

## Holbrook Surgery Patient Survey 2013/14

This years questionnaire was based as much as possible on previous years in order that results could be compared where ever possible. This would allow the surgery to identify any problem areas or areas that have been seen as a success.

As the online services are still relatively new, addition questions about usage of this service were added. An answer of 'not applicable' on some of the questions was also added and the comments box limited to the end of the main questions rather than after each sub-question.

The questionnaire was circulated to the PRG for approved before commencing the survey in November 2013. There were some changes suggested (Appendix 6). Due to time pressures they were not included this year, but would be taken into consideration for next year.

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

The member ship of the group remains unchanged from last year. The group consists of the following

5 males aged between 20 – 59  
6 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.

### Questionnaire

The questionnaire was based on last years with the inclusion of a section on the online services. 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 December 2013 and January 2014, one of the busiest times of the year. Questionnaires were handed to patients attending the surgery and also available for online completion via the surgery website. The recommendation for a successful survey is that at least 50 questionnaires are completed per GP and this was achieved.

A total of 378 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 were very 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. Last years action plan was reviewed and discussed:

#### 1 Lunchtime Activity

Patient telephone calls to the surgery during the lunch-time closing (between 1- 2pm) had been monitored over 2 one month periods. The average calls logged by the computer worked out at less than 2 per lunch time, this included those seeking the advice of the duty doctor. Similarly, the average number of patients trying to access the surgery in person between those times was also less than 2 per day.

It was felt that this was due to the location of the surgery being situated in a residential area. Unlike most of the other surgeries that were town based. It was felt that patients were unlikely to make a visit here from work etc as it would have to be in their lunch hour and it would most probably have to be by car. Town centre surgeries would have patients calling in as they were wandering around the town.

#### 2 Opening Times

New posters had been produced to put on the front door stating the surgery opening times. The design of the surgery website was also revisited.

There was a discussion around access to the surgery especially the lunchtime openings. 97% rated the opening hours as good or above.

Everyone concluded that there was not a demand, at this stage, for lunchtime opening, but it would be reviewed again in the future.

#### 3 Telephone System

The current telephone contract expires around August 2014 but until then the surgery had introduced a local number which could be used as an alternative. The survey results demonstrated that it was being used by half the patients with no significant change in the ability to access the surgery by phone.

The surgery is already discussing what functionality would be required for a new telephone system. Negotiations with various telephone providers would start later in the spring to allow adequate time for proposals to be assessed and a new contract agreed.

#### 4 Weight Awareness and diabetes risk

Over the year there had been various displays in the surgery linking the increased risk of developing diabetes with weight. Access to 'Why Weight' and the 'Well being hub' was also advertised. Both of these organisations can be accessed directly without a referral from the GP and they offered practical advice on weight loss and healthy living. Unfortunately, the incidence of Diabetes and obesity in the surgery population is still on the increase which reflects the national trend.

There was a general discussion about the whole of the survey and everyone was pleased with the results accepting that it was a fair representation of the surgery as a whole.

Highlights of the discussion were

### General points

Of the patients completing the survey the average number of visits to the surgery was 4 times per year. This is still lower than the national average which still stands at 5.5 unchanged since 2009. Again this was attributed to the surgery demographics, i.e. young, working population. (Appendix 1)

Increasing patient numbers:

There was concern about the continued growth of the surgery. (Appendix 1.1) The surgery building was originally designed for 12,000 patients, but it currently stands at 14,650 patients. The growth had been consistent over the last few years and has shown no signs of slowing down, in spite of restricting registration to patients with the practice boundary. The practice boundary was agreed around 2005 and has remained unchanged since then. Any further changes in practice area would have to be agreed with the local NHS Area team who have been informed of Holbrook's situation, but to date have not had any suggestions on how it should be addressed.

Increasing patient numbers obviously puts a strain on the surgery in terms of appointment capacity, medical and administrative work load in a building that has finite space. In spite of this, the survey reflected the fact that patients were still very happy with the service and treatment they received, but it was felt that any further growth would put these at risk.

The main concern was the NHS proposal to abandon practice areas completely and how Holbrook would cope. At the moment at least 5 families per week are turned away as they do not live in the current practice area.

### Services and Treatment

The survey showed that patients were very pleased with the treatment they receive from the GPs and there has been some improvement in these areas. Obviously, there is some disappointment when a small proportion scores poor, but there is an acceptance this happens. There was some discussion about how to improve these areas with no clear solution. The feeling was that these low scores could be attributed to increasing patients expectation of impossible time scales and disappointment when treatments they would like were inappropriate eg antibiotic prescribing.

The number of patients with a chronic disease remains relatively stable. (Appendix 3) Chronic disease consultations constituted a significant of GP appointments this year, an increased from 29% to 46%. This was probably due to the increased monitoring of chronic diseases.

The survey was discussed at length and the results seen as very positive across all the questions with a general increase in satisfaction compared to last year. The change to the comments box to the end of each main question was seen as being an improvement but felt still gave unfair weight to negative points. In general less than 2% of patients added a comment to any individual question. The comments were all assessed in their own right to ensure any improvement in services could be considered and if possible implemented, but there had to be a note of realism and what could practicably be achieved.

Comments which were personal in nature were removed. Although the comments box contained good and bad comments it was suggested that the comments box for next year was left more general.

Staff reported that there was an increasing patient expectation experienced daily on the telephone and front desk, but it was recognised that this was only a very small number of patients. The Incidence of 'abuse' on the front desk was still small, but never the less upsetting when it occurred. There were no poor scores in this year's survey when rating reception staff and all the comments were very good. This was again to be commended and reflected the care and professionalism that the receptionists endeavoured to promote at all times. There was an acceptance that although during the survey patients were happy this was not always the case, especially if the patients expectation was not fulfilled. There was a feeling that this 'expectation' in level of service was fuelled by the media.

#### Opening hours (Appendix 5)

These remain unchanged and there was no immediate necessity to remain open at lunchtimes and this was still seen as valuable time for meetings and any computer housekeeping.

#### On-Line Services

There are 30% of patients registered for the online services. Online appointments have been available for 2 years and in early 2013 this was extended to allow ordering of repeat prescriptions.

This was seen to be going well but there were problems encountered by patients. These were mainly due to 'cutting and pasting' token codes, security settings on the patients computer and forgetting passwords.

It was hoped that these problems would resolve over time as patients got used to the system.

### Staff Suggested Action Plan for 2014/15

- 1 More aggressive advertising of online services and its advantage being that appointments can be made or cancelled and repeat medication requested 24/7.
- 2 New telephone system August 2014.
- 3 Introduction of SMS text/email messaging.

## 2 PRG

The results of the survey were circulated to the PRG for comments and they were generally positive:

The results seem to be pretty consistent and generally improving slightly, so that's good.

From recent personal experience, I have found the online booking to be very helpful - reassuring if you need an urgent appt secured when the surgery is closed. It might be worth encouraging patients to register for this...

Well done for getting this done. And well done to the whole team for running such a great surgery.

Good

### PRG Suggested Action Plan from the comments

There were no comments relating to any possible actions / changes or review of services from the PRG.

## 3 Action Plans

### Implementation of Action Plans

Advertising Opening hours and online services

Ongoing

Telephone negotiations  
(Current contract terminates in August 2014)  
SMS / email messaging

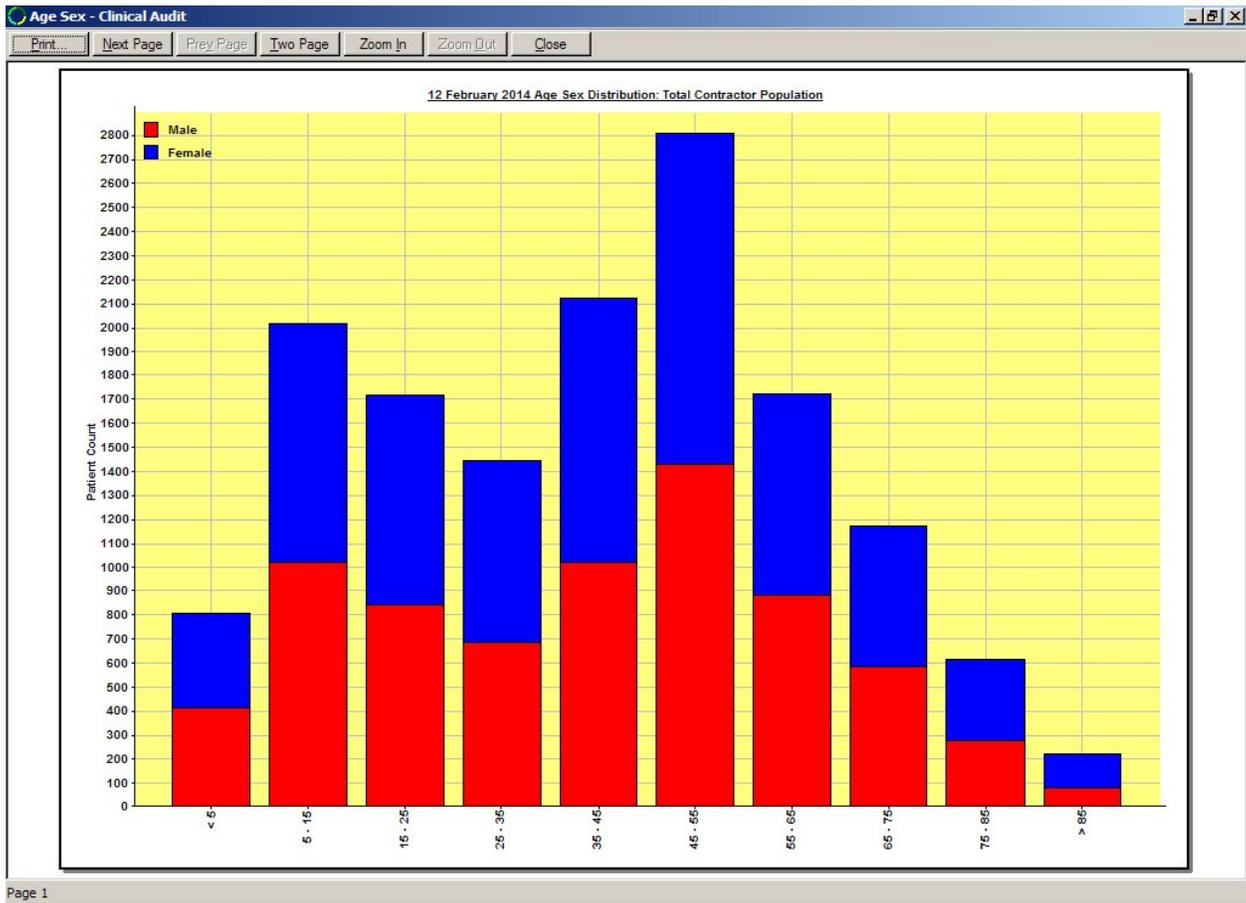
Ongoing 2013/4

Implemented when the software  
was available spring 2014

### Future Plans

#### Questionnaire 2014/15

Re-wording of some questions with a 'Go to' option if not applicable  
On-going Web based survey  
Review comments boxes  
Exploration of new telephony contracts



## Appendix 1.1

### Surgery patient numbers

(2000)	2010	2011	2012	2013	2014
(10,413)	13,440	13,440	14,270	14,590	14,655

Ethnicity Recorded	
Ethnic group not recorded	71.00
Ethnic group not given - patient refused	28.00
Bangladeshi	0.13
Black - other	0.13
Black African	0.18
Black and White African	0.08
Black and White Caribbean	0.26
Chinese	0.54
Indian	0.80
Other Asian	0.83
Caribbean	0.26
Asian and White	0.29
Pakistani	0.03
Other ethnic	0.80
White British	78.52
Irish	0.67
Other white ethnic group	18.55
Other mixed	0.88

## 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, Deputy 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**

	YEAR	11/12	12/13	13/14
Asthma		4.54%	4.69	4.64
Diabetes		3.21%	3.40	3.43
Hypertension		11.2%	11.2	10.93
Epilepsy		0.52%	0.49	0.45
Mental Health including Depression		12.26%	12.23	12.12
Stroke		0.85%	0.25	0.86
Heart Failure		0.20%	0.20	0.16
Chronic Kidney Disease		1.01%	0.93	0.85
Dementia		0.23%	0.29	0.27
Cancer		1.32%	1.30	1.26
Chronic Heart Disease		2.24%	2.14	2.06
Chronic obstructive Airways		0.7%	1.10	0.78

## Appendix 4 Survey Results

### Holbrook Surgery Questionnaire 2012 / 13 (With Comparisons to 11/12 where possible)

#### Holbrook Surgery Questionnaire 2013 / 14

(With Comparisons to previous years where possible)

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

	%
None	4
1 – 2	26
3 – 4	35
5 – 6	19
More than 7	16

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

	Not Helpful	Fairly helpful	Good	Very Helpful	Excellent
13/14	0%	3%	15%	46%	36%
12/13	0%	1%	15%	43%	41%
11/12	2.7%	3.9%	15%	35.2%	42.2%

Comments if answered not helpful:

Always polite and helpful

A credit to the surgery

Sometimes a bit surley

Between good and very helpful, but a couple of times have been a bit difficult regarding over the phone enquiries.

Did not require assistance

Very friendly, efficient and helpful

Staff are always helpful. Doctors are good and easy to get an appointment at short notice

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

	Poor	Fairly Good	Good	Very Good	Excellent
13/14	0	3%	33%	47%	17%
12/13	0.5%	2.0%	32.0%	41%	24.5%
11/12	2.4%	5.3%	14.5%	45.3%	31.5%

Comments if answered poor:

Could open on Saturday.

Evening surgery is very helpful for full time workers. Lunchtime closure for phone calls is inconvenient when restricted to calling at lunch break from work.

don't know them but always get an appointment, so happy

More flexibility & more evening sessions would be helpful to see practice nurses and GP's

I travel to and from London for work, I don't get home till 7.30pm, there aren't many out of work options for me could run a bit later

Don't know your hours

Can't comment haven't used evening surgery for years

Evening surgery? I commute to London so do not get back until 7.30.

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

	No	Yes
13/14	70%	30%
12/13	78%	22%

4b How do you rate on-line appointments?

	Poor	Fair	Good	Very Good	Excellent
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
5%	2%	38%	29%	26%

Comments if answered poor:

- No used for repeats yet
- Not used for repeat prescriptions
- Not used it.
- Can't remember.
- Not used online repeat prescriptions yet.
- not used yet
- use email, not online
- Signed up but haven't used yes
- Not used yet
- I've had problems being able to get repeat prescriptions online and end up having to ring up or come in.
- Not used as yet as not long registered
- I need to try and register again
- Sorry me and computers do not mix
- cant access it now, good to begin with.
- not available
- not used either yet
- Was not aware of the online service

5a Which telephone number do you use to get through to the surgery?

01403 339818	08448 151072
50%	50%

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

	Poor	Fair	Good	Very Good	Excellent
13/14	1%	14%	30%	38%	17%
12/13	2%	9%	34%	35%	20%
11/12	6.9%	37.5%	24.5%	22.8%	19.9%

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

	Poor	Fair	Good	Very Good	Excellent	Never used
13/14	0%	4%	20%	25%	14%	37%
12/13	2%	7%	22%	42%	27%	(116 pts)
11/12	2.9%	16.9%	20.5%	38.8%	20.9%	

Comments if answered poor:

new patients...first time here

Sometimes follow up call has been hours (up to 8 hrs) after requested it or when receptionist said would be called which hasn't been helpful at all.

I always book online

Not tried yet

would be good to make appointments during lunch time

I work at the hospital and this surgery is one of the easiest to get through to and staff are always good natured and helpful

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

	Same day	Next working day	Within 2 -3 days	Within 4-5 days	5 days or more	n/a
13/14	36%	30%	26%	4%	2%	2%
12/13	38%	27%	27%	4%	1%	3%

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

No	Yes	n/a
3%	73%	24%

6c 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
13/14	14%	42%	34%	10%	

12/13	9%	69%		21%	1%
11/12	1.8%	5.8%	11.5%	48.8%	32.1%

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

	Poor	Fair	Good	Very Good	Excellent
13/14	1%	7%	15%	42%	35%
12/13	1%	2%	13%	38%	46%
11/12	0.1%	3.9%	15.5%	36.6%	43.9%

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

	Poor	Fair	Good	Very Good	Excellent	n/a
13/14	1%	4%	13%	35%	47%	0%
12/13	0%	2%	15%	38%	45%	
11/12	2.5%	3.9%	11.5%	16.6%	65.5%	

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

	Poor	Fair	Good	Very Good	Excellent	n/a
13/14	0%	3%	10%	35%	40%	12%
12/13	0%	2%	17%	33%	48%	
11/12	1.5%	1.9%	10.5%	33.6%	52.5%	

7d How well the doctor explain your problems?

	Poor	Fair	Good	Very Good	Excellent	n/a
13/14	1%	4%	14%	42%	35%	4%
12/13	1%	2%	20%	36%	41%	
11/12	2%	3.4%	10.5%	34.1%	50%	

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

	Poor	Fair	Good	Very Good	Excellent	n/a
13/14	2%	5%	17%	34%	34%	8%
12/13	0%	3%	17%	33%	47%	
11/12	2%	1.4%	10.5%	34.1%	52%	

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
13/14	4%	96%	0%

Comments if poor answered to any questions

But very busy, running an hour late, due to emergencies new patients...first appointment

I have been in & out of the surgery with similar problems for 3 months. One doctor refused to check BP, finally after demanding blood tests I may have an answer.

generally excellent

Does not have much time for me, maybe not their fault

Told did not have time to fit me in and to make another appointment

Didnt seem interested told me to come back within 5 weeks!!!

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

	Poor	Fair	Good	Very Good	Excellent
12/13	0%	3%	22%	38%	37%

9 About You

a) Male or Female?

Male	Female
30%	70%
35%	65%

b) Age

<16	16-44	45-64	65-74	>75
5%	35%	40%	15%	10%
1%	37%	37%	16%	9%

c) Long Term condition?

Yes	No	Don't know /cannot say
46%	49%	5%
29%	70%	1%

d) Ethnic Group

White	Black	Asian	Mixed	Chinese	Other
94%	2%	1%	1%	1%	1%
94%	0.5%	1.5%	1.5%	0.5%	2%

e) Which of the following best describes you?

Employed	Unemployed	Full Time Education	On Long-Term Sickness	Homemaker	Retired	other
56%	2%	3%	2%	8%	28%	1%
58%	3%	2%	1%	8%	26%	2%

We are interested in any other comments you may have . Is there anything particularly good about Holbrook Surgery:

- The fact that my doctor specializes in neurological conditions, means that I have a lot more confidence with the fact that he will give me the correct information as I have Epilepsy. I have had GP's in other surgeries who gave me incorrect medication due to the Epilepsy.
- Everyone is friendly and helpful. I am glad I don,t have to ring up on the day to get an appointment. I like that I can get an appointment in the future that suits my work. I have had dealings with other surgeries in the area and really feel holbrook is the est.
- kind and attentive doctors and the services offered by the nurses are very good.
- Dr is great doctor who never makes you feel you're wasting his time no matter how small the problem may be. He has been very supportive in trying to treat my on going problem with headaches and he would always be my first choice of doctor if I was unwell.
- Very helpful pleasant staff
- Couldn't wish for a better doctors surgery always helpful and never wait for an appointment
- My first time here so unable to comment really but lie the idea of online services and have used online booking system
- The ease to always get an appointment the same day . Always feel the GP is listening
- Always very reliable and efficient
- Holbrook has always felt like a happy well run surgery in the many years we have attended
- Always manage to get an appointment to see and doctor if my doctor not available,
- Compared to partners surgery it is far easier to see a doctor at Holbrook. It has always been an excellent surgery, in my opinion.
- Yes. The waiting rooms are excellent, good to relax in. Very comfortable, spacious, the general atmosphere.
- Receptionists are very helpful and Dr Woods is very understanding
- we are very satisfied with the surgery and service
- Very helpful.
- A Doctor can always be seen even if your own doctor is not on duty.
- Clean warm & good staff.
- On the whole excellent.
- Always a very friendly atmosphere
- Very helpful - pleasant staff
- couldn't wish for a better doctors surgery, always helpful and never wait for an appointment
- My first time here so unable to comment really, but like the idea of online choices and have used online booking system
- The ease to always get an appointment the same day Always feeling the GP is listening
- Always reliable and efficient
- Holbrook has always felt like a happy, well run surgery in the many years we have attended.
- Dr Williams, Woods and Heatley are very attentive and I feel comfortable discussing any health issues with them.
- You can generally get an appointment quickly & whenever you need to.
- Nice waiting room, plenty of space and comfortable
- Everything is good about the surgery. We are fortunate to have it.
- Staff & Doctors very friendly & parking excellent
- It is accessible, clean, efficient and family friendly
- I praise you to other people. What a good surgery and always give support when needed. Keep up the good work.
- I like everything about the Doctors and surgery
- friendly professional staff always
- I am very pleased with care I have received
- yeah, my doctor - Williams
- all facilities are very good
- Friendly trustworthy, Doctors are consistently good and caring.
- service is very good get to see our gp which is helpful
- Everything is good about the surgery, we are lucky to have it.
- pleasant waiting area and atmosphere,
- Doctors I have seen always very good, have lot of experience with GP surgeries through work and would rate this the best.
- yes lots of things

- I have always been fortunate enough to have a same day appointment whenever I call. The receptionists are always extremely courteous & very helpful, a credit to the surgery.
- always friendly and helpful
- it seems clean and efficient - not over friendly but very efficient this is what is needed! the online booking system is very very useful
- lots all excellent service
- Much 8improved to the service we used to get a few years ago.
- Generally very good, dr Williams takes her time and gives you the good advise and treatment.
- easy to park and close to home
- friendly, helpful and approachable.
- Always manage to get an appointment.
- Very fortunate to have the Holbrook so close to my home, excellent service and response to calls.
- the welcoming reception staff, most of the time
- very helpful receptionist, well run and good parking
- mostly offered appointments same day if you ring early. friendly receptionists, positive experiences with different gp's in practice.
- Friendly, good for getting appointments, male and female doctors available , change to the 01 telephone number.
- All the receptionist are very helpful.
- always very friendly staff
- its a beautiful place
- everyone really helpful
- Clean. Good magazines! Parking facilities . Staff always so helpful & go beyond what is reasonably expected to sort any problems out.
- Satisfied
- Good with baby vaccines. They have ECG facility.
- Dr Anderson is wonderful, she really takes time to listen and understand.
- Having moved I still come here as overall its so good
- Not really, just does what you want it to in a comfortable, polite and courteous manner
- Pleasant atmosphere - helpful reception - reception area spacious and comfortable.
- Location, very helpful reception staff
- very good nurse/doctor communication, I feel my health is well under control
- Easy parking, pleasant reception staff, pleasant waiting area
- Flexibility of appointment times
- surgery size not too big or overwhelming, a very pleasant atmosphere
- Car parking, usually possible to get an appointment quickly. Private services on the side.
- Overall experience is very good. Friendly staff on reception on arrival and treatment is to a very good standard.
- Parking good- and waiting areas ok.
- Very polite, helpful receptionists
- Online appointments
- The surgery is warm and welcoming
- Electronic check in and the doctors are friendly
- Its always helpful friendly and professional
- Good atmosphere usually prompt assistance from reception
- relevant days to suite me. Clean
- Always able to get an appointment within a few days Same day if very urgent. Good parking
- The ability to book directly with a GP with special interest rather than attend your own GP first (if you know what your needs are)
- Travel health advice is very good Online booking is very helpful Urgent appointments-staff are very helpful regarding these
- Able to get an appointment nearly straight away usually
- Very Helpful and friendly receptionists.
- Very friendly safe environment with plenty of good reading material to take your mind off things before seeing Dr or other
- Yes! Patients since 2000 - delighted with help given by all members of staff, at all times
- very good service very good at treating children and emergency appointments. I have seen several doctors and have had good experience with them all.
- All the staff are always very helpful and friendly.
- All fine
- efficient booking in system for appointments
- The receptionists are polite and helpful
- Everything...the best surgery in Horsham
- Helpful receptionist, warm and comfortable surgery to wait to see the doctor.
- All doctors and staff are always helpful and pleasant
- No complaints about anything - all good
- Seen various doctors, all very helpful! put at ease and very comfortable
- Yes everything
- Yes the combination of both receptionists and doctors seem to be a very good team all round, long may this continue, I tell my friends all about our surgery and they don't get the same attention, we are lucky here
- All fine
- Not having to wait too long for an appointment
- Availability of appointments
- Wonderful staff - v helpful, great booking system for appointments
- I feel very privileged to be a patient at Holbrook, The service is A class and I have no complaints

- Always very accommodating
- They are all very helpful at reception and Dr Liu gives as much time as you need, excellent service
- Staff very helpful, always willing to offer advice and do their best to fit appointments in, doctors are excellent and provide excellent care to myself and my kids, always involved in discussions about treatment
- All of it
- Best Surgery i have ever experienced
- Dont change it if its not broke!
- Although there are signs up stating don't use mobile phones, this is ignored by patients and I feel should be policed better.
- Brilliant that me & my family can get to see a doctor same day or next day when required, having young children often calls on this requirement & we are very impressed with Holbrook surgery.
- The appointment system is brilliant compared to other surgeries in the area - please don't change!
- Can always get an appointment
- Always Very Helpful
- Love that we can ring up and get appointment same day
- Very Happy with the entire set up at the Surgery
- Short appointment times and staff very friendly
- Seen promptly. Easy to get appointment
- Excellent service in terms of booking appointments and speed of getting an appointment, normally same or next day.
- you can always get through and are often seen within a day. you can make appointments less than a week in advance unlike some other surgeries
- Finally, a local number to make appointments on.
- Everyone very pleasant and helpful
- Very satisfied
- Prompt service, courteous reception team. Plenty of spce/seating area
- The receptionists are fantastic and appointment availability is exceptional
- Nice place
- Friendly and helpful
- Yes
- Brilliant surgery
- Welcoming staff. Careful Doctors
- Ability to get appointments within short time scale. Friendliness of staff
- Cleanliness, parking, service and all staff and doctors are excellent.
- You provide a great service, in addition to comfortable waiting areas. Also, the local phone number is very good.
- Excellent service from doctors, nurses and receptionists.
- Professional, clean, availability is god. Nurses are fantastic! Thank you
- very helpful at all times and very understanding
- Dr Woods has always been brilliant and the receptionists are very good and helpful
- Professionalism of the team.
- I would rate Holbrook Surgery highly 10 out of 10 for everything
- I like how easy it is to get an appointment at short notice
- Staff are always helpful Doctors are good and easy to get appointment at short notice
- Good surgery. Very helpful and caring
- You can always see another GP if your registered one is not available
- As you will see from the above questions I am very pleased with the surgery. I think it is well run and managed and I have always found the doctors sympathetic and approachable.
- Yes, have always been seen promptly, and with care and attention. Very pleased with service.
- Easy parking. Continuity of care. Very friendly practice.
- Availability of appointments. Ease of access.
- Friendly & helpful.
- some doctors are more considerate than others, also some seem to be more patient than others e.g. let you explain and not feel rushed.
- a feeling that clock watching is the essence. more holistic replies sometimes would be encouraging.
- neat tidy clean and welcoming. staff helpful and kind
- very good environment
- great service throughout in all areas. it's a pleasure to be ill sometimes!
- Holbrook Surgery is serving me very well at the moment.
- Staff very efficient, friendly. Practice warm and welcoming and comfortable
- I am very happy with the surgery
- Seats are comfy
- Good building and facilities. Nurses are excellent. Swell staff. Just need to change our GP.
- Ease of getting an appt. Can normally see my GP within 24 hours, usually the same day
- Most things are good about Holbrook Surgery
- Yes they hold regular asthma clinics and send reminders to attend this and also flu jabs. The waiting room is comfortable and there is adequate parking. I have complete confidence in the doctors and the services provided
- I would rate Holbrook Surgery highly - ten out of ten for everything
- I would like to say how easy it is to get an appointment at short notice
- Fantastic Surgery When I need to see female doctor it has been easy to arrange and they are fantastic too
- All excellent experience for all persons contacted
- Very helpful in all departments

-Its Fine

-I only registered last week and everything so far has gone very well.

-Much that is good, especially when I hear of others experiences. The ability to obtain an appointment is important and this happens at Holbrook.

-Availability of appointments, parking and nearby chemist.

-very friendly receptionists. very knowledgeable doctors

-staff very polite and friendly. very prompt service

-very thorough and helpful

-Everything, exceptional surgery

-Friendly receptionists & helpful

-All very good. Excellent travel clinic. Dr is always very thorough. Thank you.

-Can always get an appointment

-No problems making appointments to suit me

-Atmosphere is good and positive. Staff friendly and want to help.

-Always very helpful

-Friendly, organised, caring. Availability good providing flexible about which GP to see.

-I feel the Doctors and staff are knowledgeable and very helpful

-Yes, friendly staff

-very caring, from receptionists to the Doctor. This surgery has always been great.

-All good. Feel relaxed about seeing any GP. Dr Heatley particularly helpful on skin issues.

-Compared to other local surgery standard is very high. Receptionists are very helpful & understanding.

-Always pleasant. Always able to get appointments in emergency. Great commuter surgery.

-Very pleased with everything

-Everything

-Car parking - roomy and free ! Comfortable waiting room, chemist opposite

-Fantastic surgery. When I needed to see female Doctors it has been easy to arrange and they are fantastic too.

-An excellent experience from all persons contacted

-Very helpful in all departments

-Its fine

## Any think that could be improved?

-It would be nice if the waiting area had a bit of a make over. I feel it feels a little tired.

-A bit more privacy when talking to receptionists or the ability to talk to them about sensitive issues where you couldn't be overheard in an open plan waiting room.

-Did not like ideal of deposit on heart monitor having been a patient for almost 20years

-no

-Nothing that springs to mind

-Feeling rushed.

-Maybe one more phone system, maybe 2 lines given the amount of patients.

-Cup of tea in the waiting room!

-Some drink - water?

-did not like the idea of deposit on heart monitor having been a patient at Holbrook for almost 20 years

-No

-Nothing that springs to mind.

-Opening phone lines at lunchtime

-Doctor's time keeping.

-Maybe a staggered lunch hour-especially the reception.

-No

-to make sure if the gp is in any doubt about the symptoms to refer to a consultant.

-Tried to discuss long term condition with the Doctor and what the needs etc for the future out of general practice time

-not exactly my taste in music over the tannoy but thats ok

-Waiting times

-Perhaps Saturday surgery

-waiting times for appointments! nearly always have to wait a considerable time, the radio is irritating if you feel ill, needs classical music.

-Maybe a staggered lunch hour - especially the reception

-weekend appointment's ie saturday morning would be useful when working in the week.

-Music after 7pm - it's awful!

-No. Very satisfied and happy with the surgery, maybe ditch the expensive 0844 telephone number and use enhanced service on the 01403 number.

-Nothing I can think of.

-no

-Keep it up!

-Waiting times for appointments.

-my experience with waiting times at the surgery have not been good. appointments often run at least 30 min late.

-Longer hours available.

-Acess doors to doctors! Rooms from wiating area!

-weekend and more evening opening.

- Always room for improvement.
- cant think of anything at the moment
- Online repeat prescriptions are not always clear if you have to come in to a particular doctore/nurse to revalidate or if this can be done any other way
- Do not think so
- Weekend contact number/doctor service
- For some appointment I would prefer to see a female doctor and would liike to be offered the choice, i am always asked who is your doctor first on the phone, but sometimes i would prefer an immediate appointment or a femal doctor.
- Weekend cover..111 being not fit for purpose, if one GP was on call once every 6/8 weeks it would be so much better
- The amonunt of time to see a doctor
- Nothing
- No
- opening hours to go back to being open for a couple of hours on a saturday if required by rota, I am happy about the present times however
- Keeping patients informed of delays
- TV in waiting area
- Nothing at all
- This is the best practice I have ever been with, it ticks all my boxes, I find everything quite satisfactory
- Not such stuffy reading material!!!
- No
- No
- Not at present.
- None that I can think of
- Tea and coffee?
- Slightly longer appointments
- could be open on sat a.m.
- Can't think of anything
- Better magazines and more of them
- Ability to make Lunch time phone calls
- Maybe to add the automated queing system to the local phone number.
- More people should appreciate the facility provided!
- The waiting time to be seen and the amount of appointments available on the day I call up also how long it can take to get through to the surgery first thing in the morning.
- The local landline number needs improving as never get through so end up calling 08448 number. Also, apppointment waiting times need improving as have been waiting for 40 minutes several times now.
- Possibly more evening/late opening and weekend cover
- No- I believe this practice works extremely well.
- Not reasonably!
- more evening surgety times
- feels like you are rushed through
- bring the music back to the waiting room
- perhaps a water dispenser for thirsty patients
- Waiting times. Water machine.
- Doctors timing, can be annoying when they run late and you are in a rush
- See above
- Maybe Saturday morning opening. As a shift worker it could be a help to me
- NO
- no
- Over the last year accessability has declined and waiting time increased.
- Receptionists more polite on telephone, whoever I spoke to was not very polite
- Weekend opening times needed urgently in view of the increasing population.
- Weekend opening. Sometimes it takes a long time for an online prescription to get to pharmacy. When it works well brilliant, when it's not working a real pain ,hastle for chemist and patients.
- No
- I was with Dr Heath. There was no consultation about re-assignment.
- No
- Miss Dr Heath's sense of humour, bring him back.
  
- it is very efficient but a bit impersonal. Would like to be put at ease a little more.
- Not that I can think of.
- Nothing
- Blood tests available?

### Any other Comments?

- I would be interested in knowing more about what is involved with a PPG as due to my busy working life this might not be possible
- We were very happy to move to this practice with Dr Heath and are very happy with Dr Paul Woods our doctor now
- We were very happy to move to this practice with Dr Chris Heath and are very happy with Dr Paul Woods as our doctor now.

- Doctor's time keeping is very poor - spent more than once waiting over 30 mins
- Our family has been glad to belong to this surgery over the years. Thankyou.
- I moved locally less than a year ago and am very happy to be registered @ holbrook surgery, it has a good reputation locally.
- Website could be improved, last time we looked some months ago..
- although i usually wait a while for my appointment to begin i dont feel this is an issue as i feel the medical advice is excellent and i dont feel that such a good service would be provided if the duration of patients appointments were reduced.
- no
- Horrible red seats!
- Waiting times
- Yes - waiting times. Doctor should treat patients individually.
- A Saturday morning surgery would be helpful
- Waiting times are sometimes too long, even with early morning/first appointment of the day. Receptionists are not always - welcoming/helpful.
- Weekend opening hours - ie Saturday mornings
- Open at weekends
- Maybe a saturday surgery
- Background noise in waiting room doesn't help patients to hear when being called
- Referrals to specialists could be quicker and easier process if symptoms are continuing and correct treatment is not effective.
- Nurse to take bloods instead of going to the hospital
- The waiting times are rather long sometimes
- Waiting times
- Having had dealings through another surgery of the 111 service I think this needs much improvement when you need a doctor to the house it does not happen
- often it is difficult to understand the patients name when they are called
- Punctuality, radio station, NHS referrals instead of instant pay
- I'm sorry no spare time, Work full time and studying two nights a week. But good luck though!
- If you ever need me for things that can be done from home, leaflets in envelopes etc, I can help
- no
- Regards the above question, had I been a lot younger I might have been interested
- I believe that the surgery is excellent and am very glad that I am a patient here and not elsewhere!
- This is not my nearest doctor's surgery but I continue to come here because the service & advice is so excellent.
- many thanks for a good job 10/10
- A great surgery. Many people I know use others in Horsham and complain that they cannot get appointments for several
- May need to look at increasing the length of appointment times allocated to each patient. I have no desire to move surgeons to
- be nearer here should future plans dictate change.
- Generally I feel all standards are very high. Thank you.

## Appendix 5

### Current Opening times

	Surgery	Telephone
<b>Monday</b>	7.55am - 6.00pm	8.00am - 6.30pm
<b>Tuesday</b>	8.25am - 8.00pm	8.00am - 6.30pm
<b>Wednesday</b>	7.55am - 8.00pm	8.00am - 6.30pm
<b>Thursday</b>	8.25am - 6.00pm	8.00am - 6.30pm
<b>Friday</b>	8.25am - 5.30pm	8.00am - 6.30pm
<b>Saturday</b>	Closed	Closed
<b>Sunday</b>	Closed	Closed

## Appendix 6

Many thanks for circulating again. My Comments.

3. Need a not used box
4. Need a phrase to say if ticked no go to Q5.
- 5a. need a 0 on front of the first 8
- 6a. The question can be a little misleading as some patients, especially with chronic conditions will not want to make an appointment for today or tomorrow and may be happy booking a month or two in advance. Quickness to get an appointment isn't necessarily what patients want.
- 7f. Are you only going to give this out at the desk or will patients be able to do on line/post etc? If it can be done by patients who didn't see a clinician that day the question will need rewording.

The questionnaire is related to doctors only and not the nurses or HCAs. Should there be something in this for them?

Are you aiming at getting information on particular Drs this year, hence asking for Dr seen today?

The layout perhaps needs a little tweeking to make it look a bit better.