**BARNT GREEN SURGERY**



**PATIENT SURVEY RESULTS**

**2013**

PATIENT SURVEY

SUMMARY OF RESULTS OF SURVEY 2013

During October and November we conducted a survey of the practice to find out what patients think of our services; what we are doing well and what we could improve on.

Thank you to the 352 who responded.

92.7% thought our service was good or very good. This compares with 89% in 2012.

97.7% of respondents would recommend the practice to family and friends.

The main area where you though improvements could be made was concerning the practices opening hours although 94% of respondents rated the hours that the practice is open for appointments as fair or above. This is the same as last year.

**In the survey you said:-**

1. **You wanted longer opening hours during the week.**
2. **Surgery to be open at weekends.**
3. **Less waiting time for appointments.**

**In response we have:-**

1. **Increased the number of appointments available before 9.00am and after 5.00pm with both doctors and nurses.**
2. **Unfortunately at the current time resources are not available to enable us to open at the weekends for the small number of patients that would use the service. This is the case for many of the smaller surgeries and Redditch & Bromsgrove clinical commissioning group is looking to improve out of hours care across the district.**
3. **We have added additional GP and nurse clinics to ease the waiting time for routine appointments.**

Many thanks for all the positive comments we had concerning both staff and services and

thank you to the patient reference group who helped produce the survey and agreed our action points.

A full report of the findings and our action plan is available at reception or on the website. [www.barntgreen.gpsurgery.net](http://www.barntgreen.gpsurgery.net)

**COMPARISON OF SURVEY RESULTS FOR THE LAST 3 YEARS WHERE APPLICABLE**

2011

2012

2013

These graphs show that the number of times patients are consulting with a doctor has increased.

This is a new question for 2013 so no comparative data available.

2011

2012

2013

These graphs show that there has been very little change in ratings over the three years with slightly less satisfaction with opening hours in 2013.

2011

2012

2013

The graphs show that the ability to get through to the practice on the telephone has decreased slightly over the years. We are not surprised by these findings as we have noticed an increasing number of queries and requests to speak to the doctors on the telephone. We have tried to alleviate the use of the phones by offering on line appointment booking and ordering of repeat prescriptions.

2012

2013

The question on routine appointments was new for 2013.

2011

2012

2013

Those rating their overall satisfaction as very good has increased which is very pleasing and those rating satisfaction as fair or above has also increased.

This increase in satisfaction is reflected in the new question for 2013.

2013

2013

2011

2012

2013

We continue to struggle to get greater representation from the younger and older members of the patient population. We had less under 16’s and 17-24 year olds giving their views but an increase in the 55-64 year olds.

**Do you have any further comments about your surgery? These are verbatim from the survey.**

**159 out of 352 respondents made a comment.**

**Anything that is particularly good?**

**There are 133 comments. In summary these praise the professionalism of staff, their pleasant, friendly, caring manner. The repeat prescription service, text messaging and online appointment booking system were also highlighted positively.**

Doctor Taylor never seems rushed and he gives 100% attention to the matters in hand.

An excellent helpful staff, clinical and others

Reception staff are excellent

Can't believe how courteous the reception staff always are, surgery is always very clean,

Efficiency and respect for patients

Everything excellent

Sometimes have to wait - but consultations are not rushed and there are times when I must have caused a delay.

Both receptionits and doctors are brilliant.

seeing a regular doctor

The friendly receptionists

Getting an early appt. Dr's and Nurse's keeping to time and caring and friendly

Excellent staff, very helpful, glad Imoved to this practice

I am impressed with surgery

Maggie the phlebotomist is fabulous

Welcoming, warm and clean

Signing oneslef in is excellent-prevents a queue froming and overhearing other patients conversation with receptionists

An excellent surgery in every way. I have been a patient for 28 years and feel very priveledged to be a patient. They deserve an award for excellence.

It is always clean ans well kept, all staff are pleasant, professional and approachable

Receptionists excellent

Good reception staff

support for my weight management after borderline diabetes diagnosis

Reception staff

Emergency/need a doctor/want a doctor/essential at time of contact ie same day appointmentsts

1st class people

Care from Gp's is exceptional. Receptionists very polite and caring

A super service - thanks to you all

Everyone tries to fit me in if Dad is with me in a caring and supportive

Keep it the same, maybe a proper TV in waiting room

All staff members both medical and secretarial are most helpful and caring.

We are very lucky to have access to such a reliable team

Ability to see dr when essential

Attention to detail!

You are a good team

Generally the doctors seem helpful and well-clued up on treatments

We are so lucky to belong to this practcie. The care by all is top class.

Always helpful and efficient

I feel that I considered a partner when discussing my health care

General care

Check in system for booked appointments. I have only been registered at this practice for 18 months and have found the doctors I have seen to be very attentive. Reception staff pleasant and helpful.

My doctor

Pleased that whenever my children are ill I can always get an appointment on the day for them to be seen.

Helpful receptionists on the phone when you're not sure

Excellent service and facilities.

Dr peacock is a great addition to the surgey very kind and thorough.

administration is effecient so access to test results is good

no

Anticoagulant control service

Good at running back and answering email enquiries

Everything is excellent

The attitude of all the doctors is always good and you are treated more as a friend than a patient. I cannot speak highly enough of the treatment that I have had at this surgery

Our Usual Doctors are very good and provide us with a first class service when required

Dr Taylor

The help I recieve from doctors and staff is wonderfull

Electronic check in for and appointment and prescription phone ordering and collection service from local pharmacy

The receptionists are always polite and helpful over the phone.

Regular Doctors are excellent.

The Nurses

The doctors are very good

Standard of care

An excellent, caring practice especially dr robertson

First class treatment from my doctor

Always listen to what you are saying

SMS reminders

reception staff very good

Friendly and willing to help

Everything very good including txt messages all round

Doctors seem to really care about you.

All round service is excellent

The Doctors are excellent

self-check-in

Very helpful and caring

The surgery always has a friendly approach makes you feel at ease no matter how poorly one feels

The understanding of the GPs

never had a problem

For a surgery it has a relaxing ambience. Dr Taylor is an exemplary GP – he listens!

Your problems are very important to them

voice mail is excellent. Staff are excellent.

Touch screen appointment login

The helpfulness & friendliness of the receptionists

Receptionists,very helpful

Excellent surgery always treated with great respect

The fact that the Doctors always follow up and will contact you if there are problems you should be aware of.

very good in all respects

The care & attention that I have had from Dr Robertson has been superb

Everyone at the surgery is extemely caring, considerate and efficient. The standard of care is second to none.

It is very efficient.

Very pleasant enviroment

Feel I am taken seriously. Not pill pushers more prepared to be flexible

The doctors any one you see you are never rushed

Dr Jones

Efficiency

Rarely kept waiting by nurses and don't feel rushed through consuktation

I can not fault this surgery. Our doctor is outstanding

our GPs are excellent clinically

High level of prossionalism. A team where everyone counts

Have always experienced a very good service in the past- GP call back and follow up

Dr Jones has been very helpful to with my husbands heart condition and rang him out of normal hours rather than wait until the next working day. He is clearly very busy but never makes you feel rushed.

clean enviroment. dr jones dr taylor are both very goodt.

Excellent and well informed receptionists and admin staff

Dr Taylor has gone above and beyond to help me

Great doctors. Great receptionists

Lovely doctors. Take time to explain. Very knowlegeable.

friendly receptionists

Doctors are very good and take time to listen

Relative to other surgeries I hear about from other people Barnt Green is very good

Doctors are all very good.

Best doctors I have ever had.

The care I have received over the past few months has been excellent – Dr Robertson has been extremely kind. I have experienced a patch of ill health, the first in years. The kindness of Sarah O'Neill on the first day I had a

problem was wonderful. So kind and yet also very efficient.

Very helpful and accommodating receptionists

Nursing team very friendly and approachable

All brilliant

Lovely team. Doctors always go the extra mile.

The Receptioninsts are very kind, helpful and very efficient.

friendly staff

lovely receptionists and kind competent doctors and nurses.

checkin system

The overall service go above any other experience I have had of Dr's Surgeries. The ease of ordering repeat prescriptions in great.

Overall all areas are better than previous surgeries I have been a patient at.

The online booking system is excellent. Dr Robertson has been particularly helpful recently

Doctors

Repeat prescription service

better variety of reading mags in reception!

able to get a same day appointment. especially when for child

Doctor/Patient Relationship

Eeverything excellent

I'm impressed with everything here

Doctors availability

Its all good

Clean and friendly staff and drs and know who I am without telling them! :)

Repeat prescription service with local chemist

The care received by the doctors

Cleanliness

Staff attitude, and patient care

**Anything that could be improved?**

**There are 105 comments but 17 of these are actually positive. There was a varied response but in summary the main area of concern was the practice’s opening hours.**

No

This is the best surgery we have ever attended

Open Saturday mornings

poor care after surgery, no doctor sees you after operation. should call to see you.

Longer opening hours

less waiting time for appointments

Checking in. Really don't like the touch screen re germs/bacteria. Would recommend antibacterial pump.

Weekend opening

Do we need TV in the waiting room?

More privacy at reception for personlal matters to be given to receptionists

Nothing whatsoever

sometimes the computer sign in screen is lsow and freezes

surgery to be open saturday am

Only if saturday opening was an option

Sat am surgery for emergencies

computer appointment system doesn't allow for time lapses ie when patient arrives late

More of this level of care

Occasional later appointments

a)What about antiseptic/antiviral wipes by the check-in computer? This works on cruises! b) Weekend opening would be useful.

extended evening surgery once/twice a week/routine sat a.m.

Confidentiality -easy to overhear receptionists. More appointments either early morning or later in evening

Shorter time waiting for urine tests from hospital testing

Car parking is difficult. Have to park in Victoria pub car park usually and then crossover Hewell Rd-not ideal

receptionist's phone calls should be out of earshot

One of those play tables for the kids

Availability of appointments

Difficulty getting suitable appointments for blood tests

non-routine appointments are difficult to access quickly

referral to the Practice at Bromsgrove was not a good experience

no

Admin issues - referral letters going to wrong consultants and requests for equipment funding going astray

Take more time to listen,instead of being rushed.

The TV is a bit annoying. The tune used one the NHS information videos drives me nuts!

More convenient appointments for full time employees

Dietary advice

One specific doctor sticks rigidly to the 10 minute appointment policy which is totally understandable with the volume of patients currently on the surgery list but to be asked by the doctor to make a second appointment because my 10 minutes was up was unnecessary unprofessional and very frustrating. This was not my usual doctor. I would not see this doctor again.

More parking space

Extended consultation times to accommodate those in employment, ie earlier/later opening hours during the week and Sat appointments

Parking

Quality of Locum

The reception staff should not use the counter as a barrier and talk to each other whilst patients are waiting

More time with doctors

Receptionist is surly and rude needs to learn some people skills

It would have been good to have been reminded of the times for Flu Jabs

Amount of time to get an appointment

When waiting on telephone, resuming instructions re emergency and repeat prescription requests is irritating.

more flexible opening hours for patients who work full time

Maybe opening for a few hours on Saturday or a late night

none

Opening hours extended

Always being able to see same doctor although this does generally happen.

Waiying room time

I work away, often overseas, so accessing the services during the week is exceptionally difficult. A Saturday mooring service, even once per month would be really useful.....

Screen conversations at or behind Reception

cant see any need for any changes

A few more smiles across the reception desk

nothing

Trial a same day appointment system? It has been successful in other practices

No

Parking ( but geographically very difficult to extend/increase)

No you do a great job. Thank you!

It has been taking longer to get an appointment lately whereas before you could always get one the same day.

We need longer opening hours.

Happy with all aspects of the surgery

A little more privacy at reception

The opening times of the surgery nead to be longer & a decent out of hours locus service that does not go thro 111 twice this year we have needed to access the service & been told there is a 4 to 6 hour wait for a Doctor

No

If you want to see a particular doctor it's sometimes takes longer

After hour clinic to accommodate for working people

Privacy at reception

More online services eg book appointment, repeat prescription

Opening times

appointment availabity

Sat appts.

It's excellent.

another female doctor

The last time I had a nurse appointment 2 weeks ago she did not appear to be interested in what I was saying to her and just took my blood and did not follow through on my concerns

Saturday morning surgery and later evenings would be great

Offering later evening or weekend appointments for people who work would be good.

Opening times in the evenings and sat, not just for emergencies, but for all types of appointments.

No

More availability to female doctors

Saturdays?

Excellent all round, no improvements required.

Another female doctor now that dr Lucas has gone

availability of appointments ...

times for blood test appointments are very limited

parking

No

Nothing.

Availability for appointments with female doctor - or doctor of choice

Appointments that fit in better with people's work commitment .

Longer opening hours

inform waiting patients if there is more than a 10 minute delay in appointment

Length of time for blood tests

No

shorten time waiting for blood tests

Receptionists warmth and friendliness

No

Getting a routine appointment is rediculous and ringing at 8am for an appointment that day - you can't get through and then sometimes they are all gone. Unless for my baby then I can always get one.

Receptionist service - I do not understand why they can not be pleasant. They ignore you when you arrive at reception and continue with their conversations/ what they are doing for what has sometimes been 5 minutes.

Patients should be acknowledged immediately upon arrival at reception and then if receptionists are in the middle of something, then they should say they'll be with the patients in a minute. This is very basic customer service!

Referral and communication with consultants at QE hospital should be improved. Extended opening hours for people who work 9-5 especially for blood tests.

Certain doctor is very poor has no time and is conderscending difficult to get in with others

Make it easier to get an appointment

Receptionists need serious improvement

**Would you recommend our practice to family and friends?**

**10 out of 343 respondents said NO and these are their reasons. 9 people did not answer the question**

After leaving hospital after a major operation, I was informed by the hospital that the ''after-care'' was now ''OVER TO MY GP''...regretfully this was not forthcoming, in fact there appears to be a total lack of ''after-care'' from this

practice, home visits are certainly a NO-NO...and even getting a Doctor to speak over the telephone was not only extremely difficult but almost impossible. There appears to be no communication between the hospital and the GP regarding any home care required, if there is, this is either overlooked or totally ignored.

can wait for fortnight for particular doctor, so if you are prepared to see anyone then its easier but not always satisfactory.

Family and friends live outside the area so they wouldn't be able to join the surgery anyway so this is a pointless question

Urgent appointments and out of hours surgeries unavailable

Because its already difficult to get appointments so more patients would stretch resources even more

Getting an appointment is rediculous especially on the same day unless an emergency - which I don't think is acceptable - more GPS needed I think 4 at least (all on at once) or less patients.

When researching the practice, we read good reviews about the receptionists. These were in our opinion inaccurate. I expect more generally but certainly in the BG area. Also, in a recent appointment to see the nurse,

she was cleaning sick off the reception floor before performing a smear test. This concerned me greatly.

Not open long enough, has previously taken months to sort out a problem that could have been rectified by earlier referral to a more experienced consultant than the one I was currently under.

Dr Taylor

Can never get an appointment