

ESCRICK SURGERY – PATIENT REFERENCE GROUP SURVEY 2015/16

All these questions relate to Escrick Surgery and the services it provides and does not relate to any Out of Hours services.

Getting an appointment with a GP

How do you rate the following?

	Poor	Fair	Good	Very Good
Getting an appointment immediately necessary for that day	9%	16%	33%	42%
Getting an appointment in the next 48-72 hours	6%	22%	30%	42%
Getting an appointment more than 72 hours ahead	2%	10%	27%	41%
Booking an appointment with a GP of your choice	6%	21%	33%	40%

Comments

I have yet to ask for a specific GP, but ticked good as everyone I have seen have been good and I have been able to get an appointment.

Today's appointment – answers relevant to previous same day – good.

A follow up by the initial doctor is always better than having to explain again to someone else – getting the initial doctor should be marked as a priority on the patient's info.

It might be useful to have a similar section specifically for getting an appointment with my preferred GP.

If really needed – very good for same day appointment/ Lovely staff/ No complaints/ Excellent.

The service has always been excellent/ Good attentive appointment/ Very good on the whole!!

Doctors are changing. You can't get an appointment with your own doctor you're compatible with and some doctors don't seem to be competent.

Provide an excellent service/ Adaptable, well organised/ Always very helpful.

My rating above (Booking appointment with a GP of choice – rated 'good') is only because my preferred GP may not be available.

If I am lucky I can get an emergency appointment, but not always my preferred GP.

Rang up for an appointment and got my son in immediately.

Always very helpful and flexible, trying to provide appointments as soon as possible.

I feel I cannot comment too much as I am lucky I rarely feel ill.

After a rather difficult few weeks (health wise) I can only praise the care, the helpfulness at always fitting me in to emergency appointments.

I find that overall the doctors at this practice are very good.

Generally very good; I only circled 'good' for same day appointment as I have never had to book a same day appointment so cannot really comment.

Just concerned about home visits for my elderly mother.

Getting an appointment at North Duffield surgery is very difficult. Why can't North Duffield surgery be for North Duffield residents only?

I think every individual will have to speak as they find. My own experiences have been satisfactory with each receptionist doing their best to meet your needs.

Appointment for 16/12/15 was made 2 weeks before and I was aware 'to the best of my knowledge', that this was adequate and hoped it was.

This is a large busy practice, everyone works very hard, is helpful, kind and for their very best.

Excellent GP friendly service/ Generally good/ I am delighted with the service I receive at the surgery.

Harder with a specific doctor but can normally get an appointment - which is good compared to other surgeries.

Excellent service, not too long to wait on the phone. I can always be seen and I have 3 young children (under 4) and they always make sure they can be seen at short notice and accommodate thing to help me manage them.

Understand the working hours/patterns of patients.

Really reassuring to be able to be seen. Never requested one doctor over another before – hence N/A comment.

Saturday morning surgery would be a great help to people who work full time.

At your last consultation how long were you waiting from your appointment time?

0-5 minutes	6-10 minutes	11-15 minutes	16-20 minutes	21-25 minutes	Over 25 minutes
39%	28%	12%	8%	2%	11%

Was this acceptable?

Yes	No
91%	9%

Was this an emergency appointment?

Yes	No
24%	76%

If no, then please give more details below

Summary:-

Acceptable 0-10 minutes (32)
Acceptable 11-20 minutes (9)
Acceptable 30 minutes (2)
Acceptable 50 minutes (1)

Not acceptable – 10 minutes Only because it was 8.40am and I wouldn't have expect to be waiting at that time of day.
Not acceptable – 30 minutes Dr Keen always running behind
Not acceptable – waited 24 minutes Perhaps it should be asked at the time of the appointment being made whether a 5 minute or 10 minute appointment is required. This could help alleviate the longer waiting time.
Not acceptable – waited 25 minutes It should be noted I have waited significantly longer on one or two occasions AND have seen timeously (?) at others. Perhaps this questionnaire should have been framed from a perspective of 'generally speaking'.
Not acceptable – 30 minutes I expect to wait a period of time as some patients need longer than others and if I need that extra time, I know I will be given it.
Not acceptable – 30 minutes Dr Keen always runs late.
Not acceptable – 35 minutes – GP running late – possibly extend appointment times?

How was the doctor concerning the following?

	Poor	Fair	Good	Very Good
Giving you enough time		6%	29%	65%
Listening to you	1%	5%	25%	69%
Explaining tests and treatments	1%	5%	28%	66%
Treating you with care and concern	1%	6%	21%	72%
Involving you in decisions about your care	1%	5%	24%	70%

Comments

I've always had good treatment from all the practice doctors.

The doctors ring to my home at times to check if I am keeping well – I find this reassuring and very good.

(Re 'Very Good' comments) Always has been in all 49 years with the surgery.

Couple of doctors seem to be rushing to get you out, maybe busy but I feel sometimes the doctor doesn't want to listen.

Fully informed about medication etc/Excellent/ They're good at all times/ No problems/ Absolutely excellent care.

All the doctors are helpful and reassuring, taking care to explain procedures and any implications.

My doctor (Dr Hanna) always listens and takes the time needed to consult and treat me in the best way possible. I've had bad experiences with doctors doing the exact opposite to this. Dr Hanna will always be my doctor of choice.

Dr Metcalfe was very kind and explained everything thoroughly.

I have ongoing health issue to do with P.T.S.D. Every now and again they return - Dr was wonderful!

Felt comfortable talking to the doctor – she has a friendly manner and cares – was sympathetic to my problem.
 Dr Lenthall is an excellent GP/Dr Hanna is always extremely helpful. Great doctor.

Always first class – make you feel you have been listened to and understood.

Completely satisfied with all appointments/consultations/ Excellent/ Very good/ Very attentive and helpful.

Dr Metcalfe & Dr Keen are very professional, caring and dedicated. Having lived in Escrick for 25 years, I have had plenty of experience.

Dr Metcalfe – excellent about recurrent ear infection.

The doctors are excellent if you are lucky enough to get an appointment.

I feel I am very lucky with the surgery. I have always been well cared for.

Once again, I have no complaints/Excellent service/An ideal review/All was excellent.

I work for the NHS and I always recommend Escrick surgery – fantastic.

First time I had this doctor and didn't particularly like his tone.

We moved from a different surgery recently and we are extremely happy with the care we are receiving – we are so glad we moved!

Nurses/Health Care Assistants

	Poor	Fair	Good	Very Good
Getting an appointment with a Nurse	5%	16%	40%	39%
Getting an appointment with a Health Care Assistant	5%	6%	47%	42%

Comments

Cannot remember last time I saw Health Care Assistants.

I haven't had any appointments with a Health Care Assistant so cannot comment.

I work on mornings so unable to attend for blood test – went to Asda!

No recent experience/Not had to do this recently/ Fine

Possibility of being able to book appointments on line with Nurse?

Had to wait 2 weeks for appointment with diabetic nurse.
 Appointments with nurses are more difficult to come by as they don't seem to be at this surgery on a permanent basis.

Harder recently, but still the team always make best efforts.

What is the difference?

N/A – not had an appointment with them.

Some INRs can fill quickly but generally if not needed within a week – good.

Very good/Excellent service from staff/ Always pleasant and efficient.

Happy to get an appointment with any nurse or Health Care Assistant quite quickly.

Ongoing B12 injections every 8-12 weeks – cannot make appointment in advance – have to ring in for appointment. This could be planned out better for the patient as it is a regular medication.

Chris is hugely missed and can never be replaced.

Having not had a lot to need them as yet, I found getting an appointment pretty fair.

Excellent service/Long wait.

For smear tests times not very flexible.

For people working full time, one evening/week or Saturday morning would be a great help.

How was the nurse concerning the following?

	Poor	Fair	Good	Very Good
Giving you enough time		4%	40%	56%
Listening to you		4%	38%	58%
Explaining tests and treatments		6%	37%	57%
Treating you with care and concern		3%	39%	58%
Involving you in decisions about your care	1%	2%	38%	59%

Comments

No complaints/ No problems/Excellent consultation re lengthy travel plans.

Like the doctors, pleasant, listen to your concerns, reassuring/Always pleasant and cheerful.

She was very caring – excellent/ Never had one

My comments (all ‘Very good’) are all related to Chris.

Last time I saw one I was satisfied she ticked all the boxes.

How was the Health Care Assistant concerning the following?

	Poor	Fair	Good	Very Good
Giving you enough time	1%	6%	39%	54%
Listening to you		7%	37%	56%
Explaining tests and treatments		10%	33%	57%
Treating you with care and concern		7%	31%	62%

Comments

As nurse/I think very good overall/ I don’t really see the HCA – normally GP or nurse.

Never seen one/ Hardly used/ No experience/ I’ve never seen this lady/Not used Health Care Assistant.

Staff

How helpful and professional do you find surgery staff (including N/A)?

	Poor	Fair	Good	Very Good	N/A
Reception	1%	2%	19%	78%	
Telephone Answering Staff	1%	3%	20%	76%	
Practice Manager		1%	10%	50%	39%

Comments

I am not aware of interacting with the Practice Manager/Who is the Practice Manager?

Sometimes certain staff not so helpful.

Very professional/ Always polite and helpful/ Receptionists are fantastic

The reception girls seem to be rude when trying to explain what you want - they don't take time to listen.

The reception staff are the first people you encounter – all very helpful and welcoming.

Understanding the receipt system for ordinary receipts would be good (not NHS).

Always helpful and very patient/ Again, very good.

Reception and telephone staff helpful, friendly and professional.

Always polite, pleasant, very efficient and willing to listen/ Always have positive response from staff.

Sometimes get cut off after listening to music for several minutes.

I have always found the surgery staff to be very pleasant and helpful.

Find it intrusive when reception staff question why you wish to see doctor and request the details of your illness before they allocate an appointment to you. Practice Manager not good at communicating findings of issued raised and did not adhere to best practice policy.

Have never come in contact with the Practice Manager and now try to book any appointments at North Duffield because Maureen is invaluable, and a great asset to the practice.

I always find the staff very helpful and extremely kind and compassionate to me.

Haven't come across one who won't try their best to fulfil your needs.

Very comprehensive and helpful. 15/10! Exceptional!

Surgery staff are very professional with a friendly attitude, and caring.

Always professional, discrete and really helpful. Also good with the children which is nice (acknowledging and taking to them).

Listening skill – leading to repeating info.

They are working with limitations which can create stress and irritation for patients and staff.

Premises

How would you rate the following?

Escrick

	Poor	Fair	Good	Very Good	N/A
Cleanliness of Premises		2%	20%	78%	
Waiting Area		2%	25%	73%	
Consulting Room Facilities		2%	23%	75%	
Parking		3%	22%	75%	

Comments

Good local practice/ All OK

Love this surgery and appreciate all the GPs and services. Well done, please keep it up.

No problems/ Well cared for/ Very good/ Best surgery I have attended.
Feel privileged to have such a well-run and efficient surgery in the village.

Except Dr Metcalfe's

Drive from A19 to Escrick Surgery more busy with spa and health club/Fat Abbot traffic.

Lines (car park) could do with a repaint – hard to see.

Never had to rise round to find a space.

Crossing the A19 is biggest obstacle.

Would like more magazines.

At times the car park has been very icy, but this was in the past – not sure if you have changed this year.

It is what I expect in a busy surgery.

North Duffield

	Poor	Fair	Good	Very Good	N/A
Cleanliness of Premises		3%	11%	52%	34%
Waiting Area		8%	14%	44%	34%
Consulting Room Facilities		4%	15%	47%	34%
Parking	1%	10%	15%	40%	34%

Comments

Don't use/ Never been there.

In forty six years I have always received excellent treatment. Also my family have been well treated. My sincere thanks.

Good local practice/ Well cared for.

Thank you for taking care of us.

At both surgeries the standard of service all round is very good, courteous and compassionate.

Parking can be a problem at busy times.

I consider the practice to be outstandingly good.

An excellent practice/ Very good.

Receptionist at Nth Duffield surgery is exceptionally helpful and always explains things as well as checking out every available option – thanks to her.

We are very fortunate to have such an excellent practice. All the staff are helpful, kind and efficient.

(General) We live in North Duffield and can drive, so if no available appointment at North Duffield we can drive to Escrick – but it must be difficult for some people who cannot go to the surgery at an alternate location when necessary: but I cannot see a sensible solution to this issue.

As above (never had to ride round to find a space).

For me, it is a First – Class medical practice.

I wouldn't want to go to any other practice. I feel safe, well looked after and treated with dignity and respect always – Five Star!

Less appealing – darker, but still functional and clean.

The grass area at front of surgery could be made into tarmacked area to increase parking space.