



Patient Survey
Old Town Surgery, Curie Avenue, Swindon
Summary (interim) report – Feedback.

Surgery appointments/opening times

This first section summarises the ratings and comments about the services offered at OTS. There were 125 survey forms returned.

On a scale of 1-5 rate the following 1=lowest, 5 =highest,
 What was your opinion about the following OTS services?

| Services | Max 625 | Score 1-5 |
|--------------------------------------|----------------|------------------|
| New Self-service check in experience | 421 | 3.4 |
| Time to get an appointment | 311 | 2.5 |
| Waiting time in reception | 334 | 2.7 |
| Access to information on reception | 414 | 3.3 |
| Surgery opening hours | 403 | 3.2 |

| Would you consider seeing the Triage Nurse | No. | % |
|--|-----|------|
| Yes | 118 | 94.4 |
| No | 2 | 1.6 |

Comments on Triage Nurse

- Wouldn't be what I needed
- Need more information before making a decision
- Waited over an hour for the doctor. Not another doctor was even seen during this time.

Surgery services

This second section summarises the patients' knowledge about the services offered at OTS.

On a scale of 1-4 rate your knowledge of the services on offer

1='News to me!', 4 = 'Something the surgery is good at'

| Knowledge of services | Max 500 | Score 1 - 4 |
|---------------------------------|---------|-------------|
| Self-service check in | 354 | 2.8 |
| Triage Nurse | 373 | 3.0 |
| Carer's Coffee morning | 193 | 1.5 |
| Educational Evenings | 202 | 1.6 |
| Flu Clinic | 324 | 2.6 |
| DNA | 194 | 1.6 |
| Communication to patients | 300 | 2.4 |
| Electronic Prescription Service | 357 | 2.9 |
| PPG | 202 | 1.6 |

Suggested Actions:

- Education programme on the services of the Triage nurse (podcast/Leaflets/interview on website) may help the patients use the service more
- Continue with promotion of the Self-service check-in. Long term promotion
- DNA – monitor/publish in the newsletter
- Carer's coffee morning. Specific targeting of the known Carers
- Educational Evening. Increase use of media now we have named contacts

Comment from the patients - Suggestions for Improvements

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| For people who are new to the area surgery it would be nice to have information on how the surgery works i.e. prescription service, where different teams are based etc. |
| Happiness of reception staff - they could improve listening skills - have found some of them very rude |
| Had to wait 3 weeks for my appointment today |
| Quicker appointments. Increase taxes for better service |
| Booking appointments on line |
| Longer more flexible working hours, open until 8pm and weeks (for those who do not work in Swindon) |
| This is my first time attending so was unaware |
| Sometimes getting an appointment can be difficult, although I imagine the local catchment population makes it difficult to provide a better service in this respect |
| Not really, just waiting time in seating area |
| Need to be able to see the GP you want a lot quicker than what is happening at the moment - takes too long to get an appointment |
| Make sure website is promoted |

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| <p>However it is far too difficult to get an appointment before 8.30 or after 4.30. This has caused me great difficulty. Also it would be better if GPs stayed so relationships can be built up for anxious patients like myself</p> |
| <p>No very satisfied</p> |
| <p>Longer opening hours (weekends)</p> |
| <p>I am a relatively new patient and until today was unaware of these services - all of which I consider a benefit and welcome. I don't feel my initial feedback gives an accurate impression at this stage. Overall, it's positive, modern and forward thinking. My only real concern is the time it takes to get an appointment. I recently joined from another practice and was used to waiting only a few days for appointments. I have just waited 2 weeks for my most recent visit here. However, you are aware of the problem and have provided information addressing the issues, which is positive</p> |
| <p>Sometimes need an appointment where you can't wait 2 weeks to see a doctor but do not feel its serious enough to take an emergency slot</p> |
| <p>Not surprised how long you wait in the surgery I have spent an average of an hour wait not good when you've got a job to go to. Improve waiting time in surgery</p> |
| <p>If have dermatologist specialist Dr would be beneficial to be seen by them. Lately too busy taking 2 weeks in getting an appointment</p> |
| <p>2 weeks is too long to wait for an appointment, though the doctor phone call is useful second best</p> |
| <p>Really like self service check in and the service I get through surgery and pharmacy next door regarding repeat prescriptions is excellent</p> |
| <p>I've not had the best experience with the front of house staff. I was relieved I could check myself in rather than have to check with them. I was stood waiting for 10 minutes when they knew I was there the day I tried to sign up. I also haven't had brilliant call service every time - blunt and unhelpful</p> |
| <p>Time to get an appointment is very long</p> |
| <p>It's not a suggestion but I would put V Good or even excellent if I could get an appointment more quickly than I can at the moment</p> |
| <p>Have to improve reception situation especially when phoning in</p> |
| <p>Appointments need to be more available for patients - I had to wait week & half</p> |
| <p>Well satisfied</p> |
| <p>1. Stable Staff; 2. Stable known doctors</p> |
| <p>Due to lack of appointments, which is very important. To have a few emergency appointments each day, waiting up to 2 weeks when in pain is not good. Some reception staff are very unapproachable, bordering on rude. A smile costs nothing</p> |

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| Change the government, less abruptness at first point of reception contact remember people attending reception are often feeling unwell. Remove radio, Loudish music and inane chatter is not what most people want when they are feeling ill |
| Staff to check waiting area to see if patients waiting, as self service point does not always work so patients waiting patiently |
| Cut down on waiting time in waiting area |
| For doctor to care more - I did not feel that she was interested in me. No questions asked about me or my lifestyle |
| Don't know who my GP is, could surgery advise patients when there is a change of GP, more consideration for treatments of babies/toddlers |
| Dr Carson is very good with me |
| Patient has memory issues, flagged on his records. Would appreciate reminders about appointments and repeat prescriptions. NB - staff seem much nicer now |
| I don't know how you'll reduce waiting time(s) for appointments. Need perching stools in reception |
| Improve internal communications e.g. GP to LIFT |
| Keep up the late opening hours, very helpful for working people |
| Electronic prescription service |
| Stick to timings |
| No |
| Reception staff not very sympathetic and can come across rude. Can never seem to get appointments when needed, especially quickly. |
| Not having to wait so long to get an appointment |
| More communication with Doctors to reception |
| Waiting times, this is not the first time I have had to wait this long |
| Reception staff more approachable. |
| The most important issue for me is to receive timely professional advice from both doctors and nurses. So, if Triage nurse cannot prescribe appropriate medication I need an appointment with doctor within a reasonable period |
| Shorter lead times in getting an appointment with a Dr Acknowledgement reply to repeat prescription emails so that you know the request has been received and is being dealt with. |

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| Time to get an appointment |
| Cutting down on the length of time that patients have to wait to see the Dr The shortest I had to wait was 15 minutes once, and the longest 45 minutes! |
| Waiting time in reception |
| Reception staff more approachable. |

Overall satisfaction

| Rating | No. | % |
|-----------|-----|------|
| Poor | 8 | 6.4 |
| Average | 16 | 12.8 |
| Good | 31 | 24.8 |
| Very Good | 39 | 31.2 |
| Excellent | 20 | 16 |
| Total | 114 | |

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