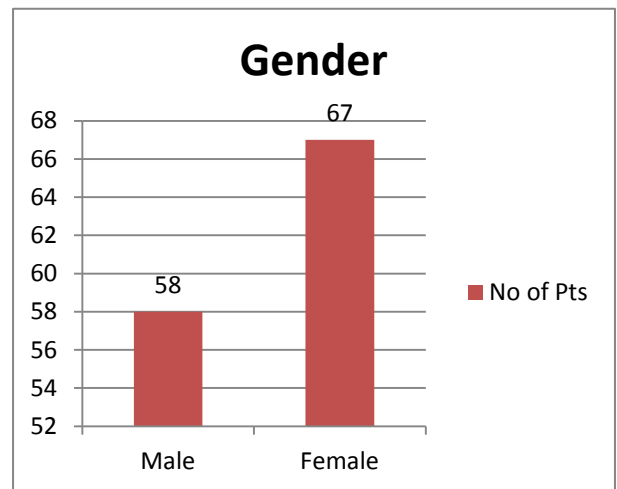
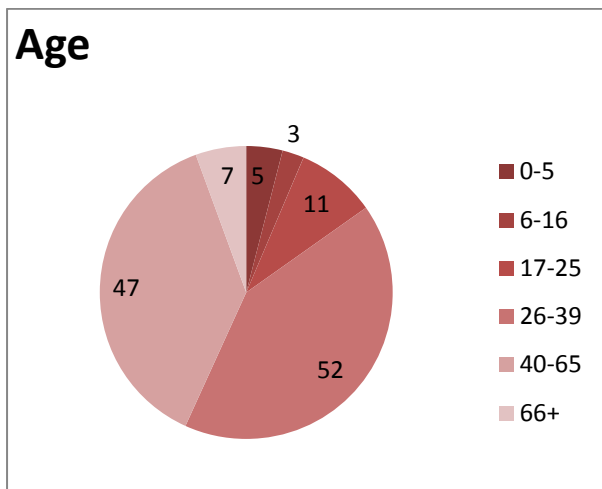


## Summerfield Patient Survey Results

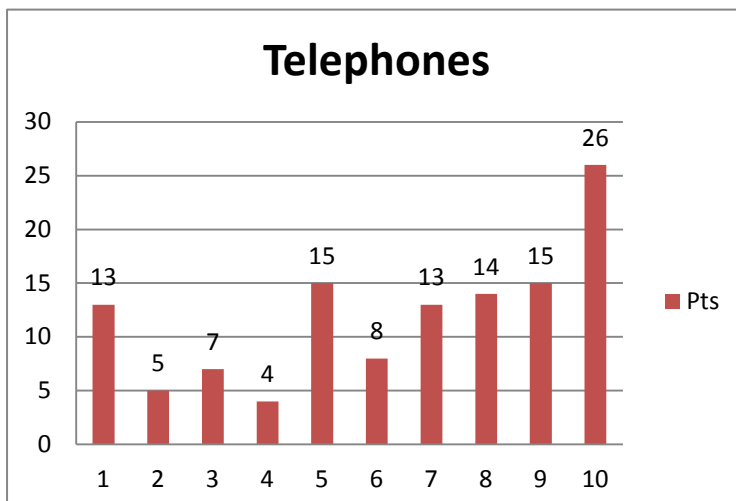
2017

We asked 125 registered patients what they thought about our service.  
We ran our survey over 14 days

All patients we asked 12 key questions. Not all patients answered all questions or completed age/gender information. 13 carers answered our survey.



**Q1. On a scale of 1-10 How do you find booking a GP or Nurse appointment via the telephone at the Practice?**



120 patients responded to this question.

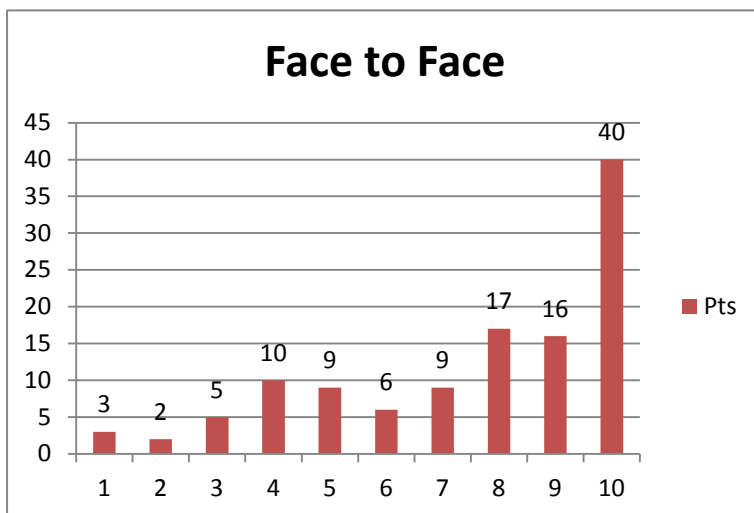
55 patients rated the service between 8-10, 25 patients rated us 1-3.

It is clear that from this that patients sometimes experience issues with telephone access and this is something that we need to address as a practice.

Common themes include frustration in trying to get through to the practice at peak times during the morning and not been able to get an appointment once patients had got through.

Other comments included how the phone system had improved and how access had improved over the past 12 months.

**Q2. On a scale of 1-10 How do you find booking a GP or Nurse appointment face to face at the Practice?**



121 patients responded to this question.

73 patients rated the service between 8-10, in the satisfied to very satisfied range. 10 patients were not satisfied with the current provision

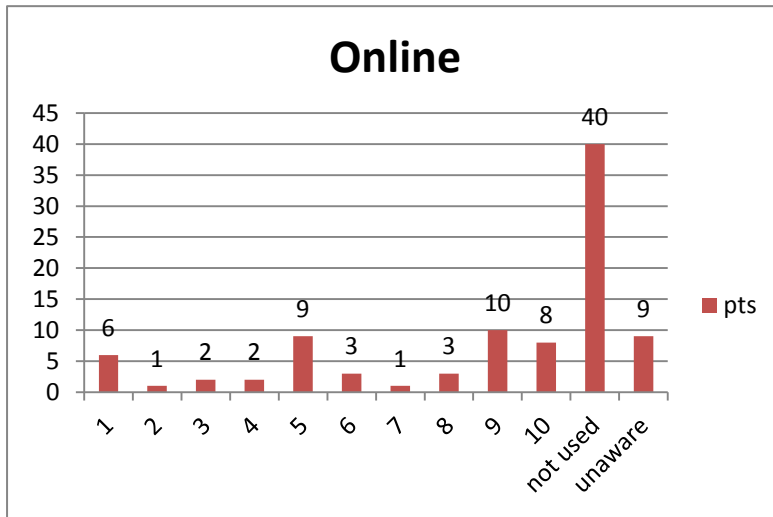
4 patients had not

attempted to make an appointment this way.

Patients feel that it is easier to book an appointment face to face at the surgery

Common themes were that patients were happy with the appointment booking process face to face, some patients preferred this due to the language barriers that they faced when trying to book an appointment over the telephone.

**Q3. On a scale of 1-10 How do you find booking a GP or Nurse appointment online at the Practice?**



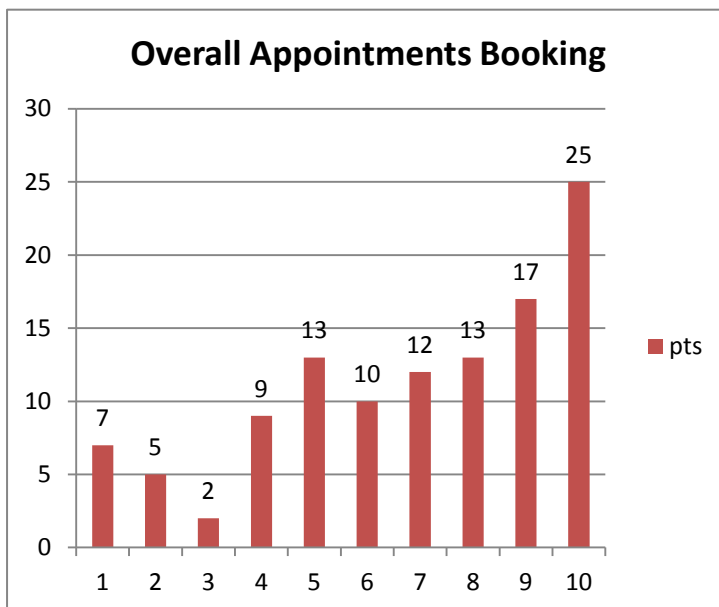
94 patients completed this question.

Out of 94 patients 49 patients were not aware that they can access appointments online or had not used them

Common themes were that these services are not well utilised and are

beneficial to patients trying to access the service.

**Q4. On a scale of 1-10 How do you find booking appointment overall at the Practice?**



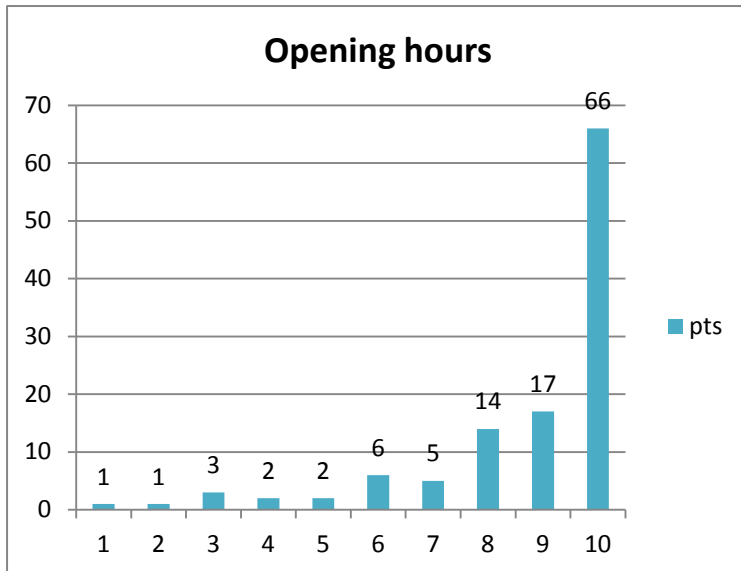
113 patients completed this question.

Overall, 55 patients were satisfied with booking an appointment and 14 patients not happy with the processes in place.

Common themes are not been able to get an appointment on the day, waiting on the telephone to speak to a receptionist, not

getting an appointment when they needed one.

**Q5. On a scale of 1-10 Are you happy with the opening hours at the practice?**



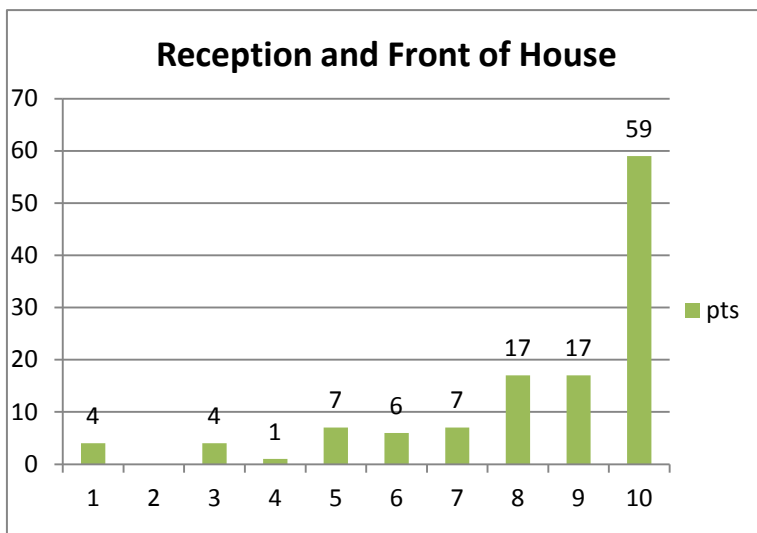
117 patients responded to this question.

83% of patients suggested that they were happy with opening hours Summerfield GP Surgery offered.

Patients are happy with the 7 day access and availability of weekend and evening

appointments

**Q6. On a scale of 1-10 Are you happy with the receptionists and front of house team?**



122 patients answered this question.

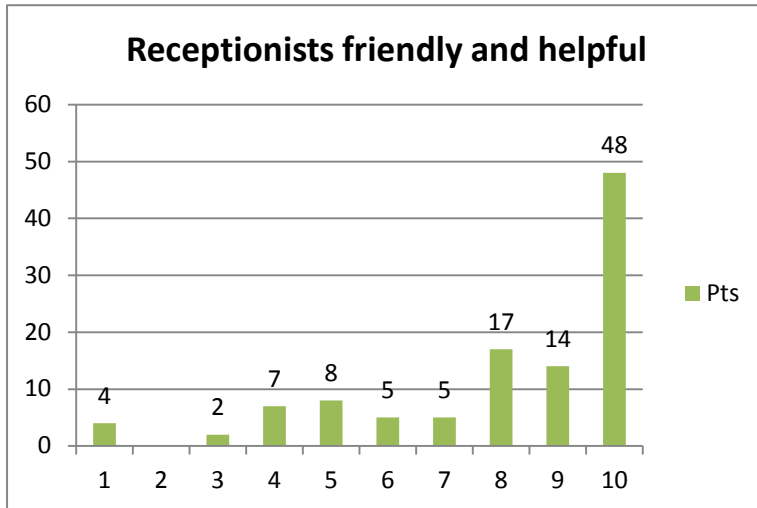
93 patients rated the reception and front of house team between 8-10 out of 10.

Common themes were that reception had improved in the past 12 months, that staff are

helpful and polite and friendly.

There were reports of some of bad experiences with individuals from some patients

**Q7. On a scale of 1-10 Do you find the reception staff cheerful and helpful?**

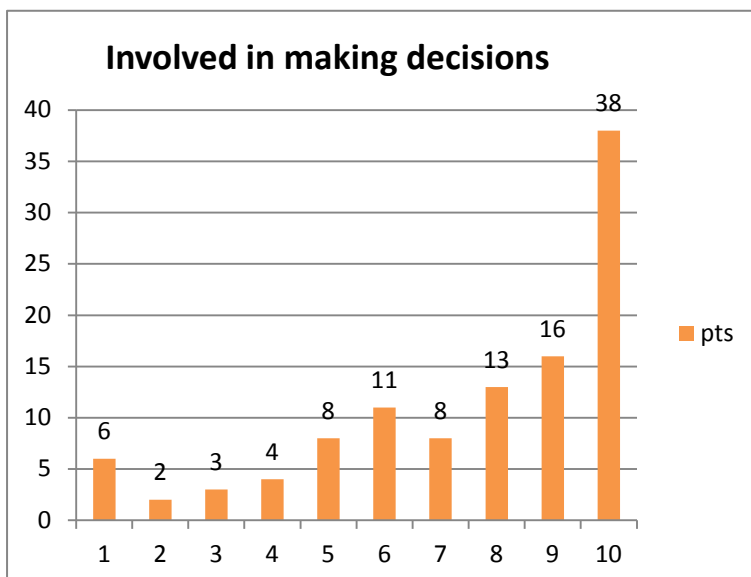


110 patients responded to this question.

72% of patients agreed that receptionists were friendly and helpful, although some patients reported that some receptionists can be unapproachable at times.

On the whole patients found receptionists to be good at their jobs and polite.

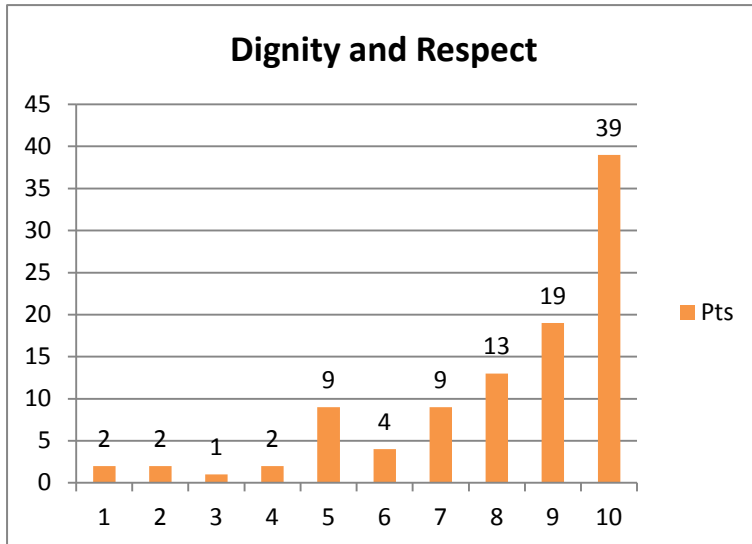
**Q8. On a scale of 1-10 Do you feel that the GP involves you in making decisions about your care?**



109 patients answered this question.

67 patients agreed that they were involved in decisions about their care where as 11 patients felt that they were not. 31 patients were neither sure or not sure.

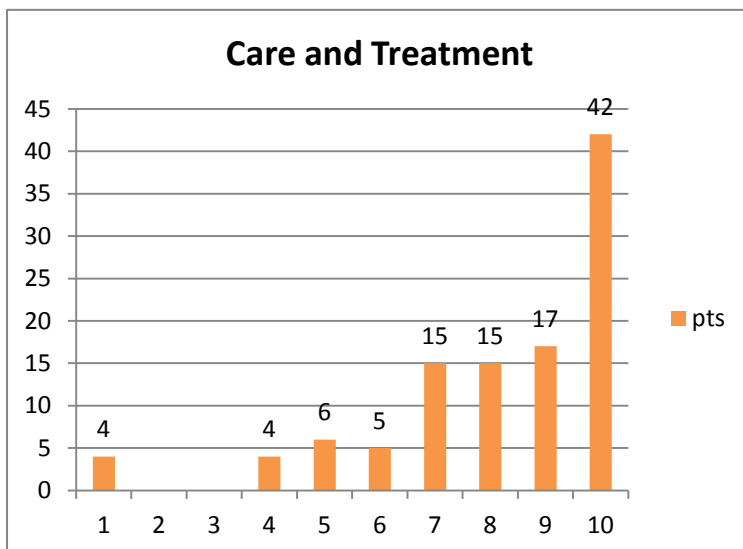
**Q9. On a scale of 1-10 Do you feel that the clinician treats you with dignity and respect?**



100 patients responded to this question.

71% of patients asked, felt that the clinicians treated them with dignity and respect. Only 5% of patients felt that this was not the case.

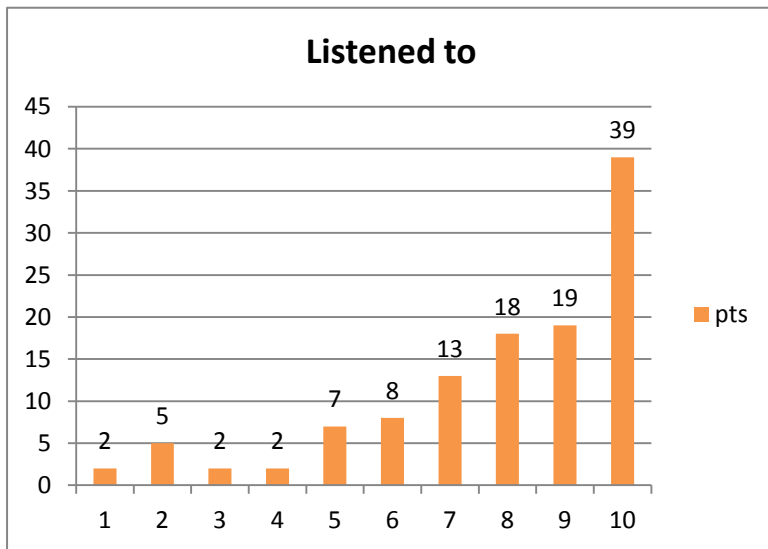
**Q10. On a scale of 1-10 Do you feel that the clinician explains your care and treatment?**



108 patients answered this question.

74 out of 108 felt that the clinician explained their care and treated well, with only 4 out of 108 feeling less than satisfied

**Q11. On a scale of 1-10 Do you feel that the clinician listens to you?**



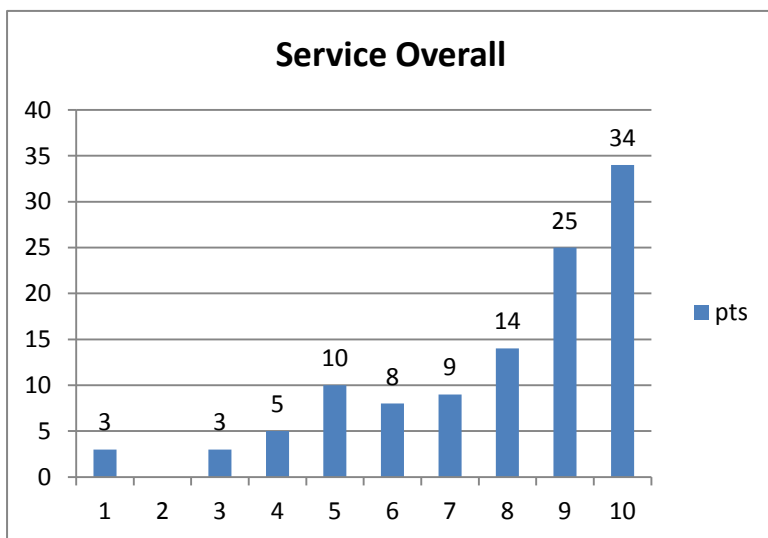
115 patients responded to this question.

66% of patients felt listened to by clinicians with 7% feeling that they were not listened to.

Some common themes were that patients felt that clinicians were aware of appointment

times and sometimes rushed.

**Q12. On a scale of 1-10 How do you rate the service overall?**



111 patients answered this question.

Overall 73 patients out of 111 patients were satisfied with the service.

Only 6 patients were completely unsatisfied with the service provided.

## Further Comments

- Generally excellent but sometimes the wait seems extended
- Works lovely with me I have no complaint
- I am very happy with your service and would like you would keep it all time
- Get more people like as his very helpful whenever I get him on the phone
- I need to have on one GP I want to meet my GP on time not after 2 weeks
- Need more appointments
- Let people do an appointment at home than coming here
- online appointments for a weekend
- All staff is a very good people and respect to patients
- more on the day appointments could be made available as usually by 8.15 they are gone, also feel as a Registered patient when I can't get an appointment I should be able to attend the walk in
- I'd like to see more female GP in this practice as very difficult to book with one
- no issues - good overall
- so far very good
- once one sees the clinician the service is very good and would merit a 10 on the above scale what lets it down is the difficulties in booking appointments
- the touch screen is not available, most of the time no water, appointments over the phone not available, I don't understand after 15 minutes the appointments are finished,
- I am very satisfied with all service at the practice
- to allow patients to get appointments
- should be a line at reception that people can stand at so privacy at counter
- why do people seem to go in before me despite having an appointment
- I am satisfied in all areas
- Every time we visit we always see different doctor we are not able to build a relationship with this person whom we are supposed to share issues with
- Doctors don't always give quality attention
- It feels like they was to see you and quickly get rid of you
- It is ok for the doctors to run late in seeing a patient but if the patient



runs late their appointment can be cancelled

- thanks so much
- well there is not much more I can say I think everything is good at this moment in time
- GPs should stop prescribing paracetamol for all kind of pains and sickness
- GPs should do their work with love and devotion
- their patients should be their main priority
- and its time you set aside a doctor for only children 0-14 years  
thank you
- some of the doctors here really listen and understand what and how you are feeling and will accommodate you others do as they feel fit
- it would be a good idea to book appointment online like we used to+A32
- Pharmacist very helpful I am pleased with the service
- need more phone lines as you can hardly get through to make an appointment
- there are nice people who work here at the Summerfield Practice and I very happy with them
- to be able to book an appointment when its more convenient to able to book appointments in advance not to call up at 8 am in the morning to be told all appointments have been taken
- the practice is very good. If patients could get appointments when they need they need it also if registered patients can use the walk in
- I'm very happy with the GP service Thank you
- Prescriptions taking a long time to be done by the GP
- very good facility excellent opening hours great staff
- Put a screen with TV programme for kids because they really suffer when there is a long wait