

## **The 2018 Nuffield Practice Patient Survey**

115 responses received from patients who fell into the following age categories: less than 25; 25-45; 46-65 and over 65 years of age. Whilst respondents were asked to state gender, this was not consistently given and so it is only possible to participation by age bracket and not gender. There was consistency across the survey as to the topics – gender relevant patterns did not appear to emerge.

- 8% of responses were from the under 25 years group – note, all respondents were female
- 31% of responses were from the 25 – 45 years group
- 20% of responses were from the 46 to 65 years group
- 41% of responses were from the over 65 years group.

### **Key Themes Emerging from Survey**

Generally very high praise for the staff across the Practice (professionalism, helpfulness and friendliness etc). Particular credit was given to Dr Boland for his leadership of the Practice. Continuity of care is highly valued and part of this is the ability to see your own Doctor which at times is very difficult. A recurrent complaint was difficulty in getting an appointment with a patient's own Doctor and the desire for more appointments to be made available, but there is also an acknowledgement of the limitations of the Practice in the face of a growing local population (and changing demographic demands of this) and financial resources to fund suggested improvements such as evening and weekend clinics. This was contrasted with high praise for the 'same day triage' service.

Alongside difficulties faced in seeing your own Doctor, some discontent was expressed by some at the waiting time to see your Doctor on the day of visit, with consideration sought as to how to keep the surgery appointments running closer to time.

Praise was given for the central location of the Practice, and for its welcoming waiting area. Some ideas for improvement were given: lower the reception desk, provide music to 'hide' private conversations with receptionists, a wider range of magazines, a coffee machine, paintings and decluttering of leaflets.

Further consideration was sought regarding the scope of specialist services on offer (hymphoedema nurse, ear vacuum treatment, mental health support), improved signposting to alternative health professionals to reduce pressures on GP's and capacity for a drop in clinic. A feeling was expressed that the potential digital solutions available to the Practice for managing the patient interface could be better explored/implemented, and that the telephone system for booking appointments should be reviewed to ensure it is as efficient as possible.

### **General Summary of Responses by Age Group**

#### **Less than 25**

##### **Female**

##### ***What do you like about the Nuffield Practice?***

Very nice, polite and helpful people

'Its always clean and tidy. Receptionists are always helpful and welcoming'

'The doctors make me feel comfortable and not worried about my diagnosis or when I am scared of needles'

5.30pm appointments are helpful compared to a lot of practices where the last appointment is 5pm

***How could we make the practice even better?***

None – it is very good

Time keeping – try to get people in on time as usually waiting 20-30 minutes or longer to be seen

Appointments on Saturday mornings

Perhaps a walk in clinic – sometimes getting an appointment is hard and for people like myself who have children sometimes you can't wait for an appointment'

Coffee machine in the waiting room

Often a very long wait to get through on the phone

***Are there any shortcomings of the Practice?***

No music

***What could be done to address this?***

Play music lightly

**NOTE: No responses received from males under 25 years of age.**

**25-45**

**Female**

***What do you like about the Nuffield Practice?***

' Receptionists are much more sympathetic and easier to talk to than in the past. Doctors are very diligent and thorough – top notch staff!'

Cleanliness of waiting area

Central location

I am very happy with this medical practice

'Always dealt with in a polite and professional manner. My GP is fantastic and a very good diagnostic. Friendly reception staff'

'Getting the text about your appointment'

'Doctors are available when required for serious things on the same day that you call up'

'Pretty easy to get emergency appointments or call backs'

Quick and easy appointment booking although online booking would be useful too.

Doctor Ede is very thorough and listens to what I have to say. She takes me seriously.

Familiar – I have always been at this practice

***How could we make the practice even better?***

Open on a Saturday

Open late nights

A better online system for booking in and ordering repeat prescriptions

'My opinion is that there are already very high standards, very professional'

I would like to receive letters for annual reviews & screening tests

Make people aware of changes more clearly eg online prescription ordering etc

Can be difficult to get through on the phone sometimes.

'I understand there are a lot of people at the practice, but it is hard when you have to wait three weeks for an appointment'

'Not having to wait so long for an appointment but I know that most of this is due to NHS Cuts and practices being overwhelmed with patients'

I find phoning to make an appointment time consuming – make 'make an appointment' option 1.

Nothing – we are very lucky to have this facility

Drop in clinic in the morning

Background music would be good as you can hear patients conversations with receptions when they should be private

***Are there any shortcomings of the Practice?***

Appointment wait times – though understand why

Long wait to see own Dr – often over a month

'Booking an appointment – sometimes weeks of waiting and very short appointments when you do get one – feels like a conveyor belt'

'I was taken off my usual Doctors list and put on another which I was asked and was not happy about ... [to address this] put back on my old Doctors list would be helpful as I had built up trust with my Doctor who I had been with for years'

***What could be done to address this?***

Government funding for more staff

'Not sure – open on a Saturday/evening (?) but we all need time off and Doctors work long hours as it is'

'Get the government to pull their finger out and support the NHS – Good Luck!'

**Male**

***What do you like about the Nuffield Practice***

Friendly, professional and warm staff

Easy to get to

Great helpful staff

'Staff medical and otherwise are all great. Reception staff are always so helpful. Tracey especially as I have a lot of dressing appointments and she always manages to fit me in.'

'Doctors and nurses are always very helpful. The emergency system you use is very good and will be seen on day if you need to be'

'Mental health is definitely seen as a secondary concern throughout the NHS and sadly the Nuffield Practice follows suit. So quicker waiting times for mental health treatment and use drugs such as SSRI alongside therapy rather than drugs alone themselves'

Quick response on phone follow up

***How could we make the practice even better?***

Telephone prescription orders

Nothing – its fine

Open weekends

'Under the constant demands, I think you do brilliantly'

'More information on diagnosis and pay more attention to individual person centred support'

***Are there any shortcomings of the Practice?***

Online patient system never seems to allow me to transfer my details from my old practice, even though I already have a log in and an account

Long wait at times for an appointment to see a GP

***What could be done to address this?***

Improvements to online platform for the practice

More GPs

'More NHS Funding – well done all of you!'

'More [mental health] groups/peer support and therapists'

## **46-65**

### **Female**

#### ***What do you like about the Nuffield Practice***

Large pleasant waiting room

Friendly staff

Good town centre location

Recently registered – easy process, very helpful staff

'My GP is amazing (when you get to see him!)

Good facilities

Evening surgery was good

Nursing and GPs always listen carefully and are pleasant

Dr Boland – great bedside manner. He personally rings with test results, listens and explains all options.

Urgent needs – good response for phone triage ... the nurses are excellent too

#### ***How could we make the practice even better?***

More accessible appointments – ability to book online

Longer times for appointments to be available: from-to? Or at weekends?

Making more GPs available

Have a drop in surgery

More private reception area – when discussing private issues

I've been coming here for a long time – you are always making improvements so continue to do so

'Obviously more appointments (would make the Practice even better', but having worked for the NHS, I know how difficult it is and with all the new builds going up hopefully new health centres will be built also.'

#### ***Are there any shortcomings of the Practice?***

Shortage of appointment times – too long to wait for one

'Some receptionists are rude – when you are unwell you don't need their rudeness or bluntness'

Having a lymphoedema nurse available

Long waits to see your own Doctor and lack of access to additional advice if needed

Impact of not being able to see your own Doctor – lack of continuity and relationship building

***What could be done to address this?***

More GP's

'Magic up funds – which is probably a non starter, but that's not the fault of the practice'

Expand the practice to accommodate the growing population

It used to be that you could get a call back when phoning for an appointment – it would be useful if this could be reinstated

**Male**

***What do you like about the Nuffield Practice***

'I don't come down very often but found it okay'

'All friendly and do what they can to help'

There is help available when I visit

Efficiently run and friendly

Relaxed environment

Your team – Dr Boland is a great lead!

***How could we make the practice even better?***

Sometimes having to wait more than 2 weeks for an appointment

***Are there any shortcomings of the Practice?***

'My experience has already been positive'

'Notice boards are too intrusive – only have what information is required to be passed on'

'Not that I have noticed – only thing is you have to wait a long time for a GP appointment but I understand this is because of pressure on the NHS – I would pay more tax!'

***What could be done to address this?***

None given

**Over 65**

## **Female**

### ***What do you like about the Nuffield Practice***

Friendly efficient cooperative reception staff

Scope of services

Very good Doctors

On the whole receptionists are very pleasant and helpful

'I am a new patient so have only used a few times but I am very impressed with the staff and doctors – they are quick to help'

'I used to like the practice but not any more ... give appointments when patients need them and not have to wait 3 weeks by which time the symptoms would have got worse'

'Everything – have been a patient here for 45 years and have no complaints'

'Speedy referrals – doctors give you time to understand medical problems and are patient and encourage discussion on health related subjects'

'I feel they do all they can under the circumstances'

### ***How could we make the practice even better?***

Nice paintings in the waiting area

Get more Doctors so that existing ones are not overworked and have no time to diagnose.

Difficult for you – more GPs and fewer patients

Perhaps some way for children and babies to be given priority

Better time keeping so that appointments don't over run

Magazines that are easier reading

The reception area is not very welcoming as the desk is too high

'Offering appointments as and when needed with your own doctor as one ends up seeing Locum doctors most of the time'

'I don't think that more can be done to improve without more funds'

### ***Are there any shortcomings of the Practice?***

If late by 5 minutes you lose your appointment slot – could this be extended to 15 minutes as sometimes buses don't turn up

Difficult to get through on the phone sometimes, but when I compare with other practices my family tell me about, I have nothing to complain about

At times receptionists not very polite – long wait with only one receptionist on. Put two on at busy times.

Having to wait too long for an appointment but with Witney's expanding population, it can't be helped

***What could be done to address this?***

Redraft Dr Bolands answer phone message – very clear and informative but not frightfully positive or welcoming in content

Employ more Doctors and nurses

**Male**

***What do you like about the Nuffield Practice***

Reception – always helpful/charming, clean

All staff are friendly and helpful

Improve reception by lowering counters which can be off putting

Appointments generally on time

Location is excellent

Pharmacy adjacent is ideal

Dr Boland is very helpful as are the nurses

'Good emergency access via call back by duty doctor'

'It functions with reasonable efficiency – it has become a little departmentalised – this is a good thing and speeds up waiting time. Communications with patients – sometimes by phone – is a good thing'

***How could we make the practice even better?***

Maintain the doctor: patient ratio

Offer vacuum treatment for the removal of ear wax

Increase the number of Doctors

Not much

Easier communication with Doctors via telephone

'A reduction in time waiting for an appointment would be welcomed. Appreciate that this is contingent upon the number of patients the surgery deals with. A solution might be to have separate periods for the 'aged' who suffer perhaps from more chronic ailments'

Perhaps a drop-in clinic as available at other practices

***Are there any shortcomings of the Practice?***

There might be when all the local house building increases pressure on patient numbers

Too long to wait at times

Long time to obtain an appointment

To many advertisements around the Practice

'Under the clock is a board which you cannot read unless you are close to it- I have never seen anyone read it'

***What could be done to address this?***

Keep Local Government informed of the pressures exerted on our doctors with increasing population – they don't have enough time per patient.

Employ more doctors

Remove all the advert posters and leaflets

Perhaps better 'sifting' of calls to put patients in direction of other health professionals where appropriate – done already but is there scope for improvement?'