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| Holland House Surgery  Holland House Patient Survey 2015/16 |

**Number of responses – 88**

**This survey is confidential – with your help we can continue to improve the service that Holland House provides to its patients.**

The results of the survey will be published on our website <http://www.hollandhousesurgery.co.uk> in the newsletter and also on the notice boards in the waiting rooms at the Lytham and Freckleton surgeries. If you would like the results to be emailed to you, please inform the practice manager separately.

Please contact the practice manager if you would like the survey in an alternative format.

**Telephoning the practice**

1. **The ease of contacting the practice by telephone was:**

POOR – **2%**

FAIR – **9%**

GOOD – **24%**

VERY GOOD – **40%**

EXCELLENT – **24%**

NOT APPLICABLE – **1%**

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1. **The time I had to wait for my call to be answered was:**

POOR – **6%**

FAIR – **13%**

GOOD – **27%**

VERY GOOD – **31%**

EXCELLENT – **22%**

NOT APPLICABLE – **1%**

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1. **The opportunity of speaking to a health care professional on the telephone was:**

POOR – **8%**

FAIR – **15%**

GOOD – **20%**

VERY GOOD – **17%**

EXCELLENT – **17%**

NOT APPLICABLE – **23%**

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**Making Appointments**

1. **The outcome of my appointment request was:**

POOR – **4%**

FAIR – **10%**

GOOD – **16%**

VERY GOOD – **33%**

EXCELLENT – **36%**

NOT APPICABLE – **1%**

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1. **Chances of being seen by a GP within 24/48 hours was:**

POOR – **5%**

FAIR – **11%**

GOOD – **18%**

VERY GOOD – **19%**

EXCELLENT – **43%**

NOT APPLICABLE – **4%**

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1. **Chances of being seen by a nurse/health care assistant within the week was:**

POOR – **3%**

FAIR – **6%**

GOOD – **15%**

VERY GOOD – **25%**

EXCELLENT – **43%**

NOT APPLICABLE – **8%**

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1. **Opportunity to book ahead for an appointment with a GP was:**

POOR – **8%**

FAIR – **12%**

GOOD – **10%**

VERY GOOD – **30%**

EXCELLENT – **33%**

NOT APPICABLE – **7%**

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**Patient consultation and relationships with staff.**

1. **The manner in which I was treated by the reception staff during my visit was:**

POOR – **0%**

FAIR – **6%**

GOOD – **10%**

VERY GOOD – **34%**

EXCELLENT – **50%**

NOT APPLICABLE – **0%**

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1. **I would rate the GP’s ability to really listen to me during my consultation as:**

POOR – **0%**

FAIR – **4%**

GOOD – **18%**

VERY GOOD – **25%**

EXCELLENT – **50%**

NOT APPLICABLE – **3%**

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**10. The extent to which I felt reassured by the GP was:**

POOR – **0%**

FAIR – **5%**

GOOD – **16%**

VERY GOOD – **34%**

EXCELLENT – **42%**

NOT APPLICABLE – **3%**

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**11. The explanation of treatment options/referral options available to me was:**

POOR – **3%**

FAIR – **1%**

GOOD – **15%**

VERY GOOD – **32%**

EXCELLENT – **39%**

NOT APPLICABLE – **10%**

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**12. If recently discharged form hospital, the follow up from the surgery was:**

POOR – **3%**

FAIR – **0%**

GOOD – **7%**

VERY GOOD – **14%**

EXCELLENT – **15%**

NOT APPICABLE – **61%**

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**Of the patients discharged from hospital the break down is:**

POOR – **9%**

FAIR – **0%**

GOOD – **18%**

VERY GOOD – **35%**

EXCELLENT – **38%**

**13. Consideration of my personal situation in devising a treatment or advising me was:**

POOR – **0%**

FAIR – **3%**

GOOD – **17%**

VERY GOOD – **30%**

EXCELLENT – **34%**

NOT APPICABLE – **16%**

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**14. The amount of time given to me for my consultation was:**

POOR – **1%**

FAIR – **8%**

GOOD – **22%**

VERY GOOD – **35%**

EXCELLENT – **30%**

NOT APPLICABLE – **4%**

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**15. Respect shown for my privacy and confidentiality was:**

POOR – **0%**

FAIR – **1%**

GOOD – **15%**

VERY GOOD – **27%**

EXCELLENT – **51%**

NOT APPICABLE – **6%**

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**16. If you have a disability or you are a carer, the facilities at both the main and branch sites are:**

POOR – **0%**

FAIR – **1%**

GOOD – **4%**

VERY GOOD – **10%**

EXCELLENT – **24%**

NOT APPICABLE – **61%**

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**Please feel free to expand on your answers or comment on how you feel the practice would be able to improve its services:-**

>> Further to my operation last March, I have had to visit Holland House Surgery many times. At all times I have been treated with courtesy, efficiency and professionalism by all concerned. Thanks again to all at Holland House. <<

>> Concern at the very experienced doctors leaving the practice. <<

>> The welcome we have had from Sarah on reception was extremely helpful and friendly. Doctor Rushton 10 out of 10 brilliant. <<

>> I am proud of the Holland House Team. Compassionate, professional with a “can-do” attitude. <<

>> It would be excellent if you could email the practice for an appointment. St Mary’s H/C in Penwortham do this and it works well. Ringing at 8:30 for a working parent is very difficult. <<

>> Overall great service. <<

>> The telephone lines open at 8:30am. I can never get answered immediately even if I call at 8:30. There are always four or five ahead of me in the queue. <<

>> Any chance of doing weekend surgery like you used to. Would make it easier for working people. <<

>> I feel 3-4 text messages to confirm app excessive. I would rather come down to reception to make app than telephone. <<

>> Excellent practice. <<

>> Comments relate solely to Doctor Sloan. <<

>> With regards to the consultation, my answers are in referral to Dr Lowe. <<

>> Am always happy with everyone at this practice. Thank you all. <<

>> No. 7 – I feel that the inability to see a GP with a non-urgent request is very off putting. Being told that you have to wait 4 weeks for an appointment is not re-assuring. Usually I am left feeling guilty because I have to take up emergency time because I feel my problem though non-urgent needs to be solved sooner than 3-4 weeks. <<

>> Dr Ahmed is an excellent doctor and a loss to the surgery. <<

>> The reception situation has improved recently. Now better. Appointment discussion time short and inflexible. Follow up from hospital still pretty poor and in my husband’s case (after aortic valve surgery) non-existent until recently. Surgery done 9/9/15. Some follow up by surgery early March 2016. He (husband) seems to be on the radar now. Room for improvement in attitudes generally. <<

>> More staff needed on reception, feel sorry for the poor girl who’s been on her own a lot – think her name is Gail. <<

>> The quality of treatment can vary between health care professionals. <<

>> Effectively staff manners were very good and professionalism of doctors and nurses excellent, but appointment system not great and probably requires even more resources. <<

>> The surgery has never denied me an appointment for the same day. There is often a gig time delay, but doctors give as much time as you need in the appointment. Reception are very helpful too. <<