

PATIENT QUESTIONNAIRE – RESPONSE SUMMARY

Please note: All comments regarding named clinicians, members of staff or hospital departments have been fed back to those concerned but not included here.

Where several similar comments have been received we have not repeated them but summarised them and **entered in bold**

Q1) Any additional information you would like the practice to provide which you don't get at the moment?

- Information on dates for vaccinations (e.g Autumn flu jabs for the elderly)
- Information raising awareness of Health Check service

Q2) Are there any additional services you would like the practice to provide?

General

- **Extension of practice hours: opening hours beyond 6.30pm during the week and weekend opening hours**
- would like facilities for 24 hour contact with doctor, thinking of possible emergencies in the future
- I'd like the practice to be more proactive in offering routine preventive screening for, e.g., cholesterol, aneurisms, blood pressure, etc.
- **Service (e.g. email/text) to forewarn patients before they arrive at surgery if wait times are exceptionally long**
- Expanding selection of designated pharmacies collecting prescriptions (Sainsbury pharmacy)
- **All test results (positive/negative) to be reported back to patients.** "It seems to be the surgery view that it will not contact me, presumably unless they are dire. I would feel more re-assured if a text or email was sent to say they have been received and they say whatever."
- **Contact doctors by email.**
- A polyclinic where blood tests and x-rays etc could be done on the spot.
- **Larger range of specialist clinics** and more clinics & at varied times
 - esp. dermatology & diabetes
 - **podiatry/toe nail cutting** (several)
 - physio
 - phlebotomy 'walk-in, walk-out' & before 9
 - Eaters Anonymous group
 - Mental health clinic or seven support group
- Private Clinics : Acupuncture, Cognitive Behavioural Therapy

Miscellaneous

- Long wait time for baby clinic, feels delay from dressing/undressing baby
- Baby Clinic – suggest separate weighing area for those who solely need weight checks, appointment slots, a specific area for babies to 'lie & kick' while waiting.
- More female doctors.
- For Elderly patients yearly check-up & home visits
- Free coffee
- Comfier chairs in waiting area
- visiting at home when unwell

Q3) Please add any comments you would like to make about the practice:

Practice Staff

- **Very happy with clinicians (doctors and nurses)**
- **Continuity of care: to be able to see same clinician**
- Unhappy that asked to be seen by a clinician before obtaining repeat prescription
All the nurses I have seen have been very good in all respects listed!
- Impressed with welcoming, informative, friendly practice staff.
- **Impressed with receptionists (understanding and helpful)**
- Unfriendly reception.
- Feel there should be better follow up with patients after consultations.
- And it would make my visit much nicer if some of the receptionists were not so battle weary--going to the doctor is anxiety-ridden as it is! <<

Appointments

- **Difficult to book appointments in advance,**
- earlier appointments on some days but ... (I realise that doctors have a long day already and don't think extension of hours should come at the cost of quality in other areas).
- When making an appt. if I don't phone at 8/8.30am there are very few available times left and I'm not allowed to book for next day. Very inconvenient.
- Would like to book several weeks in advance
- **Difficulty in getting through on telephone line (esp. in morning),** dissatisfied as do not feel that same day appointment slot will necessarily be obtained
- **Unhappy with wait time before appointment**
- V. impressed with ease of obtaining same day appointments.

Administration

- Impressed with ease of registration process.
- Grateful for text reminders of appointments.
- Difficulty with repeat prescription being sent to incorrect pharmacy.
- Would like to book online. Would like clearer information re how far could book in advance, had different instructions from different staff members.
- Would like to book online.
- Would like to be able to stay with surgery when moving house (if just outside catchment area).

General

- 'At its best this is a model practice. If patient's find a doctor they like and trust, they will hold on for an appointment with him or her. There's no quick fix for success and popularity!'
- Impressed with improvements to accessibility of surgery .
- Given the pressures, I'm anxious that the current excellent group and individual services are maintained.
- I recognise the fact that the GPs can not always stick to the 10mins allocated time per patient to give them the right care. Other practices I have been with have been very strict on this and their quality of care was questionable.

- ‘Elm Lodge provides an excellent service from reception to doctors. Although a busy practice everyone has time’.
- ‘Wish appointments ran on time, always a long wait.’
- ‘I need more time to talk about my health.’
- ‘Being sent to Lister health centre by GP was dreadful experience!’
- ‘A particularly poor misdiagnosis was upsetting but certainly not life-threatening! In a real emergency the practice would come up trumps but for trivial illness not very inspiring!’
- ‘Practice remains family focused and caring which is a credit in a changing health service. Please resist NHS demands to change that.’
- ‘The practice has looked after us well for 30 years. Appointments and opening hours are much better!’
- ‘It’s one of the main reasons for staying in the area. Excellent practice’
- ‘Keep on doing your good work, the smiles on your faces tells me every little thing will be alright. God bless you all for all your help towards his people.’
- ‘Thank you for your wonderful service and providing receptionists to answer your calls from 8am’.
- ‘The most friendly and supported GP surgery I have ever been to. I look forward to my appointments and the happy waiting room.’
- ‘Feel treatment varies between doctors, happy with some/unhappy with others
- “‘Reception works well as does appointment system. Pity about the poor quality of the GPs – in too big a hurry to get you out and not enough interest and poor listeners! Definitely no confidence inspired.’
- ‘I never mind if there is a slight wait for the appointment as there is such a good selection of magazines to read.
- ‘Patient removed from King’s Diabetic Clinic against wishes and disappointed in current treatment for diabetes. Feels at risk from lack of care and diagnosis reviews as condition worsens.
- ‘“The non-interventionist position of some of the doctors has had unfortunate consequences for me several times’
- ‘Q11/12 are the same question (apologies – first 11 online surveys had this and rectified after that!)
- ‘I like to be able to see the doctor at the beginning or end of the day and this is not always possible when if i cant get through ...-some days ive had to call two or three days in a row to be able to get an appointment that suited my work schedule because no next-day appointments are made. This is not convenient, but if changing it to all booked appointments means i would have to wait several days to see a doctor then i would prefer to stay with telephoning on the day as the receptionists are good at assessing urgent situations and have always arranged for a doctor if i need to see someone right away..
- ‘For the question about wanting to see a particular doctor, ... I have tried to see one (on occasions a female doctor) but none have been available, so instead of waiting I have gone to see another doctor because by that point I have already arranged to take a morning off work because it is easier to get an appointment on the day than make one in advance. The last time I tried to do that the two appointment options were book one in advance for 2 weeks time, or call on the day. This was a while ago and the system may have changed, but if so I am not aware of it. Additionally, the question about how easy it is to get through on the phone would depend on the time of day. Later in the morning, or the afternoon I have no trouble, but calling in the morning to get an appointment I can sometimes try to get through for more than 20 minutes. It is frustrating that the phone is just engaged and there is no facility to be put on hold and wait in a queue. Perhaps

online bookings will make things easier in this respect. Finally, I would like to give my compliments to the reception staff. So many doctors surgeries I have attended have rude, patronising and unhelpful staff on the front desk but the team at Elm Lodge make calling and dealing with them an enjoyable experience. I feel like I am treated like a human being deserving of respect and compassion, rather than a nuisance to be tolerated and got rid of asap. Being the front line of interaction with people who are often not feeling at their best is not an easy job but the receptionists do it brilliantly. It makes all the difference when going to the doctor.