

## ESCRICK SURGERY – PATIENT REFERENCE GROUP SURVEY 2013/14

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

### Staff

1. How do you rate the way you are treated by staff at your practice? (please circle)

Receptionists	Poor	Fair 1%	Good 20%	V Good 78%	No comment 1%
Nurses	Poor 0.5%	Fair 1.5%	Good 16%	V Good 75%	No comment 7%
H/C Assistants	Poor	Fair 1%	Good 9%	V Good 49%	No comment 41%
GP's	Poor	Fair 2%	Good 12%	V Good 84%	No comment 2%

### Comments/Suggestions

I have used both surgeries on occasions and have nothing but praise for all staff and doctors.

Lovely, helpful, friendly staff! No problem with any of the GPs or any of the staff.

Friendly & helpful – for us, a very good practice on the whole.

Although very busy, everybody is courteous and pleasant. Excellent service received – thank you.

Lunchtime closure can cause problems – stagger staff lunches to cover prescription collection during these times would be helpful.

Always polite, understanding, considerate and efficient.

We are always treated well and have no complaints. Couldn't be any better.

Shame the 2 partnered GPs persistently run late every day.

Only 1 male doctor available since Dr Hanly left. The surgery now seems a little unbalanced with so many lady doctors.

In my opinion, Escrick surgery must be one of the best practices in the NHS.

Some receptionists very rude and unhelpful. Been with this practice many years but receptionists are much worse now.

Everybody I have met at either surgery is professional, helpful and friendly. Cannot fault the practice in any way.

People should take note they are reception staff not doctors, therefore can only deal with what appointments they have. No problem with staff at all.

I have always found staff helpful and approachable. My wife, however, found one member of reception to be less than helpful and apparently unable to spare the time to speak to her.

## Reception Team

2. Last year we had some negative feedback on our reception team. The following questions relate specifically to reception staff on the desk.

### ESCRICK

a) Have you seen an improvement in the past year?

Yes 51%	No 5%	N/A 44%
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Additional comments: Nothing needed, Good as always, Always been excellent, No problems last year!! I have always found reception very helpful, Always good, I always thought it was very good, Not all the time, They have always been perfect

b) Were you treated with dignity and respect?

Yes 94%	No 0	N/A 6%
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Additional comments: As normal, Sometimes

c) If you had a query was this dealt with sufficiently?

Yes 84%	No 2%	N/A 14%
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Additional comments: No question, Very kind and helpful

d) If no then please give more details below.

### Comments

All receptionists have been excellent the few times I have dealt with them.

Keep up the good work. Always been very good. All have a smile and are knowledgeable

I've never experienced anything negative so I couldn't say anything has changed – the staff are all pleasant as they've always been. Never had a problem with staff on reception desk.

I have never thought of, or found any problems with staff at the desk. They are always/usually helpful and friendly – but I have noticed two members to now be more pleasant mannered than they used to be, if that helps.

One receptionist 'less competent' than others – have had to speak to additional receptionists to sort queries etc.

Just a bit time-consuming. Receptionists have to find some one to deal with query – not always right person available at the time.

Trying to get an appointment, even when the doctor asks for a follow up – I have been made to feel awkward.

Dealt with efficiently and professionally. Only issue is being held 'on hold' indefinitely inconveniently.

The phone queuing system is an improvement. The staff always deal with enquiries patiently, no matter how busy they are.

Privacy issues at reception desk.

I have never felt there has been a problem hence no improvement. The staff are friendly, courteous and helpful.

It appears there has been new recruitment and for me it is a change for the better.

It is always a pleasure now at reception – well done to all who man the desk and provide a warm and caring service.

#### NORTH DUFFIELD

a) Have you seen an improvement in the past year?

Yes 13%	No 2%	N/A 85%
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Additional comments: Always excellent

b) Were you treated with dignity and respect?

Yes 31%	No 0	N/A 69%
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c) If you had a query was this dealt with sufficiently?

Yes 29%	No 0	N/A 71%
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d) If no then please give more details below.

#### Comments

Only been patient 1 year – always has very good service.

I've never experienced anything negative so I couldn't say anything has changed – the staff are as pleasant as they've always been.

I do not feel there were any improvements needed.

We are always treated with respect.

I think you are very fortunate with your practice. You are all very nice, kind, patient and helpful – and knowledgeable. We can trust you which is important.

I have always found the receptionist superb.

Have always found the receptionist at North Duffield to be extremely courteous and helpful.

I have never had any problems at North Duffield. Nor have I seen any other patient have any problems.

North Duffield has always been first class.

Never visited this surgery.

3. We also had feedback regarding how busy the reception desk was. We have tried to address this by encouraging patients to use the touch screen to self check in, putting another repeat prescription box on the wall near the desk and encouraged patients to use the on-line service to book appointments.

a) Have you seen an improvement in how busy the reception desk is at Escrick?

Yes 50%	No 12%	N/A 38%
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Additional comments: Never busy when I come!  
Always very good  
Never a problem  
Haven't seen improvement – IT'S NOT NEEDED  
No – because I thought the service was already good

b) Have you seen an improvement in how busy the reception desk is at North Duffield?

Yes 12%	No 4%	N/A 84%
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c) Do you use the touch screen to self check in at Escrick?

Yes 93%	No 7%
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Additional comments: But has failed to work at times.  
After I established that date = day, not date – it was easier and quicker to speak to a human being

c) Do you use the repeat prescription box in the reception area?

Yes 30%	No 70%
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Additional comments: Always order online  
Monthly but not always  
No but will do so in future

d) Do you use the on-line facilities?

Yes 26%	No 55%	N/A 19%
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### Comments/Suggestions

I have never felt the desks at Escrick or North Duffield were busier than I would expect. If I have had need to visit North Duffield I have been the only person there.

Should try and use this – good idea

The reception is busy at some times of the day, especially when several doctors are on.

Don't use online as we don't have a computer.

There are never any problems at the North Duffield reception desk and the member of staff is always most helpful.

People queuing at Escrick are there for all sorts of reasons – especially collecting medication. Sometimes 2 receptionists would be helpful – we queued outside the door today, one patient had a few queries which were time consuming.

I have never encountered any problem in being able to communicate with reception staff.

I didn't know there were online facilities!

It would be helpful if appointments with nurse/H/C Assistants were accessible online.

I have done in the past but have lost my log in details. I've been issued with new registration details but cannot find the registration page!!

Having 3mth supply on repeat prescriptions.

There is never a problem at North Duffield.

### Appointments

4. If you have needed to see a GP **urgently**, have you normally been seen on the same day?

Yes 70%	No 7%	Don't know/never needed to 23%
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### Comments/Suggestions

I cannot say anything other than if I or my family need to be seen – we always are.

A telephone consultation, in place of an urgent appointment would have been beneficial during my serious illness/treatment.

I'm always happy to see any doctor as long as it's ASAP.

When am feeling really ill, it's GOOD that you CAN get SAMEDAY visit.

Thank you (To the response 'yes')

Have probably requested urgent appointment 4 times in the last 2 years – never been a problem.

Maybe offer the option of a telephone consultation or coming in to see the doctor or have a telephone 'triage' consultation service at 8am and 1pm.

If not, the next day.

Yes I have been seen the same day. The receptionists asked appropriate questions and it was possible. Well done to them – Thank you.

Always available – excellent service.

Both times very prompt action and same day appointment.

5. Thinking of times when you are willing to see **any** doctor?

a) How quickly do you usually get to see that doctor?

Same Day	Next Working Day	2-3 Working Days	More than 3 Working Days	N/A
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37%	14%	23%	9%	17%
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b) How do you rate this?

Poor 4%	Fair 13%	Good 30%	Very Good 37%	N/A 16%
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Additional comments: Prefer to see same GP – sometimes have to wait 2-3 weeks to get appointment

6. Dr Hanly retired in September and was replaced by 2 Salaried GP's Dr Onac and Dr Barrett.

a) Have you had an appointment/telephone consultation with either of them?

Yes 38%	No 58%	Not Completed 4%
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b) If yes please give some feedback?

#### Comments/Suggestions

Thank you for all your comments on our 2 new Salaried Doctors. On the whole the feedback for both GP's was good however there was some negative feedback. The practice will use these comments, both good and bad to feedback to the doctors on an individual basis. The practice does not feel it's appropriate to publish the personalised comments but value everyone who took the time to add their comments.

We have taken on board the comments with regards to the male/female GP ratio.

#### 7. Communication

a) At present how do you find out about changes?

Newsletter 34%	Website 13	Posters 33%	Other 32
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Additional Comments: What Changes? Newsletter – if received, I don't, Not aware of changes

b) How well does the surgery keep you informed of changes?

Poor 9%	Fair 27%	Good 41%	Very Good 18%	N/A 5%
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Additional comments: Probably well, but don't read what's available sometimes – but that's my fault I only come in occasionally so very sparse on knowledge of change. I do not have computer skills! Doesn't Good if you go to surgery – hopefully don't go, so website needs to be promoted more.

c) How would you like us to keep you informed of changes?

Newsletter 44%	Website 19%	Texts 17%	Posters 14%	Other 6%
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Additional comments; (after ticking newsletter/texts) – I'll make a point to read it, but what if I don't come in often?

Unless there are changes that directly affect me, then texts or letters are best.

d) Would you be happy to receive text reminders eg/ appointment reminders?

Yes 65%	No 24%	N/A 11%
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e) Would you be happy to receive e-mail reminders if this was possible?

Yes 60%	No 24%	N/A 16%
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Additional comments:

I have assessed communication as fair as I feel the communication is only good when visiting the practice regularly. If I had no need to visit I wouldn't find out E-mailing a newsletter would be helpful.

I check my e-mails everyday. I only look on the surgery website once a month when re-ordering medications. E-mail is by far the most common and effective way for organisations to communicate.

Can't assess as I have called many times and sometimes busy, sometimes not.

## 8. Telephoning the Surgery

a) In the last 6 months have you had to telephone the surgery?

Yes 90%	No 8%	Not answered 2%
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b) If the call was to book an appointment what time did you first ring?

8am – 10am 62%	10am – 12.30pm 22%	1pm – 4pm 10%	4pm – 6pm 6%
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c) If the call was not to book an appointment please indicate what time you phoned?

8am – 10am 24%	10am – 12.30pm 43%	1pm – 4pm 29%	4pm – 6pm 4%
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Additional comments: (after ticking 8-10am) – can't see how you improve this if it's the busiest time

d) How did you find the time taken to answer

8am – 10am	Poor 8%	Fair 32%	Good 43%	Very Good 17%
10am – 12.30pm	Poor 8%	Fair 31%	Good 51%	Very Good 10%
2pm – 4pm	Poor 7%	Fair 19%	Good 48%	Very Good 26%
4pm – 6pm	Poor 6%	Fair 12%	Good 47%	Very Good 35%

Additional comments: (re a Very Good Rating) These relate to an infection requiring antibiotics and further problems the next day – the response given by everyone can only be described as fantastic.

Knowhere else to put this – but the radio channel used at the moment in waiting room is really annoying when you're unwell with the music played and adverts. Is it possible to change to a BBC channel please.

To book a 5 minute appointment is very quick – to book a normal appointment with a particular doctor is sometimes a few days later.

All aspects of service VERY GOOD – along with York and Selby Hospitals – would take a lot of beating – THANKS

I like the introduction of local radio into the waiting room – gives you something to listen to while waiting as opposed to idle chatter or deafening silence!

It takes far too long for someone to answer the phone (it's always about 20mins plus).

Phoning for a sameday/next day appt before 10am it can be difficult to get through and sometimes 'emergency' apt are booked.

Thank you for taking the time to complete this survey.