

# Phoenix Family Care

## Patient Questionnaire Results and Feedback

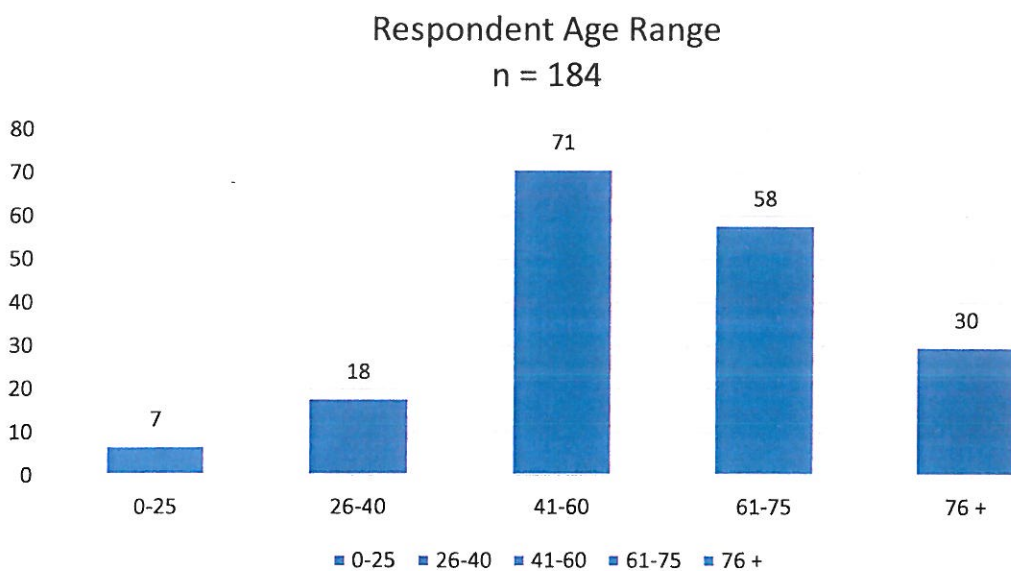
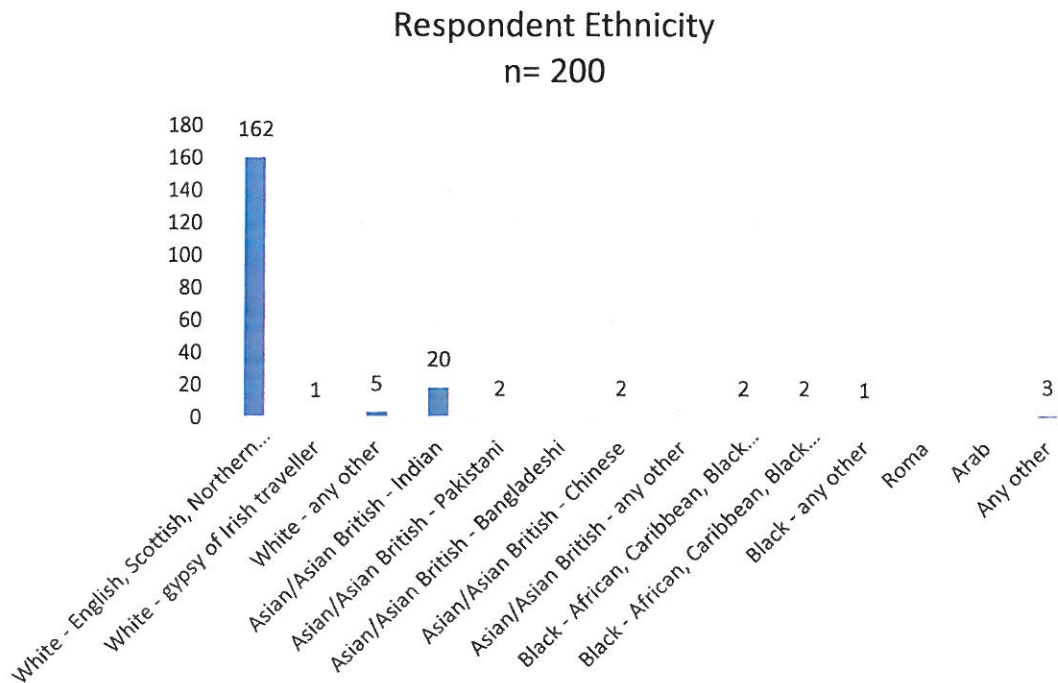


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This questionnaire attracted a response from 200 patients. The individual responses to questions varied from 161 to 200.

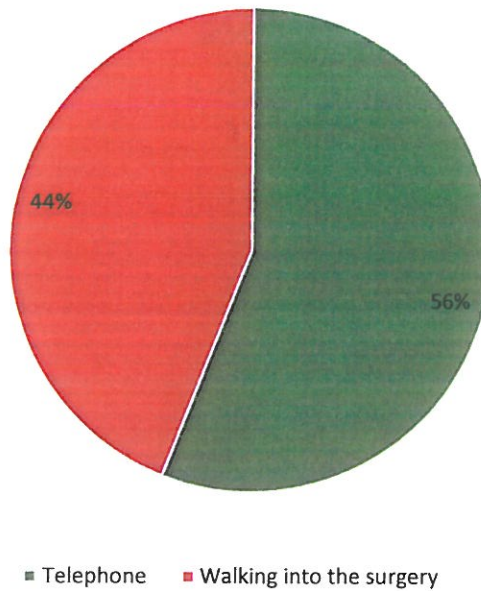
### Respondent Status

Almost all of the respondents categorised themselves as patients.

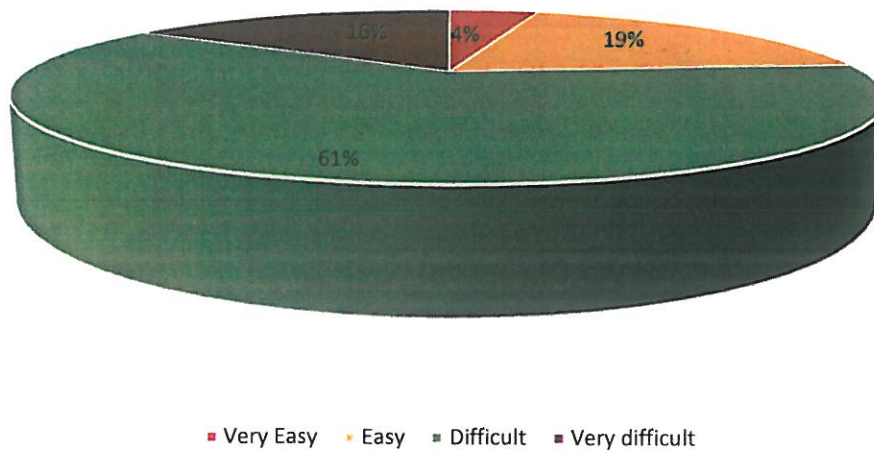


## The Appointment System

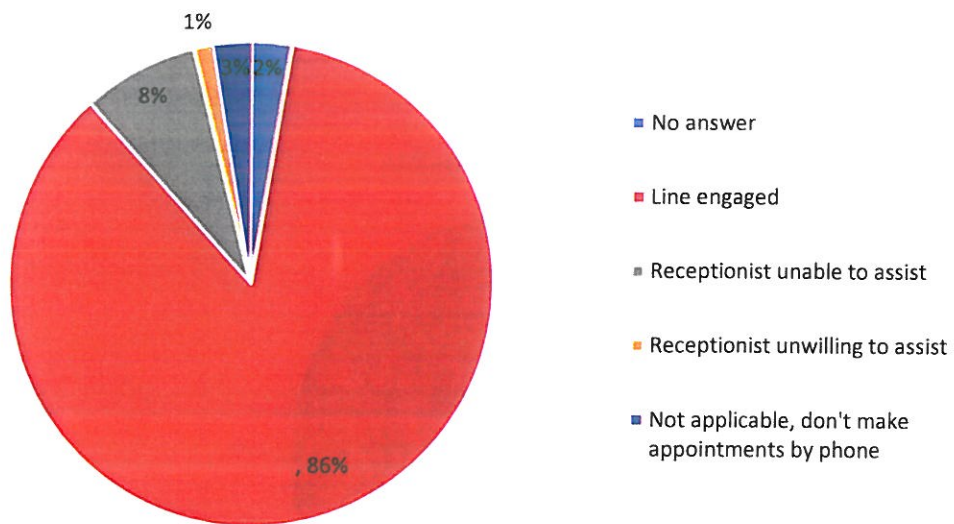
How did you make your Appointment?



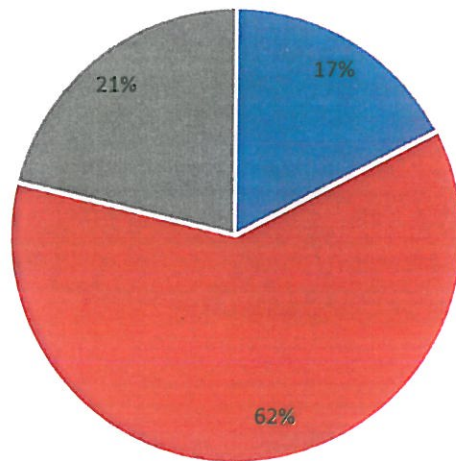
### How easy is it to get through on the phone?



### Problems Encountered when phoning for an Appointment

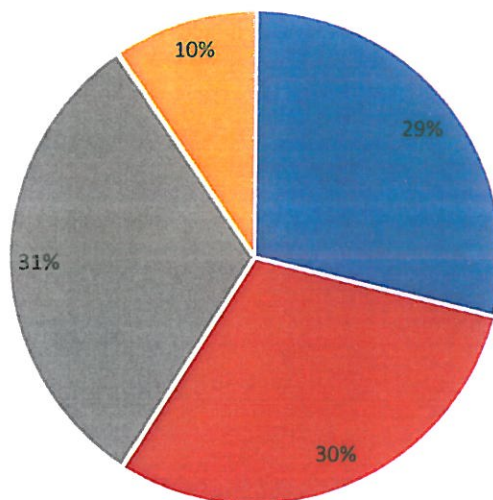


### Can you discuss needs with the receptionist?



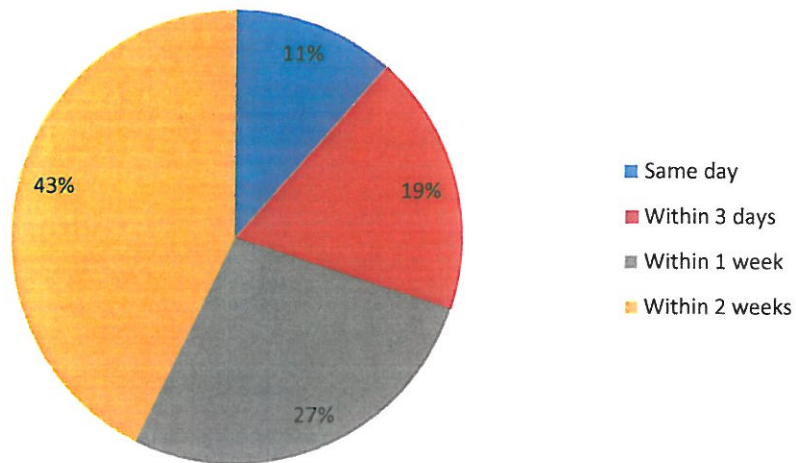
■ Yes, very easy ■ Yes, easy ■ No, difficult

### Urgent appointments

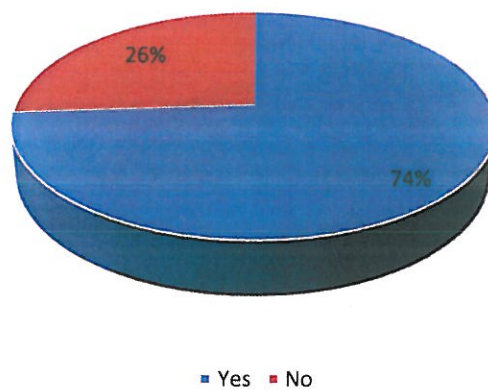


■ Same day ■ Next day ■ Within 3 days ■ More than 3 days

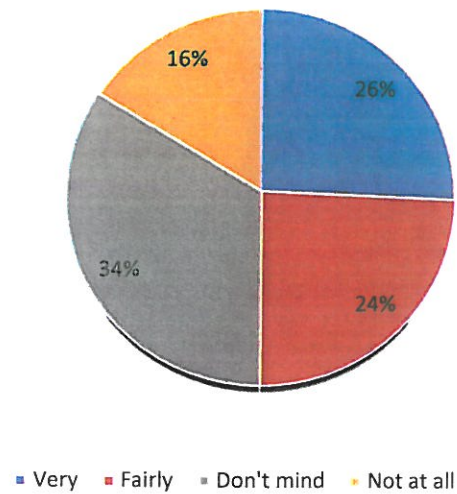
### Non Urgent appointments



### Happy with time it takes to see the doctor or nurse?

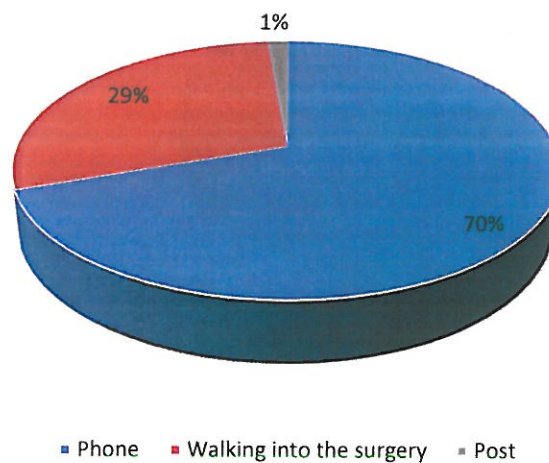


How important is it to see the doctor or nurse of your choice



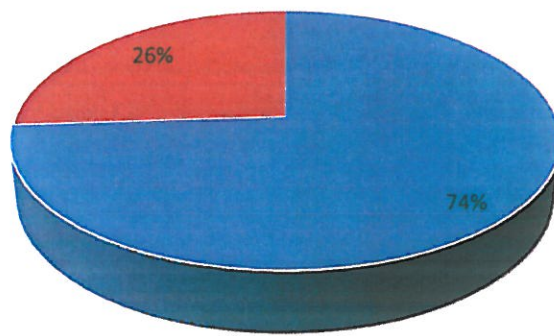
## Communication

What method do you use to order a repeat prescription



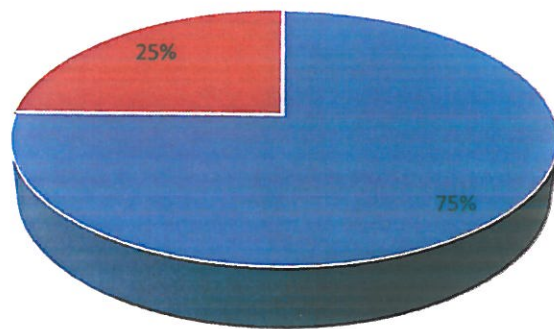


### Email Service to make Appointments



■ Yes ■ No

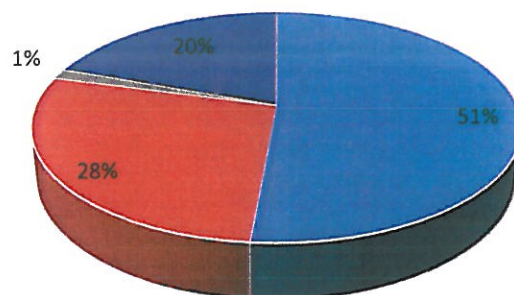
### Email Service to order repeat prescriptions



■ Yes ■ No

### Reception Area

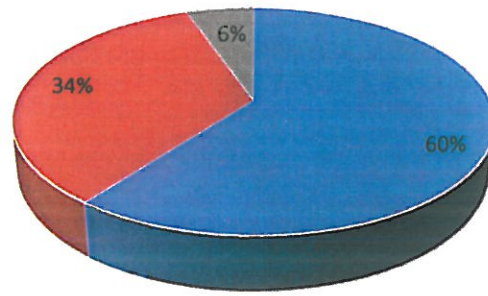
#### How were you greeted by reception staff?



■ Very welcoming ■ Acknowledged ■ Not really noticed  
■ Not at all welcoming ■ Always use the screen

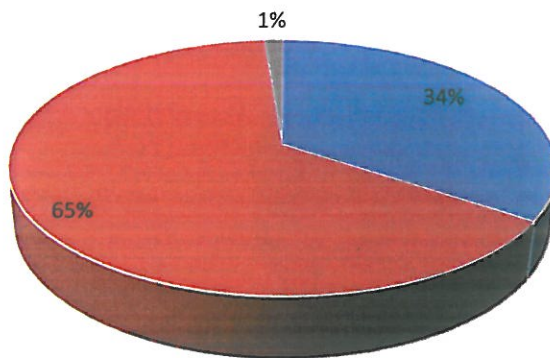


Do you feel able to have a confidential conversation at reception?



■ Yes, always ■ yes if no other patients nearby ■ No

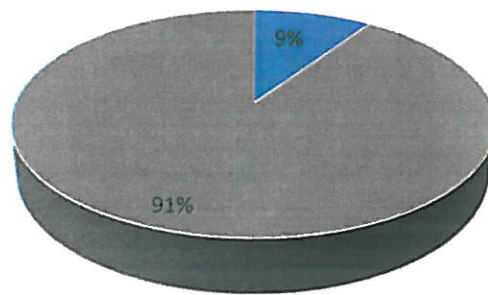
How clean was the waiting area ?



■ Very clean ■ Clean ■ Unclean ■ Very unclean

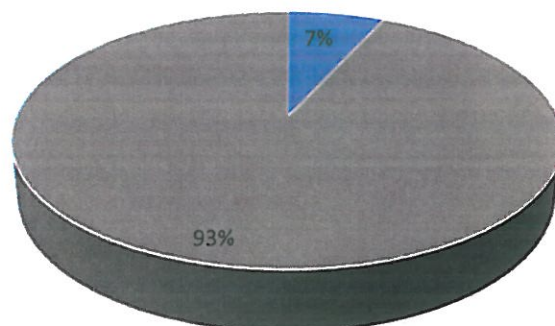
Disabilities

Is your disability taken into account during your appointment ?



■ Yes ■ No ■ N/A

Does the surgery account for your disability ?

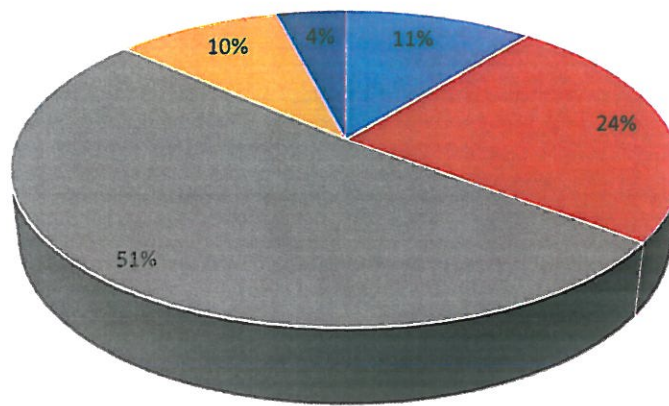


■ Yes ■ No ■ N/A

Waiting Times

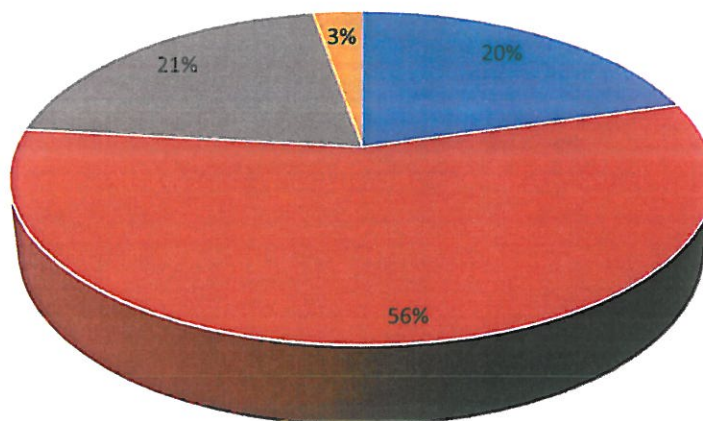
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### When did you see the dr or nurse ?



- At appointed time
- Within 5 mins of appointment
- Within 15 mins of appointment
- Within 30 mins of appointment
- More than 30 mins

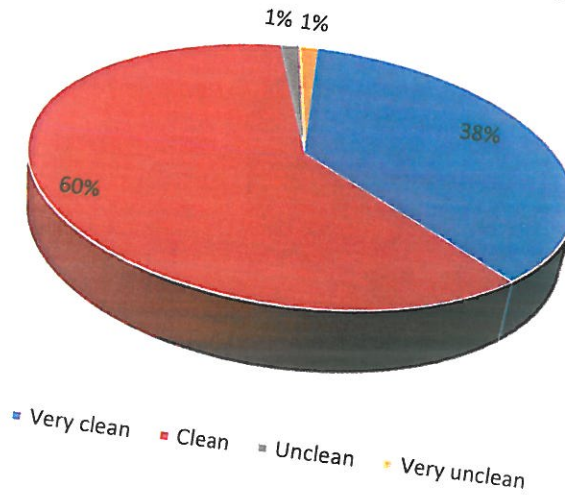
### How long did you see the dr or nurse for?



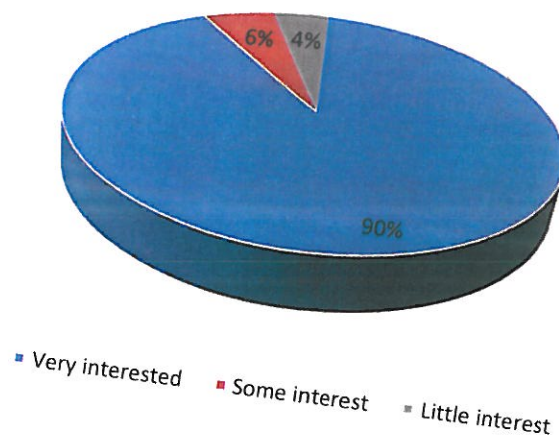
- 5 minutes
- 10 minutes
- More than 10 minutes
- Cannot say

Within the Consultation

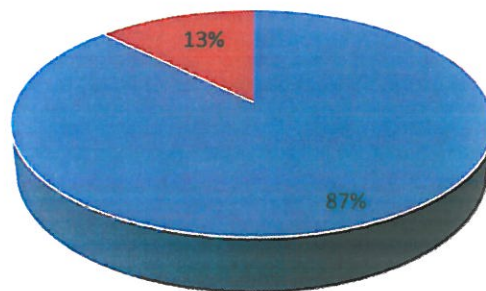
How clean was the dr or nurses room ?



Did the dr or nurse take an interest in what you were discussing with them?

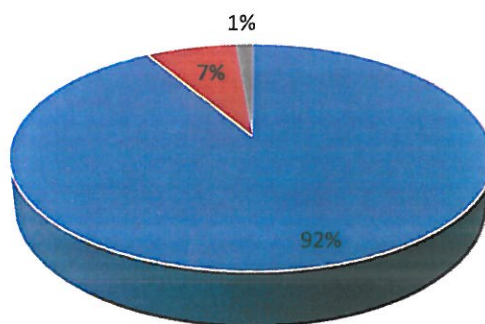


Do you feel that your problem, condition or illness was clearly explained to you?



■ Clearly explained ■ Some information provided

Do you feel that your treatment was clearly explained to you ?



■ Clearly explained ■ Some information provided ■ Not explained clearly

# Phoenix Family Care

## Feedback Comments

### Appointment System

- Please improve the system for making appointments. For same day appointments start calling at 8.00 am and the phone line busy. Continually calling for at least 20 minutes. By the time get through no appointments left. The next day the same happens and so on and so on.
- More telephone lines open to make appointments and walk in appointments available but overall good surgery
- Text messaging service to remind naughty patients that don't turn up that somebody else could have had
- Allow us to make non urgent appointments for when we request. We should not have to call back when it is within a week. Numerous problems with appointments. Also consider Saturday working. Overall I am pleased with the services of the surgery.
- Make it easier to make appointments. Ringing at 8.00 am constantly engaged.
- Cannot get appointments, try to get appointment for 3 days and still cannot see a doctor. Told to phone next day or go into Walk In Centre.
- A queuing system for telephone would help.
- Make more appointments available. Take urgent requests more seriously.
- Tried 53 times today to get through. Takes half an hour to get through after 9 you won't get one.

- Sometimes I think a phone call to the doctor or nurse would be all I need and would save both the doctor and me time.
- I have no complaints about the medical attention in the surgery, but the booking system leaves a lot to be desired, especially for the elderly who can book ahead if allowed.
- Whilst seeing the benefit of getting an appointment on the day, it becomes impossible to plan your day at work. If the appointment is not urgent you don't need a same day appointment. It can take up to 30 mins to get through on the phone. Maybe weekend appointments or failing that keep half the appointments for bookings up to 2 weeks ahead and half the appointments one day for urgent issues.
- Install telephone queuing system eg you are 4<sup>th</sup> in the queue.
- More doctors and the ability to make appointments
- Could you not alter your booking system as everybody is trying to get through at the same time – 8.00 am..  
Appointments when it suits the patient not the practice the old fashioned system.
- Difficult to get through at busy time – 8.00 am
- Extra telephone lines would help when making an appointment as it may speed up the process.
- Can't get appointment
- It would be appreciated if appointments could be made in advance. There are never many doctors available – only 2 doctors in surgery. With amalgamation of Maidavale Surgery I expected better services.
- It took me 37 mins to finally get through to reception to be told to try again the following day for an appointment.  
Appointments should be able to be made at least 3 days in advance to stop this happening.
- An easier appointment system



- Email booking of appointments would be welcome
- Over the years the service has always been of the highest standard. The online service is long overdue.
- Should be able to make an appointment to see your doctor
- More doctors available, waiting times needs to be reduced, more ways for people to book appointments
- Allow appointment booking when coming in person for next day
- Easier to get through on the telephone or an alternative eg online booking
- More appointments more readily available, more doctors available
- Online appointments. When telephoned by the surgery about blood tests I was asked to make an appointment but couldn't do it there and then – told to phone back. I really don't understand the appointment system – I work full time so making appointments is tricky.
- Have more than one line for an appointment system. A good IT system that will enable us to book appointments online, that will allow several users
- Not happy about having to phone the surgery at 8.00 am to gain an on the day appointment. When told I need to see the doctor by the receptionist do not expect to be also told to ring again the next day to make that appointment. Many people find this stressful. It does nothing for customer satisfaction. There is a great deal of discontent amongst your patients.
- Want to be able to make appointments other than on the day. I have already been kept waiting whilst writing this 35 minutes +. Evening appointments should be available to those who work full time to avoid lost time from work.

- Allow booking of appointment in advance, not only on the day. It was inconvenient to come to the surgery but did not want to miss being seen today.
- Why can't book appointments a few days in advance to save a log jam of calls around 8.00 am and avoid repeated calls for a few mornings.
- The main problem is your telephones need updating – requires a queuing system; at present it is a joke!!! Expected to phone at 8.00 am to make an appointment, you need more than one answering the phone. Also the attitude of some of your receptionists is varied - can be very offhand.
- Phone on the day appointments only works for OAP's not those in work, education. Need more staff operating phone lines as very difficult to get through.
- If the doctor needs to see you re medication this appointment should be booked in advance before leaving surgery. This would enable continuity of care to book appointment with same GP/nurse.
- Starting work at 8.00 am it is difficult to make urgent on the day appointments. I am not sure how to solve this, but possibly someone to answer phones earlier or maybe a late night answerphone. All in all happy with doctors and nurses. Reception are good given their restrictions.
- Need extra help at reception, lines blocked for 8.00 am call as everyone is told to ring at 8.00 am. Doctors have created problems taking on Baginton Road Surgery.

## Staff

- Additional female doctor
- Receptionists should be waiting to greet patients, speaking to each other for some time before noticing me.
- Karen the nurse is a pleasure to see, always smiling and giving you the time you need. Beth the receptionist is very helpful and extremely pleasant.
- More female doctors
- Receptionists need to be friendly and approachable
- Karen your nurse is a credit to you, always happy and smiling it is a pleasure to see her. Joy, Beth, Sam, Claire and the other receptionists are always helpful and friendly
- If patients are pleasant and polite the staff respond in kind. Patients need to realise that at times staff are under stress.
- Don't let Dr Exon go/leave – she is the best!

## Waiting Times

- Useful to have estimated waiting time if doctors are busy.
- Doctor was in a meeting when I asked after 20 minutes of waiting. Why give an appointment time if doctor not going to be here – and then rushed out after 2 mins. I appreciate emergencies occur but urgent meetings!!!
- My only reservations are the waiting times to see Dr Exon but she is very thorough, therefore worth the wait.
- If a fairly long delay for appointment time it would be helpful to know the approximate delay.
- Not enough time spent with the doctor should be a minimum of 10 minutes
- Doctors need to show more interest in patient's health. Wait long periods of time despite an appointment to be ushered out within a few minutes, therefore GP has not listened or helped effectively. Also had experience of

coming in with 2 conditions and been told by the GP they can only deal with one. Not good practice for a service being used for health. This has happened on several occasions.

- It appears that since Dr Ezzat retired the new partners are not at the surgery full time and there is a regular need to use locums, hence continuity and relationship building is difficult. .

## Facilities

- Car parking facilities for disabled. Clock in the waiting room.
- Toilet facilities need to be wheelchair friendly and certainly wider than they are now for patients who have mobility issues and have difficulty coping with tight spaces.
- Find parking difficult
- No privacy at reception. All patients can hear your discussion.
- Hand sanitiser dispensers in waiting area
- The front garden looks so much better since the hedge was cut.
- The grounds at the front of the surgery are looking untidy and overgrown, a bit of gardening TLC is required.
- Remove old tatty magazines from waiting room add up to date magazines suggest a few new ones every 3 months.
- Definite improvements needed – the practice needs refurbishment
- Paper in blood pressure machine