# Practice Survey 2013 -2014

## Booking an appointment

## **Comments about the telephone system**

**(***Please note some of the lengthier comments have been summarised and some comments amended to remove identifiable details)*

## Time taken to phone

* Engaged then long queue by the time my turn had come the appointment had gone, constantly tried for 2 weeks
* Sometimes frustrating as I can’t get through for 15-20mins
* Difficult never get through
* Easy sometimes but most times have to wait upto 15-20 mins
* The phone is constantly busy
* Not so easy as I have to ring back many/several times before I got to speak to a receptionist because of getting the engaged tone each time it rings
* Difficult because it is always busy and sometimes 100’s of calls to reach and talk to receptionist and then they decide yes or no, so frustrating, like racing to make a call
* Sometimes it is difficult depends on how busy doctor is
* Appointment system should be improved, mostly I had to call 70-80 times at 8:00am to get through
* Appointment systems need to be improved. I call from 8:00 in the morning and by the time I get through 8:10 all appointments are gone
* Difficult because cannot get through, always busy

## Phoning at 8:00 am

* Carers responsibilities as well as travelling to work
* Its hard for me to call in the morning
* Difficult as I am generally en route
* Automated system should work anytime of day not only before 8:00
* Extremely difficult to get an appointment by phone at 8:00am. The automated service does not work. Restrictions on only being able to book an appointment at 8:00 for next day or @17:00 for on a Wednesday for a Saturday appt.
* The period for making an appointment in the morning is narrow. The time slot needs to widen up
* Booking window too small

## Expense of phone call

* -This is sometimes impossible waiting so long on the phone for simple appointment time and cost of calls and so long message on GP phone, no need to listen to messages
* It’s quite early and always takes long to get through. It’s not easy. Moreover telephone is expensive
* Your current appointment system is not for working people. Booking appointments from pay as you go mobile is very expensive to get through it takes at least 15 minutes and after that it’s like winning the lottery!!! If you are lucky.

## Issues for working people

* Been here 50 years at least. Can see trying to improve things all the time. Sometimes hard to get 9 am appointment which is easier when working
* I find booking an appointment extremely difficult especially when I don’t have access to a phone while Im at work
* Need to make more facility for emergency appointments for working people ie shift work

## General appointment issues

* Please try and change appointment system
* They must give you an appointment when you need it
* I was totally happy when I first registered but lately have been disapppointed. I can hardly get an appointment with a specific GP or sometimes any GP.
* The automated system doesn’t work with this time slot. Ive been asked by doctors to come back and see them after a certain time but it has been impossible to see any of them so my treatment is left hanging
* The appointment system is not very good, it should change and also the system dealing with complaints is very unsatisfactory
* Need more telephone lines so people can get through easy, not everyone wants to speak to an automated system
* The only problems I face here are to book an appointment apart from that all other things are very satisfied
* I would be happier to recommend if booking advance appointments were a tad easier, booking 7 days in advance rather than one day in advance.
* Difficult as you cannot predict being ill the next day,calls inundated as only booking time available elderly people are inconvenienced

# Actions to be taken

* Telephone message to be shortened, improved and update by Practice Manager and Dr Goodyear to be completed by end of June 2014
* Review of online access by the Practice Manager and Operations Manager by end September 2014
* Review of access and appointment system by Practice Manager and GP’s by September 2014
* Installation of additional phone lines managed by the Practice Manager by April 2014
* Review of telephone GP triage appointments by Practice Manager by December 2014

## Prescriptions

# Comments about Prescriptions

**(***Please note some of the lengthier comments have been summarised and some comments amended to remove identifyable details)*

* Doctor prescribed medication which was no longer manufactured for years
* Been told to buy over the counter when I am entitled to NHS prescription (was more expensive over the counter) and it is an ongoing prescription needed for sevral months a year

## Actions to be taken

* Clear notice to be displayed indicating precisely what 48 hours means ie working days not including weekend. For example, prescription requested by 1:00pm on Friday to be collected after mid-day on Tuesday to be done by Operations Manager by end March 2014
* Review of online repeat prescribing requests Practice Manager and Operations Manager by end September 2014

## Referrals

# Comments about referrals

**(***Please note some of the lengthier comments have been summarised and some comments amended to remove identifyable details)*

* Waited 6 weeks for appointment NUHT
* MRI scanning is always busy
* Ultra sound at Newham Hospital/ if you visit the hospital in person you can leave with a booked appointment later the same day but if the practice fax it then it can take a month to receive a response
* 3 separate referrals sent to wrong organisations on separate occasions all of which I had to chase up. One fax sent to wrong number. One organisation did not receive my details or medical records therefore my appointment was delayed due to practice incompetence and lack of care. The practice is incapable of keeping up-to-date contact details of medical institutions. Mistakes continue to be made despite a number of complaints to the practice.
* At hospital I have to wait 2-3 months for an appointment
* My pain clinic booked an appointment for me then cancelled it without informing me. Then I had to be referred to the Pain Clinic again.
* Referral was asked for on 3/10/13 on 29/11/13still no appointments
* I had been waiting for almost 3 months for appointment for my daughter. I made a query and got to know referral was not sent or no referral was made

## Actions to be taken

* Clear notice to be on display in every Doctors consulting room stating that if the patient has not heard back from organisation to which they have been referred within a specific time frame then they should inform the doctor by Operations Manager by end of March 2014

## Levels of satisfaction

# Comments about levels of satisfaction

**(***Please note some of the lengthier comments have been summarised and some comments amended to remove identifyable details)*

## Reception staff

* Receptionists should be a bit helpful and their attitude towards patients should be changed. Sometimes they seem very irritated and ignore the person in front of them. They are there behind the reception area to help us not to look at the monitor screen and act they are very busy. We the patients are also very busy in our personal life.
* (Name witheld) is best receptionist, most of them are good.
* Very pleasant and helpful staff
* Very friendly staff and helpful
* Receptionists need to understand that people have difficult circumstances
* Very happy with staff but not very happy with automated system
* Staff tend to be helpful
* Reception telephone number repeatedly on silent tone and not answered

## Doctors

* Doctors are good
* Need to have more Doctors. Dr (name witheld) is very pleasant and helpful. Dr (name witheld) is good. I miss Dr (name witheld), he was very good doctor
* Need more GPs like Dr (name witheld) and Dr (name witheld) – 2 top gentleman, very professional and caring.
* People that work in this clinic are really appreciated. Especially Dr (name witheld) for identifying my TB. If I compare it with another clinic this surgery is very good.
* In GP is not so many doctors, that would be possible to give for continuity a very good service

## Waiting to be seen

* I answered ok due to several occasions I have had to wait for over an hour to be seen sometimes just for an injection
* When you come for an appointment and your turn comes you often have to wait long

Overall experience

* I have good experience at this surgery always treated very well
* Again Im always thankful to doctors and people working in this clinic.
* It would be great if there was a better blood taking service
* I am very happy and satisfied with your services
* Poor handling of medical records
* Letter sent claiming a verbal communication had been made but untrue
* No faith in management or patient care, management seems uninterested in improvement or taking complaints seriously
* Posters with out of date information about booking times left in waiting room
* No consistency in information given out by staff

## Actions to be taken

* Publicise an explanation that it is often unavoidable that appointments are delayed due to the clinical nature of consultations on the electronic display board by the Operations Manager by end June 2014
* Regular checks on posters and information displayed in waiting area. To be done by the Operations Manager start as soon as possible and reviewed on a monthly basis.
* Positive feedback of good service to staff named in the survey. By Practice Manager at the next reception meeting in March 2014.

# Participant profile

## Are you male or female?

|  |  |
| --- | --- |
| Male | 26.6% |
| Female | 70.4% |

## How old are you?

|  |  |  |  |
| --- | --- | --- | --- |
| Under 18 | 0% | 55 - 64 | 6.6% |
| 18 – 24 | 5% | 65 - 74 | 6/6% |
| 25 – 34 | 28.4% | 75 - 84 | 3.3% |
| 35 – 44 | 15% | 85 and over | 0% |
| 45 – 54 | 31.7% |  |  |

What is your ethnic group?

1. **White**

|  |  |
| --- | --- |
| British | 11.6% |
| Irish | 5% |
| Any other white background | 3.3% |

1. **Mixed**

|  |  |
| --- | --- |
| White & Black Caribbean | 0 |
| White & Black African | 1.6% |
| White & Asian | 0 |
| Any other Mixed background | 0 |

1. **Asian or Asia British**

|  |  |
| --- | --- |
| Indian | 28.4% |
| Pakistani | 26.6% |
| Bangladeshi | 6.6% |
| Any other Asian background | 3.3% |

1. **Black or Black British**

|  |  |
| --- | --- |
| Caribbean | 6.6% |
| African | 1.6% |
| Any other Black background | 0 |

1. **Chinese or other ethnic group**

|  |  |
| --- | --- |
| Chinese | 0 |
| Any other ethnic group | 1.6% |

## Are you currently in full or part-time employment?

|  |  |
| --- | --- |
| Yes | 53.4% |
| No | 38.4% |

## How many times have you visited a GP at the Wordsworth Health Centre in the last year?

|  |  |
| --- | --- |
| One visit (1) | 3.3% |
| Two visits (2) | 11.6% |
| Three visits (3) | 10% |
| Four to six visits (4-6) | 28.4% |
| More than six visits (6+) | 15% |
| Cant remember | 23.2% |