

## ENTER AND VIEW VISIT REPORT

### ***Bosworth Medical Centre 11<sup>th</sup> December 2018***

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull's Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Solihull's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Solihull's safeguarding policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding team will also be informed.

## GP Surgery – Bosworth Medical Centre

**Service Address:** Bosworth Medical Centre, Crabtree Drive, Chelmsley Wood, B37 5BU

### Acknowledgements

Healthwatch Solihull would like to thank the Practice staff and the patients for their co-operation during the visit.

### Disclaimer

Please note that this report relates to findings observed during our visit made on Tuesday 11<sup>th</sup> December 2018. The report does not claim to be representative of all patients, only of those who contributed within the restricted time available.

### Authorised Representatives

Nicola Standen  
Jenny Marsh

### Who we share the report with

This report and its findings will be shared with Bosworth Medical Centre, the Care Quality Commission (CQC), Solihull MBC, Birmingham and Solihull Clinical Commissioning Group (CGG) and Healthwatch England. The report will also be published on the Healthwatch Solihull website ([www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)).

### Background

Bosworth Medical Centre, located within North Solihull, has a practice list of 9171 patients (Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39037#>)

The Medical Centre's opening times are 8:30am – 6:30pm Monday to Friday. The Medical Centre also offers extended opening hours for appointments. Extended opening hours appointments are coordinated through a 'Hub' of 10 local GP Surgeries – the 'North Solihull Collaborative'. Appointments within the collaborative are held at Bosworth Medical Centre, between 6.30pm - 8.00pm each weekday, 9.00am -12.00am on Saturdays and 09.00am - 11.00am on Sundays (<https://www.bosworthmedicalcentre.co.uk/News/e8e0b822-43f7-425e-ace5-9afd2256d52e>).

### Purpose of our visit

Healthwatch Solihull visited Bosworth Medical Centre on Tuesday 11<sup>th</sup> December 2018. This was a follow-up to our previous Enter and View visit that took place on 3 April 2018 (to see our previous report please visit our website - [www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)).

Healthwatch Solihull however, in their role of gathering intelligence from people living in the Solihull Borough regarding their experiences of local health and social care services, has also continued to receive poor feedback from patients of Bosworth Medical Centre especially in relation to ease of getting an appointment. The most recent CQC report (based on an inspection undertaken in February 2018) whilst rating the Surgery as 'good' across areas of Healthwatch Solihull, Enterprise Centre, 1 Hedingham Grove, Chelmond Cross, Solihull, B37 7TP, Freephone 0800 470 1518, [enquiries@healthwatchsolihull.org.uk](mailto:enquiries@healthwatchsolihull.org.uk) [www.healthwatchsolihull.co.uk](http://www.healthwatchsolihull.co.uk)

'safety', 'effectiveness', 'caring' and being 'well-led', also identified the 'responsiveness' of the Medical Centre as 'requiring improvement' with getting through on the telephone being cited as a key issue by patients.

(Source: [https://www.cqc.org.uk/sites/default/files/new\\_reports/AAAH2108.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/AAAH2108.pdf)).

Given the above, the purpose of our visit was to explore any actions the Medical Centre had taken in response to the recommendations identified in our previous report and to explore first hand with patients present on the day of our visit, their experiences of the Surgery.

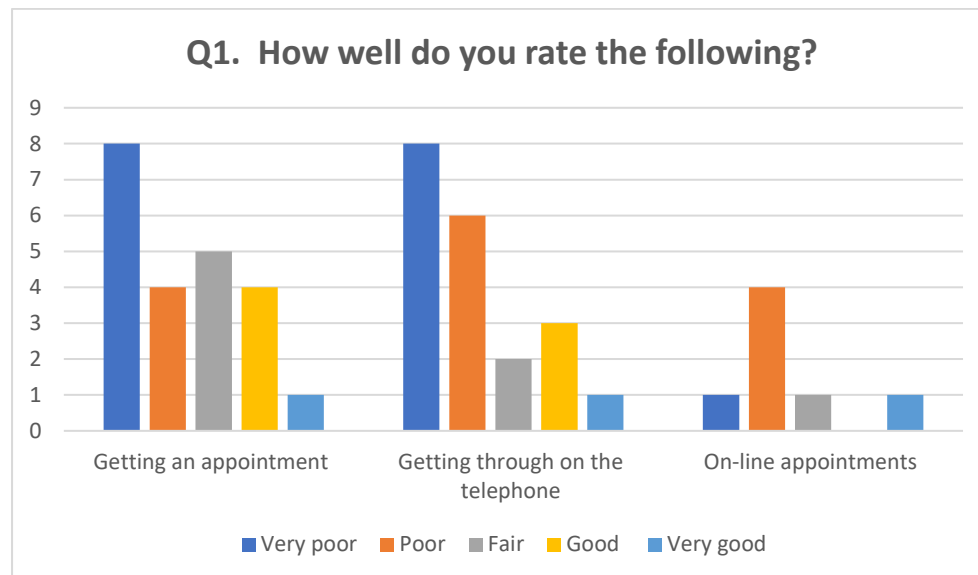
### **What we did**

Two Authorised Representatives visited the Surgery from 10.00 am to 12.30pm on 11<sup>th</sup> December 2018. During our visit we administered 22 surveys with patients and also observed the environment. The visit was unescorted and at no time during the visit did we enter consulting rooms.

This report will detail a range of recommendations based on the findings of our Enter and View visit and it is anticipated that these recommendations will contribute to improving service delivery within the Medical Centre and in turn service experience for patients registered with the Surgery.

## Findings:

- Please note not all patients answered all questions
- For further information, raw data from the survey can be found in Appendix 1.



### ***‘Ease of getting an appointment’***

In our previous Enter and view report (April, 2018) ‘ease of getting an appointment’ received largely negative responses with 10 (of the 18 respondents who answered this question) giving a rating of ‘poor’ or ‘very poor’, four respondents as ‘fair’ and four respondents as ‘good’ or ‘very good’. Overall similar findings emerged during this visit with more than 50% (N= 12 of the 22 respondents who answered this question) rating ‘ease of getting an appointment’ as ‘very poor’ or ‘poor’, five of the 22 respondents who answered this question as fair and five as ‘good’ or ‘very good’. These findings are reflected in further comments made by some of the survey respondents,

*Getting an appointment is horrendous...For four days phoning at opening times I was told to call back the next day for an appointment . This is not a one-off incident it is re-occurring. If there was another Drs surgery locally I would move myself and my family without hesitation. Possibly one of the worst surgeries I have known in all my years. I think I have used the surgery 3 times in 12 months each time it has been a nightmare trying to get an appointment*

*Phoned a week ago and had to wait one week for appointment*

However, despite the difficulties experienced by patients with getting an appointment some respondents reported to us that the Medical Centre was far more responsive with appointments for children,

*Very poor for me but good for son, prioritise Children*

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However, respondents told us that whilst appointments for children were accommodated by the Medical Centre on the day they were needed, these were often 'Emergency' appointments and that this meant that patients often had a long wait,

*8.30am phone call made for appointment the told no appointments for today. Told could come and wait for an appointment for a tiny baby - didn't realise how long the wait would be*

*Emergency appointment and told will have to wait, appointment for a child, on phone at 8.29 am, 2nd in queue then after a nine minute wait told no appointments left today*

### **'Getting through on the telephone'**

The Medical Centre's most recent CQC report (February, 2018) identified getting through on the telephone as a key issue for patients (Source: [https://www.cqc.org.uk/sites/default/files/new\\_reports/AAAH2108.pdf](https://www.cqc.org.uk/sites/default/files/new_reports/AAAH2108.pdf)). Patients that we spoke to on the day of our visit also told us of difficulties they experienced in getting through on the telephone and these findings demonstrated little change from our previous Enter and View visit in April 2018:

<b>Getting through on the telephone</b>	<b>April 2018 (N=18 respondents who answered this question)</b>	<b>December 2018 (N=20 respondents who answered this question)</b>
<b>Very poor or poor</b>	14 (77%)	14 (70%)
<b>Fair</b>	3 (16%)	2 (10%)
<b>Very good or good</b>	1 (6%)	4 (20%)

Comments received from respondents to this question elaborated on the difficulties patients experienced:

*Always a long wait in a queue on telephone*

*Dread phoning*

*Takes too long to get through to the Receptionist. Never any appointments left*

*Often put phone down*

*Long process on telephone*

*Phone not been answered*

*...had to phone Receptionist who straight away said please hold and was on hold for quite a while*

*...long waiting times on the phone, when you eventually get through after 45 minutes wait all the appointments have gone*

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We were also informed by some of our respondents that the Medical Centre has recently introduced a new system for people who are aged over 75 who are provided with a separate telephone number which means that they do not have to queue in the telephone system,

*Over 75 so have a different number to call, no queue*

*There is a new number for those over 75 which means you don't have to join the phone queue*

As part of Enter and View visit, Healthwatch Solihull's Authorised Representatives spend time speaking with the Practice Manager, usually at the end of the visit, to supply initial feedback and ask any questions for clarification. The Practice Manager was not available on the day of our visit and on telephoning the Surgery at a later date to speak with Practice Manager we also experienced difficulty getting through to the Medical Centre and on one occasion was informed by the telephone messaging system that 'all operators were busy' and to 'please call back later'. In our previous Enter and View report (April, 2018 – please see [www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)) we raised concerns that the recorded message when operators were busy did not give information on an alternative number if the call was for emergency reasons however, we did note that the recorded message now informed callers of what to do if they are experiencing chest pain or heavy bleeding.

Despite the introduction of changes such as those discussed above, findings from the surveys completed on the day of our visit are indicative that patients are still experiencing issues with getting through to the Medical Centre on the phone. Given this finding we would recommend that the Medical Centre reviews telephone access for appointments.

### ***'Online appointments'***

The survey further asked patients to rate their experiences of using the on-line booking service. Five survey respondents rated their experience of the online booking service as 'very poor' or 'poor', one respondent as 'fair' and one as 'very good'. However, only seven of a possible 22 survey respondents answered this question. That fewer respondents answered this question may be indicative that fewer people make use of the on-line booking system. This is to some extent supported by our findings where a number of respondents told us that they do not book appointments on-line,

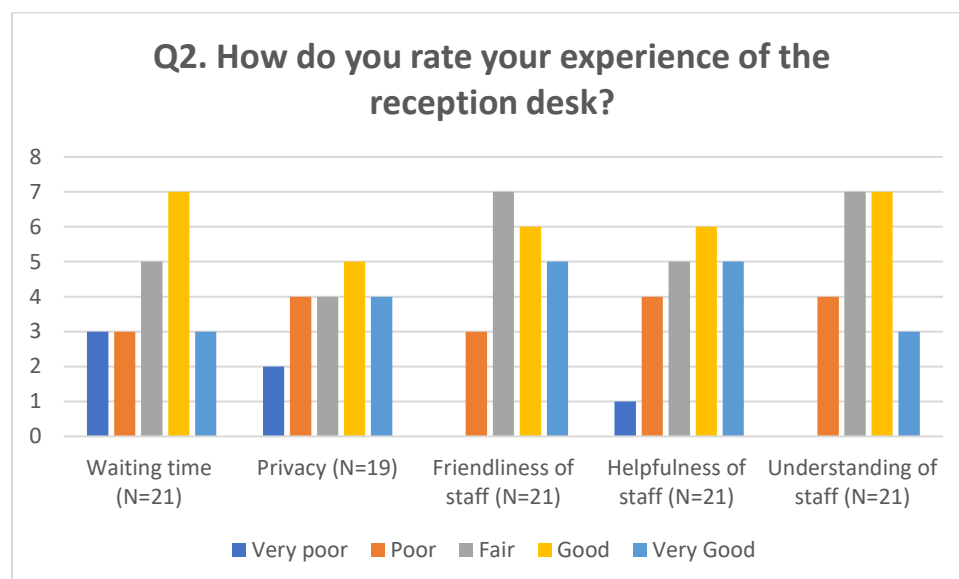
*Don't use computer*

*Never used online*

*Unfair that we are expected to book online*

During our previous Enter and View visit (April, 2018), we recommended that the online appointment booking service should be explained and promoted to patients to increase usage and take pressure off the telephone booking system. In relation to this recommendation, the Practice Manager has informed us that "Reception encourage patients Healthwatch Solihull, Enterprise Centre, 1 Hedingham Grove, Chelmond Cross, Solihull, B37 7TP, Freephone 0800 470 1518, [enquiries@healthwatchsolihull.org.uk](mailto:enquiries@healthwatchsolihull.org.uk) [www.healthwatchsolihull.co.uk](http://www.healthwatchsolihull.co.uk)

to use the online service highlighting the fact that the patient has access to future booking of appointments (where reception can only book on the day)". However despite the promotion of online booking by Receptionists, as only seven respondents answered this question it is possible to suggest that awareness of booking appointments on-line remains low and we would again recommend that further consideration is given to promoting on-line booking which may in turn increase usage and uptake and in turn reduce pressure on the telephone booking system. This could perhaps take the form of a 'promotional stand' in the waiting area that provides information about on-line booking and guidance on how patients can register for the service.



Having explored patients' experiences of accessing appointments, we were also interested in finding out more about patients' experiences once they were at the Medical Centre. As first point of contact for patients is usually with Receptionists we asked patients about their experience of waiting times, privacy once at the reception desk and the friendliness, helpfulness and understanding of Receptionists.

Overall, respondents who completed our survey reported positive experiences with more than 70% (N=15 of the 21 respondents who completed this question of the survey) rating waiting times at the reception desk as 'fair' to 'very good'. During our visit we observed that there was an electronic booking-in system available for patients to use and that patients did not appear to be waiting in the Reception queue for excessive periods of time. This system was 'out of order' during our previous visit which contributed to the long waits at the reception desk we observed during our previous visit.

Similarly, respondents reported positive experiences when rating the friendliness, helpfulness and understanding of reception staff with over 75% of the respondents who answered this question rating friendliness, helpfulness and understanding as 'fair' to 'very good'. However, further comments that we received from respondents to this question were less positive than the survey data suggests,

*Lack of patience with patients due to apparently short of staff*

*Receptionist took time to come to reception, was distracted when she was attending to me*

Respondents also reported to us that their experience differed depending on the Receptionist they are speaking with,

*Depends which Receptionist is on*

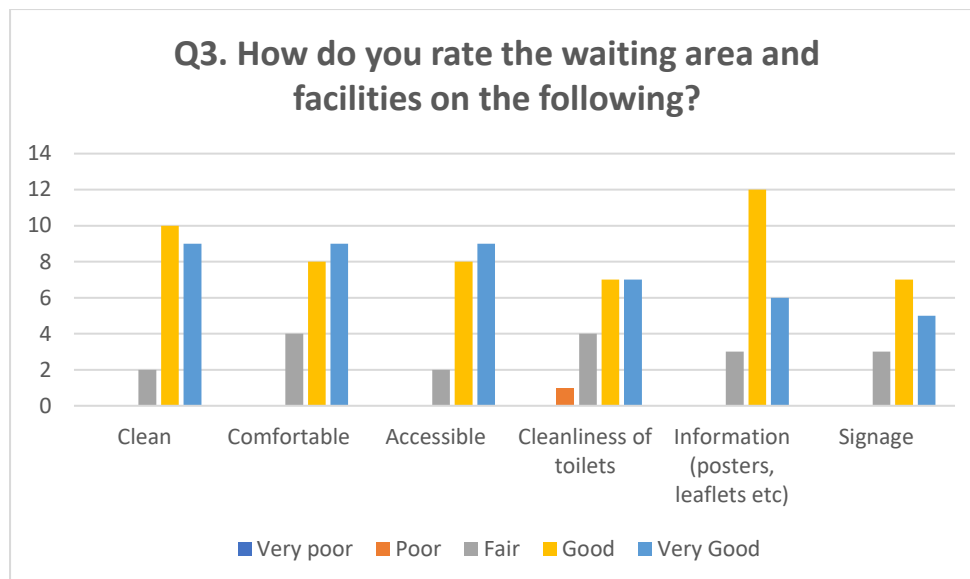
*They can sometimes be rude but not all of them*

*Depends on which receptionist, two are very rude, others good*

During our previous Enter and View visit (April, 2018) further comments provided by respondents were also less than positive regarding the attitude of Reception staff. In response to these findings we recommended *‘that a discussion is undertaken with Reception staff to ascertain any training or support needs they may have and that training is offered to meet any identified need’*. The Practice manager has informed us that the training and support needs of Receptionists *“are discussed at monthly reception meetings, Appraisal and one to one with [Practice Manager] if required”*. However, our findings indicate that there appears to be a level of inconsistency with patients’ experiences of Reception Staff depending on which Receptionist they speak with and we would recommend that a further review of the training or support needs of Receptionists is undertaken.

Our Survey further asked respondents how they rated the privacy of the Reception area and more than 60% (N=13 of the 16 respondents who answered this question) rating the privacy of the Reception area as ‘fair’ to ‘very good’. During our visit, we noted that due to the open plan nature of the Reception area it may be possible that those in the waiting areas are able overhear conversations between Reception staff and patients however, we also noted that there was a sign in Reception informing patients to let Reception staff know if they wished to have a confidential discussion and that this would be accommodated.



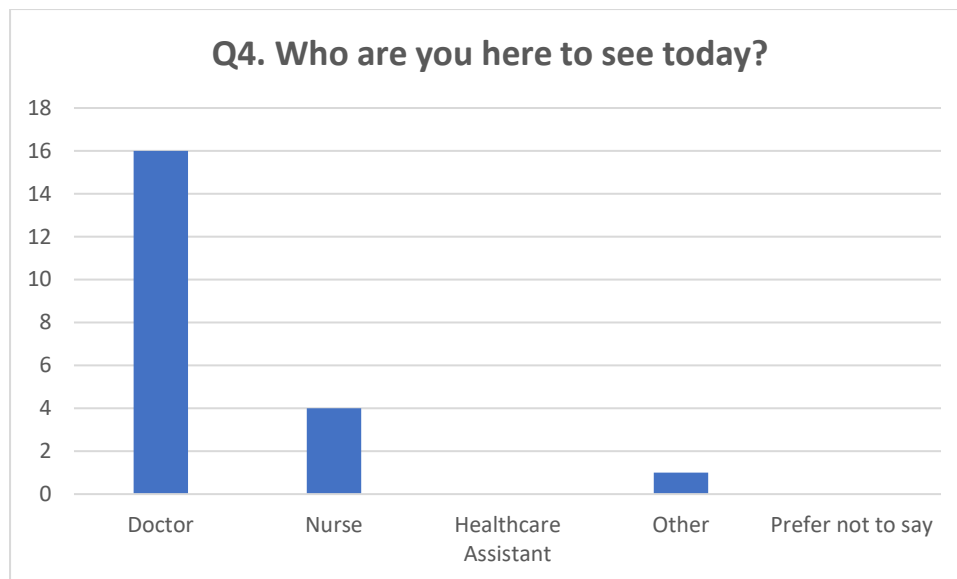


### ***‘Waiting area and facilities’***

The responses relating to the waiting area and facilities were again positive with over 90% of respondents who answered this question rating the cleanliness of the waiting area and toilets as ‘good’ or ‘very good’ and 80% rating the comfort of the waiting area as ‘good’ or ‘very good’. There is one waiting area in Bosworth Medical Centre and we observed that the waiting area was clean and fairly comfortable. During our last visit we recommended that the waiting areas be maintained at an appropriate temperature for the comfort of patients as some patients reported to us that the waiting area was cold. In response to this recommendation the Practice Manager told us that this was due to *“an issue with the electronic main door and unfortunately in the winter this depends on how many people are entering and leaving the building, bearing in mind that we are not the only service that runs out of this building”* and that the Practice Manager had passed this comment on to the Building Manager.

We also observed a number of notice boards in the waiting area displaying a range of information including details of community activities and support groups, information on NHS111, condition-related health awareness and health promotion information including cancer awareness information, information on health checks, screening and vaccinations and information on the Care Quality Commission’s (CQC) rating of the Surgery. There were also electronic screens in the waiting area that informed patients of when the GP was ready to see them for their appointment and which room to go to.

Bosworth Medical Centre is located all on one level and all of our respondents rated accessibility into the building and once within the building as ‘fair’ to ‘very good’ and we noted that all consulting and other rooms were clearly signposted. We also observed that the toilet facilities were well stocked and clean and that there was an accessible toilet for disabled people. Baby changing facilities were also available.



We asked patients who they were at the Medical Centre to see that day and the majority of patients (N=16 of the 21 respondents who answered this question) were there for appointments with their GP, a further four for an appointment with the Nurse and one for an appointment with another clinical staff member.



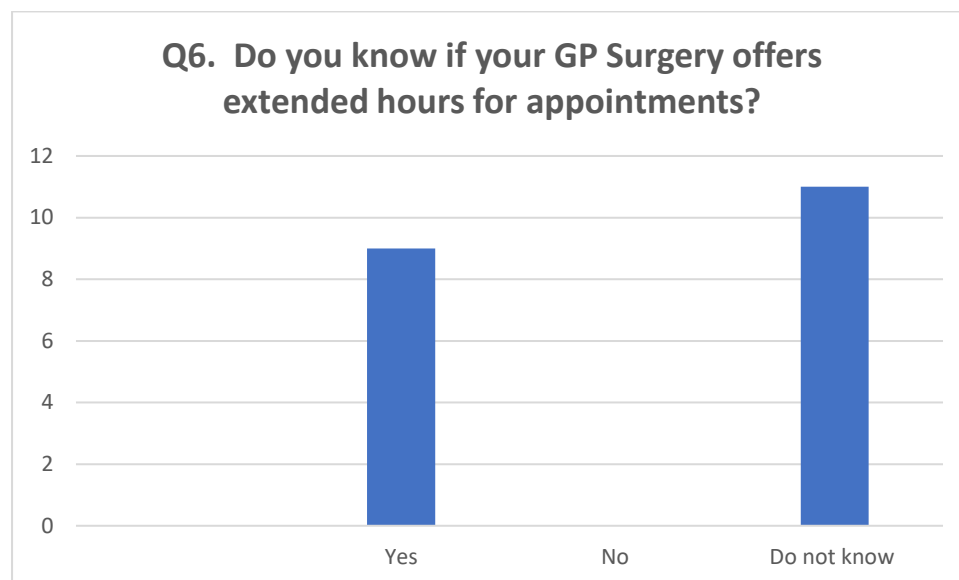
Of the 17 respondents who answered this question, four had been waiting for less than five minutes to be called for their appointment, four respondents for between six and ten minutes, eight respondents between 11 and 20 minutes and one respondent for over 30 minutes. At the end of our questionnaire we asked respondents if they would like to make further comments and some of the comments received expressed concerns about waiting times within the Medical Centre,

*On most visits I am waiting at least 30 minutes past my appointment time*

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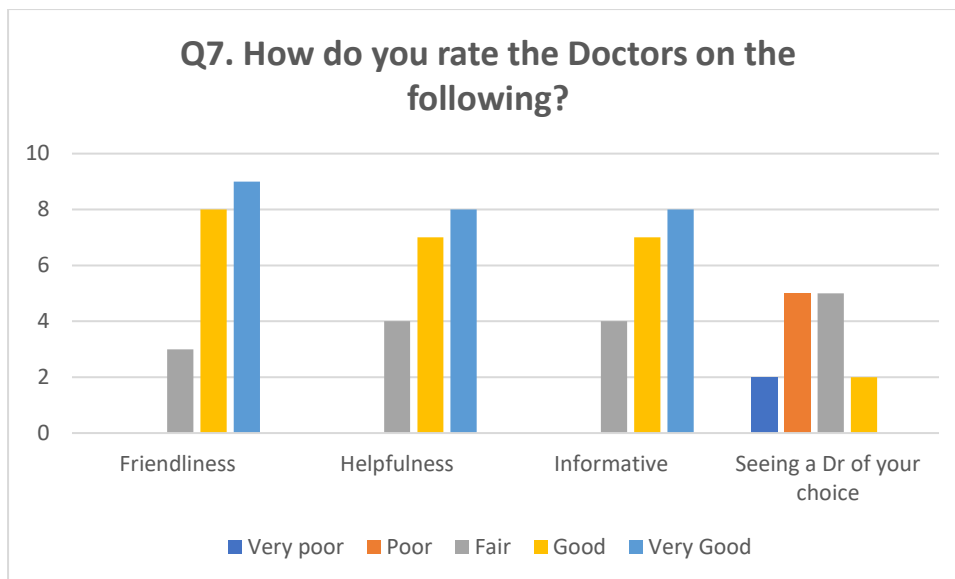
*Usually have to wait*

We spoke with the Practice Manager about waiting times and whether the Surgery had any procedures in place for informing patients if appointments were running late. We were informed that if appointments are running late Receptionists usually inform patients of this on their arrival and it is usually advertised on the screens in the waiting areas.



A recent initiative within Primary Care services has been the introduction of 'extended' opening hours to accommodate appointments for patients to fit in with their work, family and other commitments. We asked the Practice Manager how Bosworth Medical Centre was managing 'extended' opening hours. It acts as the extended hours hub for patients for patients of ten GP practices in North Solihull and offers appointments between 6.30pm and 8pm Monday to Friday, 9am to 12pm on Saturdays and 9am to 11 am on Sundays.

However, despite the availability of extended opening hours appointments, only nine of the 20 respondents who answered this question were aware of their availability. Given this finding we would recommend that the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness.



Overall, the Doctors were ranked positively by patients with 17 of the 20 respondents who answered this question, rating the Medical Centre's GPs as 'good' or 'very good' for being friendly and 16 out of 20 for being helpful and informative. Further comments provided by respondents supported these findings,

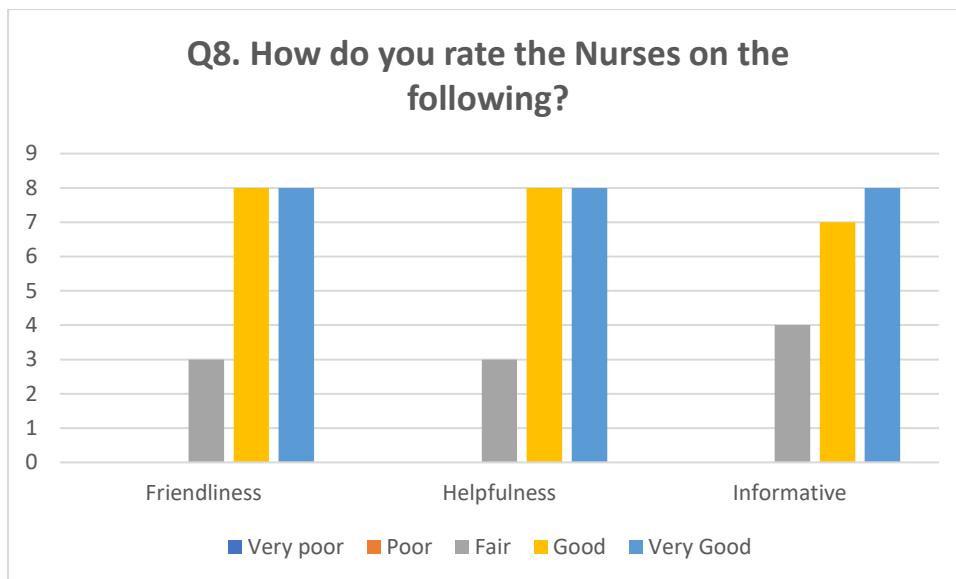
*Drs all brilliant, Drs make phone calls to patients to see how they are*

*Majority very good, one GP not happy with*

*GPs are good*

However, less positive responses were provided by respondents when rating their experiences of 'seeing a Doctor of your choice' with seven respondents rating this as 'poor' or 'very poor', five respondents as 'fair' and two as 'good'. Some respondents told us that they were happy to see any of the GPs whilst others told us that had not been offered a choice, 'seeing a GP of choice not offered'.

The Medical Centre's most recent CQC report (February 2018) highlighted that the Medical Centre had recently addressed its use of Locums and had introduced an 'in-house' Locum rota system staffed by the Medical Centre's own GPs with the aim of opening up access to appointments and in turn address patient satisfaction. In our previous Enter and View report (April 2018) a number of respondents commented that seeing a Doctor of your choice was important to them because of familiarity and rapport. The introduction of this Locum system has the potential to facilitate appointments with patients' GPs of choice however, our findings suggest that despite the introduction of this Locum system, satisfaction with seeing a Dr of choice remains low among those who completed our questionnaire. We would recommend that where this can be accommodated, appointments are made with patients' GPs of choice.

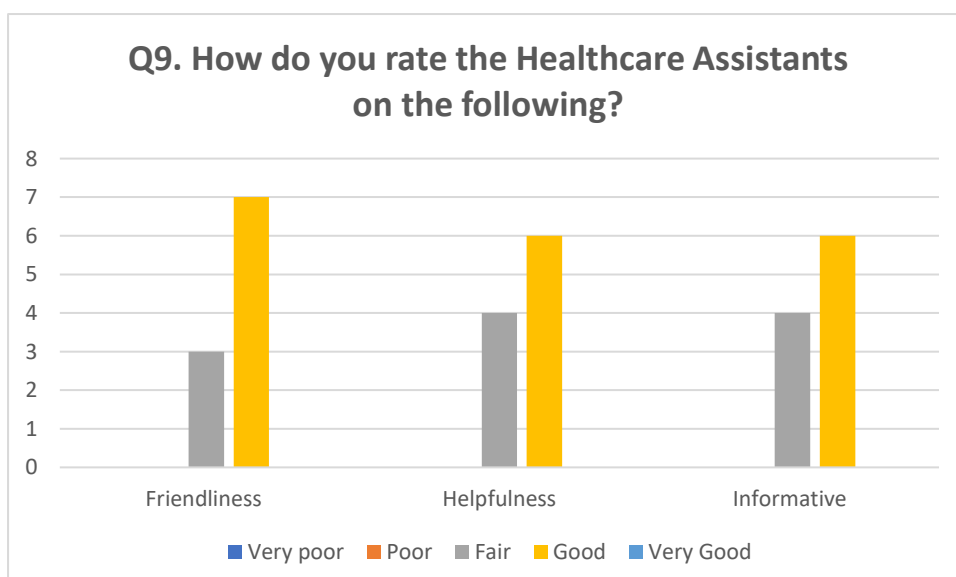


As with GPs, again overall the Nurses were ranked positively by patients with 16 of the 19 respondents who completed our survey rating the Nurses as 'good' or 'very good' for friendliness and helpfulness and 15 rating the Nurses as 'good' or 'very good' for being informative. Further comments received from respondents indicated a high level of satisfaction with the Nurses,

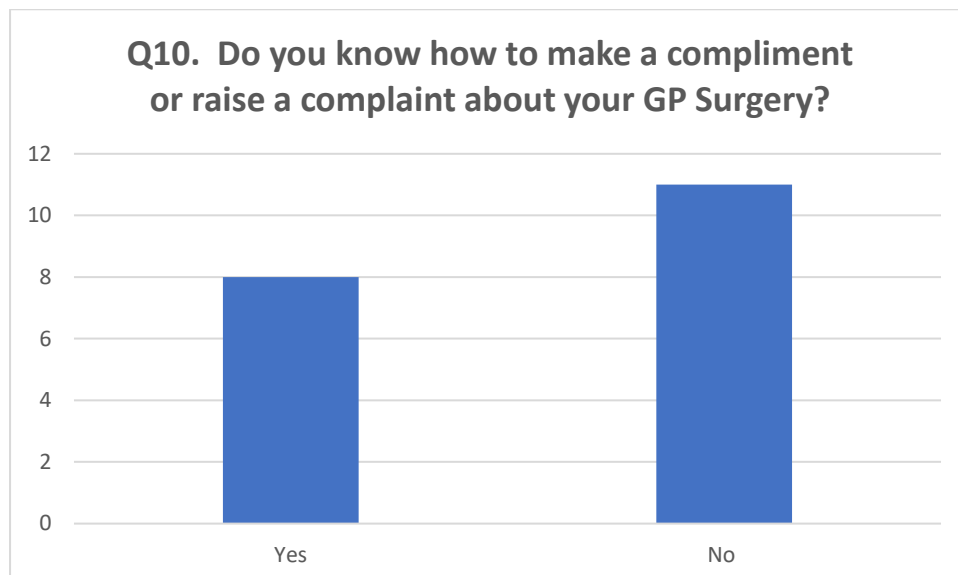
*They're all brilliant*

*Very helpful and understanding and patient*

*Saw nurse during pregnancy, very supportive*

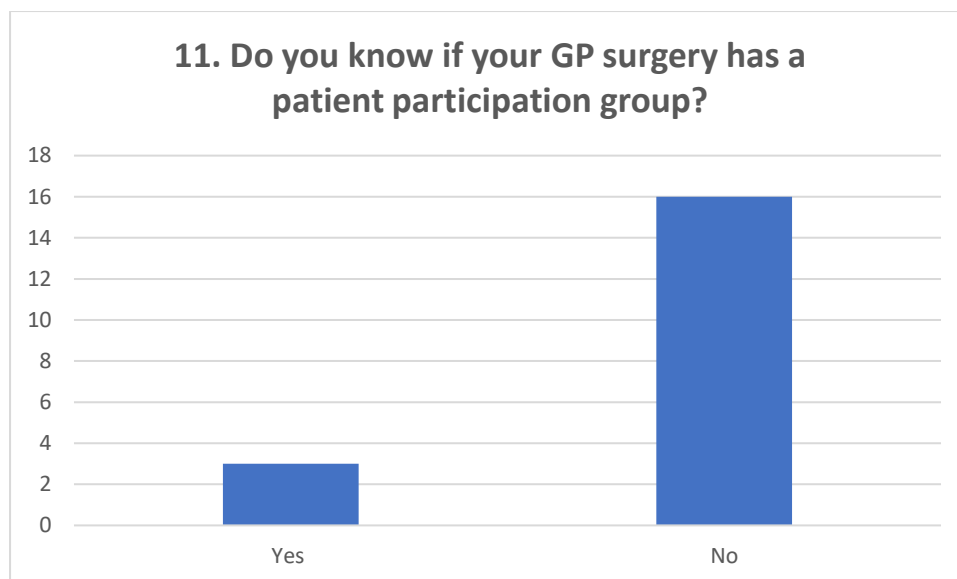


As with the question about Doctors and Nursing staff, Healthcare Assistants also received positive ratings from patients for being friendly, helpful and informative with no respondents rating them as less than fair. It is perhaps worth noting that fewer respondents completed the question about Healthcare Assistants than for GPs and Nurses (N=10) as presumably not all of respondents had have contact with a Healthcare Assistant.



Question 10 of our survey asked respondents if they were aware of how to make a compliment or how to raise a complaint within the Medical Centre should they wish to do so. Of the 19 respondents who answered this question, eight were aware of how to do so and 11 told us that they were not aware of the process. During our visit, we observed that information on how to make a complaint was included in the patient information area along with a 'Friends and Family' feedback box and a 'suggestion box'. However, whilst this information is provided to patients, our findings indicate that awareness of the process for making a compliment or raising a complaint appears low among the respondents who completed our questionnaire and whilst the Medical Centre had provided a 'suggestion' and a 'Friends and Family' test box, on the day of our visit, we observed that there were no forms available for patients to complete. One respondent also told us that they had, *'Sent a few emails to comments and complaints, no reply'*.

We asked the Practice Manager how patient feedback is shared within the Medical Centre. We were informed that *"patient Feedback is collected via suggestion box, complaints and word of mouth"* and that all of these forms of feedback are discussed with staff via Practice meetings and Reception meetings. We would recommend that the Medical Centre continues to encourage patient feedback and continues to share this feedback with staff at the Medical Centre. It may also be good practice to share this feedback with other patients and outline what actions the Medical Centre may have taken in response to the feedback received. This could be shared through Surgery newsletters or included on noticeboards and could take the format of 'You Said, We Did'.



We asked respondents if they knew whether the Medical Centre had a Patient Participation Group (PPG). Of the 19 respondents who answered this question, only three respondents were aware that the Medical Centre did have a PPG with a further 16 respondents stating that they did not know if the Medical Centre had a PPG.

We asked the Practice Manager about the Medical Centre's PPG and were informed that the Medical Centre does have an active and supportive Patient Participation Group (PPG) who meet quarterly and that the PPG have been involved in a range of activities including Patient Education events such as supporting the Medical Centre with their immunisation campaigns and that they are used as a 'Sounding Board' for any changes the Medical Centre wishes to implement.

However, given that awareness of the Medical Centre's PPG appears to be low among the respondents who completed our questionnaire, we would again recommend that the Medical Centre undertakes some work to raise awareness with patients of the role and function of the PPG and activities they may have participated in.



At the end of the survey we asked patients to rate their overall experience of their visit that day. This question was answered by 17 patients 13 of whom rated this as 'good' or 'very good', four as 'fair' and no respondents rating their overall experience as less than fair.

#### **Recommendations and Follow-Up Actions:**

- That the Medical Centre undertakes a review of patients' experiences of getting through to the Surgery by telephone to identify key concerns and to consider new ways of increasing accessibility for booking appointments over the telephone;
- That the Medical Centre continues to promote on-line booking;
- Where this can be accommodated, appointments are made with patients' GPs of choice;
- That the Medical Centre actively promotes and advertises the availability of extended hours appointments to improve patient awareness;
- That the Medical Centre continues to encourage patient feedback and shares this feedback with staff at the Medical Centre and that patient feedback and any actions taken in relation to this feedback are also communicated to patients;
- That the Medical Centre ensures that suggestion and 'Friends and Family' feedback forms are kept stocked in the waiting areas;
- That the Medical Centre actively provides information of its processes for making a compliment or raising a complaint;
- That the Medical Centre actively raises awareness of the Patient Participation Group and its role and function;
- That a review of the training and support needs of Reception staff is undertaken.

#### **Provider Feedback**

We have recently changed our telephone system (3 weeks ago) and so far have had some very positive comments from our patients re: access. The new system also informs the



Medical Centre how many calls are coming into the practice each day – on Mondays this can be up to 500+ calls.

The Medical Centre will also be conducting a survey to understand why we have such a high demand, ask questions about online access, how patients would prefer to contact the practice and views on the types of appointments available for example, pre-bookable appointments .

***Healthwatch Solihull thanks the provider for their feedback and looks forward to working with the Medical Centre in the future.***

**Appendix One:**

Q1. How do you rate the following?	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (N=22)	8	4	5	4	1
Getting through on the telephone (N=20)	8	6	2	3	1
Online appointments (N=10)	1	4	1		1
<b>Any further comments?</b>  Don't use computer. Dread phoning. Queue for reception desk is very long. Hate having to come to the Drs because of this. There is a new number for those over 75 which means you don't have to join the phone queue.  Not online. Over 75 so have a different number to call no queue.  Not online. In a queue but like other services. Usually come into the Surgery for appointments as I live close.  Poor systems, GPs are good  First appointment, not tried online yet  Takes too long to get through to the Receptionist. Never any appointments left. Online appointments too far in advance never any for the day or next day you go online  Never used online  Always a long wait in a queue on telephone  Very poor for me but good for son, prioritise Children  Not used on-line. Unfair that expected to use on-line. Often put phone down.  Never used on-line  Not used on-line. Attitude not helpful, not friendly  Not used on-line. Long process on telephone					

**Q1. Cont...**

I have been trying to get an appointment for my son for his hearing for weeks. The on-line is weeks away. If it's an emergency they are excellent but non-urgent impossible as no future appointments.

Not used on-line

Had to queue at reception for appointment, phone not being answered

Phoned a week ago and had to wait one week for appointment

<b>Q2. How do you rate your experience at the Reception desk?</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Waiting time (N=21)</b>	3	3	5	7	3
<b>Privacy (N=19)</b>	2	4	4	5	4
<b>Friendliness of staff (N=21)</b>	0	3	7	6	5
<b>Helpfulness of staff (N=21)</b>	1	4	5	6	5
<b>Understanding of staff (N=21)</b>	0	4	7	7	3
<b>Any further comments?</b>					
Can ask to see someone in private					
Lack of patience with patients due to apparently short of staff					
Receptionist took time to come to reception, was distracted when she was attending to me					
Depends which Receptionist is on					
They can sometimes be rude but not all of them					
Depends on which receptionist, two are very rude, others good					
45 Minutes waiting					

Q3. How do you rate the waiting area and facilities on the following?	Very Poor	Poor	Fair	Good	Very Good
Clean (N=21)	0	0	2	10	9
Comfortable (N=21)	0	0	4	8	9
Accessible (N=19)	0	0	2	8	9
Cleanliness of toilets (N=19)	0	1	4	7	7
Information (posters, leaflets etc) (N=21)	0	0	3	12	6
Signage (N=15)	0	0	3	7	5
<b>Any further comments?</b>  Have children running around at times - screaming, noisy  Needs more toilets, hygiene is poor  Not used toilets  Electronic booking - never working well					

Q4	Doctor	Nurse	Healthcare Assistant	Other	Prefer not to say
Who are you here to see today? (please tick) (N=21)	16	4	0	1	0
<b>Any further comments?</b>  Helpful GP seen today					

Q5.	Up to 5 minutes	Between 6-10 minutes	Between 11-20 minutes	Between 21-30 minutes	Over 30 minutes
How long have you been waiting to see the person you are here to visit today? (N=17)	4	4	8	0	1
<b>Any further comments?</b>  usually have to wait  Generally seen on time. Annoyed that people book appointments and then don't turn up  First appointment  On most visits I am waiting at least 30 minutes past my appointment time  Emergency appointment and told will have to wait, appointment for a child, on phone at 8.29 am, 2nd in queue the after a nine minute wait told no appointments left today  Just arrived  8.30am phone call made for appointment the told no appointments for today. Told could come and wait for an appointment for a tiny baby - didn't realise how long the wait would be					

Q6. Does your GP Surgery offer extended hours for appointments? (please tick)	Yes	No	Don't know
(N=20)	9	0	11
<b>Any further comments?</b>  Late night Fridays and every other Saturday am  Never tried to book one  In a hub, Tues, Saturday and possibly Sunday?  Hard to get appointments			

Q7. How do you rate the Doctors on the following?	Very Poor	Poor	Fair	Good	Very Good
Friendliness (N=20)	0	0	3	8	9
Helpfulness (N=19)	0	0	4	7	8
Informative (N=19)	0	0	4	7	8
Seeing a Doctor of your choice (N=14)	2	5	5	2	0
<b>Any further comments?</b>  Happy to see whichever Dr  Happy see any GP, Drs all brilliant, Drs make phone calls to patients to see how they are  You see GP who is available  First appointment - not seen yet  Majority very good, one GP not happy with  Happy to see any of the GPs  Seeing a GP of choice not offered  Happy to see any of the GPs  Never tried to see GP of choice					

Q8. How do you rate the Nurses on the following?	Very Poor	Poor	Fair	Good	Very Good
Friendliness (N=19)	0	0	3	8	8
Helpfulness (N=10)	0	0	3	8	8
Informative (N=19)	0	0	4	7	8
<b>Any further comments?</b>  Don't see nurses - if need a blood test tend to go the phlebotomists – specialised  They're all brilliant					

**Q8. Cont...**

First appointment - not seen yet

Very helpful and understanding and patient

Saw nurse during pregnancy, very supportive

<b>Q9. How do you rate the rate the Healthcare Assistants on the following?</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Friendliness (N=10)</b>	0	0	3	7	0
<b>Helpfulness (N=10)</b>	0	0	4	6	0
<b>Informative (N=10)</b>	0	0	4	6	0

**Any further comments?**

Don't see HCAs

Not seen HCAs

Not seen HCAs

Very stressed staff

First appointment - not seen yet

Not sure who they are

Not sure availability

Never had an appointment, not sure what they do

Not seen HCA

Not seen

<b>Q10.</b>	<b>Yes</b>	<b>No</b>
<b>Do you know how to make a compliment or raise a complaint about your GP Surgery? (N=19)</b>	8	11

Q11.	Yes	No
Do you know if your GP Surgery has a Patient Participation Group? (N=19)	3	16

Q12. How was the overall experience of your visit today? (Please tick)	Very Poor	Poor	Fair	Good	Very Good
(N=17)	0	0	3	10	3
<p>Any further comments?</p> <p>Pre-booked appointment today following results of a blood test</p> <p>GPs are good, systems poor</p> <p>I'm new to the area. Receptionist didn't offer any advice or help for patients new to the area or any info on questions I have answered 'don't know' to</p>					

**Is there anything else you would like to tell us about?**



Told we can ask for results of blood test by text but can't do this for X-rays so had to phone Receptionist who straight away said please hold and was on hold for quite a while

Getting an appointment is impossible, long waiting times on the phone, when you eventually get through after 45 minutes wait all the appointments have gone

Need to sort out the system, making appointments etc. Short of staff

Getting an appointment is horrendous. You never see the same Dr. For 4 days phoning at opening times I was told to call back the next day for an appointment . This is not a one-off incident it is re-occurring. If there was another Drs surgery locally I would move myself and my family without hesitation. Possibly one of the worst surgeries I have known in all my years. I think I have used the surgery 3 times in 12 months each time it has been a nightmare trying to get an appointment