



LONG STRATTON MEDICAL PARTNERSHIP

**SURVEY REPORT
2018**



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Introduction

The purpose of our survey was to find out the opinions of our patients in addition to the Friends and Family Test. We decided to use the same questions that are asked on the NHS website but with the focus on leaving a space for open comments, as we felt this would give us a better understanding of the patients' views.

The survey was made available to patients in several ways:

- At reception and in the waiting area at both surgeries
- On the practice website
- Posted on our Facebook page linking in to our website
- At Dispensary
- Handed out by the Patient Participation Group (PPG)

On the questionnaire we also asked for basic patient information such as sex, age group, ethnicity and whether or not they had a long term health condition – just to assist with the final analysis.

The Patient Participation Group were a great help to us by spending time in both surgeries, co-ordinating the handing out & collection in of surveys, talking to patients about their role within the practice, answering any questions or queries, taking anecdotal feedback and encouraging the use of the comments box.

The survey ran for a period of 4 weeks ending on Saturday 7th July 2018 and we chose to use a truly multi-channel approach with which to circulate and engage with as many patients as we possibly could. By far the largest media for feedback was from the face to face surveys handed out by the PPG members with over 60% of respondents choosing this method.

56 out of the 480 responses received were via our website which is 12% of respondents, leaving 28% which were filled in spontaneously as a "pick up" from Reception / Dispensary.

The figures above clearly show that response rates are enhanced by that "human engagement" and, without our PPG's support we can see that we would have had a far reduced survey response.

Publicising the Survey

2018 PATIENT SURVEY

We want to hear from

YOU!

This year we would like as many patients as possible to take part in our patient survey so we have made it **much shorter!**

Please help us to provide the best service we can and take two minutes to complete our survey

Thank you

PLEASE DON'T LEAVE

UNTIL

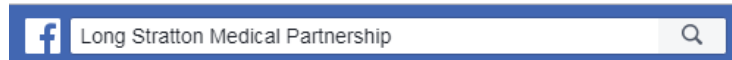
you have completed the
2018 patient survey

Thank you

HAVE YOUR SAY!

WHAT DO YOU THINK?

WE NEED YOUR VIEWS



Long Stratton & Newton Flotman Patient Participation Group (LSNFPPG)

Our Patient Survey has been produced in conjunction with our Patient Group members



Long Stratton Medical Partnership
Swan Lane and Newton Flotman Surgery

2018 Patient Survey

This survey is produced in conjunction with our Patient Participation Group (PPG). We are interested in finding out your views about how we perform, your answers and comments will help us to improve the service the practice provides. Please place a tick or cross in the boxes provided to indicate your answers.

We have kept this survey short but at the end of the survey there is a general comments section where you can add any other comments, suggestions or feedback that you may have.

The cut-off date for this survey is Saturday 7th July 2018. The results of the survey will be published by the end of August 2018 on our website www.longstrattonsurgery.nhs.uk, and hard copies will be available in reception.

Q1 Are you able to get through to the surgery by telephone?
 Always Usually Sometimes Seldom Never Don't Know

Q2 Are you able to get an appointment when you want one?
 Always Usually Sometimes Seldom Never Don't Know

Q3 Do the staff treat you with dignity and respect?
 Always Usually Sometimes Seldom Never Don't Know

Q4 Does the surgery involve you in decisions about your care and treatment?
 Always Usually Sometimes Seldom Never Don't Know

Q5 Does the surgery provide accurate and up to date information on services and opening times?
 Always Usually Sometimes Seldom Never Don't Know

Q6 Friends and Family—how likely are you to recommend this GP surgery to friends and family if they needed similar care or treatment?
 Extremely likely Likely Neither Likely or Unlikely Unlikely Extremely unlikely Don't Know

Please tell us about you:

Q7 Are you Male Female Other

Q8 How old are you?
 16 yrs or under 17-24 yrs 25-42 yrs 43-64 yrs 65-74 yrs 75 yrs or over

Q9 Do you have a long term health condition? Yes No

Q10 Ethnic Category

| | |
|---------------------------------|------------------------------------|
| White—English | Pakistani or British Pakistani |
| White—Irish | Bangladeshi or British Bangladeshi |
| White—Any other background | Other Asian Background |
| Mixed—White and Black Caribbean | Caribbean |
| Mixed—White and Black African | African |
| Mixed—White and Asian | Other Black Background |
| Mixed—Any other Background | Chinese |
| Indian or British Indian | Other (Please specify here _____) |
| | I do not wish to specify |

Any other Comments? Please use this space to add any additional comments or suggestions you feel relevant to the service we provide—note anything you feel we do well, or anything that we could do to improve our service:

Thank you very much for completing this patient survey for us.

Details and Results of the Survey

Overview of general information:

| | |
|------------------------------------|-------|
| Practice population: | 11125 |
| Total number of surveys completed | 480 |
| Percentage of Practice population: | 4.31% |

Breakdown of patients who completed the survey

| | |
|--|-----|
| Number of surveys completed by patients while at surgery with PPG member present | 288 |
| Number of surveys completed by “pick up” at reception | 134 |
| Number of surveys completed online | 58 |

The results and comments made are shown on the following pages:

Survey Review

The following point is worth noting before reading the analysis:

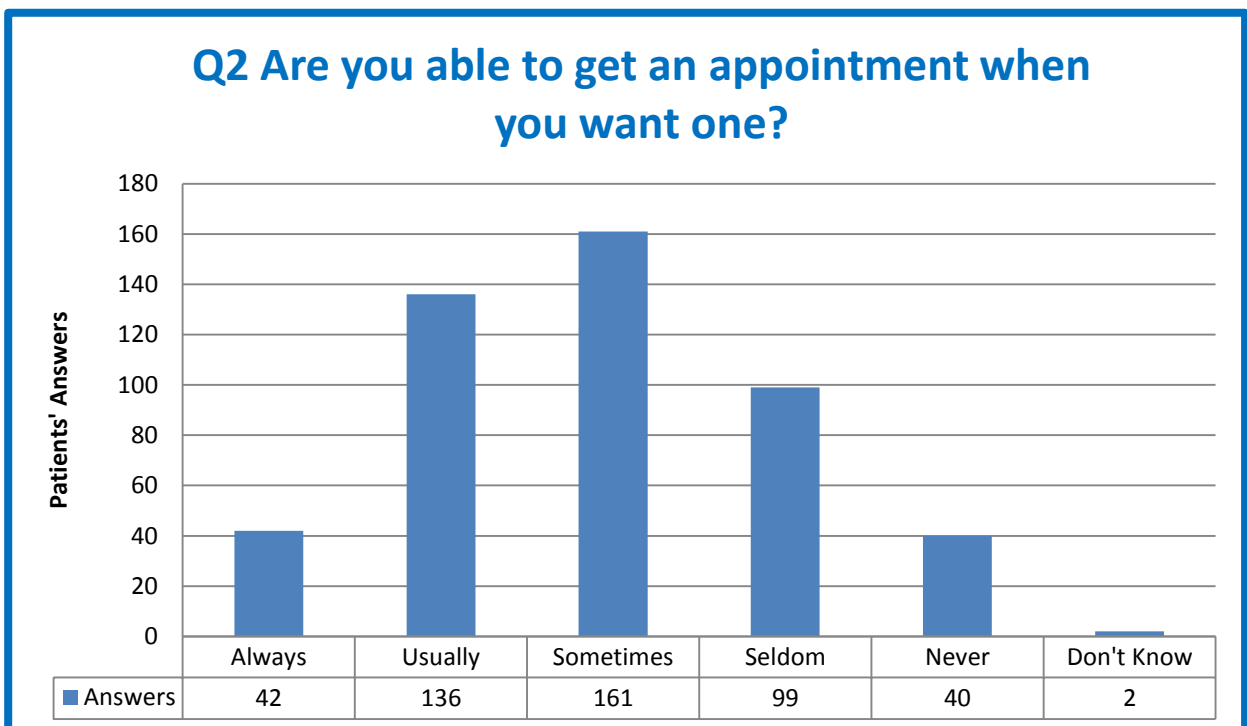
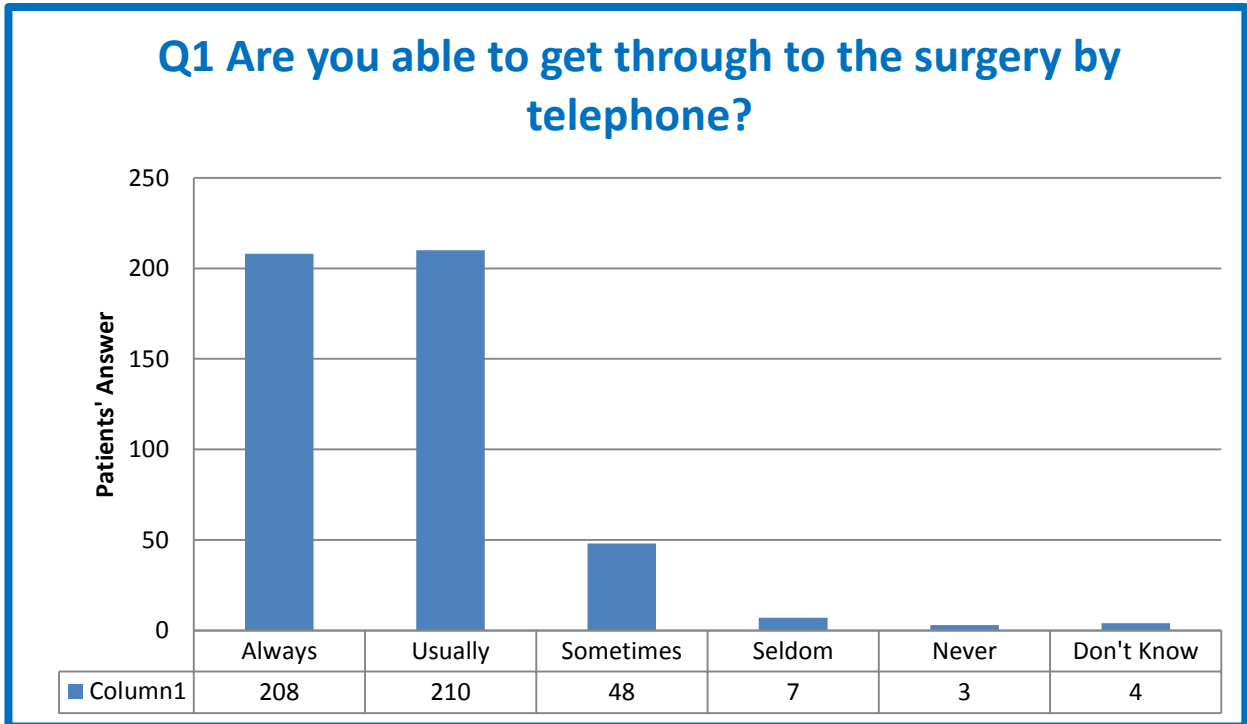
- Not all survey sheets were fully completed – especially questions 6 to 10.

Long Stratton Medical Partnership Swan Lane and Newton Flotman Surgery

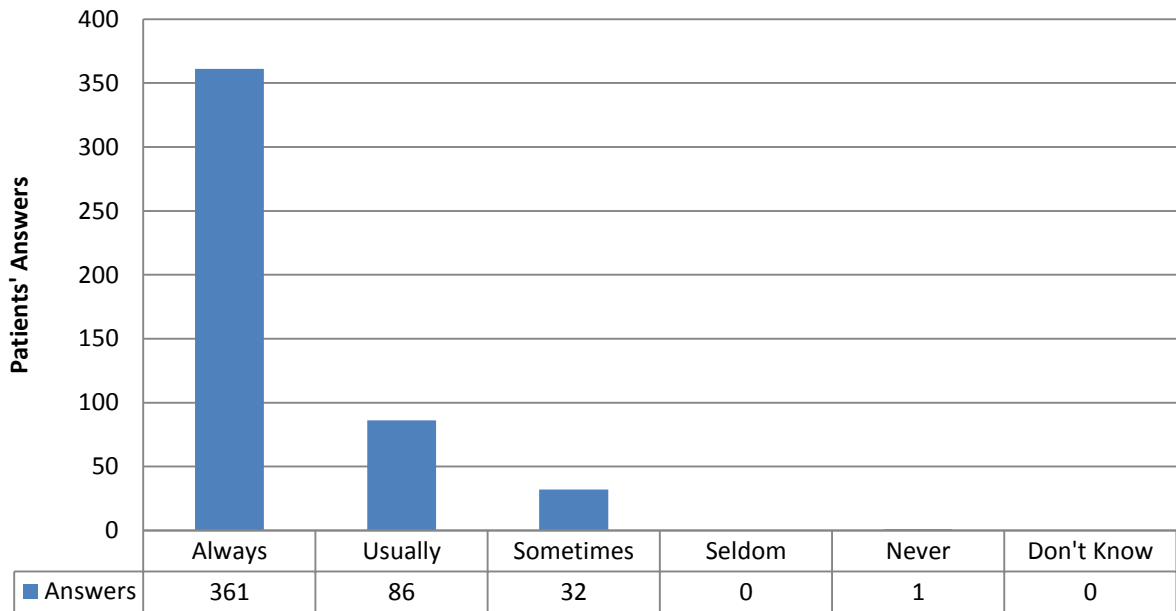
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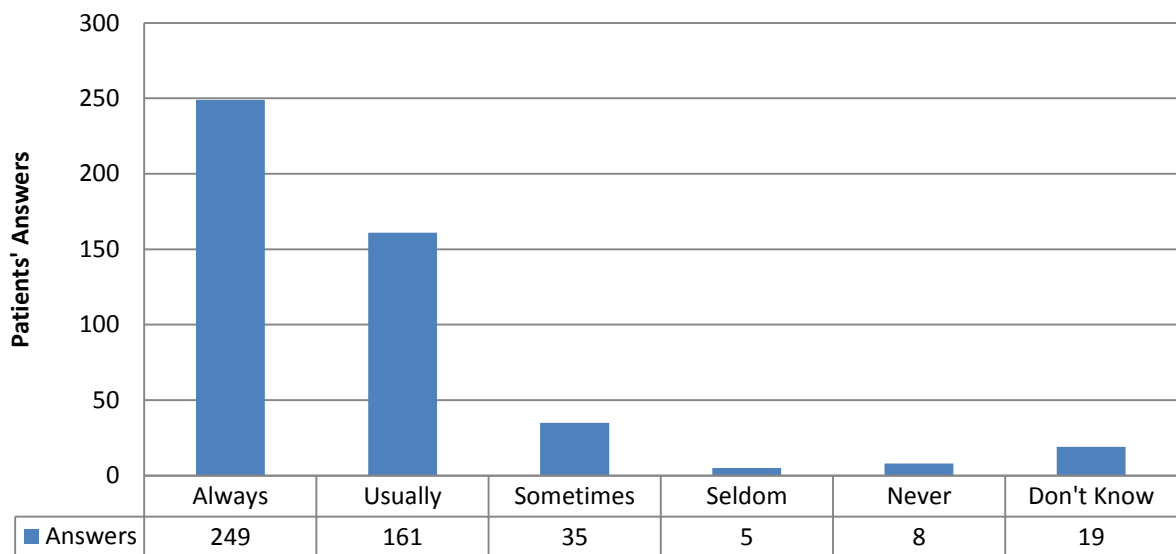
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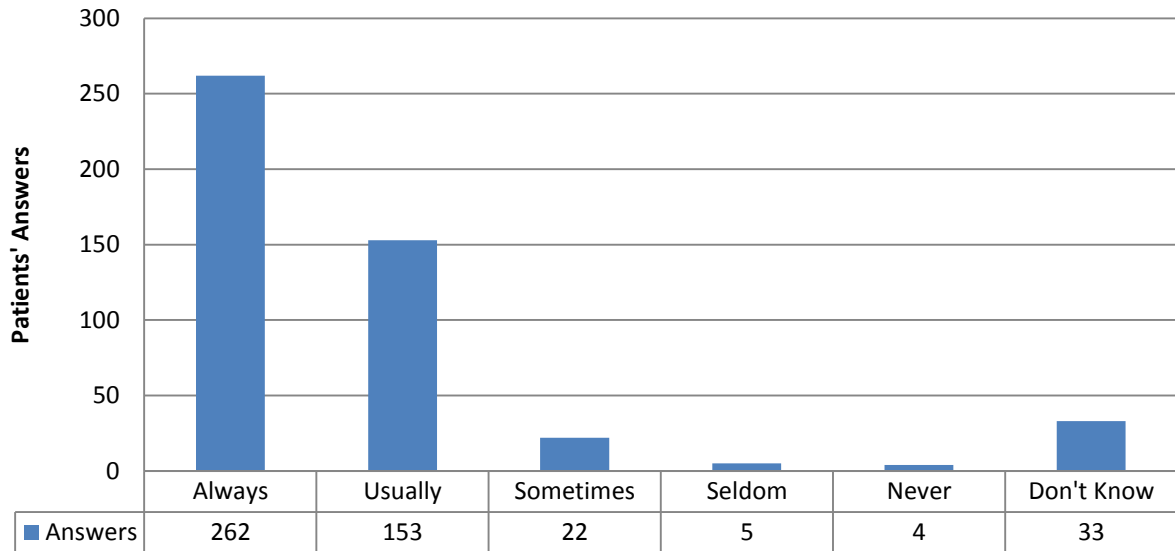
Q3 Do the staff treat you with respect?



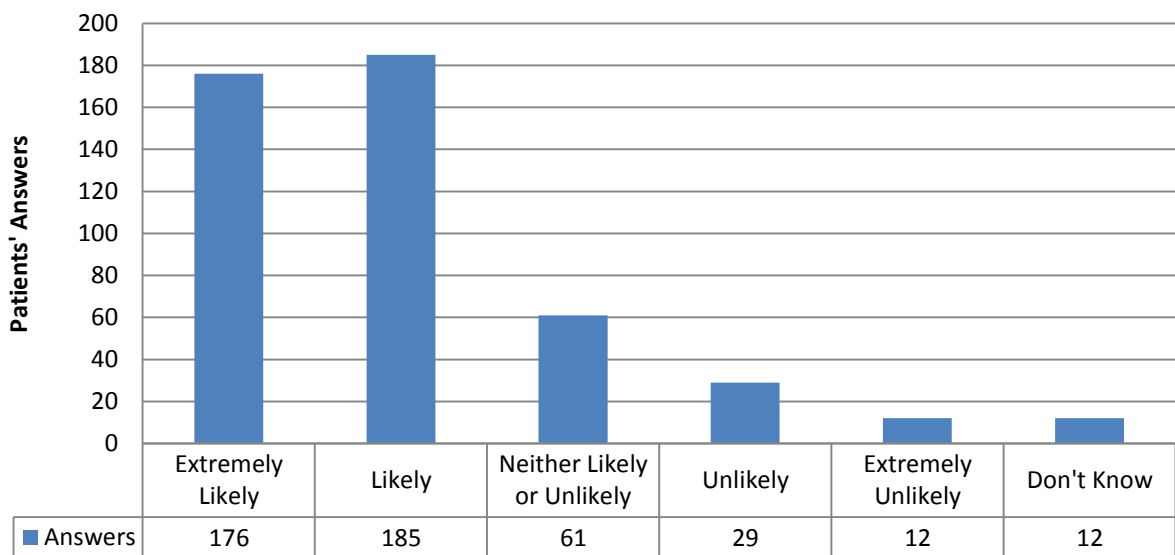
Q4 Does the surgery involve you in decisions about your care & treatment?



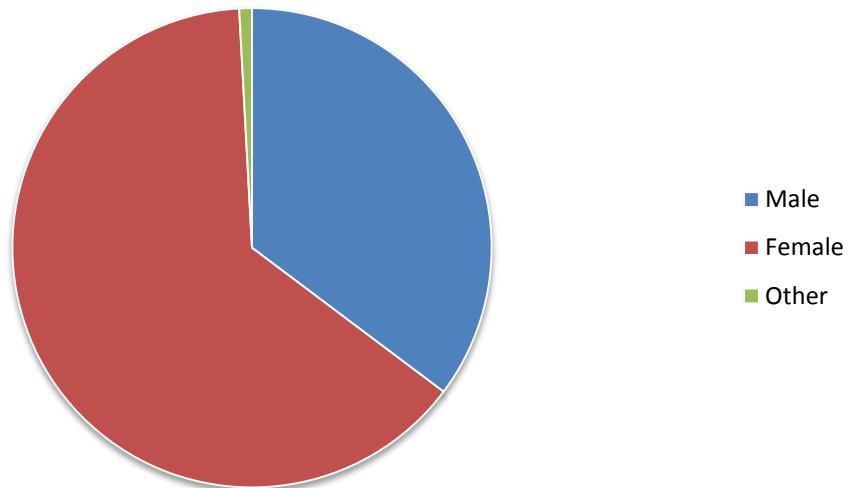
Q5 Does the surgery provide accurate & up to date information on services and opening times?



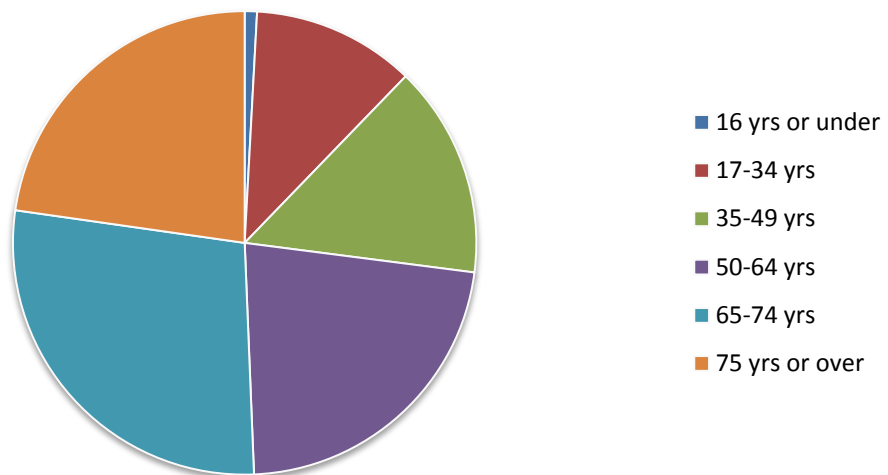
Q6 How likely are you to recommend this GP surgery to Friends & Family?



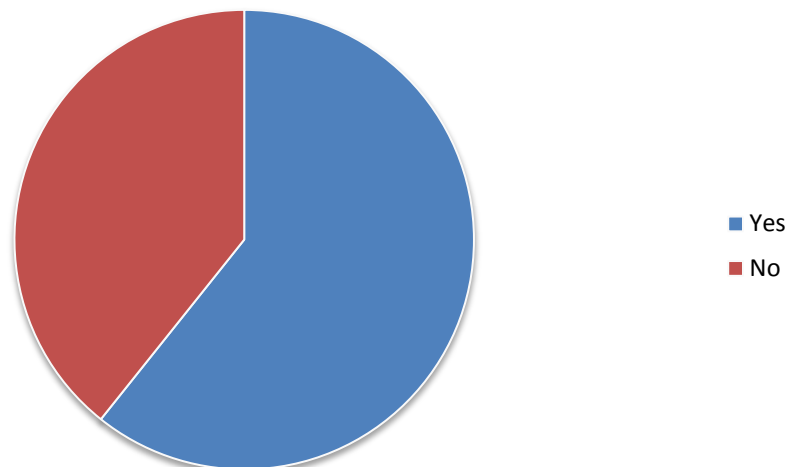
Q7 What is your gender?



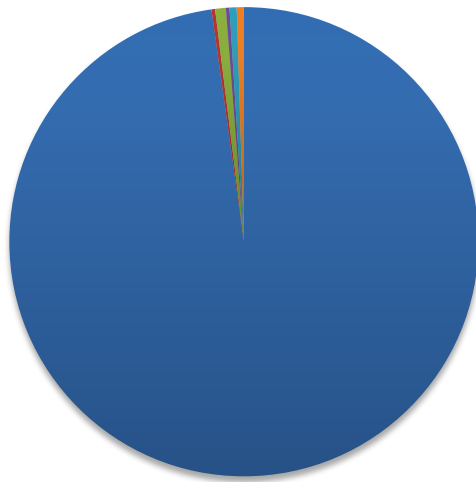
Q8 How old are you?



Q9 Do you have a long term health condition?



Q10 Ethnic Category



- White British
- Not Specified
- Pakistani
- White Irish
- African/Indian
- White Other Background

Any other comments

Praise

I want to take this opportunity to say I think the Long Stratton Surgery staff are helpful, concerning, always patient with us elderly patients. The reception staff and nurses are great, I consider myself very fortunate to be a patient in this surgery and have Dr Prabhu as my GP.

Friendly, always ready to help. Came in with problem asking for telephone conversation and was seen within a few minutes. No complaints at all.

I find the Doctors are always very helpful.

I am currently a temporary patient at the surgery. Very clean, calm and comfortable surgery space.

Always found staff and Doctors friendly and considerate. I know they are under pressure but always on the ball.

Really good surgery. Friendly service.

Best surgery in the area.

As a frontline NHS employee I have heard first hand peoples' concerns regarding their surgeries. Long Stratton excels compared to others I've heard about. Thank you for giving often prompt appointments.

I find all staff very friendly + helpful and understanding.

I have always found all staff members courteous, polite and professional with myself and my daughter. Thank you.

Q4 – this is an odd question to ask. I feel the Doctor/Nurse “involves me” by giving me advice or referring me for further treatment.

I always find the nursing staff brilliant.

Staff very good.

Very happy with the service you provide.

I have been very pleased with the treatment received over the past 40+ years.

The patient tells me he is very satisfied with the care he receives from his GP.

All good!!

Staff are as helpful and friendly as they can be when working under current pressures. Since becoming ill with cancer all efforts have been made by staff to see me when necessary. Drs Nelson & Turnbull have been particularly professional and caring. HCA Elizabeth is a superb “taker of blood!” Thank you.

I have had no trouble at this surgery. I have always been looked after very well.

The staff are very helpful and understand where I'm coming from.

The care here is absolutely amazing – the Doctors are just lovely especially Dr Saint and Dr Nelson.

I have found myself very lucky to be so well looked after at this practice.

You do everything very well and I have no complaints about this practice.

Always very helpful and do their best to sort us out. I have always been looked after well and know members of our family have been the same.

An excellent health centre, especially:-

- 1. Dispensary/Prescription Office – very difficult job but staff are very efficient and helpful.*
- 2. Reception – very efficient and polite.
Well done in difficult circumstances*

I appreciate that the surgery is extremely busy and stretched, however I have always been able to get an appointment for myself and my young son at short notice via the triage service/call-back. I'm very grateful for this and would like to thank all the staff for their hard work.

Think you all do so well – thank you.

Only glad “you” R here for me when wanted – long live the NHS!!

You look after us very well.

I always find the Doctors to be so supportive and so glad I am with this practice.

We are a Care Home and are looked after very well by this company.

Very happy with everything.

😊good and 😊very good

All good, nice place, nice people, good service.

For me the surgery is near perfect, thank you.

Since changing from a Norwich Practice I have been very impressed with L. Stratton Med Pract. in all aspects. Every Doctor I have seen has been thorough and I am happy to be on the roll at this surgery.

I feel that given the constraints of the NHS you provide an excellent service with the resources available.

The Surgery has been great to me and my family, they were very good through my pregnancy and very helpful. They are also great with children the only thing I would say is more toys for the children.

We have always been able to get an appointment if one of our children is poorly. All the Doctors we've seen have been extremely thorough and helpful. Thank you.

Dr Prabhu is an amazing Doctor, made my first experience easy and comfortable, truly is a lovely Doctor. I'm 10 years old and was worried to disclose my problems but he made me feel at ease. All in all we need more Doctors like him 10/10 😊

The team at the surgery have always been helpful. I have found their triage over the phone appropriate and relevant. Many thanks.

I particularly like seeing the same Doctor which I nearly always have at this surgery. I find all the staff helpful and polite. I like the way all family members can be allocated the same Doctor. Very good. Would recommend.

Proactive and professional.

Now unable to get to the surgery without help, the District Nurses are extremely efficient and kind and come to my home to do my warfarin count.

Dr Saint has made me feel welcome at the surgery – supportive. Often found it difficult to get appointments and prescriptions but overall satisfied.

Sometimes have a long wait for appointment e.g. 3/52. Emergency/urgent appointments very good. Compared with other surgeries/health centres this one is way out in front!

Nothing – all works very well.

Everyone is always happy to help and will help in any way they can.

We are lucky and grateful to have the Surgery in Newton Flotman and happy to talk to the staff who we are familiar with, and always helpful (Not everyone does website).

Usually very satisfied.

This practice provides an excellent service. The only problem is that appointments have to be booked weeks in advance (for non-urgent issues) but that is no doubt due to NHS funding problems. Thanks everyone.

Never had any problems in a real emergency. Doctors and staff work together as a terrific team.

All the staff are friendly and welcoming. I feel very cared for.

Diane is always kind and professional. Dustyn is very caring and conscientious.

Excellent service please keep it up.

I tend to use the Newton Flotman surgery and they have always been kind and helpful to me from receptionist, nurse, Doctor. Having a chronic pain problem this means a lot to me.

They always welcome me at the surgery.

I have recently had to telephone for emergency treatment and have had excellent response from all Doctors who have seen me

We have an excellent practice, very conscientious GPs, nurses, admin staff and pharmacy, BUT they are pushed to the limit and need more money, more resources to fulfil the needs of a growing population in Long Stratton, Tasburgh and their outreach area.

A very good practice which copes under pressure. You need more money and more resources and the Government should respond. Who needs nuclear submarines and supersonic aircraft? We need to cherish and sustain our NHS.

Always helpful.

Excellent treatment by nurses.

Suggestions/Concerns

How about holding a health and wellbeing day for NHS staff and asking professionals and complementary therapists to promote their businesses.

My Doctor's is Newton Flotman but to come to Long Stratton, seems a waste to come to Long Stratton – petrol and time.

The follow-up on long term health issues is outstanding and the Nurse Practitioners are extremely knowledgeable which gives a comforting assurance that I am receiving best care possible. However "Front Desk" admin staff need to be more conscious of their attitude and certainly not chew gum whilst carrying out reception duties. Hope you can read this as written on my lap!

Lived in area 2 years and luckily have not had to see a Doctor in that time so unable to answer properly.

The staff have a right to be treated with respect and cannot do the impossible! If the problem needs immediate treatment, staff do their best to get the person an appointment. Recently the on-line ordering for prescriptions has been a real problem, not the staffs fault. I had to go to the surgery to try and sort this quite a few times! However in the end it was sorted, and is now working. Thank you so much.

Air-con in waiting room would be great. The radio is awful turn it off or at least down please.

Music while waiting! And a commercial station. Should not have to listen to ads which I do not want!

Answerphone to leave messages on would be helpful for contacting Over 75s Outreach Team.

Find it difficult to get through to Stuart on the phone, now that his telephone number is no longer working. Bring it back.

I work as a Carer PLEASE CAN WE HAVE THE TELEPHONE BACK SO THAT I CAN RING STUART DIRECT. Thank you.

With Long Stratton expanding needs extra Doctors.

I am concerned at the increase of population in the area with more houses due to be built. However no provision for extra GP facilities to cope.

Excellent – everyone tries hard. Probably need more spaces + Doctors + Nurses though if we add another 2000 homes. Plus car park can get very full indeed. Can we get more spaces?

Hopefully the 2billion the NHS have been promised will allow you to open 5 days a week at Newton ☺

An online booking system would be helpful for appointments.

The surgery is clearly understaffed which I understand is difficult due to recruitment problems + finding – but I feel the surgery is overloaded with patients + not enough resources.

Well woman clinic, so not to see Doctor for blood pressure checks.

Staff always very friendly. My only moan is not being able to access all medications here. Am given prescription and told to find a Pharmacy that stocks it myself! Otherwise – a great surgery – a real bonus for the village.

Suggestion you keep some blood test appointments free for those attending Dr appointments that day, getting a blood test can be difficult, and

- *Would greatly improve service if the surgery was open for longer for example 7.30am – 7.00pm, these early and late appointments would be perfect for easy routine appointments for people who work, other surgeries in East Anglia off this service so why can't Long Stratton Partnership?*
- *Annoying that thyroxine is only allowed to be prescribed in monthly amounts when this is unlikely to change; surely 3 months' supply could be issued relieving some pressure on pharmacy and patient.*
- *Stop people dropping off children at the school using car park, very annoying at busy times.*

Could improve when having a blood test if anybody cancel to call patient to come sooner.

Good Docs but need a bigger building and more Docs to cope with all the people that come in.

The surgery is fine but Doctors need improvement, as got prescribed antibiotics without a proper examination and had no urine tested. Keep returning to the surgery for the same problem and still hasn't been resolved/diagnosed.

- *Bigger car park – difficult to park*
- *Evening surgery two per week + Saturday morning*
- *Pharmacy open at lunch time – lunch taken by staff in shifts*
- *Ear syringing at Long Stratton not Loddon or Wymondham*
- *Long Stratton surgery for all Long Stratton residents, not always convenient to travel to Newton Flotman*
- *The surgery always looks clean in all areas, and all staff and Doctors are very helpful.*

It takes a long time on the phone to get through to a Receptionist in the first instance. The longest I have waited on hold for the Receptionist is 34 minutes all of which are charged before I have even spoken to anyone. Maybe whilst on holds it could be a free call. I know people who book appointments online and then cancel because they did not need them – it was just in case. This means other people cannot get an appointment with their GP.

Brilliant when the kids are ill – Doctors and Nurses are fab. Waiting times for adults are very long. With the proposed new homes being built I can only see the demands on appointments rising. The Service is brilliant, it is just over stretched. I really feel for the GPs & Nurses as they work really hard, however with an ever aging population it will only increase in demand.

Because I was always seen by other Doctors and not my own GP, my bladder cancer was missed.

In my experience a couple of Doctors have been quite rude and made me feel silly.

I feel the older generation get a raw deal even though they have paid into the system. Also I think if you've had a hospital check for something and if nothing was found that the Doctor should call you back to talk it over for further information and not left indefinitely as something may have been overlooked. Thank you.

Q6 – Friends and Family – not recommended as what suits one person doesn't always suit others! Incorrect name given for appointment.

Doctors should listen to their patients, we know our bodies and know when not right. Receptionists always pleasant even though very busy.

Get notes up to date.

Sometimes we have to wait weeks to get an appointment – the problem seems to have started with the Doctors now having to do Newton Flotman. I have to say that last year a Doctor probably saved my daughter's life by diagnosing her condition quickly and correctly. The other problem we have is the Pharmacy doesn't always have the medicine prescribed by the Doctors so we have to do a return trip.

Certain Doctors need to be careful what they say when children are in the appointment – my daughter is still scared! Doctor's don't check hospital letters/emails – still waiting for scan results (6 months). More mental health – tired of being forced to fight for my anti-depressants.

Mental health care is shocking! More worried about getting off anti-depressants. Had to come in twice now to complain about Doctors conduct again my partner. Reception staff are always kind and helpful. Surgery always clean.

Back up Doctors.

- *Q1 (are you able to get through to the surgery?). Usually able to get through on phone eventually if wait in Q. I do try and use online booking for appointments.*
- *Q2 (are you able to get an appointment when you want one?). There seems to be a very long wait for a routine non-urgent appoint. There is rarely an appointment available with my registered Doctor. This didn't seem to be a problem 2-3 years ago.*
- *Q5 (does the surgery provide accurate and up-to-date information on services and opening times?). I use the website when possible for information. Found reception team to be very helpful when I had a log in problem with online booking/prescription service.*
- *Appreciate you are doing a difficult job in challenging times. Thank you. ☺*

Reception staff can be difficult to deal with at times. Doctors seem to change frequently, there is no such thing as a family Doctor any more. Pharmacy staff are extremely helpful and pleasant. Toilet doors need a sign outside information users to switch off light and close the doors.

Lack of Doctors which is not the fault of practice, more political.

Re Q1 (are you able to get through to the surgery by telephone?). The auto answer seems a bit long winded but the frustration is being put in a queue and being told you are 5th in line. I have been known to give up after 12 minutes. The Pharmacy 1.5 hours closure causes chaos at 2.30pm when a queue of up to 20 people are sometimes waiting.

When ringing the surgery, although the information in the preamble is essential, perhaps this could be shortened slightly. It is most frustrating as, after listening to this the caller is still told to wait for the receptionist to answer, which can sometimes take another fifteen minutes. This makes for a very expensive phone call, especially for a mobile phone caller. Presumably a second receptionist as a back-up is out of the question??

I am generally satisfied with the care I receive from the Doctors and Nurses, usually in my home, because I am unable to get to the Surgery. It is sometimes frustrating trying to get through on the phone and the preamble before actually speaking to a Receptionist is quite irritating. When through to the Receptionist, respect is usually shown. For example it would be better if some direct lines were available to some staff, as used to be the case when needing to speak to the Outreach team. Now we have to go through the answering system which is time consuming and not always productive.

It is about time the surgery telephone system was sorted out. You can never get through and when you do, you wait ages for someone to speak with you. No wonder there are so many missed appointments. Dispensary is always closed when you need it at lunchtimes. Waiting times for repeat prescriptions are excessive.

Sometimes when calling you have to wait in a queue for a long time (too long), over 20 minutes once!

The new telephone system makes it impossible to phone Newton Flotman direct. The last two calls to make an appointment cost over £2.50!!

The recorded message at the start of a call is confusing. Most people regard a medical emergency as something that needs to be dealt with that day but I presume that is not your definition.

Always very pleasant and helpful. Just wish there could be some access to the Surgery at weekends, even if it was within a group of local surgeries. However your care and hard work is always appreciated. Thank you.

The triage surgery is very responsive. Quick service in call backs and arranging an appointment.

1. Please consider opening the surgery on one weekday evening and Saturday morning/afternoon - it can be difficult to fit appointments in with work commitments 2. please consider opening the dispensary on one weekday evening and Saturday morning/afternoon - it can be difficult to arrange collection of drugs around work commitments 3. please provide the option for the prescription of 2-3 months supply of drugs (especially non-opioids etc) for long standing conditions when the dosage has not changed for several years. This is a particular problem for anyone working offshore or who travels a lot with work, especially when working in developing economies.

All staff exceptional with the exclusion of the practise manager. Practice manager during recent need to discuss a urgent prescription based issue was unhelpful and lacked knowledge of what could be done to fix the problem, fortunately the pharmacist in the supermarket was able to provide the necessary assistance required

I only found out that this survey existed when it was mentioned in the recent July/September newsletter, without any link to this online version. Apparently it's 'comprehensive', yet seemingly only open to those recently attending the surgery, even though this online version exists (and which I was given the link via a neighbour). Hardly 'comprehensive' then.

I would like to see a fine system like dentists use for patients who don't cancel their appointments. The Triage system is a joke! Getting an appointment is a nightmare, I have to tell unqualified receptionists my issue then await a call then may get to see one!

More disabled parking bays are needed, 2 is not enough – more needed.

GPs are never on time.

Appointed Doctor/Appointments

I can't complain about the staff, always more than happy with them all. BUT I find the waiting times to get an appointment if non-emergency is ridiculous, I've had to wait over 4 weeks before to see my own GP. As I have a rare condition that little is known about it, it can be difficult to get the help I need, as many Doctors say you really need to see your own GP, but with such a wait can make this difficult.

You say we have a Doctor dedicated to a patient. Why have I had so many different ones? Why do I have to wait 3 weeks for an appointment?

More Doctor's needed and more diabetic nurses to keep wait time for appointments down.

Used to be able to have routine appointments within 3 days, sometimes now it is 30 days.

The Doctors I see are excellent at their jobs but cannot always access services required easily. Not everyone books longer appointments causing delays.

Waiting over 1 hour to be seen but not notified of delay!

Waiting times can be long, difficult with a baby.

Quite often having to wait a month to see a Doctor. Being a bit confused about how long your appointment should be – symptoms. Have always been treated cheerfully and respectfully.

The waiting time for appointments to see the Doctor is rather long.

I am aware I have to book 3 weeks in advance for a blood test – so have to book accordingly.

Most times there is a long wait for an appointment – say 2-3 weeks.

Waiting times for an appointment is generally between 20-21 days for my own GP.

Practice is always very busy therefore very long waits for an appointment.

Dr Nelson is my Doctor. The waiting time to get an appointment is usually 3 weeks. I know in an emergency I can get an early appointment so I have ticked Q2 "usually." I am very satisfied with the care that I receive.

Don't like having to tell reception what's wrong even though I know it's how you work now. Hate waiting 3 weeks for appointment but thank you to all the hard working staff as when I do see you eventually – you are all lovely and we are treated very well!

The staff are pleasant, polite and helpful. It would be nice to see one's designated Doctor without waiting on average 4 weeks!

Just time span for appointments. Never sure if emergency appointment is required but triage is very helpful.

Waiting times for appointments are unacceptably long – usually at least 3 weeks to see my own GP, which I consider important as he knows by medical history.

Adult appointments are hard to book – 3 weeks is a long wait + when I need to see a GP its usually for something more urgent – but doesn't require A&E/Walk-in.

I'd like to be able to see my own Doctor more easily.

Can be frustrating for appointments (3 weeks wait) but appreciate reasons why and have always been treated well here.

Doctors I have seen have been helpful, waiting time for appointments too long.

The wait for a Doctor's appointment of your choice is just disturbing and I'm sure not unusual in many surgeries but not all from what I hear from friends and families. I have recently been given a hospital appointment 2½ - 3 months ahead of the time the Doctor asked for an "urgent" referral – words fail me! However, the staff and Doctors here are always polite, efficient and reassuring "on the whole!"

The staff are very good and professional. The problem is the appointment system. When really unwell you can ask for an appointment on the day, I have always got one. I feel guilty having to do this. My previous health centre had a really good appointment system (Botesdale Health Centre). It may be worth the Practice Manager visiting them to find out what they do! I have been told that appointments are released at a certain date each month but that only works for appointment non urgent. The Receptionists, Nurses and Doctors are lovely. It is not their fault.

Sad that appointments are now always so far ahead.

Appointments normally only available weeks from call, longer if you wish to see your actual Doctor.

Appointments seem to be much further in the future than they use to be and there seems to be longer waits when waiting for the appointment usually between 10 & 30 minutes. Staff are great.

Staff are always amazing however having to wait several weeks for a 'non urgent' appointment for something like depression or asthma is worrying.

I have found that when I request an appointment the staff usually do their best to find an alternative option, if they cannot offer a time to suit at the time of asking.

Always fantastic staff. Pity we cannot get appointments sooner. Thank you.

The two week delay in making an appointment is really frustrating!!

A little difficult to sometimes get an appointment However on the whole very good and may I pick a GP in particular – Dr Mini excellent.

Happy with the quality of service. Shame the GPs do not have more available time.

Booking an appointment with a nurse is not too difficult, and they give a good and caring service. To make an appointment with a Doctor is more difficult, and to get one with your own Doctor is very hard. By having to see different Doctors means you don't have the same continuity as you would by seeing the same one.

If I want an appointment with my GP the waiting time is anything up to 3 weeks.

- *You can get an appointment but often waiting time for non-urgent appointments is too long (over 2 weeks, often more) Less likely to recommend GP practice due to this, used to be much better but has got a lot worse!*

Usually a long wait for non-emergency appointment.

When I need to see my Doctor I would like to see my own Doctor now not in two weeks' time or more.

Care from the nursing team over the past six months or so has been excellent. But appointments with Doctors are disappointingly not a few days as they were a few years ago. However, if very urgent the response system (in my case) proved to be very good.

I have not answered the Family and Friends questionnaire because of concerns about being able to see Doctor of choice – I only go to the Doctors if it is something of real concerns and therefore I do not like being listed to see a Trainee Doctor without being asked first.

Would be nice if we could make appointments more than 4 weekly.

Hard to get same week appointments.

We need more Doctors so that we can have an appointment at shorter notice.

I can never get appointments when I need them which often results in me having to go elsewhere. Would be great not to have to wait 4-6 weeks for an appointment.

I rarely have to use the Surgery but am aware that there is pressure on surgery appointments. When I have called for non-urgent appointments it has taken a while to find a mutually suitable one. Last time I tried (over a year ago) online appointments it didn't work. This would be easier for those of us with busy lives to be able to do rather than take up reception staffs time comparing diaries! Contraceptive services have not been easy to (long term) access, I was advised to go to the clinic on Oak Street. Information on services and opening times is provided on the website.

Re Q2 on appointments – Although not able to get an appointment when I want it, I do appreciate that the Doctor call back system works effectively.

Appointments – harder than it used to be will be worse with new development.

Would be easier to see a Doctor if I could see any Doctor not just my own, as I have to wait a long time e.g. 4 weeks to see my own Doctor when any Doctor would do. Also, difficult if it is urgent but not an emergency.

It would be better to see my "own" Doctor but this is quite often not possible – I fully understand the problems with allocating appointments and hope the situation can be improved in due course! The staff at both surgeries are always pleasant and helpful.

The service is not as good as it used to be, few hours, few days.

This was the first occasion that I've used the Newton Flotman surgery. This was for a routine blood test and I was able to get the appointment very quickly which was excellent.

I find the main problem is the length of time to get an appointment, 2-3 weeks – incredible!

Make more appointments for Phlebotomy.

I believe a wait of three weeks for a blood test is too long. To speed up this service would be a great help.

*Not such a long time to wait for appointments or being told to go to hospital for routine blood tests!
Doctors and staff are fantastic, it's just the wait!*

I have always found the surgery helpful for urgent appointments but if you need a normal appointment it's such a long wait. The same could be said for blood tests too, I had to wait 3 weeks for a blood test at the surgery. I have since found out you can go to the hospital for blood tests quicker, would it not be a good idea to make people aware of this freeing up appointments at the surgery for people who cannot get to the hospital? However my daughter had a blood test carried out at the hospital quickly but the doctor needed to see her about the results and she had to wait another 2 weeks for an appointment to see him.

Often have to wait approx. 1 months for appointment with own Doctor. However can be seen sooner by another GP if necessary.

Am never able to get an appointment with my own Doctor, Dr Nelson, only if I am willing to wait approx. 2-3 weeks.

Can't always get an appointment on the same day without having to go into Norwich when it's not convenient.

I don't see a doctor very often, but when I do I usually have to wait 4 weeks to get an appointment with my doctor. Even if I saw another doctor the wait is nearly as long. This is my only criticism of the surgery. It would be a good idea for information to be displayed somewhere as to why there is such a long wait to see someone. I have heard other people remark, and I agree, that after waiting a month for an appointment, the waiting room seems to have very few people waiting to see a doctor. I know full well that there is obviously a very good reason for this but maybe it would be a good idea to enlighten patients as to what causes the long delays so that patients are more tolerant and complain (even if only amongst themselves) less. This is intended as constructive criticism not a moan.

Apart from the difficulty in getting an appointment with your own doctor the service and staff are excellent. This applies to the pharmacy department as well.

As I work full time 8am -6pm Monday to Friday I would like to have an appointment at a time outside of my working hours.

Can never get an appointment with my doctor for up to 4-5 weeks.

I always get an appointment but to be honest it's never soon enough. I feel waiting up to sometimes three weeks is extreme when you are concerned and needing help. However, the triage system works brilliantly and when possible have been able to get help on the day by telephone.

I appreciate there is a national shortage of Dr's but every time I've called I've not been able to get an appointment for 3-4 weeks unless it is deemed an emergency. Routine appointments are needed too and for those that work, and work away as I do, it is impossible to plan in an appointment that far ahead. I've had to go to the walk in centre instead, only to be told it's not urgent and to make a Dr appointment. Other surgeries open earlier and close later or do Sat morning. Most people still need to see a Dr within 2 weeks max and don't need to be off sick when they don't have to be. Please try harder to offer those that work better appointment slots.

It would be better if there wasn't a 4 week wait on average for a routine appointment with a GP.

Newton Flotman surgery needs better provision, waiting a month for an appointment isn't at all acceptable. I understand that we can use Long Stratton surgery, but if I can get an appointment at Long Stratton in a day, but have to wait a month at Newton Flotman there is a strong indication of inequality of care and health provision. We are in the same partnership, so why isn't Newton Flotman surgery offered equality of service and treatment.

Sadly I never manage to get an appt when I want one, I realise this is down to resources and not the surgery.

The biggest issue is getting an appointment with our named GP, normally there is a very long wait , sometimes 3-4 weeks. I appreciate other Drs are available but personally we prefer the continuity of a named GP. Notwithstanding this the service received when I had a medical emergency was excellent and could not be faulted.

You wait 3 weeks to get an appointment then you get told off by the Dr if you want to talk about more than 1 ailment bearing in mind you have an 8.40 appointment and don't get seen until 9.10! I visit the Drs once a year if that! Your reception team are very good! Some of the pharmacists could be a little politer! Having a surgery open all week in Newton Flotman would be a lot easier or even manned with a doctor all day on a Thursday!

Normally I can't get into the local doctors so I go to the walk-in centre instead, as I have to wait for 2 or even 3 weeks away for an appointment. (17-34 year old)

Reception

I always struggle when asked personal questions via telephone about my condition, or in front of everyone sitting in reception. Also the triage system is very frustrating.

Check in machine out of order 50% time.

Can't wait in waiting room 15 minutes before appointments with electronic log in system.

I had a very bad experience with reception. I couldn't breathe very well (Asthma), phoned in for advice got an "earful" from reception that I shouldn't use option 9 on the phone, I didn't want educating I wanted Help (in the end I talked to a colleague who was an ex-army paramedic for advice). Your answerphone message is too long.

Less noisy music over the sound system. Can be a bit stressful when feeling not so good.

Doctors always friendly, kind and helpful. Receptionist sometimes not as approachable, stern and abrupt.

Sometimes the Reception have made decisions regarding how necessary an early appointment is and been wrong.

The receptionists at Newton Flotman are always helpful, kind and caring.

Reception team to take better notice of patient requests. More common sense approach by both dispensary and reception. Update details with 111 telephone service – they seem to think you close at 6.30pm.

Train some reception staff to show more empathy and respect towards patient.

Receptionists can sometimes (some individuals) be quite abrupt/short.

Reception is very unhelpful and at times I would say quite rude and disrespectful, it would seem you are too much trouble and they have got things to do other than help you. This happens on the phone and face to face.

Dispensary

Pharmacy hours are very limiting – am no longer able to pop in during lunchtime and have to make a special 8 mile round trip.

Several in dispensary but it is like you are invisible. They just ignore you.

I have seen recently that you will no longer dispense medications that are easily obtainable from others sources at minimal cost. I think this is an excellent strategy and needs to be fully endorsed by the Doctors. It might save your dispensary staff having problems with patient complaints if this change is included in the notes on repeat prescription forms.

Don't quite understand why the Dispensary must close completely for so long at lunchtime.

Computer systems if they are not broke do not fix them. Old App for prescription renewal worked fine. The new one unable to get into had to bring paper copy to surgery 7 miles.

Only problem was with the on-line prescription ordering when it was down.

Could improve lunch time Dispensary opening times. Some people cannot always get there other than lunch time.

Pharmacy can be a problem? Not always ready on time, losing prescription.

Pharmacy – weak link – slow and can be long queue, restricted opening times. Doctors, nurses and reception excellent.

Dispensary staff very slow and reluctant to serve you.

Use the pharmacy regularly and they are always polite and helpful, especially if there is a query.

Pharmacy lunchtime closing is a challenge for picking up prescriptions.

Pharmacy – Often item not ready, not helpful – could improve.

Prescribed medications suspended or cancelled. Only made aware by phone from Pharmacy then too late to get appointment with GP before medication ran out.

It's frustrating when items aren't available at pharmacy when you've been told they will be. The pharmacy seems much more stretched than it used to be. Appointments are quite a way ahead, but have always been seen if urgent. :)

Results from Q6 Friends and Family Test

Summary

We added the results from the survey to the website and ballot box results and this was displayed in the surgery and sent to NHS England.

Action

No Action as this question was for the FFT

Analysis/Findings

The results of the survey were collated and sent to the Practice Manager and partners for discussion. Responses were agreed and proposals for an action plan were decided upon.

The survey result, responses and suggested action plan was e-mailed to our Patient Participation Group for their comments:

Dear Members

I would be really grateful for any feedback on the attached Action Plan before we go ahead and include it within our survey report. If you are able to take a look this week I would be really grateful as we need to get this report out to the patients as soon as possible.

Thank you for your help
With kind regards
Dawn

The following emailed responses were received from our PPG members:

Member 1

It all looks fine to me. Your responses seem very fair and measured. Well done. It must have taken a significant length of time and shows that you are prepared to listen and act asap where you can.

Member 2

What a list! A few specific points:

1. Concern over Expansion of Long Stratton etc.; There is a great deal of concern locally at the lack of planning the infra-structure. Most of the planning is concentrating on the housing itself with little or no thought given to all the support network. At Newton Flotman we are very much concerned with the situation on the already dangerous Junctions on the A140. I am not sure how this helps the practice but as a Parish Councillor it emphasises the extent of the worries and problems.

2. LS surgery for LS patients ---: Have there been a number of complaints I have been told verbally when helping in the NF surgery that some people like coming to NF and the parking is easier ! Were there a number of comments like this. Are statistics kept of the comments on different aspects?

To end on a positive note. We here in NF are very appreciative of the Practice allowing the car park to be used when there is no surgery.

Member 3

A long list of issues raised by patients as part of the survey. The action plan appears to cover them. It would be good to discuss some of the points raised at our next meeting.

I hope that a selection of the positive responses received will also be included, when these are sent out to patients. Also patients are asked for their opinions.

Member 4

I think the list and the comments/planned action and timescales all make sense and are perfectly reasonable. As previously said, some we could discuss at the next meeting.

Member 5

Thank you for the action plan. It appears to have been a useful and interesting exercise. I support all the decisions taken.

Member 6

I totally agree with all the comments made and feel that the Survey has been a very useful exercise for the Surgery.

Member 7

Quite an extensive list, in my experience don't take on too much, focus on what can be achieved. Full marks for being ambitious though.

Member 8

A formidable list.

Re air conditioning - can I suggest investigating the use of ceiling fans in the waiting room? From a brief internet search, with or without air conditioning their use would have an effect in summer and winter as they direct a cooling effect to individuals when operated anti-clockwise and operated clockwise direct warm air above downwards. The cooling is said to allow air conditioning to be set to operate at a higher temperature, thus saving energy. I hope that makes sense, I think it does!

I would be happy to use PPG money to provide suitable toys for the waiting room.

Action Plan

| Comment | Reflection & Potential Action | Who By / When |
|---|---|--|
| How about holding a Health & Wellbeing day. | Health information events arranged by our PPG regularly. Organise an event. | Dawn / Keith – 15 th September 2018 Mental Health & Wellbeing |
| My normal Dr is at Newton but not always open – waste of time and petrol to get to Long Stratton. | Review opening hours in line with expansion of Long Stratton and population / housing developments. | Keith & Partners – 5 Year Plan |
| Concerns raised over expansion plans for Long Stratton & surrounding areas. | We too are very conscious about the pressures that will be brought to bear with circa 2,500 homes being built in the area. | Keith & Partners. Ongoing review and communication with NHS England, the CCG and South Norfolk Council – 5 Year Plan |
| Newton surgery needs to be open for longer. | We do not have the clinical capacity at present to open Newton longer than it already is. As the Patient population grows in this area, and if we were able to attract another GP to help cover the growth then it is possible that opening may get extended. Not a short term fix – probably part of 5 year plan. | KB & Partners – mid term strategy planning |
| More toys in the waiting room for children. | Review to take place for easy clean toys that can be kept tidy. Perhaps use PPG Book Fund to purchase? | Keith & Nurse Lead from IC point of view – by end of December 2018 |
| 111 service needs to be updated with the fact that you close at 6pm and not 6:30pm. | We have a Dr on call facility in place between 6:00pm and 6:30pm. | Keith to review and if required take necessary action |
| Air conditioning required in the Waiting Room. | Will contact air-con suppliers for quotation; however this is a complex issue as there is no external wall to vent the air-con through. Cost will be a major factor but we are not dismissing the idea. | Keith to follow up by end of February 2019 |
| Music in the waiting room is sometimes too loud and shouldn't be tuned to a commercial radio station. | The reason we tune to Radio Norwich is for local news and traffic updates for Pt awareness along with a mix of easy listening songs which aren't too "niche." Comment has been reviewed seriously but apart from volume control – no further action being taken at present. | Volume reviewed by Keith daily on walk-round – no intention to change station as yet. |
| Contacting over 75's outreach team – answerphone for messages would be helpful. | Need to look at this in line with the whole of the Over 75's provision of services due to Heidi moving on and Stuart wishing to reduce his hours. | Resolution required by Keith & Mini by end of December 2018 |

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| Car park gets very full sometimes. More disabled parking spaces are needed. | We need to look at parking provision for staff and patients as a whole study. Difficult to create more space for parking but illegitimate parking needs to be challenged more clearly i.e. School pick up times etc. | Relining has taken place, and staff car parking only clearly marked (due to numerous staff cars being damaged). No further action can be taken on space – this needs to be addressed in the 5 Year Plan |
| The old Patient Access APP worked well – why did it have to be updated? | This was an EMIS upgrade outside of our control. We actually agree. | No action |
| Online prescription ordering is a problem. | Continue working with EMIS on patient access especially related to selecting Newton which at present we cannot do. | Keith, Helen, Dawn to follow up by end of January 2019 |
| An online booking service for appointments would be helpful. | This is available - need to promote “Patient Access” as a facility more widely. | Helen, Alison, Keith, Dawn – Ongoing |
| Well woman clinic for simple things like blood pressure testing etc. | Possible to look at as a service in future once Nurse recruitment has settled down. | Nicola, Keith – Review ready for Spring 2019 |
| Access to surgery for early & late appointments. | Surgery is part of the locality project for Improved Access on Mondays from 07:30 – 20:00. This will include a rotational Friday evening, Saturday and Sunday morning access to GP. | September 2018 for 1 year trial period |
| Access to phlebotomy service more frequently, make patients aware that they can go to the Hospital for blood testing. | We are looking into upskilling staff into an HCA role in order to improve access to phlebotomy services. Leaflets signposting patients to the Hospital/walk-in centre are already available and info is on our practice website. Ask GPs/Reception to hand these leaflets out to patients regularly. | Keith, Nicola, Reception and Partners October 2018 & ongoing |
| Concern raised that Thyroxine is only prescribed in monthly amounts when, with little change to dosage 3 months’ supply would be more efficient. | Need to deal with specific medication issues directly with registered GP as there may be other mitigating health factors. | Keith to discuss Thyroxine with Paula & Dr Dustyn Saint to obtain clinical guidance on this specific query |
| Long Stratton Surgery for Long Stratton residents – not always convenient to travel to Newton. | We are one surgery and one team. Newton Flotman is only ever offered as an option for Long Stratton residents (and vice versa) to help speed up the time for pts to gain access to their GP. If pts do not wish to travel to one or the other there is no pressure to do so. | Continue offering appointments at Newton Flotman and Long Stratton as an option on an ongoing basis |
| Ear syringing at Long Stratton not Chet Valley / Wymondham. | In order to offer this service consistently we would need to invest in suitable equipment and training. It has been discussed with the Partners and it will be raised again as part of the Unfunded Work Offer from the CCG. | Keith / Partners to review options prior to committing to offer the service. Pre Christmas 2018 |

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| Specific issue of a misdiagnosis of bladder cancer. | Cannot discuss specific issues in a survey summary such as this – it would breach confidentiality, and be inappropriate. | |
| Difficult getting appointments to see registered GP. | Full time salaried GP starting 6 th September. | Keith & Partners to monitor & review as part of 5 year plan |
| Many queries on appointment availability. Patients feel that they want to be communicated to about why they have to wait so long to see their own GP. | Look at designing a slide for the TV explaining the time that GP's have got, dividing into "on the days" and pre booked appointments to illustrate why it takes up to 3 weeks to get in. Also focus again on wasted DNA appointments. Keith to add a piece in the newsletter. | Keith & Dawn to design suitable slide for TV and put short section in the next Practice Newsletter (Jan-March Edition) |
| A couple of the Doctors have been rude and made me feel silly. | We are certain that this would not have been intentional by the GP's concerned. Without specific and timely details we cannot follow up. In future if anyone has an issue like this it is recommended that they speak to the Practice Manager at the time that the issue occurs | Keith to reiterate process for patients raising concerns with treatment / behaviour of GP's |
| A Doctor should call you back after a hospital appointment to discuss any findings. Doctors don't check hospital letters / emails – still awaiting results after 6 months. | All correspondence from the hospital is reviewed by GP's and if there is anything requiring follow up then they will do so. They cannot afford the time to call patients if there is nothing to be discussed. Any specific issue needs to be followed up. Please contact the Practice Manager or registered GP to discuss. | No action to be taken |
| Doctors should listen to their patients we know our bodies and know when not right. | Totally agree however again we are not able to put an action in place about a specific concern like this. If unhappy with a GP consultation please contact The Practice Manager in a timely manner to allow effective follow up. | Action on individual basis by Keith |
| Certain Drs need to be careful what they say in front of Children when in an appt. | Totally agree however again we are not able to put an action in place about a specific concern like this. If unhappy with GP consultation please contact The Practice Manager in a timely manner to allow effective follow up. | Action on individual basis by Keith |
| GPs are never on time, waiting over 1 hour to be seen but not notified of delay? | Some patients need longer than the allocated 10 minutes due to them having complicated acute problems that need referrals/hospital admissions. Review how this is communicated to patients that are waiting. | Keith & Alison to review and monitor - ongoing |

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| Doctors seem to change frequently. | We have been through a period of change, and unfortunately are now going through another with two full time Partners stepping down to part time, and a full time salaried GP joining the Practice. We try hard to provide personal lists and continuity of care but this is against a backdrop of change and pressure from a number of sources. Continual review of list size and profile by GP to ensure consistency is maintained. | No action to be taken – Keith & Helen ongoing |
| I do not like being listed to see a trainee doctor without being asked first. | All doctors are fully qualified but come to the surgery as part of their training to be a GP. Reception should always inform patients. | Keith & Alison to review and monitor - ongoing |
| More mental health – tired of being forced to fight for my anti-depressants. Mental health care is shocking. | We understand the frustration around prescribing anti-depressants however every GP has the individual's best interest at heart on every medication review. The provision of MH services in the community is of concern to the Practice which is partly why we have put so much time and energy into our Mental Health and Wellbeing event held 15.9.18. | Event held 15 th September open for all residents of Long Stratton whether patients or not. |
| Pharmacy closing over lunchtime period. | This allows protected time for staff to cope with their work-load; it isn't to allow staff to have their lunch breaks. Staff take their lunches before and after the protected time. | Keith to review with Paula about ongoing dispensary strategy |
| Pharmacy doesn't always have the drugs in stock prescribed by Dr so have to do a return trip or go elsewhere. | We try hard to maintain stocks of as many drugs as we possibly can. Sometimes for specific drugs we need to place orders and get them in as a one off. Keith & Paula to keep note of regularly ordered "one off drugs" and see if we can compile a stock holding. | Keith & Paula to review in more detail |
| Several staff in the dispensary but they ignore you like you are invisible. | Any specific issues of this need to be dealt with at the time. Patients should ask to speak to Practice Manager if there is a specific situation. We have CCTV in place which can be reviewed. Dispensing is a job which requires focus and concentration when medication is being picked and dispensed. Accuracy is of paramount importance. If a dispenser is in the middle of a process it is sometimes hard to stop half way through | Keith & Paula to review as part of the Dispensary Strategy |

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| Pharmacy is the weak link – slow and can be a long queue, not always ready in time and prescriptions have been lost. | Each individual issue that is identified is dealt with and followed up. | Keith & Paula to monitor and react to each query positively |
| The time taken to get through to reception for an appointment can be excessive/expensive, need a second receptionist also recorded message is confusing. | This depends entirely on call volume on the day. During busy call times there are 3-4 receptionists taking calls. We have invested in a call monitoring screen which clearly updates the number of callers in the queue and logs call volume / time taken to answer. Dr Mini Nelson has reviewed the recorded message and has updated it herself. | No further action. Keith & Alison to monitor reception team to ensure we are as efficient as we can be |
| Reception staff can be difficult to deal with sometimes. Receptionists sometimes not approachable, stern and abrupt. | We have looked at each individual situation whereby a patients and receptionists view differs. Training to take place for all reception team on “customer service.” | Keith by End November 2018 – then ongoing training for staff around service levels |
| Front desk staff on reception chewing gum. | Talk with any potential staff who may have done this. Ensure it doesn't happen in future. | Keith & Alison – Immediate & Ongoing |
| I always struggle when asked personal questions via telephone or at the front desk. Triage system is frustrating. | If you wish to speak in private when at the desk, then please feel free to ask to do so. We have a separate room if required. Over the telephone is a little more difficult, and yes the Triage system can sometimes be frustrating, but it helps us direct you to the correct service first time, rather than potentially being something a nurse can happily deal with, being dealt with by a Dr. | Triage system will be remaining in place |
| Check In machine out of order 50% of the time. | We had an issue which lasted some time to get resolved. Since the system fix went in there has been no further issues. Maintain focus on the check in screen and resolve in a timelier manner in future. | Ongoing monitoring by Reception Team |
| I feel the older generation get a raw deal. | We deal with all patients equally no matter of age, gender, race, or religion. | No action to be taken |
| Get notes up to date. | We do strive to maintain contemporaneous notes that are up to date. Again – specific detail required for Practice Manager to follow up. | Action on individual basis by Keith |
| Toilet doors outside require signage asking users to switch off light and close doors. | Very good point that we can action quickly and easily. | Keith to follow up by end of November 2018 |

Publishing the Results

The results of the Patient Survey will be published for both staff and patients:

- Full copies available in Reception
- Full copies available on Practice Website
- Summary on Facebook with a link to the copy on the Practice Website
- Full copies to all PPG Members

We would like to thank all the patients that took part in our survey and would like to thank our Patient Participation Group again for their continued support.

