

## Lavender Hill Group Practice

### Results for Patient Satisfaction Survey 2013

1. Are you happy with the general layout of the surgery?

Option:	Total
	87
Yes	83
No	4

**Base: 87 out of 87 people answered this question**

*If no, please suggest ways we can improve it.*

<b>Comments: (4)</b>	<p>“Often confusing to know where to sit for which doctor. More signposting would be better-In general yes. However, when the receptionist is talking on the telephone or face to face with a patient all the patients’ details can be heard by everyone in the waiting area. Surely these details should be a matter of confidentiality.-The practice is at bottom of a steep hill and can be difficult to get to sometimes-The waiting room chairs are the most uncomfortable seats in the world ever!”</p>
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2. Are you happy with the appointments system?

Option:	Total
	84
Yes	64
No	20

**Base: 84 out of 87 people answered this question**

*If no, how would you like to see it improved?*

Option:	Total comments - 1
<b>Comments:</b>	<p>‘Separate line for making appointments only’            “Never anything available within a day or so when you really need to see the doctor. Also, both times I waited on doctor’s appointment they were 30 mins late -“I saw the nurse last visit who was amazingly sweet and friendly and also on time.-“I registered to be able to book online, but ended up with a rather inconsequential message at the end-It seemed to be an NHS system and it doesn't work very well - the registering anyway.-A bit more flexibility would be appreciated, perhaps an open appointment system.-Ability to set up an online account for online booking would be convenient - at the moment it comes up with a message suggesting I need to ask for an account at reception first, which I don't have time for when I am next at an appointment.-Less being put on hold before you have</p>

	<p>a chance to say anything-Maybe, some phone access at lunchtime.-Sometimes it is hard to get an appointment to see a senior doctor-Online booking -It only allows you to book two weeks in advance - could this be extended to look 4-6 weeks forward. I was trying to book Simon Freeman (seems he is only available Mondays only). I could not do either of the next two Mondays and so have not been able to book an appointment - a bit frustrating.-It should be possible to make appointments via email, particularly for sensitive matters that cannot be discussed over the phone in the workplace (which is the only time the reception desk operates - during other people's working hours)-the staff is at times brash and unfriendly/ telephone appointments should not be via pay number-It takes too long to get a regular appointment. Sometimes one week.-More appointments available on the day (or next day) of calling-It is often difficult to get through on the phone particularly ringing from work you cannot always wait as long as needed for answer. Being able to register for online booking online would be a great addition as well as online booking itself-I have found that the appointments are very very hard to make within , say 2days. My experience of making appointments, from the time making call to see a doctor are a week to 10 days time.-More choice online-I think the surgery is amazing and I have seen so many highly professional and caring doctors over the years. I am a massive fan and always talk about the surgery during the inevitable debates about the nhs. However the phone system just does not work in my opinion. I have been lost and on hold so many times.-The receptionists normally put as on hold without even asking.-Would like to be able to book online-There is no way that patients should be able to classify their appointment as emergency or routine when booking appointments. Those of us who have been brought up to respect other peoples times and not over-dramatise out own ailments are no doubt at a disadvantage compared to those selfish people who claim to need emergency appointments just to get in quickly. The waiting time for appointments has been ridiculous ie over a week on some occasions. Trying to get appointments to see the nurses for dressing changes on discharge from hospital was also a nightmare, although the nurses themselves were fantastic once I actually managed to get in to see them.</p>
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3. How do you rate the way you are treated by receptionists at the practice?

<b>Option:</b>	<b>Total</b>
	87
Good	51
Fair	24
Poor	8

Very Poor	4
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**Base: 87 out of 87 people answered this question**

4. How do you rate the hours that the practice is open for appointments?

Option:	Total
	86
Good	62
Fair	17
Poor	6
Very Poor	1

**Base: 86 out of 87 people answered this question**

5. What is your preferred time of day to see a doctor or nurse?

Option:	Total
	85
Morning	41
Afternoon	18
Evening	25

**Base: 85 out of 87 people answered this question**

6. How many times have you visited the surgery in the last three months?

Option:	Total
	85
1 to 3	68
4 to 6	11
7 to 10	3
More than 10	3

**Base: 85 out of 87 people answered this question**

7. Do you have any longstanding health condition?

Option:	Total
	86
Yes	40
No	46

**Base: 86 out of 87 people answered this question**

*If yes, please specify*

Option:	Total comments 6
Comments:	"thyroid – hypertension-epilepsy diabetes-back pain-cholesterol, All of them High BP-asthma, cystic fibrosis Asthma kidney transplant arthritis kidney disease-calcification of shoulder-back pain –double vision"

8. Who did you see the last time you visited the surgery?

Option:	Total
	86
Doctor	64
Nurse	22

**Base: 86 out of 87 people answered this question**

9. Were you happy with the length of time you waited to be seen?

Option:	Total
	87
Yes	78
No	9

**Base: 25 out of 25 people answered this question**

10. If you have used the out-of-hours/emergency service-how do you rate it?

Option:	Total
	27
Good	12
Fair	6
Poor	3
Very Poor	0
Never used	6

**Base: 27 out of 87 people answered this question**

11. How do you usually contact the surgery?

Option:	Total
	86
By telephone	72
By email	5
By personal visit	9

**Base: 86 out of 87 people answered this question**

12. Do you find this satisfactory?

Option:	Total
	84
Yes	69
No	15

**Base: 84 out of 87 people answered this question**

13. How could we improve this contact?

Option:	Total comments 0
Comments:	<p>I find the receptionists very unfriendly most of the times I call. No one likes to the doctors so would be nice to be greeted by friendly service-online booking-I've always been very satisfied with the service I've received-Option wasn't there. I usually contact the surgery online using Emis-Work longer hours-Its OK-receptionists not always that friendly or patient and can be quite abrupt on the phone and in person! But always perform their role otherwise-As stated in 2-Was put on hold for 15 minutes before hanging up. Just pathetic-Haven't used it recently but in the past I have been left on hold for a long time-You're pretty much perfect-Would be helpful if we could book an appointment with the relevant practise nurse by email/on the web to save receptionists having to take more calls. They are almost always overloaded with work already-Allow for more direct email contact-More communication opportunities via email or online booking system-Excellent that a normal phone number with zero tariff is now in place-online booking and or call back booking service-Online booking system for appointments is very good. For phone booking I've previously got the impression that the receptionists are very busy - it's a bit of a battle to get an appointment.-Being able to ring is vital and it is a bonus when you can actually speak with a doctor as well. The only thing sometimes is the long wait for a routine appointment but all in all I think you run a superb surgery-there would be good if there are slot in early each day where by you can drop in and if you are the first several patients you get to see a doctor on the day- I normally make appointments on-line, and use email or phone if there are problems with that-Either an automatic booking system or a person only answering bookings.-It's not easy to get to talk to the doctor on the telephone when necessary-Would like to be able to book online-Sometimes very difficult to get appointments with dr .... as she is so popular</p>

14. The practice provides some extra services, for example, ECG, 24 hr b/p, anticoagulation monitoring, spirometry, phlebotomy, m/ops, IUD & nexplanon insertion. Are you aware of these services?

Option:	Total
	84
Yes	38
No	40
Don't Know	6

Base: 84 out of 87 people answered this question

15. Are there any health care services currently unavailable at the surgery that you would like to see?

*Please specify.*

Option:	Total comments 3
Comments:	<p><i>BMI- osteopathy-More info on fertility, feel a bit out on a limb-Blood tests and urine sampling, x-rays etc...All the things a private practice has ought to be available-feet-acupuncture remedial pilates ongoing group help for depression-psychological services better support for mental health patients-Pole Dancers and Chippendales to liven up the waiting room-</i></p> <p><i>POC blood tests-cancer screening-x-ray, fitness test-copy of hospital letters automatically sent to patient</i></p>

16. Are you aware of our on-line services for appointment, repeat prescriptions etc.?

Option:	Total
	86
Yes	53
Yes but don't use	8
No	25

**Base: 86 out of 87 people answered this question**

**If no why not?**

Option:	Total comments
Comments:	<p><i>"No computer-Prefer to speak to someone-Prefer the personal touch-not computer literate-Prefer to speak to a receptionist.-have to go to the library to get the net.-sometimes to order a repeat prescription-unable to use app system for booking app with surgery-Not currently, lost access details-No - as system says I need a log-in which I can only get in person from the surgery.-Don't use it as I am not sure of the log in process-I couldn't. My details were not those held by the practice-complicated-I prefer to speak to people-No because the last time I tried to book online it didn't work and I hadn't realised it was up and running again. Do I need a password again?-Have not registered yet-can't register online so will have to wait until i next visit-hard to register-No, need log in details-don't use online services as prefer dealing with a live person rather than screen</i></p>

MONITORING:

Q1. What is your age?

Option:	Total
	85
Under 18	1
18 – 25	0
26 – 40	23
41 - 65	46
Over 65	15

**Base: 85 out of 87 people answered this question**

Q2. Are you Male or Female?

Option:	Total
	85
Male	22
Female	63

**Base: 85 out of 87 people answered this question**

Q3. What is your ethnic group?

Option:	Total
	87
White (British, Irish, European, other white background)	79
Mixed ethnicity (White & Black Caribbean, White & Black African, White & Asian, any other mixed/multiple ethnic background)	2
Asian/ Asian British (Indian, Pakistani, Bangladeshi, Chinese, any other background)	3
Black/African/ Caribbean/Black British (African, Caribbean, any other black/African/Caribbean background )	3
Other (please specify)	0

**Base: 87 out of 87 people answered this question**