



**3. In your experience are there any times during the day that the telephone lines are particularly busy?**

		Response Percent	Response Count
8.00 am - 9.00 am		59.5%	332
9.00 am - 12.00 pm lunchtime		18.1%	101
12.00 pm lunchtime - 2.00 pm		5.0%	28
2.00 pm - 4.00 pm		3.2%	18
4.00 pm - 6.00 pm		6.3%	35
I don't know		28.1%	157
answered question			558
skipped question			25

**4. Are you registered for our SystmOnline service to book appointments and order your repeat medication?**

		Response Percent	Response Count
Yes		41.7%	231
No		58.3%	323
answered question			554
skipped question			29

*Think this may reflect historic views on the busy times rather than actual as we know from call data that the busiest time seems to be between 2.00pm and 3.00pm*

*Actions for the practice*

- *Already additional staff during peak times, after bank holidays, Mondays*
- *Practice recognises that there is a peak between 2-4pm*
- *Possibility of moving enquires call to 3.00pm for results to improve access during the busy period*
- *Further call routing on the phones*
- *Advertising calling after 3.00 pm*
- *Continually review incoming call status*
- *Staff now have information available on split screens*
- *Call recording been extremely useful on many occasions*

*High percentage of patients are registered for online service*

- *Continue to encourage patient to register*
- *Through new website*
- *Poster to be handed out with new registration and through the dispensary*
- *Development request to TTP to ask them to set up a messaging service to patients' email when a prescription requested*

*Practice April 2013*

*Practice April 2013*



*In place February 2013*

*Ongoing*

*Practice April 2013*



*Sent March 2013*

5. Would you like to register for the online service? If the answer is yes please ask at reception or email the request to broughandsouthcavesurgery@nhs.net

	Response Percent	Response Count
Yes 	40.3%	157
No 	59.7%	233
answered question		390
skipped question		193

High percentage would like to register. Practice have received an increase in online registrations.

6. Do you know that the practice provides text message reminders for appointments?

	Response Percent	Response Count
Yes 	50.6%	284
No 	49.4%	277
answered question		561

50% signed up for text message reminders but still a small number in relation to number of patients registered

- Continue to promote through screens/website
- New patient registrations and DNAs any letter sent from practice

Ongoing

Ongoing

**7. How do you normally travel to the Surgery?**

		Response Percent	Response Count
Walk		26.1%	146
Public Transport		1.4%	8
<b>Car</b>		<b>83.8%</b>	<b>469</b>
Motorcycle		0.0%	0
Bicycle		2.9%	16
Other (please specify)			4
<b>answered question</b>			<b>560</b>
skipped question			23

**8. Is there anything the Practice could do to encourage you to walk or cycle to the surgery?**

		Response Percent	Response Count
Yes		2.9%	15
<b>No</b>		<b>97.1%</b>	<b>497</b>
<b>answered question</b>			<b>512</b>

**Getting to the Surgery**

*84% of patients travel by car. Various comments from patient especially at South Cave travel by car due to the distance from the surgery.*

*Only 15 patients could be encouraged to cycle or walk to the surgery. Various comments from patients*

- *Practice to look to improve bicycle racks at both sites*

*Practice  
Summer 2013*

9. If you answered yes to the above please say what the Practice can do:

	Response Count
	17
answered question	17
skipped question	566

10. Do you have problems travelling to and from appointments at the practice?

	Response Percent	Response Count
Yes	3.5%	19
No	96.5%	524
If yes please give details		9

11. Brough Voluntary Action is a local service run by volunteers to help patients with transport issues. They provide transport for both Hospital and Doctor Appointments. Have you heard of Brough Voluntary Action?

	Response Percent	Response Count
Yes	36.2%	200
No	63.8%	353
answered question		553

Very few patients have problems getting to the surgery. For those who do it is hope the new transport pilot will help

- Further promotion of transport pilot at South Cave

Some patients aware



- Continue to advertise through patient screens (project for PPG communications sub group)
- Transport pilot ongoing

PPG Sub group  
April 2013




Practice Ongoing

PPG Sub group  
April 2013



12. Are you aware that the practice operates a daily urgent bookable appointment surgery to deal with problems that cannot wait until the next available routine appt?

	Response Percent	Response Count
Yes 	52.9%	294
No 	47.1%	262
answered question		556
skipped question		27

13. Have you had an appointment with the Nurse Practitioner? (Specialist Prescribing Nurse)

	Response Percent	Response Count
Yes 	78.8%	445
No 	17.2%	97
I'm not sure 	4.1%	23
answered question		565

14. The Practice employs three Nurse Practitioners that can see patients for number of things including: Minor Ailments e.g. chest infections Ear and Eye Infections Throat Infections Urine Infections Contraception Advice Were you aware of this?

	Response Percent	Response Count
Yes 	80.9%	454
No 	19.1%	107
answered question		561

## Appointments

*High percentage did and also asked if this was the sit and wait*

- *Ongoing review and monitoring of bookings*






*Good to see that nearly 80 % have seen the Nurse Practitioner. Very positive feedback about the information on the screens. A number of patients commented that the screens had help them with their appointment booking decision.*

*Over 80% of patients know what the Nurse Practitioners can treat.*






- Patient information screens have been a major influence in improving this
- Can we do further education in other areas? Potential project for PPG communication sub group
- Message about dispensing patient rules on the patient screens

*PPG Sub group  
April 2013  
PPG Sub group  
Done April 2013*

**15. How well did the receptionist listen to you?**

		Response Percent	Response Count
Extremely well		39.6%	220
Well		44.2%	246
Neither well / unwell		12.1%	67
Unwell		2.9%	16
Very unwell		1.3%	7
<b>answered question</b>			<b>556</b>
<b>skipped question</b>			<b>27</b>

**16. How helpful was the receptionist?**



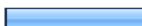


		Response Percent	Response Count
Extremely helpful		39.1%	216
Helpful		43.5%	240
Neither helpful / unhelpful		13.2%	73
Unhelpful		2.5%	14
Very unhelpful		1.6%	9
<b>answered question</b>			<b>552</b>

**Your experience at the Surgery**


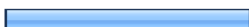



*Mainly in the positive regions  
Should now be even better following recent  
Customer Service Training*

*Mainly in the positive regions  
Should now be even better following recent  
Customer Service Training  
73 did think that they were neither helpful  
/unhelpful – Patient expectations*

**17. How knowledgeable was the receptionist at dealing with your query?**

		Response Percent	Response Count
Extremely knowledgeable		18.7%	98
<b>Very knowledgeable</b>		<b>43.9%</b>	<b>230</b>
Moderately knowledgeable		30.2%	158
Slightly knowledgeable		4.4%	23
Not at all knowledgeable		2.9%	15
<b>answered question</b>			<b>524</b>
<b>skipped question</b>			<b>59</b>

**18. How clear was the information the receptionist gave you?**

		Response Percent	Response Count
Extremely clear		31.1%	165
<b>Clear</b>		<b>54.5%</b>	<b>289</b>
Neither clear / unclear		12.8%	68
Unclear		0.9%	5
Extremely unclear		0.6%	3
<b>answered question</b>			<b>530</b>
<b>skipped question</b>			<b>53</b>

*Mainly in the positive regions  
Should now be even better following recent but not  
as high as we would have liked*

- Further training in reception -ongoing






*Mainly in the positive regions  
Should now be even better following recent but not  
as high as we would have liked*

- Further training in reception –ongoing
- Customer service training will improve this

**Would like all responses to be in the higher level next year but said that it depends how patients have interpreted the questions. Knowledgeable question patient could think it meant clinically knowledgeable about putting patients with the correct clinician and service.**



**19. How likely are you to recommend the Practice to a family or friend?**

		Response Percent	Response Count
Extremely likely		46.3%	255
Likely		36.7%	202
Neither likely / Unlikely		13.6%	75
Unlikely		2.7%	15
Extremely unlikely		0.7%	4
answered question			551
skipped question			32

**20. Do you have any further comments about your experience at the Surgery?**

	Response Count
	109
answered question	109
skipped question	474



Most responses in the extremely likely  
75 who ticked neither likely/unlikely and 19 unlikely

Number of comments and suggestions about the practice

- All Gps/clinicians to view patient waiting room screens regularly
- Number of comments about patient not being able to seen own gp.
- Number of comments about patient waiting times. To be discussed with GPs

*Practice April 2013*  
*Practice April 2013*

**21. Before this survey were you aware that the Practice has a Patient Participation Group?**

		Response Percent	Response Count
Yes		24.6%	135
No		75.4%	413
answered question			548

**Patient Participation**

Only 24.6% knew about the PPG

- Further advertising required

Very high percentage liked the screens some have said it waste of money and think it is money directly taken away from patient care

- Regular updating of information and screens to keep them fresh and interesting

**Requests:**

- **Local Support groups**
- **Well man clinics – NHS health check**
- **Appointment information/patient calling board**
- **Slow down –timings adjusted again**
- **Bigger print – posters resized where possible**
- **Sleep Apnoea**
- **More information on local hospital – suture removals (MIUs presentation)**
- **Access to local childrens groups/child services**
- **Waiting times**
- **Availability of appointments**
- **General Health issues**
- **Dr specialties**
- **Dr information / surgery times**
- **Basic first aid**
- **Flu**
- **Local news and village information**

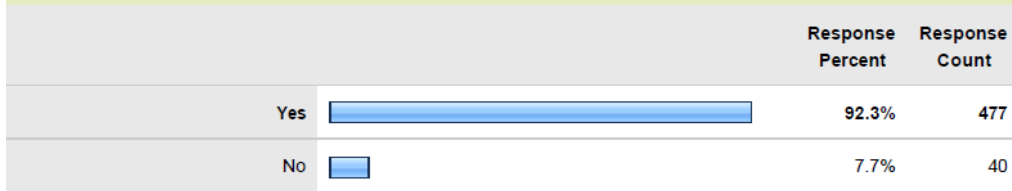
*PPG Sub group  
April 2013*

*Practice ongoing*

*PPG Sub group  
April 2013*

*Screens have  
been slowed  
down following  
comments*

22. One of the first projects the Brough and South Cave Patient Participation Group was involved in was the implementation of the Patient Information Screen at both sites. Do you think the Patient Screens have been a good addition to the waiting rooms?



Any other comments about the patient screens 51

answered question 517

skipped question 66

23. What information would you like to see on the Patient Information Screens?

Response Count

93

answered question 93

24. Do you have any further suggestions or comments about the service provided by Brough and South Cave Medical Practice?

Response Count

147

answered question 147

skipped question 436

- Continue work on the DNAs through the patient screens. Would be nice to graph the progress in tackling DNA numbers
- Posters on Travel immunisations
- Poster on if you are emigrating please don't forget to request copies of your medical records

*Practice April 2013*

*Practice April 2013*

