

Sedlescombe & Westfield Surgeries Patient Survey – January - February 2018

Summary of Comments

Of people who made comments 35% provided contact details and 30% did not.

1a	How important is it for you to book non urgent/routine appointments ahead of time?	Booking important: Almost all did so because of work & childcare commitments. One said 'For peace of mind' & one said used public transport so timing very important. Another said enabled him/her to arrange childcare/time off work. Booking unimportant: Two said retired so could fit in.
1b	How do you prefer to book your appointments?	Booking by phone: 5 said 'difficult to get through'. Phone or in Person: 3 said 'Always good' or 'Staff always helpful'. 1 said 'so much easier if discussion needed'. Phone, in person, online: 2 said 'Depended upon urgency/circumstances. Online: 1 said 'I would do it but always a bit too far in advance'.
2	Is the telephone service easy to use if you have a hearing disability?	5 comments: 1 ticked 'not applicable' & commented that it depends upon level of disability s/he supposed. 1 said had amplifying device on home phone so phone service easy to use. 3 said 'Not always'
3	Do you know that you can have a telephone appointment with a GP?	Yes: 5 said 'very useful', or 'Most helpful and saved an appointment for GP & patient' or 'works well when required', or 'have used this service in the past'. 1 said 'Will use this in future'. 1 said 'Don't think this service advertised enough' but ticked 'Yes'. No: 1 said 'Will find out how to', 1 said 'Could be useful', & 1 said 'Not aware of system unless it's by internet'. Another said 'Prefer face to face', & another patient 'Thought this was for emergencies only'
4a	Do you use our surgery website and our online services (e.g. to book appointments with a Doctor)	Yes: 13 commented that they used it for repeat prescriptions, three of whom only used it for this purpose, one of these said 'Prescription Service very useful' & another that it was an 'Excellent way to order prescriptions. One tried to order more meds, but it didn't work'. One used it to check opening times. One said 'Could never get an appointment, but maybe it's now improved'. Another found it 'easier to drop in for repeat prescriptions than type it out' & [appointments] 'too far in advance'. No: One found it 'Difficult to book via online apps', another found it 'worked well, but I did go to the wrong surgery, will check my input better next time'. Four patients did not use it because 'did not have a computer' or were 'not online', 'Computer illiterate', or 'not good with computer'. 1 'preferred personal approach', 2 'did not know how', 1 'needed information about this'. 5 indicated that they might use it in future. 1 said 'Last time I looked you did not have online appt. booking. It needs a notice in surgery', & one patient said ' Modern technology URHG!!'.
4b	Do you find our website easy to use?	Yes: 1 found it 'Very accessible', another said it was a 'shame you cannot save information for repeat prescriptions', another still found it 'A bit tricky'. No: One 'Had not used it since they tried to book a repeat prescription, but it did not reach the surgery'. Another thought 'Clearer headings would help as you quite often need to navigate to basic amenities, ie prescriptions'.
4c	Would you find it useful if we also had a Facebook page?	Yes: Four comments in favour 'If it had info re which doctors are on where', 2 'It depends what it would be used for', Another patient 'Social media is highly used & important to gain opinions', another 'This would be a good option for surgeries. The next step forward'. No: One patient did not use Facebook but thought it would be useful for those who do, another was 'Quite happy with the website'. 'not appropriate for a Doctors' surgery'. Another patient 'not needed & everyone would know who your doctor was and that's PRIVATE'. Another patient 'People's comments can be misleading and untrue', & another "'Hangouts' would be a better platform for communication with the Virtual PIG'.

5	<p>Have there been any occasions where the receptionist has been unable to assist you with your request or enquiry?</p> <p><i>Sedlescombe 39 people.</i></p> <p><i>Westfield 56 people</i></p>	<p>Yes: 7 comments. 2 said 'Sometimes'. 2 were about getting appointments, 1 said 'don't expect receptionists to be able to answer every question of solve every problem!'. 1 said 'When busy'. One ticked 'No' but said 'Only once but soon put right, not bad for 9 years, very good'. No: 24 comments. 11 patients said 'Always helpful'. &/ or 'very helpful' &/or 'Always polite'. 2 said 'Brilliant' one of which included the Pharmacy staff. One said 'The receptionists are fantastic! They are always helpful'. One said 'very helpful and try to offer an appointment at either Sedlescombe or Westfield'. Another, 'Always do their best'. 1 said 'very professional in their treatment of patients and do their best to assist', another 'Will always find out if they don't know'. Another said 'They're always on the ball'</p>
6a	<p>On your most recent surgery visit were you kept waiting for GP or nurse for longer than 15 minutes from your appointment time?</p>	<p>Yes: 13 comments. 4 said 'Understandable' or 'One of those things, it happens sometimes', another 'No problem – you are all busy', another 'But if they are busy I expect this'. One said 'Sometimes', another 'Due to an emergency with previous patient', another 'Not a problem as I am retired and the Doctor cannot always oblige for various reasons'. 1 said 'But I don't mind, it allows me to prepare myself'. Another 'The waiting time is always going to be difficult to address for Doctors have to feel comfortable in the job they are doing'. One said 'Left after 30 minutes past appt.', another 'Today looks like 15 to 20 minutes and waiting', & another 'Always late from 20 – 45 minutes. No: 7 patients ticked 'No', but from their comments, 4 had been kept waiting at some time, but thought this reasonable and to be expected. One patient said 'So far been very good. I do not mind waiting at times'. 1 said 'Have waited a length of time in the past, but not recently'. One patient said 'If the doctors are running late, the receptionists normally inform you of this'.</p>
6b	<p>If you were not seen at your given appointment time, did you think that this would be due to medical staff helping other patients?</p>	<p>Yes: 6 patients commented to the effect that it could not be helped & was due to helping a previous patient. One of these said 'Patients must appreciate the staff and doctors do their best in the time allotted', & another 'If a patient has a serious illness obviously it will take more than 10 minutes'. Another patient did not tick either box but said it had not happened to him/her, 'but would assume you were helping someone'</p>
6c	<p>Have you seen the presentation on the waiting room TV's regarding why the Doctor or Nurse may be running late?</p>	<p>Yes: 7 commentators, of which 5 said it was 'Useful' or 'Helpful', & 1 said 'This is a great presentation format, 1 said 'But have not seen reason for delay'. No: 3 comments 'Doesn't tell why doc may be late', 'have seen allocated times for patients with doctors', 'I've seen many videos on the screen, never this one'.</p>
7	<p>Have you always been treated with respect by all of our staff during your surgery visits or on the telephone?</p>	<p>Yes: 9 patients said 'always', 'excellent staff', 'very good communicators', 'polite', 'very helpful beyond their duties'. 1 said 'Yes, 90% of the staff are lovely. No: 5 patients made comments. 'One poor experience, all other times Drs have been amazing', 'one doctor I prefer not to see', 'One visit with a doctor was not good but I phoned to explain why' [implies problem resolved].</p>
8	<p>At your appointments, do you feel involved in the decisions about your health and future care?</p>	<p>Yes: 5 patients commented, 2 said 'Totally' or 'Very caring'. Another 'Yes I do, at a very difficult time & when people are so busy', another 'I have ample time to discuss problems', & another 'Some GPs make me feel more involved than others'. No: 1 patient said '10 minutes is not possible for this – but it is inevitable', & another 'Yes, if I see my preferred GP'.</p>
9	<p>Do you feel surgery staff listen to you and give clear answers to your questions?</p>	<p>Yes: 7 patients commented. 4 said 'Always' or 'very helpful or 'wonderful staff'. Another said 'Where they are able to'. Another 'Some staff are friendly and well-informed. Others are not', & another said 'Yes, but this largely due to how receptive one is to what you are hearing'. No: 'I feel this if difficult within the time given both for GP & patient'. Sometimes: 4 patients, of which one said 'One particular member of staff is always very helpful & courteous'.</p>
10	<p>Did all areas of the Surgeries appear clean and tidy on your last visit?</p>	<p>Yes: 8 patient comments, of which 5 said 'Always' or 'Very'. Another patient said 'I just wish a few books/magazines were available to look at when Dr is running late (happy to donate), Another 'Touch screen spreads germs i.e. flu from patient to patient', another 'Sedlescombe waiting room, you can see the lighter colour under the chairs...'</p>

11	Do you know you where you can get advice to assist your daily living needs?	Yes: 1 patient commented 'I use my PC for information' & another 'Now I do with Dr Pashley's help, thank you'. No: 2 comments – 'But could find out if I need to', have to ask about this'. N/A: 1 patient said 'Good idea'. Another patient did not tick any box but said "Generally yes, but it could be useful to publicise the Sedlescombe friendship Club which can help social isolation'
12a	Did you know our surgeries have a Patient Involvement Group (PIG)?	Yes: 8 patients commented, of which 1 said "really good thing', 2 were not impressed with the acronym, 1 asked 'How does one join?', another 'Will join when feeling better. Was involved in London for 10 years.' Another patient said 'I have applied to join the group', another 'Only recently heard about this via the Westfield newsletter', and another 'Yes, but I don't know who is on this group'. 'Great idea though'

ADDITIONAL COMMENTS

There were 48 additional comments, 35 of which were almost exclusively to specifically compliment the Practice. Many are reproduced below.

Access comments were made by 3 patients. One said 'I have a relative with very limited vision. The TV screen & checking in automated process are very daunting for her as she can see neither & is afraid of missing her appointment. I have told her to seek help from Reception staff'.

Another said 'you need a raised toilet seat in the toilet even with bars it is very low and difficult to get up from when you have leg and back problems'

The third patient said 'check-in monitor is too high on the wall as I am a wheelchair user. Front doorstep [Sedlescombe] issue for wheelchair user to get up it. Would recommend small ramp. Internal door heavy to open on own in wheelchair'.

Comments regarding future increased population problems were made by 2 patients. One said 'For the future, I am concerned that with the increasing population in the area, that this will have an effect on providing a good quality service to patients, even with the use of technology'

The other said 'I am worried about the effects of development on Westfield Down, on the surgery & its services'

Negative comments

One patient, 'Hate the impersonalisation of new booking in system'

Another, 'I only happened to see this questionnaire by chance as I was sat next to them. It may be helpful for receptionists to tell people they are available or ask if they mind filling them in'.

One patient said 'We have had a bad experience when we enrolled as patients 4 years ago. That was very quickly sorted by the practice Manager – very helpful'

Social Media support was offered by 2 patients. *(But is not required as this has currently not been supported by this survey or the PIG – see summary report)*

Complimentary Comments

'Some very rude patients, do not know how the staff cope'

'Very pleased with the service provided by GPs and receptionist staff at both surgeries. Thank you!'

'I feel very fortunate to be living in the catchment area for Westfield Surgery'

'In my opinion the surgery is the most professional around. I have spoken to many people in the area about their experiences when visiting their surgery, and I am not encouraged by their answers. I hope the residents realise how fortunate they are.'

'Have always found Sedlescombe surgery to have an excellent balance of friendliness and professionalism. Very satisfied indeed.'

'Am a new patient to the surgery & have found GPs and staff exceedingly helpful & attentive'

'Very fortunate to have such a good practice on our doorstep'

'Found all staff helpful at all times'

'Doctors & staff are very helpful'

'We have always found everyone at the Westfield surgery most helpful and patient in every way and we thank you for the really excellent service that you provide'

'The staff and doctors at Sedlescombe surgery have always made time and effort in helping myself and family'

'Fantastic service given at all times at either surgery. Lovely staff'

'My partner and I have been registered with the practice for 17 years and not once have we been unsatisfied with any of our treatment. All the staff are absolutely wonderful and have been over the years. Always kind, patient and ready to help'

'We are very fortunate with the medical services here and appreciate how busy all staff are'

'No problems experienced with your surgery. Thanks'

'Happy with both surgeries'

'Thank you Westfield – you always help and the service is great. Good job everyone.'

'I have recently moved into area and have been completely reassured by all services supplied by yourselves, had several small issues that have all been dealt with very professionally & timely – Thank you.'

'Always found staff helpful & supportive. I have been able to get an appointment when needed'

'I continue to be impressed by the service offered by these surgeries'

'In my experience, this is an exceptionally well run practice where you always feel that everyone is doing their best. Thank you'

'I have always felt that Sedlescombe surgery is a model that should be followed by others'

'Always been happy with your service Nurses & Doctors'

'We go to Westfield and sometimes Sedlescombe, have done for 20 years. All I can say is 'Every one of you is kind and helpful'. We are so lucky to be able to come to the surgeries. Pharmacy ladies delightful as well. Thank you all'

Please note: "Critical" comments from respondents:

Five Patients who have made specific critical comments and supplied their contact details will be invited to discuss their concerns with the Practice, however their comments will not be published as this may compromise confidentiality.

Critical comments made without the provision of contact details have been fully considered to ensure that they help in establishing a clear overall picture but as we are unable respond to them they will not be published as this could compromise the work of the PIG, the Practice and the staff without any redress being available.

16th May 2018