish to know more about the patient library. This percentage was highest from the female respondents, (65%).

Additional Comments.

The number of additional comments were as follows

- Male 23 responses. Age Range 51-75+
- Female, no age given 7 responses.
- Female 56 responses. Age Range 18-75+
- No gender, no age 2 responses

The comments can be broken down into the following sectors.

Male Responses

Access is poor for the disabled, (it is assumed this means within the waiting room).

Lots of Praise for the GP’s, Nurses, Receptionists, Overall experience Why isn’t the phlebotomist included?

The appointment system both positive and negative comments

Do not want dependency with using on-line services, computer illiterate, don’t have a computer Water dispenser in the waiting room.

Female, No Age Given, Responses

Why isn’t the wonderful phlebotomist included?

Very good surgery, easier access, as a new patient surgery is very friendly
Negative comments on the appointment system
Disappointment that the baby clinic is now in Burton means extra travel and cost.

Female Responses.

Availability of appointments, doctor of choice etc
Efficient care and diagnosis
Phone issues
Thinking of moving, (connected with the above 3).
Why isn't the wonderful phlebotomist included?
At times, too hot in the waiting room. Water dispenser?
Positive feedback regarding GP's and all staff

No Gender, No Age Given

Time waiting to be seen when arriving on time for appointment. Due to the delay had to cancel the appointment
Surgery so accessible and easy to get too

Survey Results

5. There are various proposals being explored throughout the locality regarding the future of

We would be grateful for your views on the following questions below.

3. Are you aware of the following services that can be accessed online?

(i) Male Age Group who answered YES	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
a. Repeat Prescriptions	5	6	21	19	28	7	86	19.77%
b. The new Electronic Prescription Service	7	8	24	17	20	6	82	18.85%
c. Being able to book your appt, ltd access	5	6	10	14	25	4	64	14.71%
d. That the Practice can offer pts access to detailed coded data in their medical health records								
	4	3	11	9	16	3	46	10.57%
e. Do you already use any of the on-line services?	1	6	10	13	8	3	41	9.43%

f. Extended surgery hours for people in full time work	4	6	14	10	23	7	64	14.71%

g. Do you wish further information of the above displayed within the surgery?	8	10	22	0	8	4	52	11.95%
Totals	34	45	112	82	128	34	435	100.00 %

3. Are you aware of the following services that can be accessed on-line?

(i) Male Age Group who answered NO	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
a. Repeat Prescriptions	6	7	9	0	1	2	25	8.65%
b. The new Electronic Prescription Service	5	5	6	2	2	2	22	7.61%

c. Being able to book your appt, ltd access	7	7	18	3	4	3	42	14.53%
d. That the Practice can offer pts access to detailed coded data in their medical health records								
	6	9	18	8	12	4	57	19.72%
e. Do you already use any of the on-line services?	9	7	19	5	20	5	65	22.49%
f. Extended surgery hours for people in full time work	6	7	16	6	3	3	41	14.19%
g. Do you wish further information of the above displayed within the surgery?	1	3	8	0	20	5	37	12.80%
Totals	40	45	94	24	62	24	289	100.00%

3. Are you aware of the following services that can be accessed on-line?

(i) Female Age Group who answered YES	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
a. Repeat Prescriptions	12	42	44	33	22	10	163	18.95%
b. The new Electronic Prescription Service	16	44	46	34	18	10	168	19.53%
c. Being able to book your appt, ltd access	12	29	40	28	18	9	136	15.81%
d. That the Practice can offer pts access to detailed coded data in their medical health records								
	7	10	15	13	13	7	65	7.56%
e. Do you already use any of the on-line services?	6	13	19	9	6	1	54	6.28%
f. Extended surgery hours for people in full time work	17	52	39	26	13	12	159	18.49%
g. Do you wish further information of the above displayed within the surgery?								
	13	41	30	16	7	8	115	13.37%
Totals	83	231	233	159	97	57	860	100.00 %

3. Are you aware of the following services that can be accessed on-line?

(i) Female Age Group who answered NO	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
a. Repeat Prescriptions	14	22	15	3	1	7	62	10.02%
b. The new Electronic Prescription Service	10	19	12	3	2	6	52	8.40%
c. Being able to book your appt, ltd access	14	33	15	5	3	7	77	12.44%
d. That the Practice can offer pts access to detailed coded data in their medical health records								
	15	51	36	21	7	6	136	21.97%
e. Do you already use any of the on-line services?	23	49	34	25	10	15	156	25.20%
f. Extended surgery hours for people in full time work	8	13	13	7	4	5	50	8.08%
g. Do you wish further information of the above displayed within the surgery?								
	12	24	20	14	10	6	86	13.89%
Totals	96	211	145	78	37	52	619	100.00%

3. Are you aware of the following services that can be accessed on-line?

(iii) No Gender Age Group who answered YES	18-30	31-50	51-65	66-74	75+	No Ans	Totals	%age
a. Repeat Prescriptions	0	0	1	0	0	1	2	33.33%
b. being able to book your appt, ltd access	0	0	1	0	0	1	2	33.33%
c. Being able to book your appt, ltd access	0	0	1	0	0	0	1	16.67%
d. That the Practice can offer pts access to detailed coded data in their medical health records								0.00%
	0	0	0	0	0	0	0	
e. extended surgery hours for people in full time work	0	0	0	0	0	0	0	0.00%
f. Extended surgery hours for people in full time work	0	0	1	0	0	0	1	16.67%

g. Do you wish further information of the above displayed within the surgery?	0	0	0	0	0	0	0	0.00%
	0	0	4	0	0	2	6	100.00 %

3. Are you aware of the following services that can be accessed on-line?

(iii) No Gender Age Group who answered NO	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
a. Repeat Prescriptions	0	0	0	0	0	0	0	0.00%
b. being able to book your appt, ltd access	0	0	0	0	0	0	0	0.00%
c. Being able to book your appt, ltd access	0	0	0	0	0	0	0	0.00%
d. That the Practice can offer pts access to detailed coded data in their medical health records								
	0	0	1	0	1	1	3	27.27%
e. extended surgery hours for people in full time work	0	0	1	0	0	2	3	27.27%
f. Extended surgery hours for people in full time work	0	0	0	0	1	1	2	18.18%
g. Do you wish further information of the above displayed within the surgery?								
	0	0	1	0	1	1	3	27.27%

Totals	0	0	3	0	3	5	11	100.00%
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4. There have been a number of in personnel changes over the past year; New receptionists, New registrar, New GP, New Nurse.
Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(i) Male Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New GP								
Score 1	0	0	0	0	0	0	0	0.00%
2	0	0	0	0	1	0	1	1.49%
3	0	1	2	1	0	1	5	7.46%
4	1	2	0	0	1	1	5	7.46%
5	6	8	11	10	16	5	56	83.58%
Totals	7	11	13	11	18	7	67	100.00%
N/A	3	2	17	5	10	1	38	82.61%

No Answer Given	1	0	0	3	2	2	8	17.39%
Totals	4	2	17	8	12	3	46	100.00%

4. There have been a number of personnel changes over the past year;
 New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(i) Male Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Registrar								
Score 1	0	0	0	0	0	0	0	0.00%
2	0	0	0	0	1	1	2	4.44%
3	0	0	0	1	0	1	2	4.44%
4	2	1	1	1	2	0	7	15.56%
5	3	9	4	6	8	4	34	75.56%
Totals	5	10	5	8	11	6	45	100.00%

N/A	5	3	24	8	18	2	60	88.24%
No Answer Given	1	0	1	3	1	2	8	11.76%
Totals	6	3	25	11	19	4	68	100.00 %

4. There have been a number of personnel changes over the past year;
 New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how
 would you rate your experience?

(i) Male Age Group	18-30	31-50	51-65	66-74	75+		Totals	%age
						Not Given		
New Nurse								
Score 1	0	0	0	0	1	1	2	3.85%
2	0	0	0	0	0	0	0	0.00%
3	0	0	1	0	0	0	1	1.92%
4	1	0	3	0	0	1	5	9.62%
5	4	7	9	5	15	4	44	84.62%

Totals	5	7	13	5	16	6	52	100.00%
N/A	5	6	17	11	13	2	54	88.52%
No Answer Given	1	0	0	3	1	2	7	11.48%
Totals	6	6	17	14	14	4	61	100.00%

4. There have been a number of personnel changes over the past year;
New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how
would you rate your experience?

(i) Male Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Receptionists								
Score 1	0	0	0	0	0	0	0	0.00%
2	0	0	1	0	0	1	2	2.50%
3	1	2	2	0	0	0	5	6.25%
4	1	1	7	4	6	2	21	26.25%

5	6	7	9	7	18	5	52	65.00%
Totals	8	10	19	11	24	8	80	100.00%
N/A	2	3	10	5	5	0	25	75.76%
No Answer Given	1	0	1	3	1	2	8	24.24%
Totals	3	3	11	8	6	2	33	100.00%

**4. There have been a number of personnel changes over the past year;
New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how
would you rate your experience?**

(ii) Female Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New GP								
Score 1	0	1	0	0	0	0	1	0.68%
2	0	0	1	0	0	0	1	0.68%

3	1	4	2	1	0	0	8	5.48%
4	6	8	9	4	2	2	31	21.23%
5	13	32	23	20	9	8	105	71.92%
Totals	20	45	35	25	11	10	146	100.00%
N/A	5	20	23	9	10	7	74	90.24%
No Answer Given	1	0	0	3	2	2	8	9.76%
Totals	6	20	23	12	12	9	82	100.00 %

4. There have been a number of personnel changes over the past year;
 New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how
 would you rate your experience?

(ii) Female Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
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New Registrar								
Score 1	0	0	0	0	0	0	0	0.00%
2	0	0	0	0	0	0	0	0.00%
3	0	1	1	0	1	0	3	3.95%
4	2	1	4	2	1	1	11	14.47%
5	10	17	15	12	3	5	62	81.58%
Totals	12	19	20	14	5	6	76	100.00%
N/A	13	44	37	18	13	11	136	89.47%
No Answer Given	1	2	1	5	5	2	16	10.53%
Totals	14	46	38	23	18	13	152	100.00%

4. There have been a number of personnel changes over the past year;

New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(ii) Female Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Nurse								
Score 1	0	0	0	0	0	0	0	0.00%
2	0	0	0	0	0	0	0	0.00%
3	1	1	0	0	1	0	3	3.49%
4	1	6	3	5	1	0	16	18.60%
5	9	20	16	11	4	7	67	77.91%
Totals	11	27	19	16	6	7	86	100.00%
N/A	14	38	38	18	10	10	128	90.14%
No Answer Given	1	0	1	3	7	2	14	9.86%

Totals	15	38	39	21	17	12	142	100.00%
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4. There have been a number of personnel changes over the past year;

New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(ii) Female Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Receptionists								
Score 1	0	1	0	0	1	1	3	1.89%
2	0	0	1	0	1	0	2	1.26%
3	2	7	7	3	2	1	22	13.84%
4	1	14	10	5	3	0	33	20.75%
5	18	31	28	16	2	4	99	62.26%
Totals	21	53	46	24	9	6	159	100.00%

N/A	4	12	11	10	6	11	54	78.26%
No Answer Given	1	0	1	3	8	2	15	21.74%
Totals	5	12	12	13	14	13	69	100.00%

4. There have been a number of personnel changes over the past year;

New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(iii) No Gender Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New GP								
Score 1	0	0	0	0	1	0	1	25.00%
2	0	0	0	0	0	0	0	0.00%
3	0	0	0	0	0	0	0	0.00%
4	0	0	0	0	0	0	0	0.00%
5	0	0	1	0	1	1	3	75.00%
Totals	0	0	1	0	2	1	4	100.00%

N/A	0	0	0	0	0	1	1	100.00%
No Answer Given	0	0	0	0	0	0	0	0.00%
Totals	0	0	0	0	0	1	1	100.00%

4. There have been a number of personnel changes over the past year;

New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(iii) No Gender Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Registrar								
Score 1	0	0	0	0	1	0	1	50.00%
2	0	0	0	0	0	0	0	0.00%
3	0	0	0	0	0	0	0	0.00%
4	0	0	0	0	0	0	0	0.00%

5	0	0	0	0	1	0	1	50.00%
Totals	0	0	0	0	2	0	2	100.00%
N/A	0	0	0	0	0	2	2	66.67%
No Answer Given	0	0	1	0	0	0	1	33.33%
Totals	0	0	1	0	0	2	3	100.00%

4. There have been a number of personnel changes over the past year;

New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(iii) No Gender Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Nurse								
Score 1	0	0	0	0	1	0	1	50.00%

2	0	0	0	0	0	0	0	0.00%
3	0	0	0	0	0	0	0	0.00%
4	0	0	0	0	0	0	0	0.00%
5	0	0	0	0	1	0	1	50.00%
Totals	0	0	0	0	2	0	2	100.00%
N/A	0	0	0	0	0	2	2	66.67%
No Answer Given	0	0	1	0	0	0	1	33.33%
Totals	0	0	1	0	0	2	3	100.00 %

. There have been a number of personnel changes over the past year;

New receptionists, New registrar, New GP, New Nurse. Based on your overall contact with the Practice over the past 12 months how would you rate your experience?

(iii) No Gender Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
New Receptionists								0.00%
Score 1	0	0	0	0	0	0	0	
2	0	0	0	0	0	0	0	
3	0	0	0	0	0	0	0	
4	0	0	0	0	1	0	1	
5	0	0	1	0	1	0	2	
Totals	0	0	1	0	2	0	3	100.00%
								100.00%
N/A	0	0	0	0	0	2	2	
No Answer Given	0	0	0	0	0	0	0	0.00%

Totals	0	0	0	0	0	2	2	100.00%
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. There are various proposals being explored throughout the locality regarding the future of Primary Care.

We would be grateful for your views on the following questions below.

5a Would you be prepared to book on-line appointments. Please answer Yes or No If so on a scale of 15 where 1=low and 5 = definitely, how likely would you use it?

(i) **Male**

Age Group	Yes	No	No Ans	Total
18-30	8	2	1	11
31-50	11	2	0	13
51-65	25	5	0	30
66-74	15	1	3	19
75+	15	15	0	30
No Age Given	3	6	1	10
Totals	77	31	5	113
%age	68.14%	27.43%	4.42%	100.00%

Primary Care.

5a Would you be prepared to book on-line appointments. Please answer Yes or No If so on a scale of 1-5 where 1=low and 5 = definitely, how likely would you use it?

(i) Male	Ranking where 1 = low and 5 = definitely						
Age Group	1	2	3	4	5	No Ans	Total
18-30	1	1	1	0	6	2	11
31-50	1	0	4	2	5	1	13
51-65	2	6	3	5	13	1	30
66-74	2	0	5	5	3	4	19
75+	7	0	4	4	6	9	30
No Age Given	5	1	1	1	1	1	10
Totals	18	8	18	17	34	18	113

%age	15.93%	7.08%	15.93%	15.04%	30.09%	15.93%	100.00%
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5. There are various proposals being explored throughout the locality regarding the future of Primary Care. We would be grateful for your views on the following questions below.

5a Would you be prepared to book on-line appointments. Please answer Yes or No If so on a scale of 15 where 1=low and 5 = definitely, how likely would you use it? (ii) Female

Age Group	Yes	No	No Ans	Total
18-30	23	3	0	26
31-50	58	7	0	65
51-65	43	15	0	58
66-74	22	15	0	37
75+	7	16	0	23
No Age Given	10	7	2	19
Totals	163	63	2	228

%age	71.49%	27.63%	0.88%	100.00%
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Primary Care.

5a Would you be prepared to book on-line appointments. Please answer Yes or No If so on a scale of 1-5 where 1=low and 5 = definitely, how likely would you use it?

(ii) Female		Ranking where 1 = low and 5 = definitely					
Age Group	1	2	3	4	5	No Ans	Total
18-30	2	1	4	4	14	1	26
31-50	4	3	6	7	42	3	65
51-65	5	3	5	11	27	7	58
66-74	4	3	7	2	10	11	37
75+	8	1	0	0	1	13	23
No Age Given	1	3	2	2	5	6	19

Totals	24	14	24	26	99	41	228
%age	10.53%	6.14%	10.53%	11.40%	43.42%	17.98%	100.00%

5. There are various proposals being explored throughout the locality regarding the future of Primary Care. We would be grateful for your views on the following questions below.

5a Would you be prepared to book on-line appointments. Please answer Yes or No If so on a scale of 1-5 where 1=low and 5 = definitely, how likely would you use it? (iii) No Gender

Age Group	Yes	No	No Ans	Total
18-30	0	0	0	0
31-50	0	0	0	0
51-65	1	0	0	1
66-74	0	0	0	0
75+	0	1	1	2
No Age Given	0	1	1	2

Totals	1	2	2	5
%age	20.00%	40.00%	40.00%	100.00%

There are various proposals being explored throughout the locality regarding the future of Primary Care.

5a Would you be prepared to book on-line appointments. Please answer Yes or No If so on a scale of 1-5 where 1=low and 5 = definitely, how likely would you use it?

(iii) No Gender	Ranking where 1 = low and 5 = definitely						
Age Group	1	2	3	4	5	No Ans	Total
18-30	0	0	0	0	0	0	0
31-50	0	0	0	0	0	0	0
51-65	0	0	1	0	0	0	1
66-74	0	0	0	0	0	0	0
75+	0	0	0	0	0	2	2

No Age Given	0	0	0	0	0	2	2
Totals	0	0	1	0	0	4	5
%age	0.00%	0.00%	20.00%	0.00%	0.00%	80.00%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

BOOKING AN APPT WITH A GP OF YOUR CHOICE FOR CONTINUITY

(i)Male

Age Group	1	2	3	4	No Ans	Total
18-30	2	2	3	2	2	11
31-50	9	3	0	1	0	13
51-65	15	6	3	4	2	30
66-74	10	4	0	1	4	19
75+	22	7	1	0	0	30

No Age Given	6	0	0	2	2	10
Totals	64	22	7	10	10	113
%age	56.64%	19.47%	6.19%	8.85%	8.85%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

BOOKING AN APPT WITH A GP OF YOUR CHOICE FOR CONTINUITY (ii)

Female

Age Group	1	2	3	4	No Ans	Total
18-30	8	9	5	3	1	26
31-50	30	21	6	6	2	65
51-65	35	12	2	6	0	55

66-74	19	5	5	2	6	37
75+	17	2	3	0	1	23
No Age Given	0	2	2	3	3	10
Totals	109	51	23	20	13	216
%age	50.46%	23.61%	10.65%	9.26%	6.02%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

BOOKING AN APPT WITH A GP OF YOUR CHOICE FOR CONTINUITY (iii)

No Gender

Age Group	1	2	3	4	No Ans	Total
18-30	0	0	0	0	0	0
31-50	0	0	0	0	0	0

51-65	1	0	0	0	0	1
66-74	0	0	0	0	0	0
75+	2	0	0	0	0	2
No Age Given	2	0	0	0	0	2
Totals	5	0	0	0	0	5
%age	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important (i) Male ACCESS TO A GP

Age Group	1	2	3	4	No Ans	Total
18-30	8	0	1	0	2	11
31-50	4	8	0	0	1	13

51-65	19	5	2	2	2	30
66-74	14	3	1	0	1	19
75+	21	4	4	0	1	30
No Age Given	5	1	1	3	0	10
Totals	71	21	9	5	7	113
%age	62.83%	18.58%	7.96%	4.42%	6.19%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

(ii) Female

ACCESS TO A GP

Age Group	1	2	3	4	No Ans	Total
18-30	13	6	3	3	1	26

31-50	31	14	11	6	3	65
51-65	30	17	3	3	5	58
66-74	17	6	1	4	9	37
75+	13	8	1	0	1	23
No Age Given	9	2	2	3	3	19
Totals	113	53	21	19	22	228
%age	49.56%	23.25%	9.21%	8.33%	9.65%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

(iii) No Gender

ACCESS TO A GP

Age Group	1	2	3	4	No Ans	Total
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18-30	0	0	0	0	0	0
31-50	0	0	0	0	0	0
51-65	1	0	0	0	0	1
66-74	0	0	0	0	0	0
75+	2	0	0	0	0	2
No Age Given	1	0	1	0	0	2
Totals	4	0	1	0	0	5
%age	80.00%	0.00%	20.00%	0.00%	0.00%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

(i) Male**ON LINE SERVICES**

Age Group	1	2	3	4	No Ans	Total
18-30	2	1	3	3	2	11
31-50	0	1	8	3	1	13
51-65	3	2	12	10	3	30
66-74	3	0	1	10	5	19
75+	4	3	3	14	6	30
No Age Given	3	1	2	2	2	10
Totals	15	8	29	42	19	113
%age	13.27%	7.08%	25.66%	37.17%	16.81%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

(ii) Female

ON LINE SERVICES

Age Group	1	2	3	4	No Ans	Total
18-30	3	3	8	11	1	26
31-50	6	14	16	27	2	65
51-65	7	3	17	25	6	58
66-74	4	3	3	13	14	37
75+	2	0	3	10	8	23
No Age Given	1	1	5	7	5	19
Totals	23	24	52	93	36	228
%age	10.09%	10.53%	22.81%	40.79%	15.79%	100.00%

5b. What is the most important to you as a patient
 Please rank in order of importance with 1 being the most important and 4 the least important

(iii) No Gender

ON LINE SERVICES

Age Group	1	2	3	4	No Ans	Total
18-30	0	0	0	0	0	0
31-50	0	0	0	0	0	0
51-65	0	0	0	1	0	1
66-74	0	0	0	0	0	0
75+	0	0	0	1	1	2
No Age Given	0	0	0	1	1	2
Totals	0	0	0	3	2	5
%age	0.00%	0.00%	0.00%	60.00%	40.00%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

TELEPHONE ACCESS

(i) Male

Age Group	1	2	3	4	No Ans	Total
18-30	2	3	1	3	2	11
31-50	1	0	11	0	1	13
51-65	7	6	7	7	3	30
66-74	7	1	7	0	4	19
75+	0	3	5	1	1	10
No Age Given	2	2	1	4	1	10
Totals	19	15	32	15	12	93

%age	20.43%	16.13%	34.41%	16.13%	12.90%	100.00%
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5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

TELEPHONE ACCESS

(ii) Female

Age Group	1	2	3	4	No Ans	Total
18-30	7	5	7	6	1	26
31-50	7	15	24	16	3	65
51-65	14	8	22	9	5	58
66-74	14	5	7	3	8	37
75+	9	0	6	2	6	23
No Age Given	5	4	5	2	3	19

Totals	56	37	71	38	26	228
%age	24.56%	16.23%	31.14%	16.67%	11.40%	100.00%

5b. What is the most important to you as a patient

Please rank in order of importance with 1 being the most important and 4 the least important

TELEPHONE ACCESS

(iii) No Gender

Age Group	1	2	3	4	No Ans	Total
18-30	0	0	0	0	0	0
31-50	0	0	0	0	0	0
51-65	1	0	0	0	0	1
66-74	0	0	0	0	0	0
75+	2	0	0	0	0	2
No Age Given	0	1	0	0	1	2

Totals	3	1	0	0	1	5
%age	60.00%	20.00%	0.00%	0.00%	20.00%	100.00%

5c Would you be prepared to travel to Central Burton to access urgent GP appointments if there was no capacity at the surgery for you to be seen that day? (i) Male

Age Group	Yes	No	No Ans	Total
18-30	6	3	2	11
31-50	4	9	0	13
51-65	19	10	1	30
66-74	11	5	3	19
75+	10	18	2	30
No Age Given	6	3	1	10
Totals	56	48	9	113
%age	49.56%	42.48%	7.96%	100.00%

5c Would you be prepared to travel to Central Burton to access urgent GP appointments if there was no capacity at the surgery for you to be seen that day?

(ii) Female

Age Group	Yes	No	No Ans	Total
18-30	22	4	0	26
31-50	48	17	0	65
51-65	32	21	5	58
66-74	19	16	2	37
75+	17	3	3	23
No Age Given	8	8	3	19
Totals	146	69	13	228

%age	64.04%	30.26%	5.70%	100.00%
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5c Would you be prepared to travel to Central Burton to access urgent GP appointments if there was no capacity at the surgery for you to be seen that day?

(iii) No Gender

Age Group	Yes	No	No Ans	Total
18-30	0	0	0	0
31-50	0	0	0	0
51-65	1	0	0	1
66-74	0	0	0	0
75+	1	1	0	2
No Age Given	0	0	2	2
Totals	2	1	2	5

%age	40.00%	20.00%	40.00%	100.00%
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6. If over the past 12 months you had an appointment with the nurse how would you rate your experience
 Please use a scale of 1-5 where 1=poor and 5=excellent.

Male Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
Sister Cindy Arnold								
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	1	0	1	1.82%
4	2	0	1	2	0	0	5	9.09%
5	1	5	11	8	18	6	49	89.09%
Totals	3	5	12	10	19	6	55	100.00%
Not Applicable	5	4	8	2	3	1	23	39.66%

No Answer	3	4	10	7	8	3	35	60.34%
Totals	8	8	18	9	11	4	58	100.00 %

6. If over the past 12 months you had an appointment with the nurse how would you rate your experience. Please use a scale of 1-5 where 1=poor and 5=excellent.

(i) Male Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
Sister Diane Thornewill								
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	2	0	1	1	0	0	4	7.27%

2	0	0	1	0	0	0	1	0.75%
3	1	1	1	0	1	1	5	3.73%
4	3	3	5	3	2	1	17	12.69%
5	10	34	26	21	11	9	111	82.84%
Totals	14	38	33	24	14	11	134	100.00%
Not Applicable	8	18	15	7	2	2	52	55.32%
No Answer	4	9	10	6	7	6	42	44.68%
Totals	12	27	25	13	9	8	94	100.00%

6. If over the past 12 months you had an appointment with the nurse how would you rate your experience Please use a scale of 1-5 where 1=poor and 5=excellent.

(ii) Female Age Group	18-30	31-50	51-65	66-74	75+		Totals	%age
						Not Given		

Sister Diane Thornewill								
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	0.94%
4	3	1	1	0	2	1	8	7.55%
5	11	23	23	19	13	8	97	91.51%
Totals	14	24	25	19	15	9	106	100.00%
Not Applicable	9	24	18	6	2	2	61	50.00%
No Answer	3	17	15	12	6	8	61	50.00%
Totals	12	41	33	18	8	10	122	100.00 %

6. If over the past 12 months you had an appointment with the nurse how would you rate your experience

(ii) Female Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
Sister Sonia Jager								

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	1	0	2	3.77%
4	2	2	2	0	1	1	8	15.09%
5	6	9	12	6	5	5	43	81.13%
Totals	8	11	15	6	7	6	53	100.00%
Not Applicable	13	33	25	12	4	3	90	51.43%
No Answer	5	21	18	19	12	10	85	48.57%
Totals	18	54	43	31	16	13	175	100.00 %

Please use a scale of 1-5 where 1=poor and 5=excellent.

6. If over the past 12 months you had an appointment with the nurse how would you rate your experience
Please use a scale of 1-5 where 1=poor and 5=excellent.

(iii) No Gender Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
Sister Cindy Arnold								
Score 1	0	0	0	0	1	0	1	50.00%
2	0	0	0	0	0	0	0	0.00%
3	0	0	0	0	0	0	0	0.00%
4	0	0	0	0	0	0	0	0.00%
5	0	0	0	0	0	1	1	50.00%
Totals	0	0	0	0	1	1	2	100.00%
Not Applicable	0	0	1	0	1	1	3	100.00%
No Answer Given	0	0	0	0	0	0	0	0.00%
Totals	0	0	1	0	1	1	3	100.00 %

6. If over the past 12 months you had an appointment with the nurse how would you rate your experience

(iii) No Gender Age Group	18-30	31-50	51-65	66-74	75+	Not Given	Totals	%age
Sister Diane Thornewill								
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	0	0	0	0	0	0.00%
5	0	0	0	0	0	1	1	100.00%
Totals	0	0	0	0	0	1	1	100.00%
Not Applicable	0	0	1	0	2	1	4	100.00%
No Answer Given	0	0	0	0	0	0	0	0.00%

5	0	0	0	0	0	1	1	100.00%
Totals	0	0	0	0	0	1	1	100.00%
Not Applicable	0	0	1	0	2	1	4	100.00%
No Answer Given	0	0	0	0	0	0	0	0.00%
Totals	0	0	1	0	2	1	4	100.00%

Question 7 What is the most important aspect when coming to the surgery and why?

Male No Age Given 6 Patients responded

Getting a same day appointment
Waiting time
To be seen within 0.5hour of appointment time
Being able to see your doctor of choice
Being able to get through on the phone when urgent
To sort yourself out if ill
Timely appointment with GP

Male 18-30 8 Patients responded

Being seen on time
No unnecessary waiting
Give GP's more time to see people
Being able to get an appointment with a capable friendly doctor
Get quick efficient care. I'm prone to worrying about issues so being seen quickly assists with that
The care and safety of each patient
Quick and easy access to see a GP or nurse

Correct diagnosis and treatment

Swift service

Someone who is passionate about their job and trained to find problems straight away

Male 31-50 9 Patients responded

Correct diagnosis

To see the doctor of choice and to limit waiting time

To be seen by the same doctor

Time spent waiting because its sometimes too long a wait when you must be back at work

Being able to access appointments on the day and the next day

Being able to get through to book appointments and being seen on time

Everything is fine as it is

Time keeping

Minimal time in the waiting room

Male 51-65 28 Patients responded

See a GP on the day of illness

Access for the disabled

To see a GP of choice

Being seen promptly

Efficient confidential service. We are happy with the service that is provided at present

Speed of access

Being able to book an appointment when I want. Having the current set times can be restrictive Seeing same GP Being able to book an on the day appointment
To get an appointment when required
To see the same GP for continuity

Male 51-65 (Contd) 28 Patients responded

Seeing a GP of choice
To see the same GP for continuity
Ease of making an appointment
Been with this practice since it started and prefer to stay! Prompt attention / examination
Excellent care from first class medical staff which we all want
Seeing the same doctor for continuity
Attitude of staff involved eg receptionists, GP's and empathy of GP's Continuity
of care
Seeing the same doctor for continuity
Ideally seeing a GP of my choice. As with everything in life some are better than others
Audio system required for announcements of appointments for the visual impaired Seeing
GP of choice
Quicker response from receptionists when phoning the surgery
To find out what is wrong with me

To get help with my problem not just given tablets and sent away until next time Having a named doctor who knows what your problems are rather than different doctors who have to read everything first etc Getting an appointment when you are ill Access to doctor and appointment availability
Just to see a doctor
Being able to see a doctor on the same day which I am pleased to say happens at the Tutbury Practice

Male 66-74

14 Patients responded

Getting through on the phone to make an appointment. Having to phone many times is frustrating and doesn't help my BP Primarily to see a doctor when needed
Continuity of care would be good
Getting the correct advice and treatment
Helpful polite service
If a doctor is treating a problem then important they should follow it through to the end Bright
airy reception
Good receptionists
Seeing doctor reasonably on time
Prompt appointments
Seeing doctor of choice
Good access for appointments
To be able to get and see a doctor / nurse to resolve problems

As I only come to the surgery when necessary it is important that I get to discuss my issues without feeling rushed

To be seen quickly

Seeing doctor of choice

The attitude of the receptionist and that the GP will listen and look at me not the computer when I am in front of them. I

am happy to say this always occurs

Male 75+ 21 Patients responded

Feeling comfortable with staff and doctors

Prompt and efficient service

Time to talk with the doctor

Friendly receptionist

To be listened too and being able to discuss all aspects of a diagnosis

Being able to book with GP of your choice

To be kept informed if there is a delay in the waiting room to see a doctor

Time schedule Enough consultation time

Pleasant approach

Being able to see a GP in an emergency

On time

Prompt attention

Getting accurate information not differing information from different personnel

Being seen on time To

be seen when ill

Being seen on time

Like to see my doctor of choice

Seeing your usual doctor if possible

To be able to see a doctor on the same day

Very good urgent attention if required

Accurate and prompt attention

Appointment on time or there about

Appointment with any of the brilliant doctors

Regular warfarin blood tests with Gabrielle

Question 7 What is the most important aspect when coming to the surgery and why?

Female No Age Given 10 Patients responded

Appointments on time as much as possible

See doctor of choice

Feeling that whatever you are there for it is as important to all the staff as it is to you

Appointments on time as much as possible and not to be kept waiting See the doctor within a reasonable time of when the appointment time given Being able to get an appointment.

I am new to the practice and it has taken me 2 weeks to see a doctor for my repeat prescription So you can be seen by a doctor to talk about symptoms etc to put your mind at rest and therefore not worry
Ability to have an appointment made by telephone and to see the same doctor especially if an ongoing problem
Not having to wait too long

Female 18-30 20 Patients responded

Friendly and helpful staff who make you feel welcome
Being able to see a doctor on time or within a short delay if an on the day appointment Helpful receptionists in getting you an appointment
You can book yourself in
Being seen on time
Getting an appointment especially if for a child
Seeing the GP
Friendly staff making you feel at ease when you arrive at reception.
Knowing that the advice I receive from the GP is correct. I like to leave the surgery knowing I had the best time possible Being able to get an appointment. Not happy with current system ringing at 8am or 1pm only

Small waiting time when there with a child
Being able to get through to reception to make an appointment
Being seen on time as I work full time
Seeing a doctor of personal choice
Short waiting time
Access to the relevant HCP
Quick results from blood and X-rays etc
Being able to see doctor of choice
Move flexible hours for those who work
For on the day appointments seeing my doctor of choice rather than random selection Keeping
to allocated times

Female 18-30 (Contd)

Being seen and dealt with correctly to ensure I get the feeling my issues are going to be progressed and solved Being treated with care and respect.
Being listened too and getting the right level of care

Female 31-50 55 Patients responded

Appointments running to time
To be seen by people who care as I wouldn't be here if it wasn't necessary. Mostly I would say that this is the case Seeing
doctor of my choice

Seeing a doctor on the day if needed

Approachable GP'S and nurses

Continuity of care with ongoing issues. Not keeping to this creates misunderstanding and confused diagnosis Text
appointment reminders

Confidentiality

Seeing GP of your choice

Being able to get prompt appointments

Being treated in confidence

Communication with receptionists and doctors

Being seen by my doctor of choice especially for on the day appointments. at present must book 2 weeks in advance and then might not be available

GP's having more time with their patients. I feel a little rushed at times.

Female 31-50 (Contd)

Evening appointments

Being seen asap to reduce anxiety and stress levels

Appointments to be running approx to time especially if with little children

Being listened to and not have the feeling of being rushed Friendly and welcoming.

Prompt appt times. I don't mind waiting a bit but sometimes can be running very late.

I appreciate that GP's need to ensure patients cared for, longer appts

Being able to see my GP of choice

To have an appt with my GP of choice who is fully understanding of the condition that is relevant to why I am there
Access to my GP of choice
Being seen quickly as I have a baby
Getting an appointment when needed especially with a GP
Helpful receptionist
Getting on the day appointments
To see a doctor when necessary
Punctual appointments
Waiting times as I have a young baby
To be helped back to health
Waiting time as I have to get back to work
Not being delayed too much and if so being told the reason why
Friendly approachable staff who do not make you feel you are an inconvenience

Female 31-50 (Contd)

To get help when needed
Not having to wait ages for your appointment
Friendly, confident attitude of the surgery
Seeing the doctor that I'm under rather than any other
Being listened to and given the appropriate consulting time
Getting professional advice from the GP

Walk in service for blood tests, HP checks, nurse visit
To see a GP / nurse quickly in an emergency or acute illness
To book ahead with a named GP for non-urgent appointments
Compassion and knowledge of my health issues
Being seen on the day and having sufficient time with the GP
Receiving the quality of care expected
Good manners and understanding from all involved
Friendly and helpful staff
Being able to see the doctor and making you fully comfortable when discussing your test results
Being seen on time and not having to wait
See the doctor I want

Female 31-50 (Contd)

No waiting times as I work and have small children and so it can be very annoying
Not to be rushed and having time to discuss your problems
Keeping to time as I am a working mum this is important to me
Being able to be seen on time when necessary
Friendly and welcoming staff that treat you with professionalism and as it is their main priority Not
having to wait to see the doctor

Best advice from the professionals

Pleasant receptionists

Getting access to my GP which has been great

Sometimes have felt the frustrations from dealing with other patients has been transferred to myself when my turn Feeling like you are being dealt with as an individual. Timely appointments

Polite staff and professionalism, good quality, fast prognosis and treatments through our NHS

See my doctor of choice but not possible most of the time unless appt made weeks in advance

Female 51-65 51 patients responded

To see a doctor or nurse when wanted

To see doctor of choice

To see doctor of choice for continuity of care

To see a doctor of my choice and getting an appt when required Getting an appt on the day

Female 51-65 (Contd)

Access to doctor on the day

Ability to get through to make an appt

Prefer doctor of my choice

Having sufficient time to talk to a doctor and seeing one when I need to

Access to an appt when I need one

Seeing a doctor that has time to listen to you

Waiting times are usually good Friendly,

helpful receptionists

Getting an appt when required

Being seen on time

Seen by the doctor I booked with

Seeing a doctor on the day requested

Someone who will listen to my problems

Courteous receptionists

A doctor that will listen to my problems and speaks to you not at you

Prefer doctor of my choice for continuity

Being able to see a doctor when needed

Have more time with the doctor

Not having a long wait in the waiting room when you are ill

That I feel comfortable with the doctor / nurse and that they are listening to me **Female 51-65 (Contd)**

Have enough time to explain everything and take note on what is being said to me Seeing a doctor of choice Same day appts

Privacy whilst in the waiting room. People can hear what is being said to the receptionists and vice versa Warm and friendly welcome

Continuation of care

That the doctor listens to you and your problems

Because it is local and employ very friendly people

For the doctor to know me and be sympathetic towards my personal feelings and so explain everything clearly to me Being able to prebook appts before on the day as not always able to phone early due to work commitments

To be seen quickly

Not having to wait long for an appt

Getting an appt

Not having to wait long for an appt

Being able to get through to book an on the day appt. I live alone so being seen when I am ill is important to me Female 51-65 (Contd)

Seeing my doctor of choice for continuous care and consistency. you tend to get different diagnosis and treatment when you see another GP

Pleasant receptionist's some can be abrupt

Feel rushed when with the GP they and I need more time

Waiting time as I have to get back to work. I didn't realise there was appts for full time workers Welcoming they always try to give their best appt suited to the patient Quickness of appts Waiting time

Prompt appts

Access to a GP of my choice

No waiting time for appts to be released, ridiculous More

phone lines had to redial 101 times this morning!!

The surgery has to be in Tutbury, its where I live

Seeing a doctor who fully knows your medical history as important when there are problems Feeling that you are valued Not

having a GP that looks at a computer screen whilst talking or listening to you

Being seen in the shortest time possible

Important that the doctor I see I am comfortable with and can talk to. Patient care that's what it's all about

A welcoming reception area- it is dated and you can't communicate in a relaxing and welcoming atmosphere Female 51-65 (Contd)

Welcoming receptionist with more people skills, more training in making people feel comfortable and at ease.

More smiles

Being seen promptly but as I work in the NHS myself I totally understand that this is often not possible

Seeing my doctor of choice especially when an on the day appt

Quality of care, easy booking system, Enough time so not rushed listened to and can assess what I am being told Booking appts at 8am issues, online bookings limited, bookable appts too far in advance

Seeing a doctor promptly to sort out medical problems

To be greeted warmly on arrival. Not too long a wait to see the GP / nurse

Most important to me is to feel confident with my GP that they can help my condition and that they are empathetic

Being able to see a GP of choice so get continuation of care and not having to repeat everything to other doctors Being able to make appts as required

Understanding and empathy on arrival and when in front of the GP.

I have to say I do receive this when I have the cause to make an appt

Female 66-74 28 patients responded

Friendly and helpful service as it relieves stress

Continuity of care

Friendly receptionist Getting
same day
appts
Near to home, easy parking and lovely staff
Being able to see a GP who knows me and my health record
Efficient and friendly service
Continuing to receive excellent health care.
To have confidence in all the doctors and being treated with respect by all members of staff
Getting an urgent appt and being able to get through on the telephone which seems impossible after 2pm Being
able to see my GP of choice to enable continuity of care
Not waiting too long
Efficiency and a sense of knowledge and interest in my concerns
Being able to see my own GP
Seeing the same GP and nurse for continuity of care

Female 66-74 (Contd)

To see a doctor of your choice
Being made to feel welcome and not wasting their time because I lack confidence
At times it would be nice to be able to see your doctor of choice
Being seen by a doctor near to your appt time

Being able to get an appt that right for me as I have to come by bus
No long delays
Not having to wait long
Standard of medical care because that is what I come for
Meeting a good receptionist and doctors having the time to listen
Being able to make an on the day appt
Making you feel that you are there for a reason and not for wasting their time The
correct diagnosis and to get well

Female 75+ 16 patients responded

Friendly
To be able to see my own doctor when I wish to see him
Too be seen fairly soon on arrival although I appreciate there are emergencies
I have no fault with being seen quickly whether this is by the doctor, nurse or receptionists
Seeing my own GP who knows me and my history. I find it difficult to explain things to another GP as I am getting older
Not having to wait too long as I am disabled and can't be away from the house too long Friendly and helpful staff You
tick all the boxes for a very good surgery

Female 75+ (Contd)

To see a doctor of my choice
Seeing a sympathetic doctor

Getting an appt that corresponds with the bus services that bring me to the surgery
To see my own doctor and getting your required treatment
That you will be seen
To be able to see a doctor and get the treatment I require
The GP or nurse to listen to me and be understanding
I only come when necessary
Being able to make an appt when needed
To make appts as phone are engaged or told none left

8. Do you know how to contact the Patient Forum?

(i) Male

Age Group	Yes	No	No Ans	Total
18-30	1	8	2	11
31-50	3	10	0	13
51-65	7	21	2	30
66-74	8	7	4	19
75+	15	15	0	30
No Age Given	3	6	1	10
Totals	37	67	9	113
%age	32.74%	59.29%	7.96%	100.00%

8. Do you know how to contact the Patient Forum?

(ii) Female

Age Group	Yes	No	No Ans	Total
18-30	6	20	0	26
31-50	15	49	1	65
51-65	26	30	1	57
66-74	10	23	4	37
75+	8	14	1	23
No Age Given	2	14	3	19
Totals	67	150	10	227
%age	29.52%	66.08%	4.41%	100.00%

8. Do you know how to contact the Patient Forum?

(iii) No Gender

Age Group	Yes	No	No Ans	Total
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	1	0	1
66-74	0	0	0	0
75+	1	1	0	2
No Age Given	1	0	1	2
Totals	2	2	1	5
%age	40.00%	40.00%	20.00%	100.00%

9. Do you wish to know more about the Patient Form?

(i) Male

Age Group	Yes	No	No Ans	Total
18-30	2	6	3	11
31-50	1	11	1	13
51-65	3	25	2	30
66-74	2	9	8	19
75+	7	22	1	30
No Age Given	1	8	1	10
Totals	16	81	16	113
%age	14.16%	71.68%	14.16%	100.00%

9. Do you wish to know more about the Patient Form?

(ii) Female

Age Group	Yes	No	No Ans	Total
18-30	6	19	1	26
31-50	7	50	8	65
51-65	11	43	4	58
66-74	17	15	5	37
75+	10	10	3	23
No Age Given	2	13	4	19
Totals	53	150	25	228
%age	23.25%	65.79%	10.96%	100.00%

9. Do you wish to know more about the Patient Form?

(iii) No Gender

Age Group	Yes	No	No Ans	Total
18-30	0	0	0	0
31-50	0	0	0	0
51-65	0	1	0	1
66-74	0	0	0	0
75+	1	1	0	2
No Age Given	1	0	1	2
Totals	2	2	1	5
%age	40.00%	40.00%	20.00%	100.00%

10. Do you know of the Patient Library?

(i) Male

Age Group	Yes	No	No Ans	Total
18-30	1	8	2	11
31-50	2	11	0	13
51-65	8	20	2	30
66-74	9	5	5	19
75+	11	18	1	30
No Age Given	1	8	1	10
Totals	32	70	11	113
%age	28.32%	61.95%	9.73%	100.00%

10. Do you know of the Patient Library?

(ii) Female

Age Group	Yes	No	No Ans	Total
18-30	1	25	0	26
31-50	14	49	2	65
51-65	25	31	2	58
66-74	12	19	6	37
75+	11	12	0	23
No Age Given	5	12	2	19
Totals	68	148	12	228

%age	29.82%	64.91%	5.26%	100.00%
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10. Do you know of the Patient Library?

(iii) No Gender

Age Group	Yes	No	No Ans	Total
18-30	0	0	0	0
31-50	0	0	0	0
51-65	1	0	0	1
66-74	0	0	0	0
75+	0	0	2	2
No Age Given	0	1	1	2
Totals	1	1	3	5

%age	20.00%	20.00%	60.00%	100.00%
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General Additional Comments

Male 51-65

Disabled access is very poor
More thought should be given in the treating of disabled patients
When attending for a jab recently there is no facility for the disabled
On a personal note, due to work commitments, I would like to book an appointment well in advance, ie longer than the current 2 weeks.
Very good improvement, generally, especially when booking an appointment and seeing my preferred doctor
There have been improvements with the GP's. Dr Skinner is ALWAYS great to deal with and the recent addition of Dr Ambrose is also a positive
Getting the appointment today was easy and the "tone" of the staff much improved Can we have a drinks machine for water whilst waiting to be seen?
Issues when making appointments at 8am and 1pm. Lots of times appointments gone when you get through

Male 66-74

Having other patient services are very important in a village to avoid travel which is not always possible for all
Quite satisfied with the services
Receptionists are much more user friendly recently

Always found Tutbury Practice excellent

The staff are so kind if they can help you they will. Doctors and Nurses are so respectful of your wishes

Most of the services offered to me are no good. This is because I haven't got a computer, I am not on line

Male 75+

Always pleased with the staff I have seen

Being told there is no vacancies when it is obvious nobody is waiting This has happened many times in the past

I do not want everything on-line. My computer recently crashed so if this was the only option I would have a problem

I would be prepared to see a GP in Burton if we could be seen quickly as it would be an emergency

Tutbury is growing so access to doctors etc should be increased

The system of regular warfarin blood testing with Gabrielle is excellent

In the past being able to make the next appointment was excellent so why changed?

Why isn't Gabrielle included in the survey?

The procedure of having to make appointments at set times in the day needs changing as can never get through or already all gone **General**

additional comments

Female No age given

Why isn't the wonderful phlebotomist included in the assessment

The practice has always been able to meet my needs and requirements perfectly

Was disappointed that the baby clinic has moved. My nearest is now Burton which means travel with my baby.

As a new patient, the practice seems very friendly, my only concern is how quickly I can get my next appointment based on recent experiences
Frustration in getting through to make an appointment. More lines perhaps
Easier access to see a doctor.
Everyone treats you well. Very good surgery.

Female 18-30

I enjoyed the service from the CPN. All staff, are really good and listen hence helped solve the problem I
am seriously considering moving doctors as you can never get seen by a doctor when you need to which is important to me with a small child
and working M-F
It is so difficult in getting same day appointment and the phone system not having a queuing system
Find it hard to get through to make an appointment and when I do then questions regarding my problems and the urgency of needing an
appointment.

-
Female 31 50

My problem with this surgery is when you ring up and they can't tell you which doctor you will be seeing. Why not and what if you need to see a female GP?

Seems impossible to get an appointment out of work hours let alone a doctor of choice

Having been a patient of the surgery for almost 50 years I must say the service is exceptional Everyone from reception staff to the GP's have been good

So, pleased to have such an excellent surgery

I think the new doctors are an improvement to the resident doctors who I find lacking in bedside manner and enthusiasm to deal with new illnesses.

Too warm in the waiting room

Concerned that there is no access to certain medical procedures eg no doctor here can fit contraceptive coils but this is available elsewhere, what about skill sharing.

Very helpful GP's and a friendly practice

Sometimes it's a waste of time coming. Thinking of changing doctors.

I am new to the surgery and have been very pleased with all of the GP's and nurse that I have seen

I regularly use the online prescription service and have also used the extra hours for those people in full time work. Both are invaluable to me as I work full time

Always received a great service from the practice

-

Dr Ambrose is wonderful

Female 31 50 (Contd)

Appointment cancelled today but I wasn't informed so still came at the allocated time

Had to wait ages to see my doctor today. It always seems to be like this now

Things have been better. In the past reception and doctors have different standard practices for who they are prepared to see at short notice.

Needs more consistency

The on the day appt service in terms of ringing at set times needs to be reviewed. The receptionists always try their best and I feel that get a lot of stress off patients which I feel is unfair.

My consultation time feels rushed and having just had a new baby I have needed support and this I feel has been poor, again though, this is due to high pressures on them

Female 51-65

Require air conditioning, very hot in the surgery

I have just transferred to this surgery and have found the experience to be very positive

-

I have always been very happy with all services here. It can at times be difficult to get an appt but if I have always been looked after
Some days difficult to get through to make an appt. When you do get through appts gone. Having said that I actually find the practice is pretty good

I have not seen my own GP for a couple of years and don't even know who it is. However, all the doctors I see have been brilliant especially Dr Kay but then they leave

Tutbury Practice have been brilliant. I have received very good care. For someone who was seldom ill when younger it was a surprise when now ill but they have been so kind patient and nothing has been too much trouble

Female 51 65 (Contd)

The receptionists approach can be very rude. Treat people with little respect and talks down to you.

Do not always explain how the surgery works especially if you are a new patient.

Information pack to new patients' needs more information eg when to ring for an appointment etc.

A booklet that is well documented and presented with all essential information- update and enhance what is already in place Staff
that give patients time and not being rushed. All staff I have contact with achieve this. I am always made to feel like I am the only one in the surgery

I don't have any problems with the Tutbury Practice

My main view is doctor of choice. I totally understand current system but as a patient who regularly needs attention it would be great to at least request which doctor when I ring for an appt. It's hard to maintain trust when you see several doctors with the same condition,
I must add though that all GP's and nurses and staff are lovely

-

On-line appts would be excellent freeing up receptionists' time enabling them to have more face to face time with patient, however, need access to all GP's / nurses for full benefit
Not everything should be on-line Patient choice

Female 66 74

The Practice offers excellent service all GP's and nurses are friendly, approachable and offer to discuss things
All the nurses are good
It would be good if we can book a double appt with a named GP. Currently my husband and I are advised that this is difficult because doctors booking their own appts. Having said that I would like to say that our GP's give all the time that is required and as a patient I / we don't feel rushed or under pressure
Very satisfied with the service provided by Gabriella

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Would like to book an appt in advance rather than being told to ring on the day

I am very happy with the services

Would travel to Burton but not able to get because I don't drive

It would be nice to see a doctor of choice and to be able to book an appt up front

In some surgeries when a patient is requested to have a blood test then the GP contacts the phlebotomist for the patients request to be expedited

I would like a telephone system that stacks your calls and tells you how long you have to wait / number in the queue

Waiting room could do with a water machine

Reconsider how we “score” when giving answers to some of the questions ie score 1-5 where 1 is the most important

Female 75+

Gabrielle is lovely. Why isn't she included

No further comments thank you I only come as and when necessary

Very satisfied with everything at the practice

It would be nice to know that you could see the same GP throughout your treatment of your illness and ideally for any medical problem

Why can't nitrogen no longer be delivered to the surgery when we are asked to have minor problems dealt with at the surgery

I am lucky that not having to come to the surgery often but when I do I'm happy with the service I receive. I just wish it was easier to get an appt when needed

General additional comments

No Gender, no age

Had to cancel appt because of slow surgery. Made an appointment at 9.50 for 10.20 but on arrival informed 30mins delay

Thankful we have a surgery so accessible and easy to get too