

## Holbrook Surgery Patient Survey 2015/16

To allow us to continually compare results year on year we have kept the same format and questions from last year.

### Membership of the Patient Reference Group (PRG)

We have lost one of our members of the group unfortunately as they moved away from the area, this leaves the membership of the group at 10 which consists of the following

5 males aged between 20 – 59  
5 females aged between 18 – 74

The surgery has continued to advertising for new members for the PRG over the year both in the surgery and on the website. The application form remains unchanged (Appendix 2).

In order to expand this group an additional question was included in the survey, asking if anyone was interested in joining this group and they were asked to leave contact details. A letter/ email would be sent to these patients expressing an interest after completion of the survey.

### Questionnaire

The questionnaire was based on last years .This enabled the results to be compared, where ever, possible with the previous years results.

### Survey

The survey was carried out in the surgery over January and February 2016, traditionally the busiest times of the year.

Questionnaires were handed to patients attending the surgery and were also available for online completion via the surgery website. The NHS recommendation for a successful survey is that at least 50 questionnaires are completed per GP and this was achieved.

A total of 459 questionnaires were completed. These were then analysed.

### Results

On completion of the analysis the results of the survey were circulated to the PRG and practice staff for comments. (Appendix 4)

## Discussions and Conclusions

### 1 Practice Staff

The practice was extremely pleased with the results of this years survey which showed that the majority of patients still rated us as good or above in almost all areas, with patient same day access to see a doctor rising over the last 2 years.

The results of last year's action plans and developments was discussed and reviewed:

#### 1 More aggressive advertising of online services

A major campaign over the year has proved successful seeing an increase of uptake, with 40% of the practice population now registered for online services, which is heading towards half of our patients being signed up for this service.

Of the patients completing the questionnaire 33% attending the surgery said they were registered to the service which has been improvement on the last 2 years results. Unfortunately the satisfaction rate was down due to the Vision online services merging to a new website which didn't go as smoothly as expected, and has left a lot of patients frustrated at not being able to access the new site. This has been reported to Vision and is being addressed.

The NHS have extended online services to allow patients access to view their medical records. This will include allergies, medication, immunisations, results and medical conditions and is to be in place by the 1<sup>st</sup> April 2016.

There will be a new form to be completed which will be accessible on the website and this will be used for all new applications for online services. Patients who have shared email addresses will have to either provide a personal email address or sign a declaration that they understand a partner will be able to access their records. Similarly, if a carer or alike is accessing on behalf of someone else a proxy form will have to be completed.

#### 2 The EPS (Electronic Prescribing)

This was introduced last summer and has been very successful with patients, staff and Doctors; this service allows patients to have a prescription sent electronically to any chemist of their choice which speeds up the process making the service more efficient for all parties involved.

#### 3 BP Machine

We have just installed this in the front entrance area for our patients to use. There are full instructions on its use and once the patient has had their BP taken by the machine they are advised to pass the reading to a member of staff or their doctor for the result to be added to their medical record, there is a protocol for the staff to follow on receiving the information.

## 2 General points

Of the patients completing the survey the average number of visits to the surgery has remained unchanged around 4. This is still lower than the national average which still stands at 6 according to the British Medical Association. This can be attributed to the surgery demographics, i.e. young, working population. (Appendix 1)

Continued increasing patient numbers:

The surgery population stands at 15300 which is an increase of 400 new patients in the last year and this growth is further threatened by the new development which is planned in north Horsham between the A264 and A24. Over the year the surgery has had to tighten up on registration criteria. We are having to turn down families / partners of patients, even though a member of their family is registered (with the exception of new babies born), if they are outside the practice area. This is causing some problems for the administration staff.

There is a feeling that the surgery is running over capacity and the clinicians are finding the work load is unsustainable at this level, to help with this increase a new salaried GP Dr Anisha Patel was taken on in September last year which has helped with the extra demands on the Surgery.

Overall the survey reflects the fact that patients are still very happy with the service and the treatment they received, but it was felt that any further growth would put current access at risk.

The practice is not participating in 'out of area' registration

### Services and Treatment

There is continued satisfaction from the surgery reception/admin team, who all work extremely hard with great professionalism under the pressures and increasing demands of their daily roles. We are very fortunate to have such a strong team who work well together and contribute greatly to the smooth day to day running of the surgery.

The survey showed that overall patients are pleased with the treatment they receive from the GPs, especially in the increase of same day access.

The number of patients with chronic diseases is increasing. (Appendix 3) This is in line with national statistics and they constitute to a significant number of GP appointments. The Clinical Commissioning Group (CCG) is looking at community support for Chronic Disease Management with the emphasis on Self help and support groups.

The overall scores were again to be commended as we continue to aim towards delivering a high level of patient service.

## Opening hours (Appendix 5)

These have been slightly changed for better patient access. The surgery is now open every morning from 8 am allowing better access for patients. We are also open between 8 am – 8pm on Tuesday and Wednesdays. Friday opening has been extended by 30 minutes from 5.30 pm to 6pm.

We intend on monitoring the lunchtime closure between 1pm – 2 pm over the next 6 months for patient activity over this period with the view to staying open from the results of the findings.

### **Staff Suggested Action Plan for 2015/16**

- 1 Look at areas that can improve patient services
- 2 Promotion of extension for online services with new updated website
- 3 Monitor patient activity between 1pm – 2 pm
- 4 SMS text/email messaging

### **PRG Suggested Action Plan from the comments**

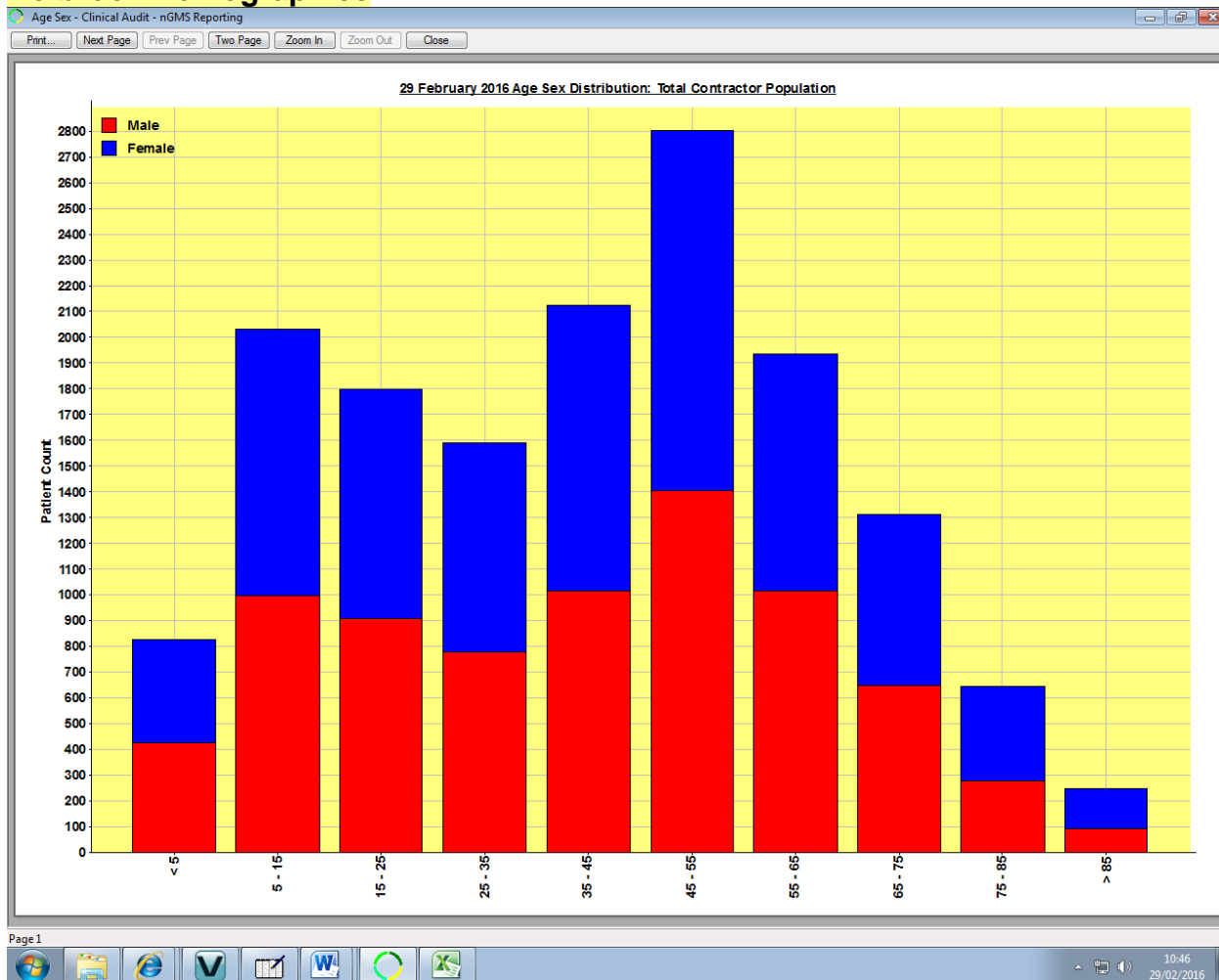
- 1 Continuing promotion of online service

## **3 Action Plans**

### **Implementation of Action Plans**

Advertising to promote online services	Ongoing
Recruitment of new members to PRG/PPG	Ongoing
Aiming to Improve Patient services	Ongoing
Introduction of SMS text/email messaging	Spring 2016
New Holbrook Website	Spring 2016
Possible Lunch time Opening	to be monitored

## Appendix 1 Holbrook Demographics



## Appendix 2 Application Form Patient Reference Group

### Contact form

If you are happy to be part of the patient representative group please complete the form below and return it to Dona Stevens, Practice Manager.

Name:

Address:

Tel:

Mob:

Postcode:

Email address:

**(Preferred contact will be by email)**

The following information will help to ensure we speak to a representative sample of the patients registered at this practice and you must provide this information.

**Are you? Male/Female**

<b>Age</b>	Under 16		17 - 24	
	25-34		35-44	
	45-54		55-64	
	65-74		75-84	
	Over 84			

**Which ethnic Background do you represent?**

<b>White</b>				
British Group		Irish		
<b>Mixed</b>				
White & Black Caribbean		White & Black African		White & Asian
<b>Asian or Asian British</b>				
Indian		Pakistani		Bangladeshi
<b>Black or Black British</b>				
Caribbean		African		
<b>Chinese or other ethnic</b>				
Chinese		Any other		

**Please tick if you suffer from any of the following:**

Respiratory Disease: Asthma or Chronic pulmonary Disease	
Diabetes	
Chronic Heart Disease	
Hypertension (High Blood Pressure)	
Epilepsy	
State Other	

**Are you are Carer? Yes/No**

**Appendix 3 Chronic Disease Distribution**

	YEAR	11/12	12/13 %	13/14 %	14/15 %	15/16 %
Asthma		4.54%	4.69	4.64	4.61	4.61
Diabetes		3.21%	3.40	3.43	3.53	3.60
Hypertension		11.2%	11.2	10.93	10.94	11.20
Epilepsy		0.52%	0.49	0.45	0.43	0.46
Mental Health including Depression		12.26%	12.23	12.12	14.86	7.34
Stroke		0.85%	0.25	0.86	0.86	0.88
Heart Failure		0.20%	0.20	0.16	0.23	0.27

Chronic Kidney Disease	1.01%	0.93	0.85	1.06	1.32
Dementia	0.23%	0.29	0.27	0.36	0.35
Cancer	1.32%	1.30	1.26	1.22	1.75
Chronic Heart Disease	2.24%	2.14	2.06	2.06	2.14
Chronic obstructive Airways	0.7%	1.10	0.78	0.73	0.81

## Appendix 4 Survey Results

### Holbrook Surgery Questionnaire 2015 / 16 (With Comparisons to previous years) Holbrook Surgery Questionnaire 2014 / 15

(With Comparisons to previous years where possible)

#### Survey Results 2015 / 16

##### 1 In the past 12 months how many times have you seen a doctor?

	2013/14 %	2014 / 15%	2015/16%
None	4	10	9
1 – 2	26	32	32
3 – 4	35	28	29
5 – 6	19	19	16
More than 7	16	11	12

##### 2 How helpful do you find the receptionists at your GP Surgery

	Not Helpful	Fairly helpful	Good	Very Helpful	Excellent
15/16	0%	1%	9%	42%	48%
14/15	0%	1%	15%	40%	44%
13/14	0%	3%	15%	46%	36%
12/13	0%	1%	15%	43%	41%

##### Comments if answered not helpful:

>> can sometimes be a little short (perhaps pressure of work) <<

>> Always greeted with smiley staff very helpful <<

>> always polite <<

>> Bad experience today around 6.20pm 27 January. Tried to discuss a concern with receptionist and she refused to engage. Made complaint to the Dr Situation was I arrived early and booked in. Another patient arrived later claiming same appointment time as me 6.20pm. It transpired they had been wrongly booked in with the Dr. Receptionist spoke to my Dr and he agreed to see them. They were taken before me when the Dr was already running late. I tried to discuss with the receptionist she refused to engage other than saying " Dr is running late" . I raised my concerns with my Dr who apologised and said he would speak to receptionist. The lack of engagement by your receptionist and her arrogance is my main concern. I was powerless to change the situation and was delayed even longer due to her actions. I am a professional adult and felt the receptionist was hiding behind a standard response and not engaging with your complaints policy which encourages resolution by discussing with party involved. <<

>> they are always helpful and kind <<>> Unlike my previous surgery, receptionists here seem to be kind helpful and not judgmental. They even pick up the 'phone! <<

##### 3 How do you rate our current opening hours, including our evening commuter surgeries

	Poor	Fairly Good	Good	Very Good	Excellent
15/16	1%		17%	47%	32%
14/15	1%	3%2%	17%	45%	35%



13/14	0	3%	33%	47%	17%
12/13	0.5%	2.0%	32.0%	41%	24.5%

**Comments if answered poor:**

>> You used to have emergency surgeries on Saturday but not now, they were very helpful <<  
 >> always greeted with smiley staff very helpful <<

>> the hours are probably FAIR but it is so hard to get an appointment as i can only do evenings <<

>> I would appreciate an early morning commuter session. <<

>> Always attentive, very helpful, very knowledgeable, was brilliant when i had a heart attack <<

>> Always polite. Always helpful. Try to get you an appointment when possible. <<

>> the reception staff are the best i have ever encountered, always helpful in getting appointment for myself and my family <<

>> Lunchtime closures make sense for surgery staff but not for patients unreasonable to expect more weekend hours but they would be helpful <<

>> Saturday opening <<

>> Don't really know as I haven't used surgery in the evening recently <<

>> closed Saturdays <<

**4a Are you registered with our on-line services?**

	No	Yes
15/16	67%	33%
14/15	72%	28%
13/14	70%	30%
12/13	78%	22%

**4b How do you rate on-line appointments?**

	Poor	Fair	Good	Very Good	Excellent
15/16	1%5%		24%	37%	33%
14/15	4%	1%	19%	35%	41%
13/14	1%	9%	29%	39%	22%
12/13	8%	9%	28%	39%	16%

**4c How do you rate on-line repeat prescriptions?**

	Poor	Fair	Good	Very Good	Excellent
15/16	1%	3%	25%	26%	45%
14/15	1%	4%	21%	27%	47%
13/14	5%	2%	38%	29%	26%

**Comments if answered poor:**

>> Not used <<

>> I haven't used it yet. <<

>> not yet used <<

>> online appointments work okay but I always have a problem with the prescriptions, the ones I need are not there and the ones I usually don't are <<

>> I now get chemist to organise repeat prescription as I was having trouble getting the prescription from GP surgery <<

>> do not tend to use there services for some reason <<

>> no answer from 2 emails, hence having to book a appointment <<

>> on a few occasions the prescriptions have not gone through, this has been quickly resolved by reception team. <<

**5a Thinking about when you have phoned, how do you rate the ability to get through to the practice**

	Poor	Fair	Good	Very Good	Excellent	Never tried
15/16	3%	1%	29%	37%	27%	3%
14/15	1%	5%	25%	38%	27%	4%
13/14	1%	14%	30%	38%	17%	
12/13	2%	9%	34%	35%	20%	

**5b How do you rate the ability to get medical advice from a clinician by phone?**

	Poor	Fair	Good	Very Good	Excellent	Never used
15/16	0%	2%	13%	28%	19%	38%
14/15	0%	3%	14%	28%	18%	37%
13/14	0%	4%	20%	25%	14%	37%
12/13	2%	7%	22%	42%	27%	(116 pts)

**Comments if answered poor:**

>> Between certain time or at specific times all fine <<

>> All of the times I've called the surgery they were never very helpful at all <<

>> Its helpful to have a call when that is all that is needed and the few times I have done so have worked v well <<

>> only tried to get advice once by phone in last three years and the Dr called back. I rate her highly as my GP anyway so knew she would. <<

>> You are getting busier it seems! <<

>> seems like they prefer you not to do this? <<

**6 How quickly do you usually get to see a doctor?**

	Same day	Next working day	Within 2 -3 days	Within 3 -4 days	Within 4-5 days	5 days or more	A day of my choice	n/a
15/16	41%	26%	24%	4%		1%	1%	3%
14/15	39%	29%	25%	2%		1%	1%	3%
13/14	36%	30%	26%		4%	2%		2%
12/13	38%	27%	27%		4%	1%		3%

**6a If you need to see a GP urgently, can you normally get seen on the same day?**

	No	Yes	n/a never needed an urgent appointment
15/16	2%	75%	23%
14/15	1%	71%	28%
13/14	3%	73%	24%

**6b How long do you usually have to wait at the practice for your consultations to begin?**

	5 Min or Less	6-10 Min	11-20 Min	More than 20 mins	More than 30 Min
15/16	17%	45%	29%	9%	
14/15	16%	46%	30%	8%	
13/14	14%	42%	34%	10%	
12/13	9%	69%		21%	1%

**7a How thoroughly did you feel the doctor asked about your symptoms and concerned about how you were feeling?**

	Poor	Fairly Well (Fair)	Well (Good)	Very Well (Very Good)	(Excellent)
15/16	1%	3%	16%	80%	Not used
14/15	1%	3%	12%	84%	Not used
13/14	1%	7%	15%	42%	35%
12/13	1%	2%	13%	38%	46%

**7b** How well did you feel the doctor listened to what you had to say?

	Poor	Fairly Well (Fair)	Well (Good)	Very Well (Very Good)	Excellent (Excellent)	n/a
15/16	2%	4%	20%	74%	Not used	0%
14/15	0%	3%	13%	84%	Not used	0%
13/14	1%	4%	13%	35%	47%	0%
12/13	0%	2%	15%	38%	45%	

**7c** How well did the doctor put you at ease if you had a physical examination?

	Poor	Fairly Well (Fair)	Well (Good)	(Very Good)	Excellent	n/a
15/16	0%	1%	8%	79%	Not used	12%
14/15	0%	3%	9%	82%	Not used	6%
13/14	0%	3%	10%	35%	40%	12%
12/13	0%	2%	17%	33%	48%	

**7d** How well the doctor explain your problems?

	Poor	Fairly Well (Fair)	Well (Good)	(Very Good)	Excellent	n/a
15/16	1%	4%	14%	72%	Not used	9%
14/15	1%	4%	13%	81%	Not used	1%
13/14	1%	4%	14%	42%	35%	4%
12/13	1%	2%	20%	36%	41%	

**7e** How well did the doctor involve you in decisions about your care and any treatment?

	Poor	Fairly Well (Fair)	Well (Good)	Good (Very Good)	Excellent	n/a
15/16	2%	4%	15%	71%	Not used	8%
14/15	1%	5%	12%	78%	Not used	4%
13/14	2%	5%	17%	34%	34%	8%
12/13	0%	3%	17%	33%	47%	

**7f Given appointment duration times are limited did you feel that amount of time your doctor spent with you today was adequate?**

	Too Short	Just Right	Too Long	Does not apply
15/16	4%	92%	0%	3%
14/15	5%	93%	0%	2%
13/14	4%	96%	0%	

**Comments if poor answered to any questions**

>> felt I was given antibiotics too quickly as they disagree with me <<

>> between too short and just right, my Dr always makes time but maybe more time would be better so he is less rushed/under time pressure <<

>> I had a back problem, I had to go Dr Singh get a better treatment <<

>> Always feel as though I have been rushed. So much so I forget to ask things. I try never to go to GP partly for this reason as I feel like I am taking up their time <<

>> But it wasn't a new symptom. <<

>> get fobbed off a lot and do not get to the root of the problem and don't seem keen to refer you unless you come in 5 or 6 times. not taken seriously <<

>> My Dr normally very dismissive not easy to talk too <<

>> I sometimes feel she is distracted and doesn't have adequate time to do things so is rushed which can mean poor decisions are made, especially for evening appointments. <<

>> listened to my problem <<

**8 Overall how would you describe your experience of your GP surgery?**

	Poor	Fair	Good	Very Good	Excellent
15/16	1%	4%	5%	43%	47%
14/15	0%	1%	7%	40%	52%
12/13	0%	3%	22%	38%	37%

**9 About You**

a) Male or Female?

Male	Female
38%	62%
37%	63%
30%	70%
35%	65%

b) Age

<16	16-44	45-64	65-74	>75
4%	37%	39%	12%	8%
3%	38%	38%	12%	9%
5%	35%	40%	15%	10%

c) Long Term condition?

<b>Yes</b>	<b>No</b>	<b>Don't know /cannot say</b>
38%	31%	1%
36%	61%	3%
46%	49%	5%
29%	70%	1%

d) Ethnic Group

<b>White</b>	<b>Black</b>	<b>Asian</b>	<b>Mixed</b>	<b>Chinese</b>	<b>Other</b>
94%	2%	1%	1%	1%	1%
95%	1%	1%	1%	1%	1%
94%	2%	1%	1%	1%	1%
94%	0.5%	1.5%	1.5%	0.5%	2%

e) Which of the following best describes you

<b>Employed</b>	<b>Unemployed</b>	<b>Full Time Education</b>	<b>On Long-Term Sickness</b>	<b>Looking after home/family (Homemaker)</b>	<b>Retired</b>	<b>other</b>
64%	2%	6%	1%	4%	18%	5%
63%	3%	5%	1%	5%	21%	2%
56%	2%	3%	2%	8%	28%	1%
58%	3%	2%	1%	8%	26%	2%

**Comments**

**Is there anything good about Holbrook Surgery?**

- >> I have been at the surgery for over 16 years, and the receptionists are the best they've ever been <<
- >> always able to make an appointment within a few days <<
- >> always get an appointment no problem <<
- >> My Dr is wonderful <<
- >> The Dr was extremely through and really helpful she ensured she found me a solution to put at ease and was a really pleasant lady too <<
- >> everyone is very friendly <<
- >> I find the receptionists a pleasure to speak to - always listen to situation and encouraging to find the best appt solution. Also very accommodating with booking for my daughter. <<
- >> receptionist very friendly doctors seem very good, car parking excellent, easy access when calling surgery <<
- >> staff are always very careful <<
- >> the team are brilliant <<
- >> this whole experience, we have always been totally satisfied <<
- >> Always able to get an appointment, every always helpful <<
- >> always helpful and quick appointments <<
- >> BRILLIANT! <<
- >> can nearly always be seen. very friendly staff <<
- >> clean friendly varied service, Dr woods <<
- >> Doctor is wonderful he always makes me feel at ease and i trust him <<

>> Dr is fantastic. <<  
>> I have never had any complaints, all staff extremely helpful & polite, Dr always fantastic helpful and professional. <<  
>> Like to check-in machine <<  
>> likes the check in screen <<  
>> service is always excellent <<  
>> the surgery has given me confidence to be able to ring I'm always given a appointment, Holbrook surgery understands patient care <<  
>> there is no doubt this is an excellent surgery and we are very fortunate to be registered with you. <<  
>> usually very good service <<  
>> very friendly service <<  
>> very good always get appointments when i need them <<  
>> very happy, never experienced anything bad <<  
>> yes good and spacious never any problem there <<  
  
>> All staff very friendly and helpful at all times. <<  
>> always made welcome <<  
>> appreciate the ability to get appointments so quickly with doctor of choice, have always been very happy with the surgery <<  
>> Appointments are very accessible, referrals are always made when needed <<  
>> Easy to make appointments. <<  
>> everyone at the surgery is extremely helpful and friendly, my doctor is friendly, puts me at ease and give time for proper conversation regarding any medical problem with this time restrictions <<  
>> Everything about Holbrook excels the stories I hear of other surgeries. Appts are easy to make and plenty of availability. Reception staff are welcoming and professional (a rarity!) And I cannot rate Dr Liu highly enough. The kindest, most informative doctor. An absolute asset to the surgery. I feel so lucky to be a member of Holbrook. You remember that you are dealing with people. Thank you all! <<  
>> everything reception doctors nurses <<  
>> excellent reception staff and usually very prompt answering phone calls <<  
>> Excellent service and can always get an appointment-particularly for the children. <<  
>> excellent service, caring prompt and efficient <<  
>> Friendly reception staff, very professional doctors, always able to get an appointment <<  
>> have known Dr for 16 years, always feel welcome when I visit <<  
>> I hear plenty of complaint but I have never had a problems getting a appointment <<  
>> Just about everything. best I've ever known. <<  
>> overall very happy with everything <<  
>> The friendliness of the staff, very efficient and caring was especially touched when Dr rang us personally following the death of my Father in Law <<  
>> the prompt service, the range of the doctors, <<  
>> Variable clinic times. <<  
>> welcoming and efficient <<  
  
>> Everything is good. <<  
>> Friendly, relaxed, seating well-positioned and good magazines!. <<  
>> Late night appointments are really useful for me as it can be difficult to get out of work to go to the doctors. <<  
>> Love my Dr, but wish it wasn't such a wait to see her. <<  
>> my usual GP is the best, in my opinion Holbrook works hard to deliver a caring and professional feel, my Dr has provided a fantastic service to my family <<  
  
>> I have only been registered with Holbrook for 6months but have been very pleased with the service I have received, from Drs receptionists and nurses <<  
>> excellent all round, all staff very helpful <<  
>> friendly receptionists <<  
>> good level of family care <<  
>> have always found the staff and doctors always very helpful <<  
>> its very close to where i live, before i moved here had to get buses to the doctors <<  
>> nurse appt times difficult to get booked <<  
>> very convenient location + parking <<  
>> Very happy with the surgery and doctor. Sad when Dr Heath left as we had followed him from the previous surgery but very happy with Dr who is excellent. <<  
>> we find the receptionist exceptional, always polite and helpful, couldn't wish for better care from them all <<

>> All in all satisfied with doctor and with services provided by surgery. <<  
>> Appears well run and efficient. <<  
>> Be good to know the late times. Working full time is difficult to get here by 7pm. <<  
>> Dr is good but hard to get to see her and she is my GP! Like he fact it is a smallish surgery <<  
>> Drs are always helpful, receptionist always happy same day appointments cant fault wouldn't go anywhere else <<  
>> friendly, of doctors, especially Dr Liu and Dr Williams, friendliness of receptionist knowledge, concert taken in appointments <<  
>> Good range of specialist GPs <<  
>> helpful and friendly <<  
>> I feel very lucky to be a patient at this surgery, <<  
>> It is a very good surgery all round. I hear other people complaining about their surgeries and that they can't get appointments but Holbrook is just wonderful. Long may it continue. <<  
  
>> most of the time I manage to get an appointment the same day <<  
>> Online appointments service is very good <<  
>> reception staff are always helpful <<  
>> receptionists are very friendly and helpful. <<  
>> very friendly doctors and staff, i get the feeling i am being well cared for by professional caring people <<  
>> yes the reception <<  
  
>> always clean and tidy, doctor is always helpful friendly. Dr is a credit to your surgery <<  
>> always get an appointment quickly if needed ,good support from reception staff and nursing staff, you supply all the support that we have ever need over the past 20 years <<  
>> always receive great service on the phone, doctors always helpful. 1st class service. <<  
>> best doctor i have ever been a patient off, best reception team, all others are usually horrid & grumpy. <<  
>> Dr is a brilliant doctor! Really pleased. <<  
>> Dr is fantastic he will always call me back, he has been very understanding and the only doctor i trust <<  
>> everyone very pleasant and helpful <<  
>> I do not have anything negative to say about the surgery, I really cannot express the kindness and helpfulness of everyone who is employed. <<  
>> professorial, well operated, approvable <<  
>> surgery is excellent <<  
>> the parking, also very friendly receptions, also very helpful <<  
>> the whole experience is good, particularly online services and electronic repeat prescription <<  
>> very good practice, nice atmosphere ,efficient excellent relationship with my GP <<  
>> we changed to this surgery because it was closer to us and because we were not satisfied with previous surgery, we have been here for several years now and have only ever received excellent treatment by you all <<

### **Is there anything that could be improved about Holbrook Surgery or any other comments?**

>> Not at this point. <<  
>> The only issue is the waiting times can be lengthy <<  
>> could do with wife. <<  
>> Dr needs to explain more not tell you to look it up on the internet, <<  
>> getting busier though which is not great for app <<  
>> more on line facilities, wifi in waiting room <<  
>> Nurse availability not very good <<  
>> Communication training for some reception staff. Also familiarisation with your complaints policy which encourages informal direct resolution. I am a professional manager working in public service and familiar dealing with concerns raised. What I experienced was poor and made my blood boil. <<  
  
>> More evening appointments would be great. <<  
>> No <<  
>> speedier appointment availability <<  
>> waiting time at surgery <<  
>> A good environment and easy parking. Ability to change drs, with good understating of condition. <<  
>> No <<  
>> availability of appts with asthma nurse, very rarely my doctor <<  
>> lunch time hours? (not essential!) <<  
>> waiting time in surgery are too long <<



>> Find it difficult to go online appointment. <<  
 >> I always wish the door to enter the surgery could be changed so you didn't have to fully grasp the handle to open the door. It's a great way to share germs with everyone who comes to the surgery! <<  
 >> Shorter waiting times. <<  
 >> Wish I could get to see my own GP more as I hardly ever go to GP and annoying when I can't see her for a week or so as I only ring when its important. Wish I had more time with GP. <<  
 >> go back to how you used to organise appointments take an interest in what is wrong with patients, prescribe medicine when will help with this, root of the problem and stop fobbing us for months <<  
 >> i consider Holbrook's services overall to be excellent, would find online services very helpful <<  
 >> I have never had a negative experience in the years I have been a patient. <<  
 >> No <<  
 >> very pleased with our DR <<  
 >> Difficult to answer questions. Visit for granddaughter seen promptly. Good result. <<  
 >> have not always felt doctor is interested <<  
 >> keep waiting times to a minimum 20mins and not acceptable <<  
 >> More later appts <<-  
 >> No, always pleased with the service. <<  
 >> the only thing I found annoying was Dr never runs on time and when i had my appointment there was quite a few times people knocked on the door within 15mins <<  
 >> the waiting time can at times be longer than expected however this is fine as it shows patients are getting the care they need, but perhaps a expected waiting can be advised by reception on arrival or on the online system can send a comms to advise your waiting time <<  
 >> Weekend opening and blood tests would be great. <<  
 >> No, always pleased with the service. <<

## Appendix 5

### Current Opening times

	Surgery	Telephone
<b>Monday</b>	8.00 am - 6.00pm	8.00am - 6.30pm
<b>Tuesday</b>	8.00 am - 8.00pm	8.00am - 6.30pm
<b>Wednesday</b>	8.00 am - 8.00pm	8.00am - 6.30pm
<b>Thursday</b>	8.00 am - 6.00pm	8.00am - 6.30pm
<b>Friday</b>	8.00 am – 6.00 pm	8.00am - 6.30pm
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

## Appendix 6

Very strong results again, well done to all.

Generally an improvement across the board. Well done everyone  
 Happy for the survey results to go out as they are.  
 Thanks again

