

St George's Medical Centre, Littleport

WINTER 2012/13 – SECOND ANNUAL PRACTICE SURVEY

Survey Results and Action Plan for 2013/14

A year ago we undertook our first Annual Practice Survey and created an Action Plan for 2011/12 to address some of the issues raised.

Several months ago, with the help of the Patient Participation Group (PPG), we started to plan our second Annual Practice Survey. Last Autumn, we consulted with patients to find out what they thought were the most important issues to be covered by the questions in the forthcoming Winter 2012/13 Survey.

In January 2013, the Practice distributed approximately 300 Survey questionnaires and received 95 completed questionnaires by the closing date of January 31st. The Survey Questionnaire was made available on the Practice website and was circulated to a wide cross-section of patients, also targeting specific groups and residents of outlying villages. A separate Survey Questionnaire was created specifically for the five Care Homes in Littleport and three of the Care Homes returned completed questionnaires.

The analysis of the Survey results commenced in February 2013 and during March, PPG Committee members worked closely with the Practice Manager to ensure that as many PPG members as possible were involved in the discussion of the Survey findings during this consultation period. On the Survey Questionnaires, patients had rated the quality of services and many had also provided valuable comments and suggestions for improvement. These responses have enabled the Practice to create our new Action Plan for 2013/14, which is shown on the following pages of this report along with details of the Survey results and ALL comments, including those from the Care Homes.

Certain elements of last year's Action Plan are on-going and will continue to feature in the new Action Plan. Primarily, these areas are the completion of external improvements to the Medical Centre site, the refurbishment of the Waiting Room and the Appointments system.

Our new Action Plan should be regarded as a "working document" and the Practice will be working closely throughout 2013/14 with the Survey Monitoring Group to create more detailed sub-plans. This will ensure that issues raised by patients in the 2013 Survey responses are addressed wherever possible and that our progress is monitored as we strive to make our services more patient-focused and appropriate to local needs.

The 95 questionnaires returned in January 2013 came from a good cross-section of the practice population. Some patients did not complete all sections of the demographics page at the end of the questionnaire so the totals may not always equate to 95 in some areas.

Male = 35

Female = 52

17 – 24 years = 2 ; 25 – 34 years = 12 ; 35 – 44 years = 10 ;

45 – 54 years = 13 ; 55 – 64 years = 14; 65 – 74 years = 27;

75 – 84 years = 7 ; Over 84 years = 4

White British = 70 ; White Irish = 2 ; White Other = 9 ;

Asian or Asian British – Indian = 1 ; Asian or Asian British – Pakistani = 1 ;

Asian or Asian British – Bangladeshi = 3 ; Chinese = 2 ; American = 1

20 of the respondents regarded themselves as carers

The majority of respondents to the Winter 2012/13 Survey expressed satisfaction with services at the Medical Centre. However, the large number of additional comments from patients has highlighted key themes for potential improvement in 2013/14. These are:

- Appointments availability
- Reception services and Waiting Room improvements
- Increased awareness and information for patients in order to access appointments and practice services
- Increased opportunities for health information and promotion

2013/14 SURVEY ACTION PLAN – as at 31st March 2013

Priority Area	Summary of Comments	Key Actions	Timeframes	Responsibility	Expected Outcomes
General Access	External lighting and clearer one-way system for vehicle access	To finalise all external improvements	Ongoing	Partners, Practice Manager, Assistant Practice Manager and PPG	Completion of external work, including improvements in lighting by gate at main entrance
	Access to Consulting Rooms / difficulty in hearing when called through to GP	To seek consistency in calling methods	Ongoing		Achieve consistency when calling patients.
	Waiting Room improvements	To reassess current layout and facilities and suggest improvements	March 2014		Plans for Reception / Waiting Room improvements to be in progress, ONCE decisions have been made about location of Pharmacy and AFTER approval obtained and relocation of Pharmacy achieved
Appointments and Treatment and Level of Care	Wish to have more appointments with preferred GP Concerns regarding ability to book appointments well in advance and the availability of same day appointments	To review Appointments system and consider Triage (Assessment) system after new Lead Nurse has passed Minor Illness course	End of 2013	Partners and Management	Slight increase in GP appointments from January 2013 Introduction of Triage (Assessment) system as soon as possible Increase of approximately 50 nursing slots per week from mid February 2013 onwards with full effect later in 2013. Reduction in Did Not Attends to prevent subsequent loss of appointments availability

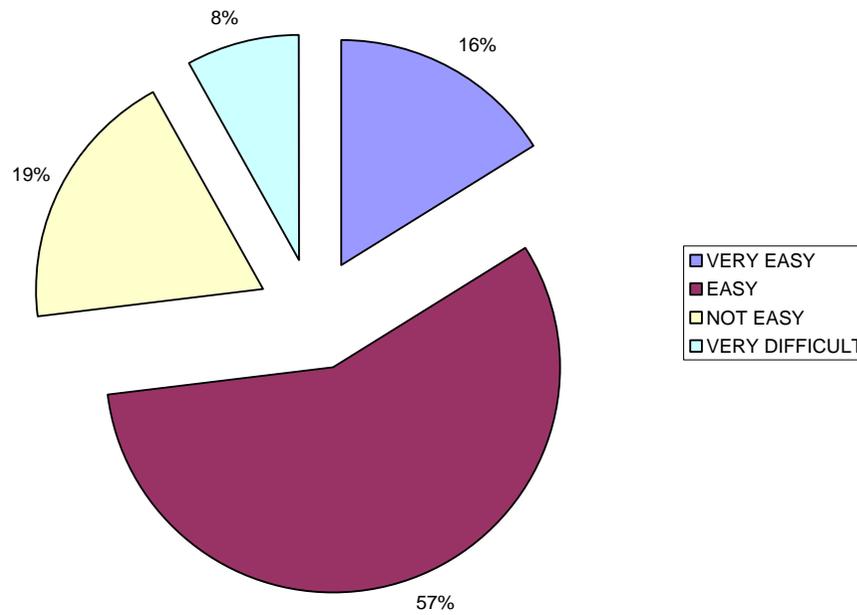
Priority Area	Summary of Comments	Key Actions	Timeframes	Responsibility	Expected Outcomes
Appointments and Treatment and Level of Care (continued)	More appointments available online	To consolidate the benefits of new Systemone clinical computer system To support increased patient awareness and use of the computer system's facilities	Autumn 2013	Clinical leads	Please see comments above regarding an increase in both GP & Nursing appointment availability. Increased and more timely information being available with the new Systmone clinical system by "talking" to other users, for example, Cambridge Community Services and Out Of Hours Services
Facilities and Services	Concerns about current wheelchairs	To check wheelchairs and set up small working group to look at associated issues, linking with any proposed Waiting Room improvements	Ongoing	PPG with Management	Provision of wheelchairs and other support facilities which meet patient needs
Carers and Care Homes	60% response to separate Care Homes Questionnaire (3 out of 5 Surveys returned)	To complete analysis and respond to comments in the Survey Questionnaires completed by 3 Care Homes in Littleport	Ongoing	PPG with Management	Increased emphasis on services to support carers and Care Homes in 2013/14
Health Topics and Talks	Health topics suggested by respondents to the 2013 Survey	To take account of the suggestions in order to develop a programme of talks / information leaflets on health topics and issues.	Ongoing	Practice Staff / PPG / Health Trainer	Increased availability of health information for patients

An overview of this year's Survey responses is shown below:

TELEPHONE ACCESS

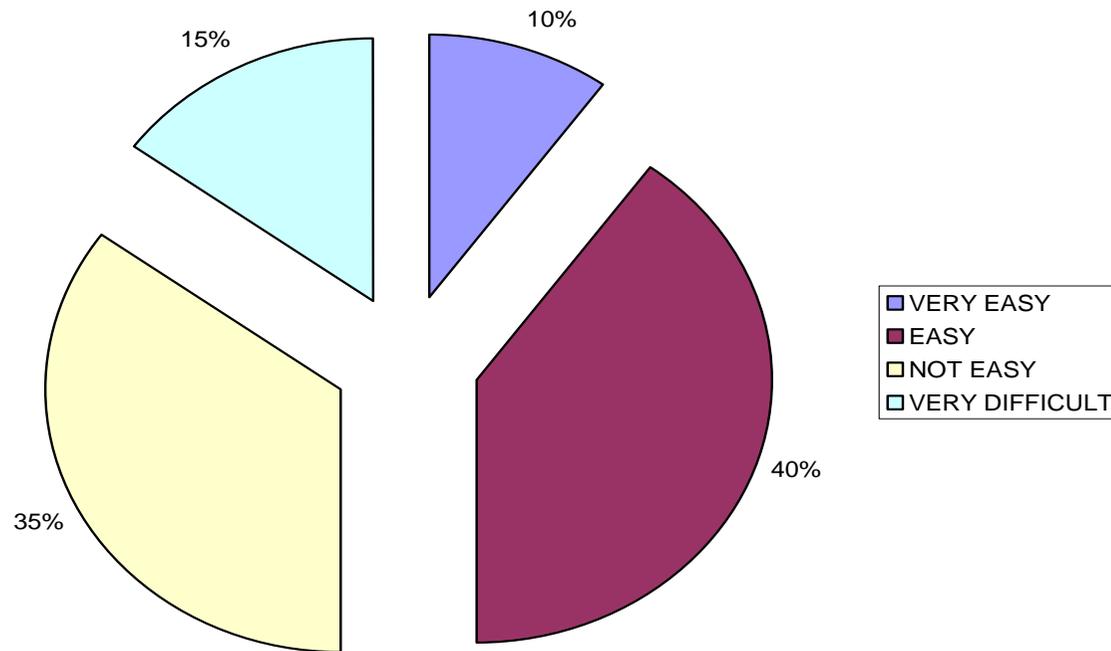
1) How have you found getting through to the Practice on the phone?

HOW HAVE YOU FOUND GETTING THROUGH TO THE PRACTICE ON THE PHONE?

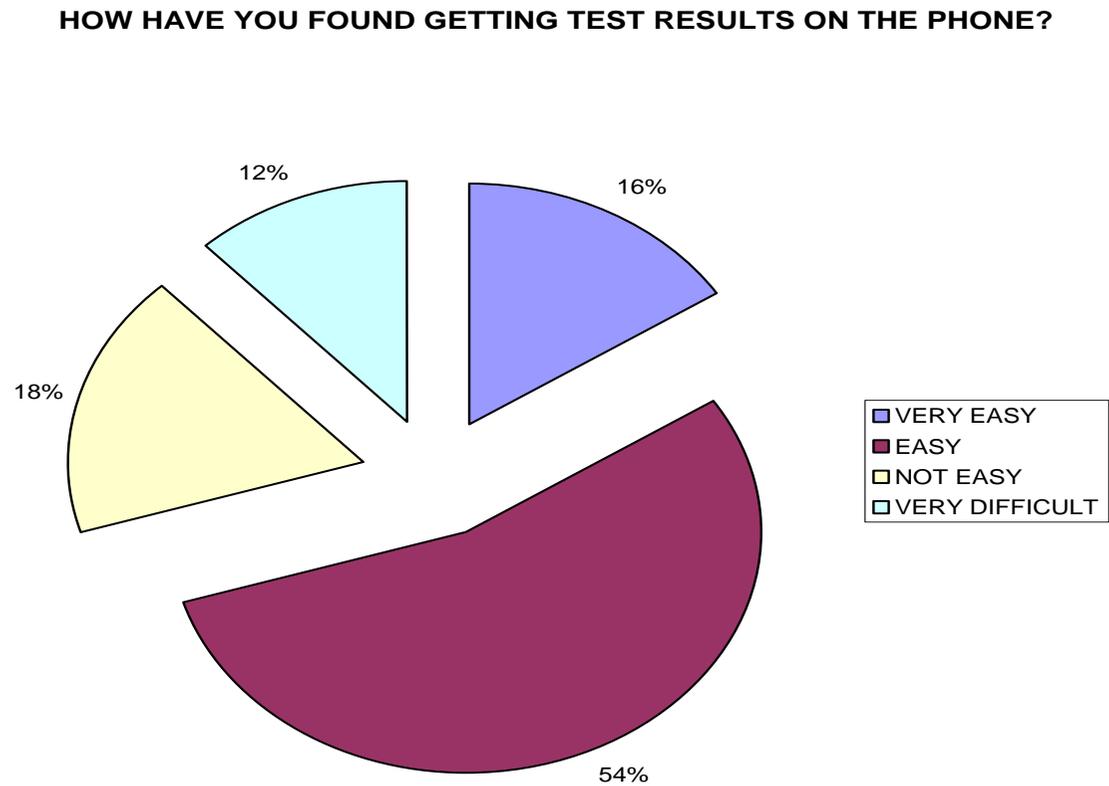


2) How have you found getting through to a Doctor on the phone?

HOW HAVE YOU FOUND GETTING THROUGH TO A DOCTOR ON THE PHONE



3) How have you found getting test results on the phone?



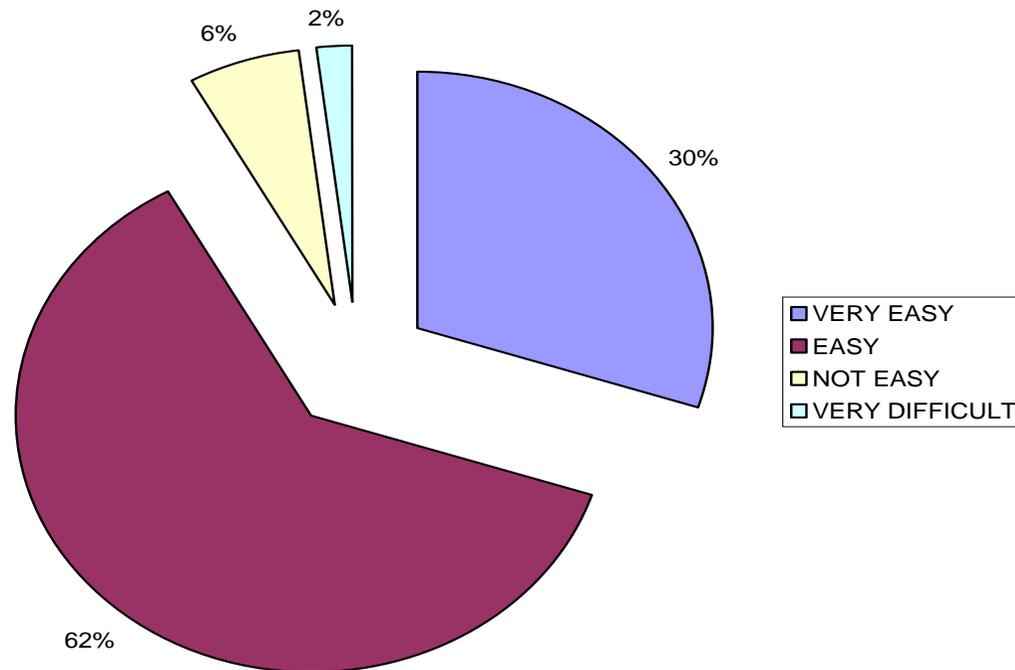
Additional Comment from Patient on TEST RESULTS BY PHONE:

- *I don't believe Receptionists should ask why they were done*

GENERAL ACCESS

4) We have recently undertaken external improvements. How do you now find the access into St George's Medical Centre?

HOW DO YOU FIND THE ACCESS INTO St. GEORGE'S MEDICAL CENTRE

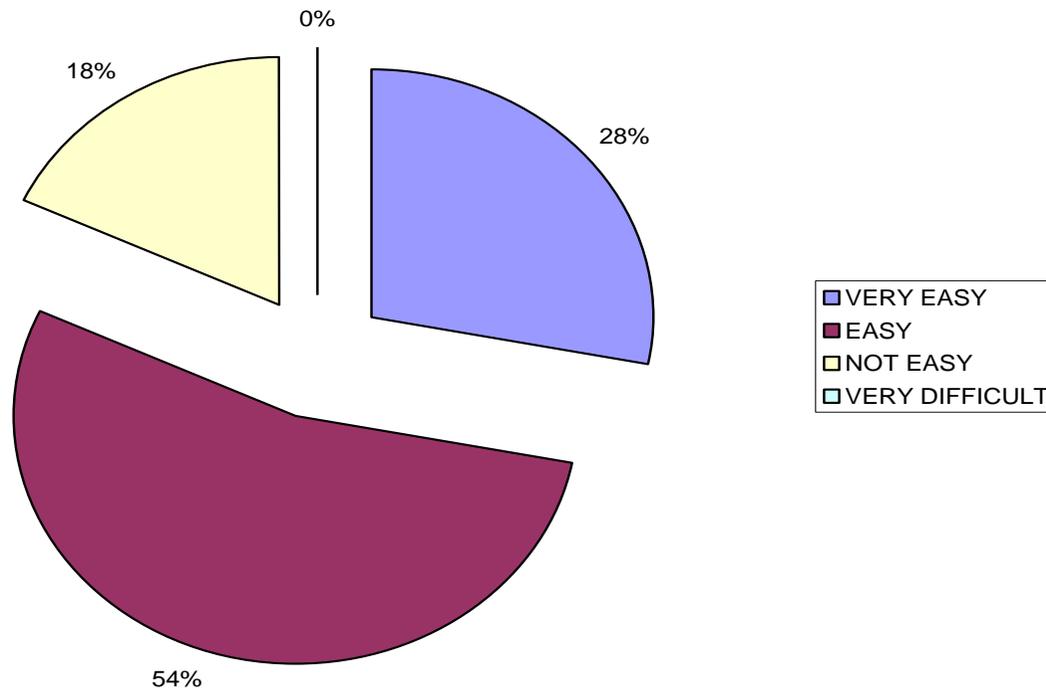


Additional Comments from Patients on GENERAL ACCESS:

- *It only became difficult when parking was restricted.*
- *External lighting needs improvement for patients leaving by exit door (near new gates) after later appointments when dark*
- *Are the signs “Staff Only” meant just for the car park – a little ambiguous*
- *Having to walk in the car park and not on the path was difficult when the car park spaces were extended. Otherwise not so bad.*
- *Parking still a problem sometimes*
- *Both Doors open together making very cold whilst waiting to see Doctor*
- *No different than before. One external improvement.*
- *(Very easy) Although is the car park 1 way? As patients do not always treat it as such.*
- *Further to walk*
- *I haven’t been to surgery since improvements made*
- *There should be more lights at night*
- *I find it very dark outside the doors*
- *Don’t know if need speed bumps*
- *Disappointed about very small number of wider spaces for disabled patients.*
- *Have not seen yet*
- *You are all doing your best and we are very happy*

5) How easy is it to know where to go when you are called through for your appointment?

HOW EASY IS IT TO KNOW WHERE TO GO WHEN YOU ARE CALLED THROUGH FOR YOUR APPOINTMENT?



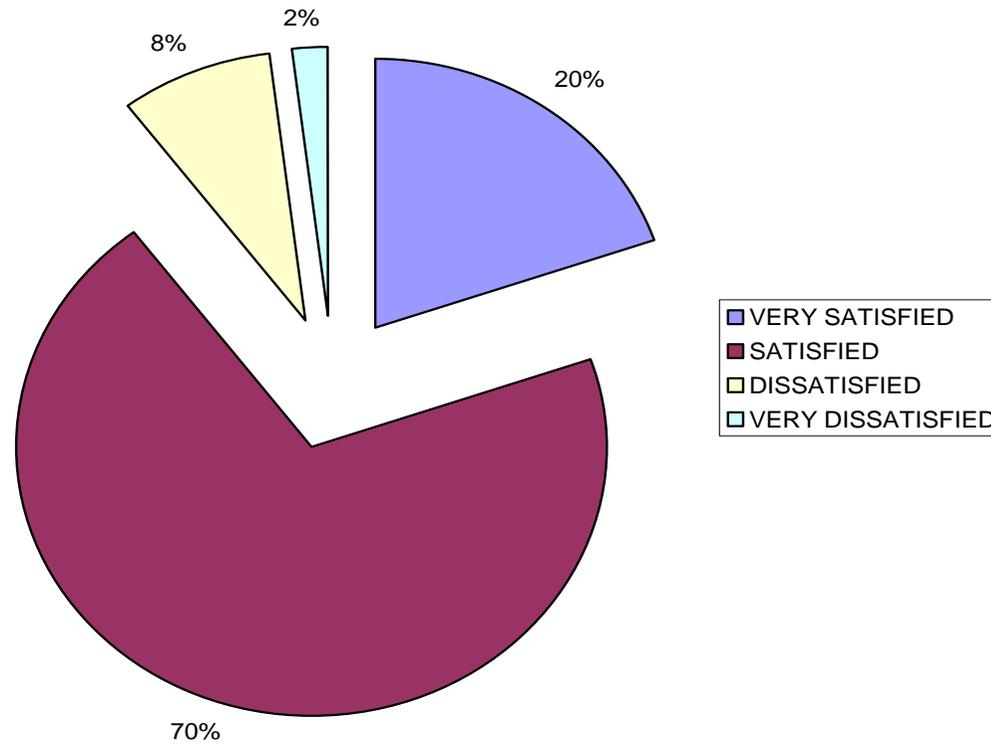
Additional Comments from Patients on ACCESS TO CONSULTING ROOMS:

- *Would it be possible to be called clearly (auditory) as well as the information coming up on the board (written) to cater for hard of hearing / those with sight issues?*
- *Not easy – name on board comes up for short time only. Have to wait for it to come round again to recheck Room number.*
- *Numbers would be better than letters if called by doctors over tannoy i.e. M and N , F and S unclear.*
- *Not easy – if name called and room number OK. If put on board, name is seen but room disappears too quickly. Also it would be better if rooms were numbered not lettered.*
- *Not easy – I have a hearing problem and don't always hear and it isn't always put on the screen*
- *Not easy – the screen flashes up too quickly and unless you are looking at the board it would have disappeared without your knowledge*
- *I have hearing difficulties and cannot always hear when called. Mentioned this to Reception and was told that the desk is not continuously manned as they have other work to do, so could not guarantee she would hear my name called. Perhaps you should remove sign that says "Tell us if you have difficulty in hearing"*
- *New patient so not sure of layout*
- *Difficult to hear names and numbers at times*
- *Wheelchair access is difficult*
- *Name on noticeboard better than any other way*
- *It would be helpful if when you check-in (on the automated check-in) if it told you the room letter when it told you the doctor's name you are seeing. That would allow you time to look and see which way you will need to go when your name is called.*
- *You get a choice of things, which are easy to understand*

- *Sometimes cannot hear voice over speaker, which room to go too.*
- *Doctors need to say Alpha clearly*
- *Can electronic screen go slower to get room number please?*
- *Depends if you come up on the board. Sometime when microphone used it's nullified.*
- *Always answer the phone and give good Attention*
- *I think the 'hold' time on the red digital display could be a little longer*

6) How satisfied are you with the entrance and waiting room?

HOW SATISFIED ARE YOU WITH THE ENTRANCE AND WAITING ROOM?



Additional Comments from Patients on THE ENTRANCE AND WAITING ROOM :

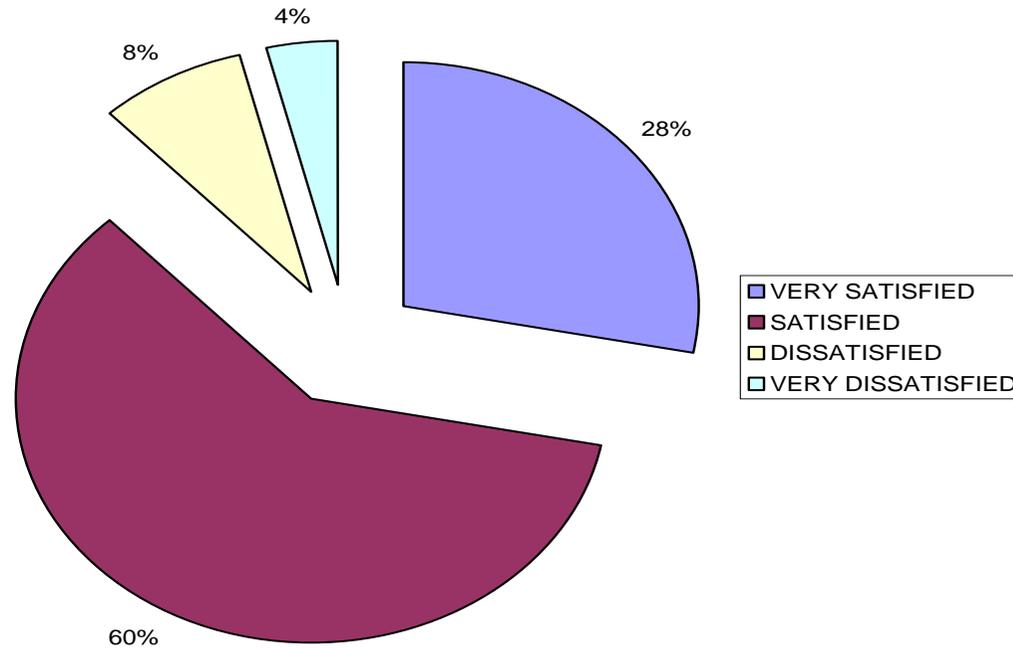
- *The dispensary is right by the door – when there is a queue, it is difficult to get in.*
- *Waiting chairs could be re-arranged.*
- *Would be nice to have renewed waiting room and play area for children should be bigger with more toys.*
- *Nor particularly sociable sitting in rows, but everyone needs to be able to have view of the board as this is usually the only means used to call patients in for their appointments*
- *Waiting room needs improvement.*
- *At the moment the waiting room with pharmacy leaves little space on King's Lynn days.*
- *More lights are required externally*
- *Obviously need the double doors for wheelchair access but opening / closing very draughty for patients waiting with back to them.*
- *Arrangement of seats needs a rethink! Patients trying to get to Pharmacy have to negotiate, legs, pushchairs, shopping bags etc.*
- *A water machine still needed in waiting room*
- *Not at all warm with the doors continually open*
- *The waiting room should be for patients waiting to see the doctor and not for people waiting for prescriptions at the new pharmacy*
- *Do not like new dispensary position. Patients waiting can hear conversations.*
- *Plenty of room*
- *Not always enough chairs*

- *Don't like the new pharmacy. Makes the waiting area more cramped. Awkward when with young children and no play area now.*
- *Satisfied, but a little cramped with pharmacy*
- *Some Mags to read would be nice when waiting*
- *Very unfriendly*
- *I think you could do with more seating and the ? back on the screen. I don't understand why we need to pharmacies*
- *Always clean and tidy*
- *Like booking-in screen at lower level. Still can't see receptionist from my wheelchair.*
- *Could really do with access to water*
- *I would like a sound proof area for children, but that's just me!*
- *Oil the doors*
- *Noticeboards too cluttered, wallpaper! Waiting area bit institutionalised*

OPENING HOURS

7) How satisfied are you with the Practice opening hours?

HOW SATISFIED ARE YOU WITH THE PRACTICE OPENING HOURS?

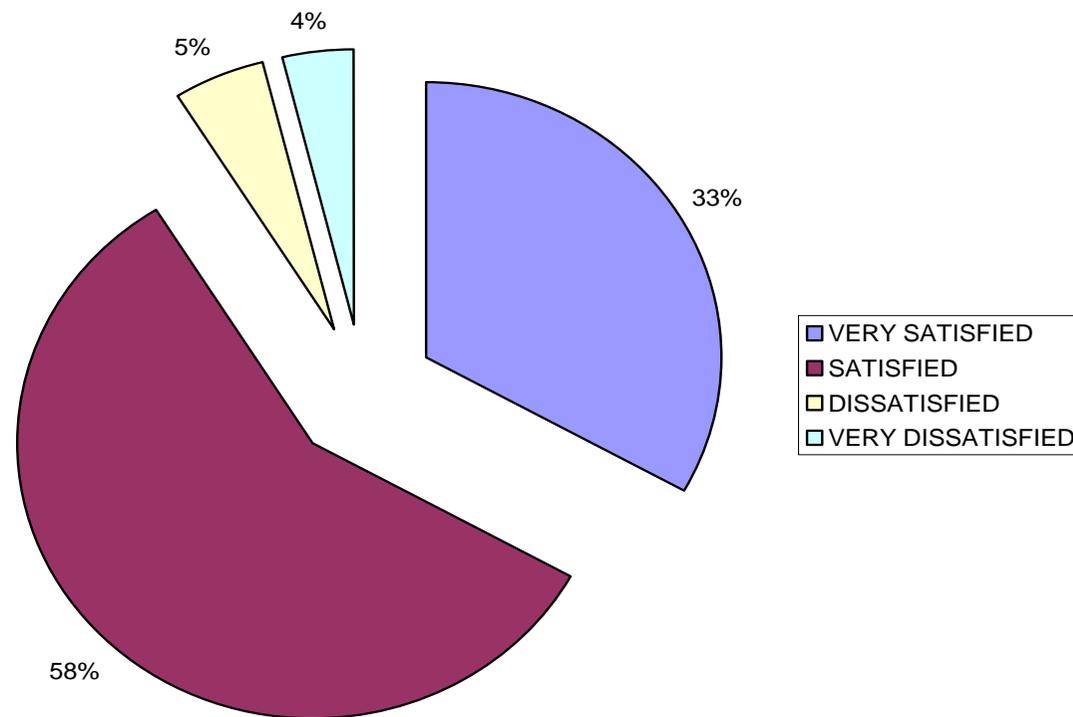


Additional Comments from Patients on OPENING HOURS :

- *If it opened at 7.00am, it is more helpful for all.*
- *I have not had a problem although I'm not sure exactly when the opening hours are.*
- *Satisfied BUT why does the NHS not work 24/7 – society does. It would be one way of reducing waiting lists?*
- *Dissatisfied - Should open on Saturdays because our children go to Kings School which they have until 1230.*
- *I think there should be appointments every Saturday and Sunday morning at the practice for emergency appointments. People are sick 7 days a week not just Monday to Friday! We should not need to travel further to see a doctor.*
- *It was good that there is a choice of different opening hours for different types of people e.g. those who work !*
- *(Dissatisfied) As sometimes on the phone, no one picks up till 1 hr. after opening.*
- *(Very dissatisfied) None available*
- *They do what they can with limited resources*
- *Need to be evening appointments as I work till 6-6.30 and would have to have 3 whole day off for appointment.*
- *Not sure what they are at moment. Do they still do Saturdays?*
- *Closure of surgery at dinnertime can cause problems*

8) How satisfied are you with the Practice's extended hours?

HOW SATISFIED ARE YOU WITH THE PRACTICE'S EXTENDED HOURS?



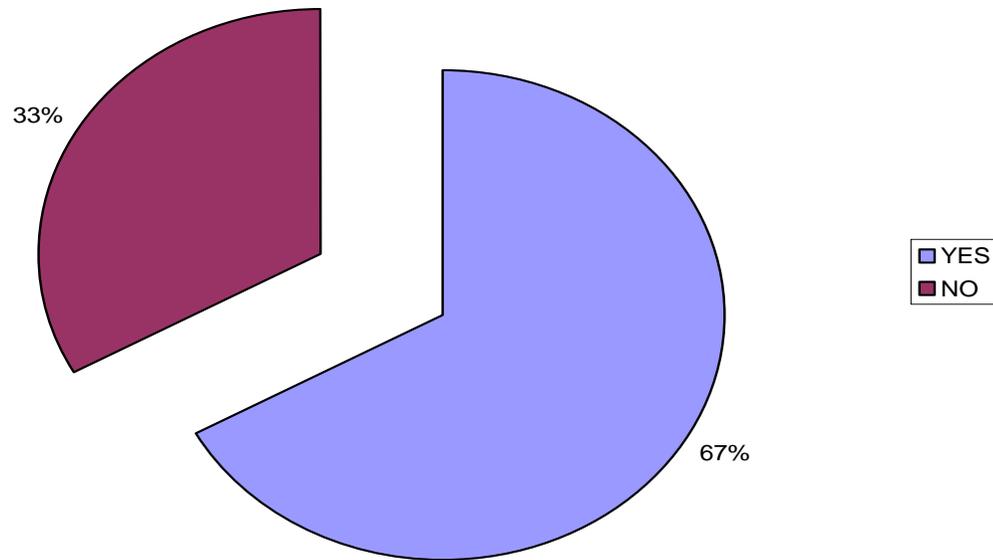
Additional Comments from Patients on EXTENDED OPENING HOURS :

- *Satisfied – much better than previously.*
- *Satisfied only as I haven't needed medical help during a weekend.*
- *Dissatisfied – please open on all Saturdays until evening.*
- *Good news for patients attending before / after work*
- *See my comments to Q7 – should be open on Saturday and Sunday mornings for emergency appointments. Why can't surgeries start at 8am every morning? Doctors get large sums paid to them to seemingly work part-time hours. Get real and give patients the services they need. People get ill 7 days a week / 24 hours a day. I don't feel we get value for money from GPs.*
- *2 Days a week not enough*
- *I think it is really good as people's lives are all different. So it's good.*
- *The opening hours are not very clear.*
- *Should be every Saturday for people at work*
- *Better than other professionals*
- *Great improvement.*
- *Where do you advertise your opening times, and can anyone come on Saturdays?*
- *I haven't used the extended hours*
- *Was not aware of extended hours*

APPOINTMENTS

9) Were you able to see a Doctor on the same day or in the next two days the Practice was open?

WERE YOU ABLE TO SEE A DOCTOR ON THE SAME DAY OR IN THE NEXT TWO DAYS THE PRACTICE WAS OPEN?



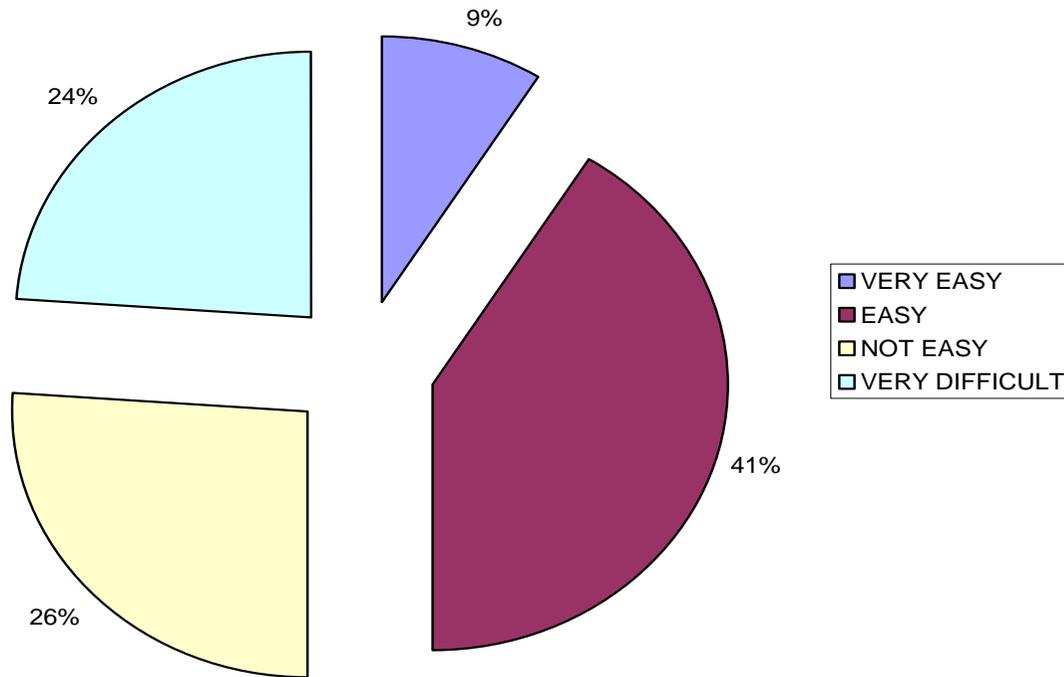
Additional Comments from Patients on APPOINTMENTS :

- *No - being told to ring every morning then to be told all appointments booked*
- *It is ridiculous that appointments cannot be booked in advance. Myself and my husband both have jobs unlike most of your patients at a guess, so some planning of our lives takes place. Whenever I call asking to book an appointment I'm told to call back on the day –wasting time on hold on the phone then given an inconvenient time. Can't you save those appointments for emergencies and let the rest of us book in advance ?*
- *No - not all the time. They say no appointments and to ring noon. When we ring noon again, they say no appointments.*
- *No problem with seeing a doctor*
- *No – I don't like having to ring on a day ahead for an appointment. I find it hard to always get a lift. I am unable to drive at the moment because of eye problems*
- *Yes – when need has been urgent*
- *I find trying to book appointments when everybody phones at 830 or 1330 a real pain. Why I wonder did you change the system for a poorer one ?*
- *I have tried to make appointments for my husband (who works long hours) but your system apparently caters more for people on the dole who can come and sit in the waiting room for half a day. My husband still has to work however sick he is and your appointments system makes it hard to book a follow-up appointment a few days ahead so you can plan around it.*
- *Ring on day and then told to try again and so it goes on. And when the doctor tells you to make an appointment you cannot make it.*
- *Ringing morning full up. Lunch time same result*
- *I always get to see a doctor, also when I would to get my son in. He also gets in the same day*
- *Staff are always very helpful and do their best to get you an appointment.*
- *If urgent yes*
- *It's a long while since I have been to the Medical Centre but have always been given an appointment to see a doctor on the same day.*
- *When I call to book an appointment 3 days before I want to book an appointment I can't organise it. I have to call 1 day before the appointment but then all appointments are taken. Don't really understand this system.*
- *Sometimes there is a long wait for certain doctors. Ringing on the day is stressful and makes it hard to plan.*
- *The system is diabolical. I have got angry a couple of times when I have been on the phone wanting an appointment and I haven't been able to get one until later in the day. Also you can't get an appointment in advance it's crazy. Why do you have to ring at certain times to get an appointment? Why can't you ring anytime?*
- *But only the doctor on call*

- *My doctor is kept very busy; I can wait up to five days.*
- *Try getting an appointment in a city!!!*
- *Unless prepared to sit and wait. I waited for over 2 weeks for a routine appointment.*
- *I have a big problem with making an appointment and told it has to be an emergency. If it was an emergency I would have called 999! I also have problems with the manner of some of the receptionists whilst trying to book appointments, sighing and tutting is not very nice when not feeling well.*
- *When you ring in the morning and no appointments are available, why can't you make an appointment for the afternoon surgery, rather than having to ring again in the afternoon in the hope that an appointment is available? Ideally if an appointment is not available on the day you should be able to make one for the following day.*
- *(Yes) But not always, having to 'keep trying' can be difficult if working in a non-office based job*
- *Getting an appointment this winter has been terrible*
- *Always great service by all your staff*
- *It's very difficult getting an appointmentit's taken me 3 weeks of ringing daily to make this one !*
- *As an asthmatic, I cannot get an appointment so I have to call an ambulance. Help is never available here.*
- *I would like to see an improvement in the way appointments are booked. For example; I have on many occasions wanted an appointment, not an emergency but never the less an important consultation needed- to be told to call back the next morning at 8.30 to find none available. Then to be told to ring at 1.30(ditto) and this situation has continued for 3 days at a time before being successful. And on one occasion after 3 days. I had to take an appointment with a nurse when I really wanted to see a doctor. At times when seeking an appointment that is not urgent I would be happy to book up 7 days hence but am told that the diary cannot be opened that far ahead or that the doctor is already booked. How if the diary cannot be opened can the doctor be booked up? I would not like to give the impression that I am dissatisfied with my actual treatment by the doctors because that would be untrue. It is just the process to get there that is extremely frustrating.*

10) How easy is it to get an appointment to see your preferred Doctor?

HOW EASY IS IT TO GET AN APPOINTMENT TO SEE YOUR PREFERRED DOCTOR?

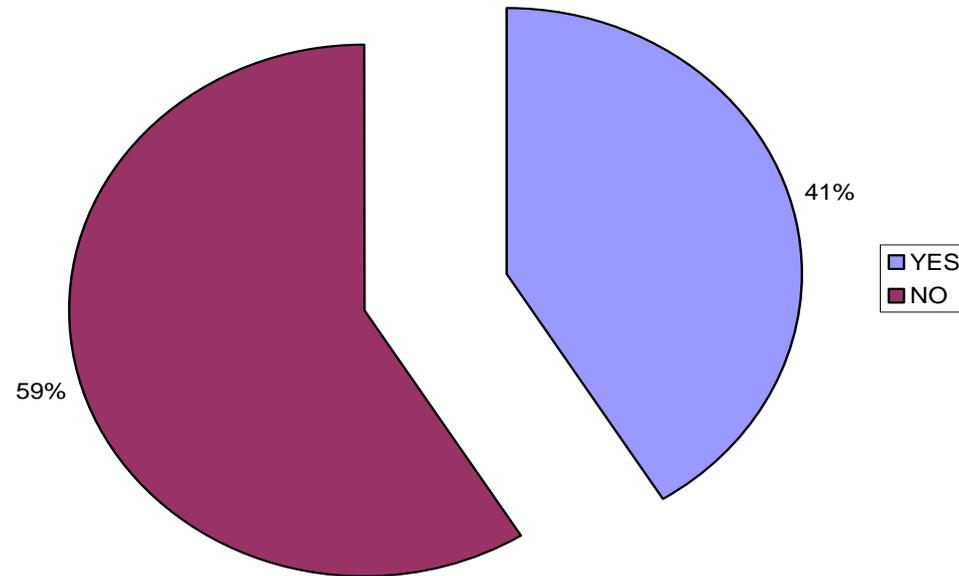


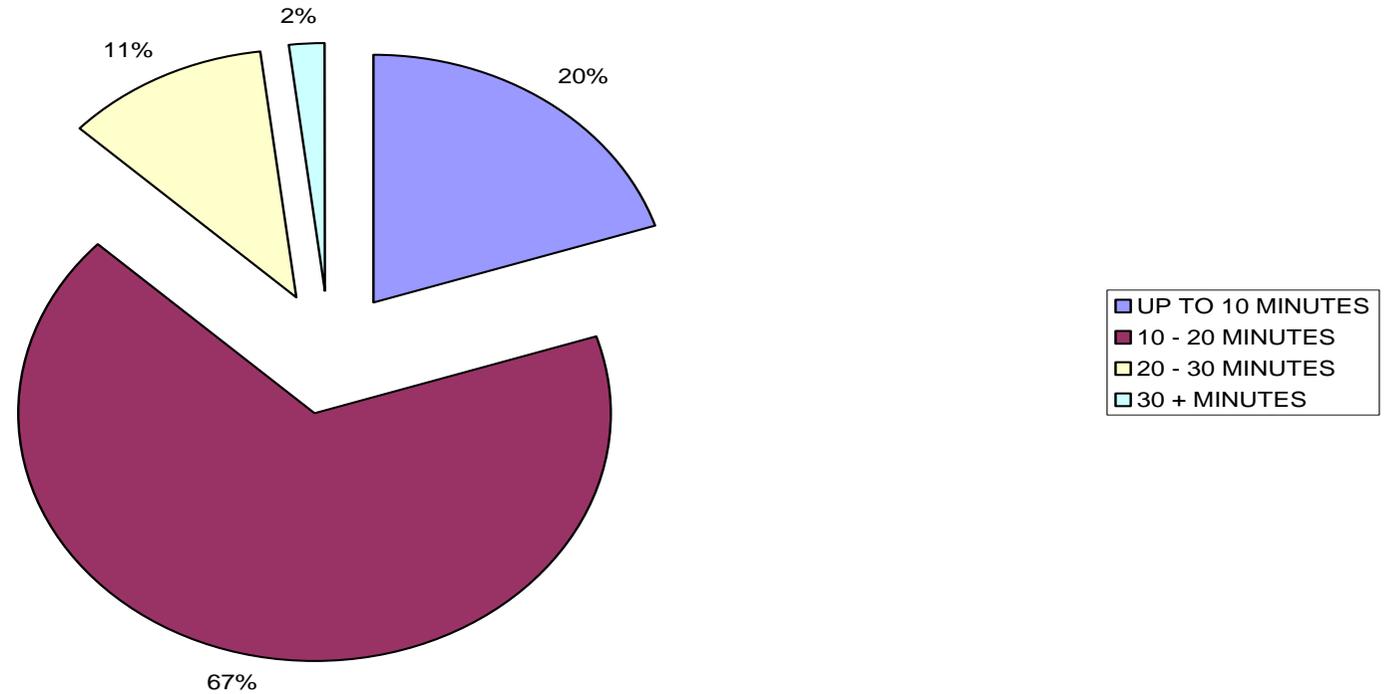
Additional Comments from Patients on APPOINTMENTS WITH YOUR PREFERRED DOCTOR :

- *Not easy – receptionist always says to ring on the day. She cannot make an appointment when I request to have it later in the week with my preferred doctor, so that makes it difficult for me.*
- *Not easy – luckily we are not ill often. Always seems to be a new face at the surgery.*
- *Very difficult – like panning for gold.*
- *Difficult – Always emergency doctor is available for us. It is not easy to get a normal appointment.*
- *Easy – depends who the preferred doctor is !*
- *Easy if prepared to wait (routine). Phoning on day does appear to work most of the time.*
- *The problem is when phoning for an appointment you can't get through and then you do get, "we are very busy at the moment". You then have to wait 5 minutes before anyone comes on the phone.*
- *If you need to see a preferred doctor I just pre-book, which I don't mind.*
- *I normally see who is available.*
- *Always get referred to a nurse though I would like to see a doctor.*
- *Sometimes there is a long wait for certain doctors. Ringing on the day is stressful and makes it hard to plan.*
- *Never.*
- *Need to have more flexibility in the making of appointments.*
- *It's been awful. The worst thing a doctor can say is come back in 2 weeks' time. You can never make that appointment while at the surgery.*
- *I cannot remember the last time I was able to see my preferred Doctor*

11) Are you normally seen by your Doctor at the appointed time?

ARE YOU NORMALLY SEEN BY YOUR DOCTOR AT THE APPOINTED TIME?



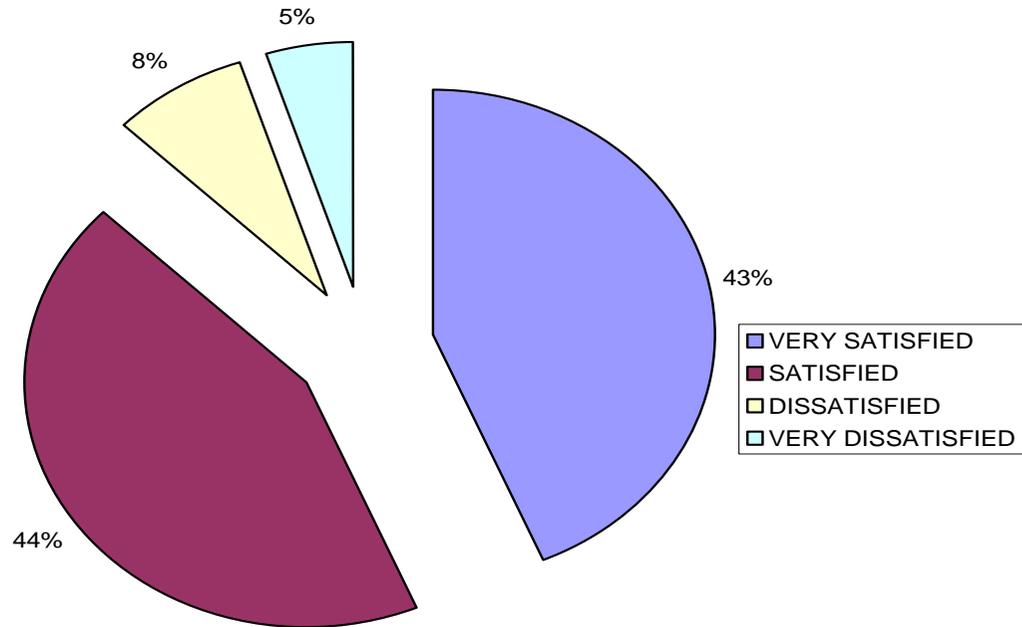
IF NO, HOW LONG IS THE WAIT ON AVERAGE?**Additional Comments from Patients on TIME WAITING TO SEE THE DOCTOR :**

- Worth waiting for - I don't mind waiting. One day it might be me who holds the doctor up.
- I am always on time for appointments but always seem to have to wait 15 minutes or more

TREATMENT AND LEVEL OF CARE

12) How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition?

HOW SATISFIED ARE YOU WITH THE LEVEL OF CARE PROVIDED BY OUR DOCTORS AND NURSES IN HELPING YOU WITH YOUR CONDITION?



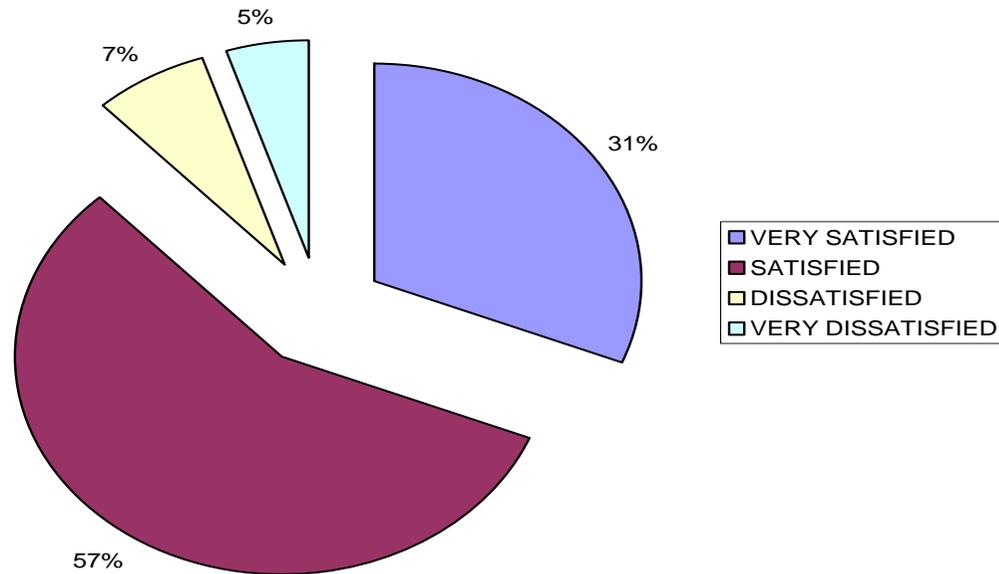
Additional Comments from Patients on LEVELS OF CARE :

- *Some doctors are better than others in the way that they listen and they don't rush.*
- *I had a problem with my son (toddler age) concerning constipation – I did not feel that my concerns were taken seriously – and no-one was able to offer me an appointment or referral to the bowel clinic at the Princess of Wales Hospital. In fact it was a friend who told me it was there! I rang and made an appointment myself. It is ridiculous that appointments cannot be booked in advance*
- *Very satisfied – couldn't be better, once you can get an appointment.*
- *Satisfied – the doctor has always tried to meet my requirements.*
- *Dissatisfied - I am not always satisfied with doctor's opinion. Will prescribe usually painkillers, but not examine me and I would like that the doctor do urine, blood test and check my health.*
- *Having needed treatments during the last 12 months (named doctor) been very good with referrals etc.*
- *Excellent care from (named nurse) always willing to listen and try to help.*
- *Very satisfied with nursing care after an accident*
- *Not very good at diagnosing symptoms and giving correct medication*
- *Friendly and helpful staff*
- *The doctors don't seem to care.*
- *All the times I have seen a doctor the level of care is good. They have time and make sure I understand things.*
- *Nurses are brilliant, very calm and reassuring. Never feel rushed with them.*
- *Nurses are more helpful, doctors always make me feel I am wasting their time and some are rude. Maybe because I am foreign. I don't go to doctors very often for that reason.*
- *Conflicting advice between certain doctors and Nurse. On two occasions my father was prescribed drugs that were dangerous with his chronic condition. Once a urine test was missed leaving him with a severe infection.*
- *Some of the doctors are very good but others don't look into the problem. Very sympathetic unfortunately that's not a cure. (names given)*
- *They are essential*
- *Excellent doctors and staff in all fields*
- *Thank you all*
- *Doctors are eager to fob you off and send you packing. They need to not be so rushed and show they care a bit more.*
- *Nurses have always been very helpful and friendly. Doctors not so friendly not so helpful and often give bad advice.*

- *Great*
- *If not for this surgery I would never have had my thyroid problem diagnosed. I am so grateful to you all.*
- *I feel very well looked after by you guys!*
- *I would like to mention the excellent treatment when I was told I was borderline diabetic. The care and information I received was excellent, the nurse spent a long time with me explaining everything as well as giving me leaflets. I attended two sessions at the Princess of Wales for diabetic classes and there was between 12/15 people attending. I was the only one who was happy with the way I had been treated. All the others complained only being given leaflets and “rushed” out. These were all around Ely, Soham etc. This appeared to be the only practice that took the time to explain.*

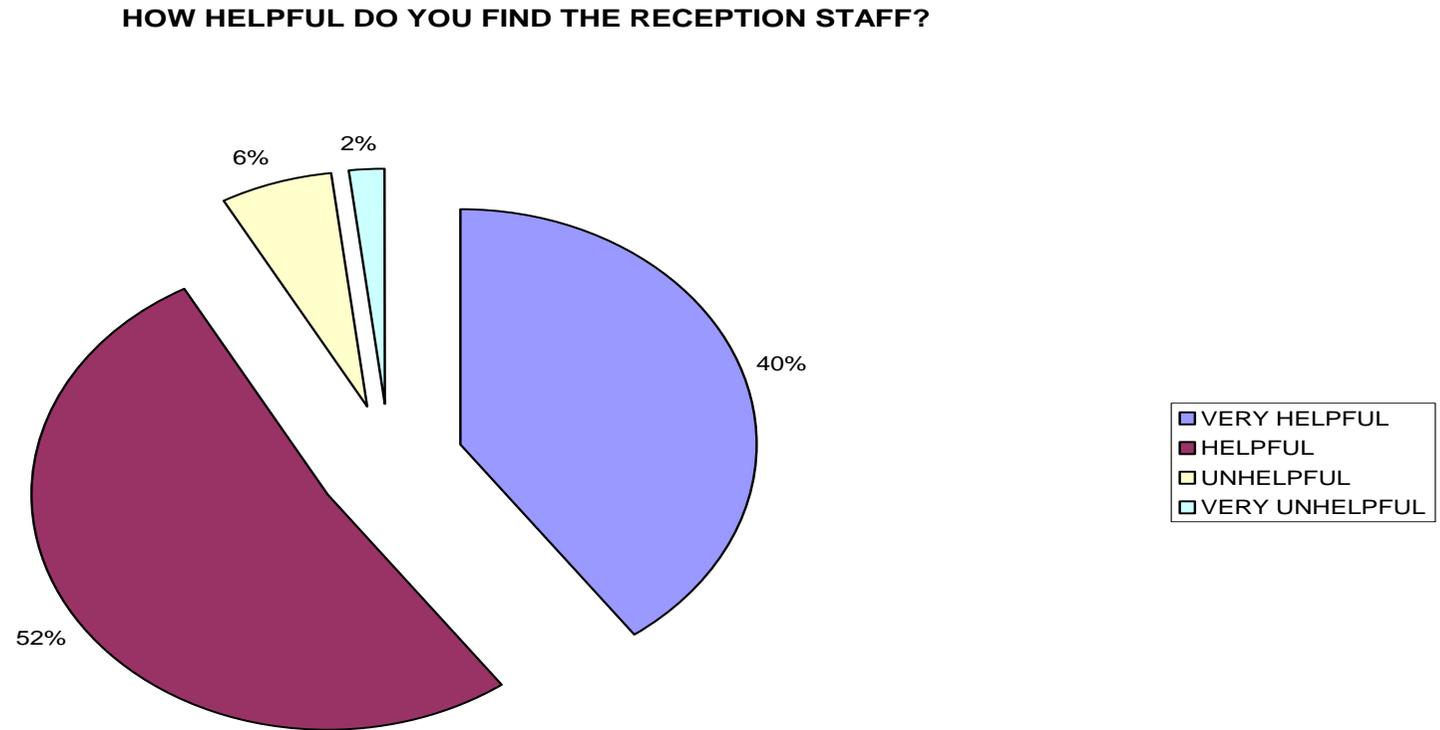
13) How satisfied are you that your appointments with the Doctor/Nurse were long enough to provide sufficient time to fully discuss and help treat your condition?

HOW SATISFIED ARE YOU THAT YOUR APPOINTMENTS WITH THE DOCTOR / NURSE WERE LONG ENOUGH TO PROVIDE SUFFICIENT TIME TO FULLY DISCUSS AND HELP TREAT YOUR CONDITION?



Additional Comments from Patients on LENGTH OF APPOINTMENTS :

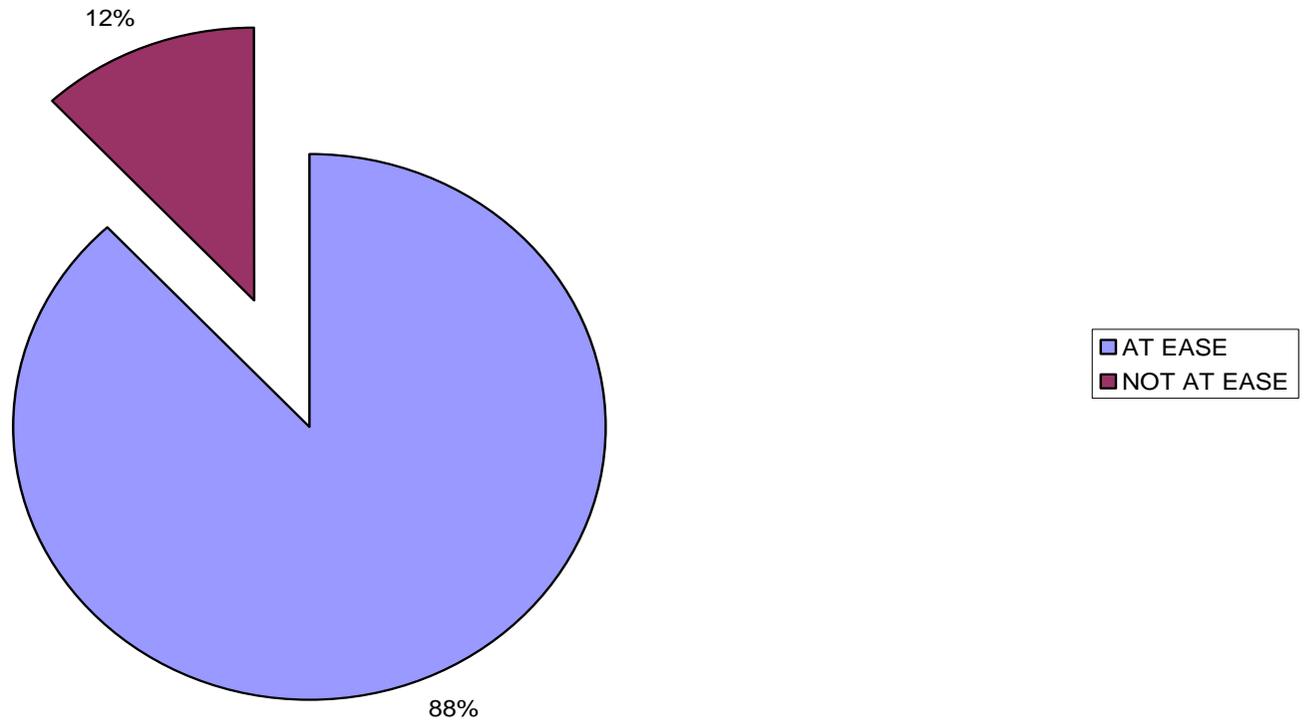
- *Some doctors rush their appointments so sometimes I feel that I couldn't discuss the problem properly and I end up returning back to them because the issue was not solved in the first place.*
- *Not always aware how long is needed.*
- *I always feel that the doctor / nurse want to rid of me as soon as possible to make his job shorter. I feel like a thing not a human when I am there.*
- *(Named doctor) in particular always takes time to discuss fully – much appreciated.*
- *Could be longer.*
- *Again nurses make more time, doctors rush you out.*
- *Depends on who you see. Some make you feel rushed and some don't mind how long as long as you are helped. Nurse (name given) rushes through missing parts and can be very rude. Also has discussed my health with other people. I know this as I have only told her.*
- *Always seem to be rushing you especially (name given)*
- *Incredible, given ruinous government, privatisation, policies*
- *Sometimes one goes with more than one problem. Is there anyway of pre warning the doctor?*
- *Very very satisfied*

14) How helpful do you find the reception staff?**Additional Comments from Patients on RECEPTION STAFF:**

- *Some are very polite and even smile, One (name given) is not so polite even rude.*
- *Depends who it is. Some very helpful, others not*

15) How at ease do you feel when you visit St George’s Medical Centre?

HOW AT EASE DO YOU FEEL WHEN YOU VISIT St. GEORGE'S MEDICAL CENTRE



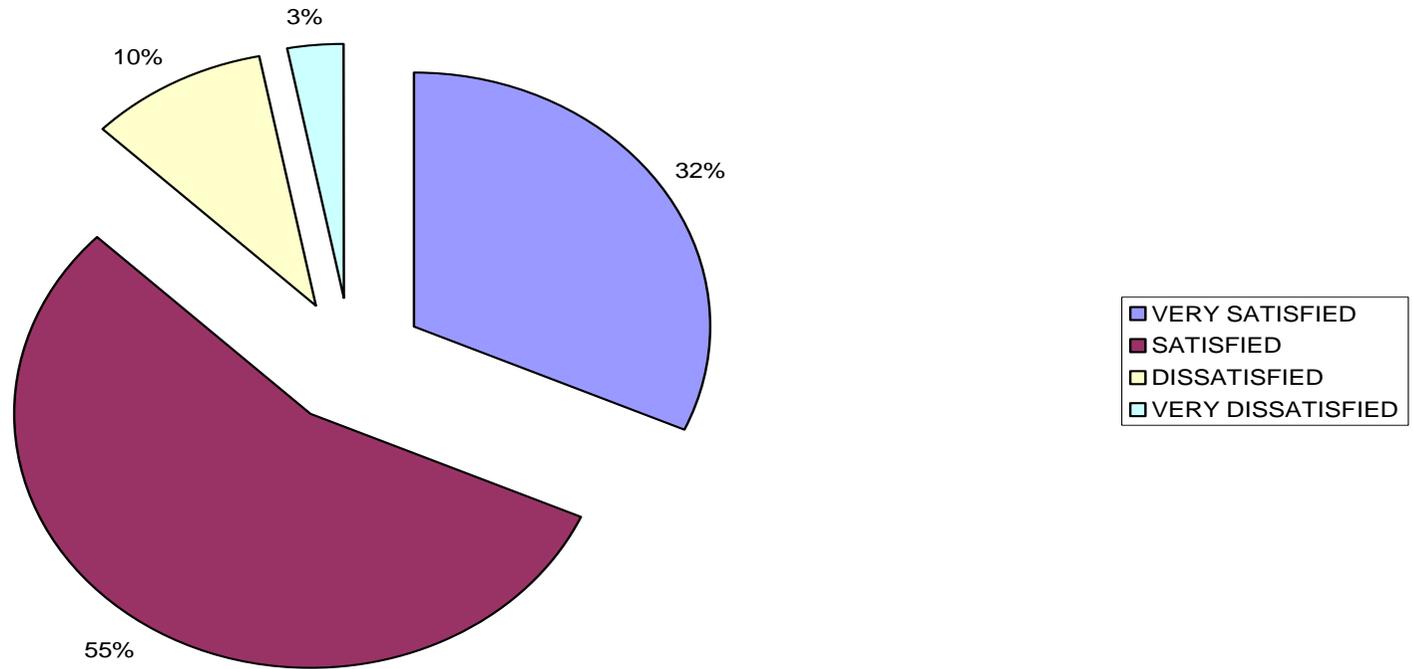
Additional Comments from Patients on HOW AT EASE THEY FEEL :

- *Reception area not very private. Reception staff sometimes appear stressed when you ring in.*
- *Not a relaxing environment really.*
- *Not sure about the bell – would like a receptionist available when surgery in progress at the desk as somewhat confusing with King's Lynn receptionist sitting there !*
- *Varies depending on the nature of the visit*
- *At ease except when confronted with the school turn-out*
- *No wonder a lot of people suffer with high blood pressure after trying to get an appointment at reception*
- *Until you're left sitting waiting because gone over your appointment time*
- *The staff and everyone are helpful and friendly.*
- *It feels no one actually wants to be there. (reception staff depends on their mood) Worried that doctors just going to be horrible towards me.*
- *If you are ill, you are not likely to be at ease.*
- *I can feel my blood pressure rise while I sit there after 3 days trying to get an appointment to be barked at by the receptionist. Then to feel ill and wait 30 mins to see a doctor who can't help = not great – sorry.*
- *Depending on the reason of the visit to see the doctor*
- *I've had to get quite cross with receptionists just to get a doctor's appointment. I am truly sorry but I try not to ask for an appointment without a good reason. I think they have a horrible job.*
- *I have white coat phobia*

SERVICES

16) How satisfied are you with the dispensary service provided at the Practice?

HOW SATISFIED ARE YOU WITH THE DISPENSARY SERVICE PROVIDED AT THE PRACTICE?



Additional Comments from Patients on DISPENSARY SERVICE :

- *New pharmacy facility very good*
- *Dissatisfied – not consistent – some staff great, other “snappy” and officious*
- *After initial problems they seem to be getting organised and are trying their best to help patients with problems.*
- *Still using Lloyds*
- *The waiting room should be for patients waiting to see the doctor and not for people waiting for prescriptions at the new pharmacy*
- *Would like to see twice weekly service back at Southery*
- *Service provided to Southery is now poor, only one day per week - maybe*
- *They also order in anything. They don't have time to explain how I need to take anything I haven't had before.*
- *Not very good when new pharmacy was moving in – it was awful.*
- *Has improved in last few weeks*
- *Don't like the idea all in the surgery can hear all you say. Won't use it. I want to keep chemist in centre of town.*
- *Not used. I want to keep chemist in village open*
- *Long queues over the past few weeks.*
- *I use Lloyds*
- *Essential public service*
- *I use the service only for my mother*

- *Less chatting and gossiping would not go amiss. You stand a little while sometimes waiting to be seen or for your prescription and all you can hear is them talking about cups of tea etc.*
- *Closes for long time over lunch. Longer than surgery.*
- *Not used myself but had good reports*
- *I would like to see if possible a reduction in the time it takes to deal with repeat prescriptions*

ADDITIONAL FEEDBACK

17) Are there any health topics that you would like to read about on the notice boards at the Practice or hear about as an informative talk? Please describe below.

- *Health awareness for young people*
- *Seem reasonably well covered.*
- *Informative talks about male and female health issues, general health and wellbeing, exercising, symptoms of common problems (e.g. high cholesterol, diabetes, heart problems etc)*
- *Male health and wellbeing issues and for example, a “well man’s clinic”*
- *Have never seen anyone reading notice boards - they are in so many different areas. Patients do not want to do a circuit of the waiting room to find information or are too ill to bother.*
- *Industrial pollution which is responsible for various cancers, usually attributed to smoking*

- *(DCD or dyslexia) but overall there is a good range of topics.*
- *Make the opening hours and rules of booking appointments more clear !*
- *I think it would be nice to get to know something's about the staff like a board with photos. P.S. I don't like to complain but this is what these questionnaires are for*
- *Hypermobility Syndrome (HMS)*
- *More self-help literature*
- *Behaviour to managed droplet infections. Lots of children (and adults) coughing without covering their mouths.*
- *Where do village residents go for benefit advice and information?*
- *I do not fully understand this question. I do not read the notice boards often.*

18) Do you have any suggestions for any areas for inclusion in next year's Local Practice Survey?

- *No – it was very good.*
- *Questions like :*

Have you been impressed by any of the doctors at the surgery? YES / NO. If YES, would you like to comment further?

Have you felt let down / unimpressed by any of the doctors at the surgery? YES / NO. If YES, would you like to comment further ?

- *No – it was very good – thank you.*

19) If there was something we could implement that is relatively simple to do to improve services, what would it be?

- *Get doors sorted because they open together. Booking in screen is in wrong position. Speed bumps in car park much too high, especially if you have back problem.*
- *I think a suggestion box should be placed so we can write our thoughts down and post them in. (like the repeat prescription box)*
- *Going to visit a doctor for our health is the most important reason for visiting St George's Medical Centre.*
- *An Acupuncture Specialist or Doctor?*
- *Please keep us well informed.*
- *Keep up the good work and thank you*
- *Links to QE hospital – how smoothly do they work?*
- *Ask doctors to don't rush and check the patients properly !! 10 minutes often is not enough !!*
- *Making it easier to get an appointment*
- *Automatic doors for the corridors.*
- *Diversions ! As no magazines anymore and I am always kept waiting – a TV with sub-titles – News 24 would be fab.*
- *In addition, just if I walk my dog and want to go to the Practice, there is nowhere I could leave my dog. Could there be a separate place outside for dogs to be held while I am in the Practice?*
- *Maybe it would be a good idea to have a TV in the waiting room*
- *Just wish all doctors and nurses would use the same method of calling. Some use tannoy, some use electronic board, some use both and some come and shout.*

- *Hate the new waiting room set-up. It's like waiting in a shopping mall !*
- *Lower the height of the Reception desk.*
- *Use automated words linked to the written words on the board for calling patients for their appointment.*
- *A well men's clinic*
- *It is ridiculous that appointments cannot be booked in advance – allow the booking of appointments for non-emergencies.*
- *Have a reception member of staff on the desk – get rid of the handbell – like ringing for attention in an old-fashioned empty hotel.*
- *Please help to have appointments. Most of the times I take my kids to the Princess of wales for emergency. When I try to get an appointment following day, they say ring the next day. When I ring they say all full, ring after 1pm again. Same story*
- *Lighting externally.*
- *Better signs that it is now a one way system for cars.*
- *Number rooms instead of letters*
- *When there is a problem or delay INFORM PATIENTS like on January 16th when heating was non-existent. The only way I found out was after sitting for 10 minutes waiting getting colder and colder with doors continually opening I noticed all the receptionists and staff were wearing outdoor coats and scarves. One doctor had fan heater on in room full on enough to heat corridor as well. This did not help ill patients in waiting room – if not ill on arrival, you would be when you came out.*
- *Phone lines open during lunchtimes*
- *Accessing the web-based appointment system is not user friendly and this needs to be looked at if possible.*
- *Please can we pre-book appointments for any day not as it is now, phone in at a given time and hope one is available*
- *Would love to see the return of the doctors down to Southery Village if only one day per week !!*

- *Bring back doctors visit to Southery Village Hall*
- *Put back the surgery at Southery. No bus service between Southery and Littleport, if you don't drive, you've got a problem !*
- *Healthy Living / Weight Loss Programmes / Meetings – Fee paying to cover the cost i.e. patients would trust guidance from the practice rather than Weightwatchers or other similar classes.*
- *The wheelchairs provided currently are not fit for purpose – brakes do not work, not very comfortable, footpads do not fold back properly. New wheelchairs would be beneficial.*
- *Monday to Friday surgeries 8am to 7pm*
- *Saturday and Sunday morning surgeries 8am – 1pm for emergencies.*
- *Staff turning off recorded out of hours phone message at correct time so you can get through to them.*
- *Being able to make follow-up appointments more than 2 days in advance – a bit less of “the computer says NO” attitude from staff.*
- *Make sure all doctors are on duty all the time. As the area is now so large it's harder all the time to get an appointment.*
- *People need to know it is a one way system for parking.*
- *Turn the heating down a bit; it's always really hot in the waiting room.*
- *People don't like to go to doctors as it is, so please don't make us feel we are trouble for you and treat us individually don't just compare us to other patients and cases. Thank you.*
- *Number tickets at practice dispensary. Can be confusing when waiting for medications sent over by GP electronically.*
- *More support for patients with a mental illness.*
- *Be able to book routine appointments in advance i.e. 5 to 10 days.*
- *Get rid of all the posters in the waiting area to make the place look less untidy. A coat of paint would make all the difference.*

- *Again the suggestion box. Maybe a newsletter on the board and toys for the children as they get bored quickly.*
- *Allow to make appointments a few days in advance rather than just on the day.*
- *Can we bring back the magazines? It takes away some of the nerves of being in a Doctors surgery.*
- *Please put up information on ICER's and also information on Carers prescriptions*
- *Get rid of the reception bell!!*
- *Have appointments available up to 8pm even if it's just once a week*
- *When someone wants to see a doctor the same day the reception staff continue to refer to this as an emergency. If it were an emergency I would call an ambulance.*
- *The reception staff should not assume everyone is familiar with how the appointment system works.*
- *Some doctors may need refresher training. One doctor told me my blood test results indicated I had liver failure when the hospital said normal for a pregnant woman.*
- *Another doctor told me to drink flat coke for food poisoning. The sugar in it made me worst. The NHS helpline told me to drink water.*
- *Doctors shouldn't make people feel they are like timewasters.*
- *If there are alternatives to visiting I don't know what they are so maybe more publicity.*
- *To be honest I avoid coming to Littleport surgery if I can and go to out of hours at Ely instead. I don't have any confidence in the doctors in the doctors at Littleport.*
- *During my last visit I noticed that the doctor had to spend a rather long time going through my records on the computer as I was unable to give accurate dates when answering his questions (for example when I last had a cervical smear test). I appreciate that with the sheer volume of patients you deal with it is impossible for the doctor to familiarise himself with all patients record. But it occurred to me that an updated 'Bite size' at a 'glance' list of significant events and milestones of patients conditions etc. were to appear when the notes are first called up, it would*

make things easier for the doctor to access and would reduce consultancy time. Meaning in effect that more patients could be seen.

- *Doctor's surgery needed at Southery*
- *Village doctor surgeries*

Results from the Care Homes Survey

A separate questionnaire specifically aimed at Care Homes was developed and distributed to five Care Homes in Littleport in January 2013. It was intended that Care Home Managers would complete the questionnaire on behalf of their residents. The questionnaires were anonymous and three were completed and returned, equating to a 60% response.

The Care Homes Questionnaire was adapted from the general Patient Survey and comprised 18 questions, including additional areas such as the recording in the Care Home notes by GPs and Nurses. Care Home Managers were also given the opportunity to add comments to each section. The majority of responses indicated satisfaction with services provided by the Practice to the Care Home and further work will be developed to address any issues raised.

Additional Comments from CARE HOME STAFF were as follows:

- *Should not be closed over lunch period to support 24/7 services*
- *Dissatisfied over time given to residents*
- *Appointment length - This varies depending on the Doctor and need of Resident. We normally ask for a longer time now.*
- *Dispensary service - Don't receive calls back and not informed when a prescription is ready- quite often too late to go to Boots.*
- *Possible improvements - The urgency can be improved on some of the prescriptions. Often a Psychiatrist faxes a change in medication and it does not happen when they have stated.*

**Thank you to everyone for completing the Winter 2012/13 Survey Questionnaire
and for providing such valuable feedback on services at St George's Medical Centre.**

If you have any further comments or suggestions,
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