

ENTER AND VIEW VISIT REPORT

St Margarets Medical Practice

26th April 2018

Part of Healthwatch Solihull's remit is to carry out Enter and View visits. Healthwatch Solihull 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 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 – St Margarets Medical Practice

Registered Patients: 7526

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35938>)

Service Address: St Margarets Medical Practice, 8 St Margarets Road, Olton, Solihull, West Midlands, B92 7JS

Practice Manager: Karen Castle

The Practice Team consists of:

4 GPs (3x WTE, 1x 0.75 WTE)

2 Nurses

1 Health Care Assistant

1 Practice Manager

1 Secretary

1 Admin staff with a focus on IT, newsletters and website

8 Receptionists (7xWTE, 1x PTE who focuses on the registration of patients and the collation of records.

The Practice Manager further informed us that they have funded the Practice's Healthcare Assistant to train as a Nurse. The Healthcare Assistant will be returning in September as a Nurse and the Practice is currently recruiting for a replacement WTE Healthcare Assistant.

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 Thursday 26th April 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

Natalie Travers

Who we share the report with

This report and its findings will be shared with St Margarets Medical Practice, 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).

Summary

Healthwatch Solihull visited St Margarets Medical Practice on 26 April 2018 following a desktop review of Care Quality Commission (CQC) reports of GP surgeries in the Solihull Borough. St Margarets Medical Practice was inspected by the CQC in June 2016 and was rated as: 'Requires Improvement' for safety; 'Good' for effectiveness; 'Good' for being caring; 'Good' for being responsive to people's needs and 'Requires Improvement' for services being well led; with an overall rating of 'Requires Improvement'.

The areas where the provider **must** make improvements included:

- Ensuring all staff are risk assessed in the absence of a Disclosure and Barring Service (DBS) check when carrying out chaperoning duties, including assessing risk in relation to staff to ensure understanding and competency when undertaking chaperone duties;
- Taking action to address identified risks following health and safety risk assessments undertaken;
- Ensuring records are kept to evidence staff are up to date with the immunisations recommended for staff who work in general practice.

The areas where the provider **should** make improvement included:

- Reviewing systems for ensuring effective communication is in place for all staff; including non-clinical staff.
- The CQC reviewed five personnel files and found Disclosure and Barring Service (DBS) checks from previous employers for some of the nursing team. Complete risk assessments for all employees who had not had DBS checks completed at time of recruitment.

(Source: <http://www.cqc.org.uk/location/1-546138296/reports>)

The Practice was subsequently re-inspected in December 2016 on the areas identified as 'Requiring Improvement' with the subsequent inspection rating safety and services being well led as 'Good' and the Practice received an overall rating of 'Good'.

Background

St Margarets Medical Practice, located in south Solihull, has 7526 registered patients. The Practice is located in a former house over two levels and has a small Practice car park at the rear of the building. Access into the building is located at the rear.

The Practice's Surgery times are:

Monday	08:30 - 18:30
Tuesday	08:30 - 18:30
Wednesday	08:30 - 18:30
Thursday	08:30 - 18:30
Friday	08:30 - 18:30
Saturday	Closed
Sunday	Closed

(Source: <https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35938>)

What we did

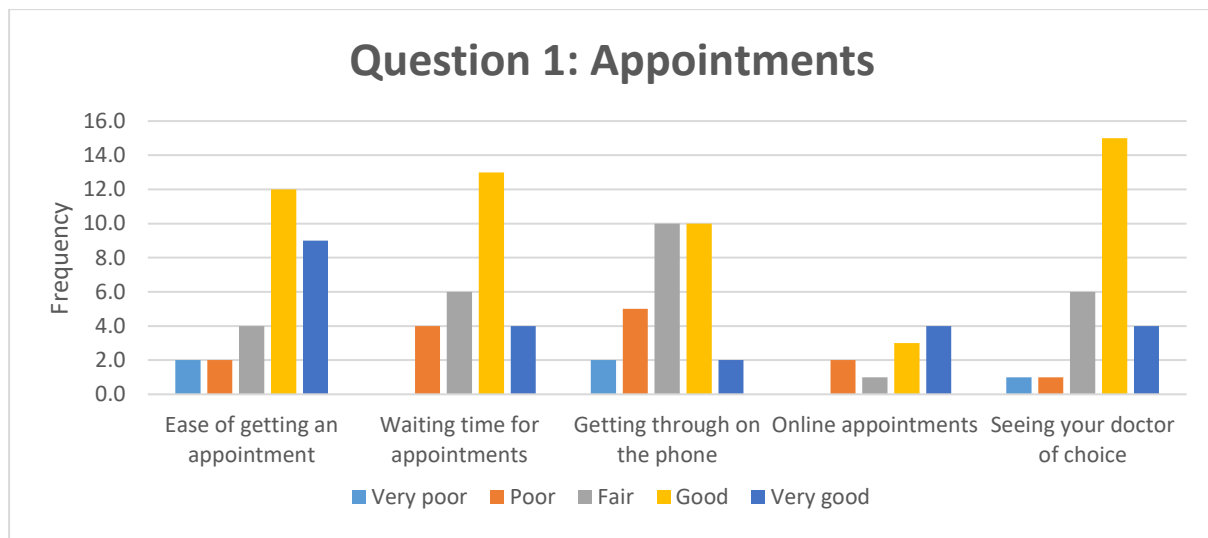
Two Authorised Representatives visited the surgery from 10.15 am to 12.30pm on 26th April 2018. On arrival we asked for the Practice Manager to discuss the purpose of our visit and how the visit would be conducted. The visit was unescorted and at no time during the visit did we enter consulting rooms.

During our visit we administered 29 surveys with patients and also observed the environment. After we had completed the visit we met with the Practice Manager to provide initial feedback about the visit and ask any questions for clarification.

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 Surgery and in turn service experience for patients registered with the Surgery.

Findings:

- Please note not all patients answered all questions
- Not all percentages will add up to 100%, due to rounding up/down of percentages
- For further information, raw data from the survey can be found in Appendix 1.



Overall, Question One of the survey received positive responses across all ratings.

‘Ease of getting an appointment’

‘Ease of getting an appointment’, was rated positively with more than two-thirds (72%, n=21) of the 29 respondents who completed this question providing a rating of ‘good’ to ‘very good’ with a further four (14%) respondents rating ‘ease of getting an appointment’ as ‘fair’ and (14%) and only 14% (N=4) rating this as ‘poor’ or ‘very poor’. However, whilst survey responses indicated that on the whole the experience of getting an appointment was positive, comments received from our survey respondents indicated that this was not always the case,

“Often appointments unavailable even when calling at 8.45am”

“Lack of call backs for cancellations or wait lists not available is very frustrating – have to keep calling back every thirty minutes which is very frustrating”

“Poor at busy times”

The Practice Manager informed us that the Practice had very recently reviewed and ‘rolled out’ changes to the Practice’s appointment system. Previously, each day a mix of pre-bookable, emergency and same day appointments were offered. The types of appointments offered each day have now changed reflecting the demand for appointments

on different days and currently the Practice does not offer pre-bookable appointments on a Monday or Friday. The Practice manager told us that it is envisaged these changes will increase the number of 'phone on the day' and emergency appointments available.

'Waiting times for appointments'

In relation to the time patients waited for their appointments once they had arrived at the Practice, this section of the survey also received positive responses with 85% (N=25) of the 29 respondents who answered this question giving a rating of 'very good' to 'fair'. During our visit we noted that patients were called in for their appointment by either GPs or other Clinicians fairly promptly. However, some respondents reported longer waiting times,

"Generally have to wait 30-40 minutes to see a GP in the waiting room after arriving on time for my appointment"

"Always have to wait between 20-30 minutes to see Dr after the time of appointment"

"Still waiting in waiting room"

At the end of our visit we asked the Practice Manager whether the Practice had any procedures in place for informing patients if appointments were running late. We were informed that if appointments are running late the Reception staff will inform those in the waiting room and advise patients of this when they book in for their appointment. The Practice Manager also informed us that patients can approach the Reception if they have been waiting a while for their appointment.

'Getting through on the telephone'

Although still positive, slightly more mixed responses were received in relation to 'getting through on the telephone' with 42% (N=12 of the 29 respondents who answered this question) rating this as 'good' or 'very good' and 35% (N= 10) as 'fair'. Of this section of the survey, this question received the most negative ratings with just under a quarter (24%, N=7) of those who answered this question rating getting through on the phone as 'poor' or 'very poor'. In elaborating on this some respondents reported that,

"Booking via phone can be problematic"

"The only problem is getting through by phone in the morning..."

Survey respondents also reported that the Practice's telephone system had recently changed. The Practice Manager confirmed that recent changes to the telephone system include the introduction of an automated service which offers the patients a range of options when telephoning the Surgery, for example, 'for appointments, press 1'. Some of the survey respondents reported that they were unhappy with the changes to the current system,

“The phone for an appointment system has recently changed, unfortunately not for the better”

“New telephone system could confuse elderly or people with difficulties”

“Other than the change to the phone-in system, this is the best GP surgery by far”

‘On-line booking’

The survey further asked patients to rate their experiences of using the on-line booking service. Seven (70%) survey respondents rated their experience of the online booking service as ‘good’ to ‘very good’, one as ‘fair’ and two as ‘poor’. However, only a third of all survey respondents answered this question (N= 10/29). That fewer respondents answered this question may be indicative that the online booking system is underused as reflected in the following comments,

“On-line appointments – do they exist?”

“Not sure if on-line is available”

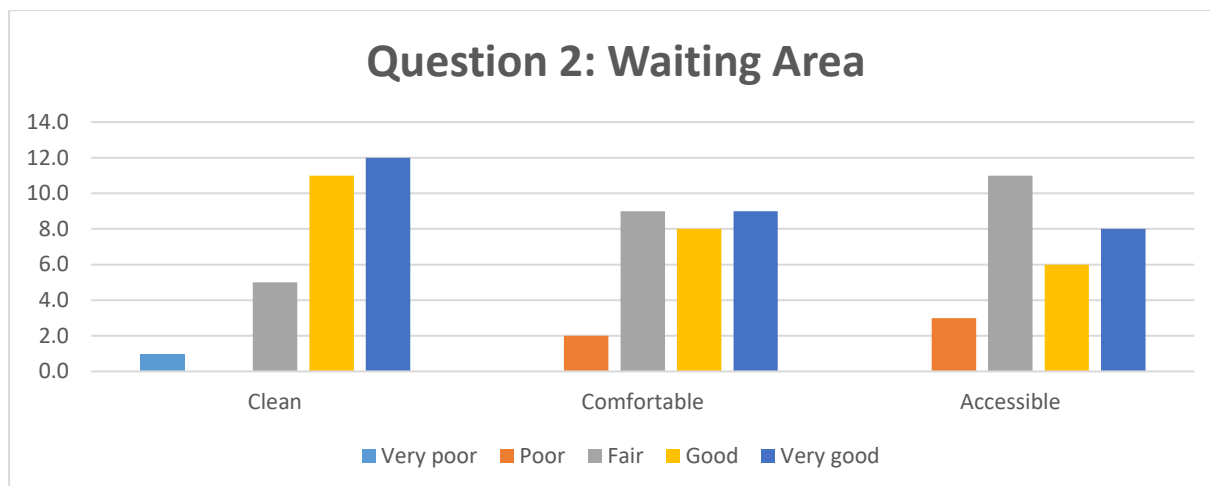
“...never used on-line booking”

“Have never made an on-line appointment”

During our visit we also observed that there was no promotion in the Practice’s waiting areas of the on-line booking facility by way of posters or flyers advertising the availability of the system. If the online booking system was actively promoted and advertised to patients, usage and patient experience may improve. In turn, if more patients booked their appointment online, this may take some pressure off the telephone service and improve the waiting times for getting through by phone for patients who are not able to use the internet. However, it is important to note that on-line booking is mediated by patients’ access to the internet and that not all patients will have access. Therefore, whilst promoting on-line booking within the Surgery a range of ways to book appointments should remain available to patients.

‘Seeing a Doctor of your choice’

Overall, ‘seeing a Doctor of your choice’ received the most positive rating of the questions contained in this section of the survey with 71% (N=19 of the 27 respondents who answered this question) rating their experiences of ‘seeing a Doctor of your choice’ as ‘good’ or ‘very good’ and a further 6 respondents (N=22%) rating this as ‘fair’.



The Practice has two waiting areas, one on the ground floor and one on the first floor. The ‘cleanliness’ of both waiting areas was rated highly with 79% (N=23) of the 29 respondents who answered this question rating the waiting areas’ cleanliness as ‘good’ or ‘very good’ and a further 17% (N=5) as ‘fair’. In relation to the comfort of the waiting areas, 61% (N=17 out of the 28 respondents who answered this question) rated the ‘comfort’ of both of the waiting rooms as ‘good’ or ‘very good’ and a further 32% (N=9) as ‘fair’.

During our visit we observed that the downstairs waiting room was small and slightly dated and that at times there were not enough seats for all patients waiting for appointments. The ground floor waiting area was also positioned closely to the Reception area and this meant that both patients’ conversations with Receptionists and Receptionists’ telephone discussions could be overheard by patients in the waiting area. The upstairs waiting area was slightly more spacious however, we observed that fewer patients used this waiting area in comparison possibly because of accessibility issues to the upstairs waiting and consulting rooms – please see subsequent discussion for further information regarding the accessibility of the Practice. There was also an electronic self check-in system available for patients in the waiting area in a range of community languages.

We further observed a number of notice boards and information racks in the waiting area displaying a range of information including details of community activities and support groups, information on 111, condition-related health awareness and health promotion information including information on health checks, screening and vaccinations, information on ‘how to make a complaint’ and information on the Care Quality Commission’s (CQC) rating of the Practice.

In addition, ‘Friends and Family’ feedback forms were present in the downstairs waiting area however, there was no confidential place for patients to leave completed forms as the ‘box’ that patients would usually leave forms had fallen off the wall and was in need of replacing. We further noted that there was only one poster in the Conservatory area

providing patients with information about the 'Friends and Family' test but no information of where the forms can be located. At the end of our visit we spoke with the Practice Manager about how patient feedback was shared in the Practice and we were informed that any issues arising were discussed in Practice meetings and that the Practice manager aims to acknowledge any complaints received within 24 hours and that complaints are subsequently shared with Clinicians at Clinical meetings.

In relation to the accessibility of the building, half of all respondents (N=14) who answered this question rated accessibility as 'good' or 'very good' with a further 39% (N=11) rating this as 'fair' and three respondents rating accessibility as 'poor'. As mentioned earlier in the report, St Margarets Medical Practice is located in a former house and the building has two levels and a small car park to the rear of the building. That the Practice's car park is small with limited on street parking in the Practice's immediate vicinity was a key issue for many of the survey respondents as reflected in the following comments,

"Parking often a problem"

"Parking not enough"

"Can't get parked here"

"Small waiting area, limited parking"

"Parking is not great"

"Parking is always an issue"

"More car park Space"

"Never easy parking..."

"Too small - parking and waiting area"

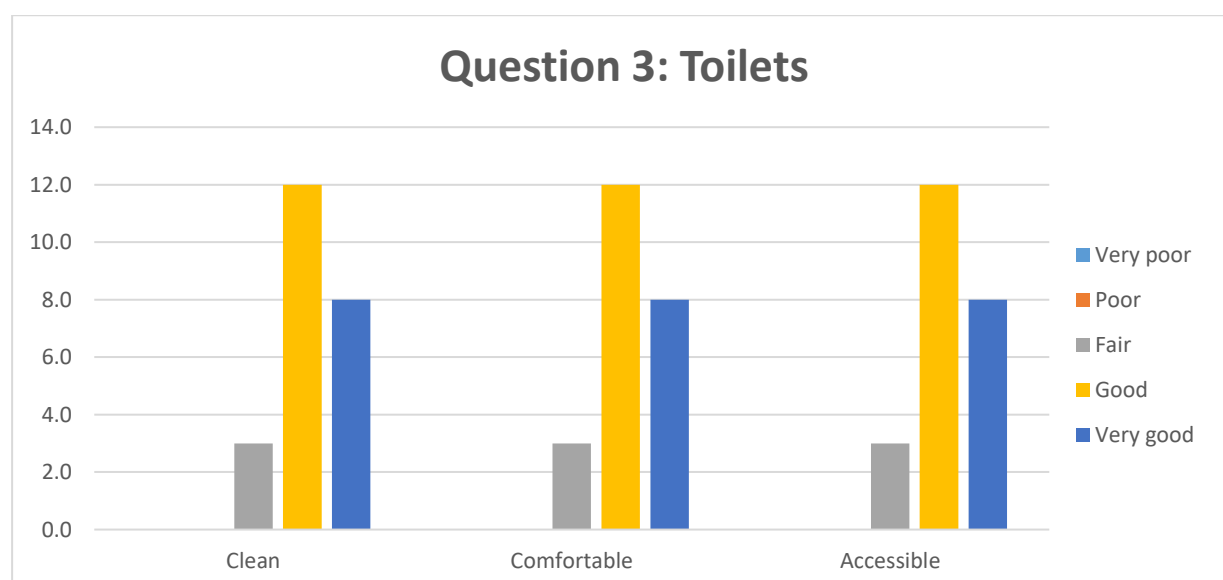
"Car parking is always very difficult"

"Parking needs to be looked at"

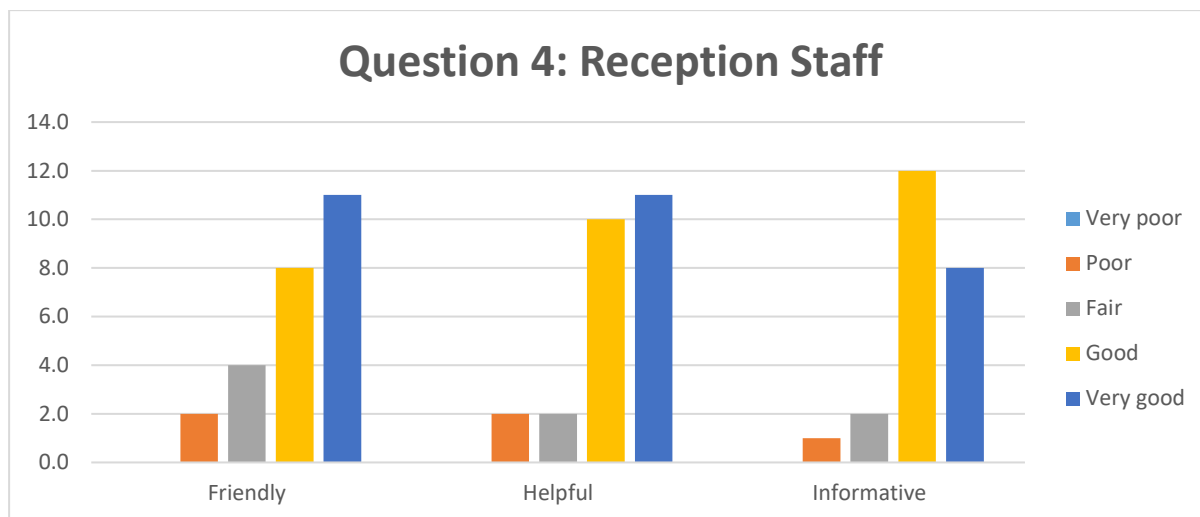
We observed that access into the Practice was located at the rear of the building where patients entered a conservatory area with a ramp providing access to the door to the main building area. Whilst the rear entrance was accessible in terms of lowered kerbs and ramps up to doors, one patient with mobility needs remarked to us that the doors were quite heavy to open and that because of this they have difficulty opening the doors. We further observed that whilst the building was over two levels there was no lift access to the first

floor of the Practice which is an issue for both those with mobility and other needs as one respondent reported, "Hard to get upstairs with baby in carrier". At the end of our visit we discussed the limited access to the first floor with the Practice Manager who advised us that this is managed through Receptionists 'triaging' patients when they call for appointments and for those with mobility needs, appointments are arranged with Clinicians located on the ground Floor. However, Receptionists may not be aware of the mobility needs of all patients and if a patient is unable to access the First floor of the Practice we were informed that arrangements are usually made for the Clinician to see a patient in one of the Ground floor consulting rooms if one is free. This however, raises issues of equality of access in terms of what happens if there are no consulting rooms free on the ground floor.

The Practice Manager informed us that the Practice acknowledges the limited accessibility of the building and are at present actively seeking alternative premises that will address the issues of access and car parking.



The toilet facilities were regarded as 'good' or 'very good' by the majority of respondents who answered this question for cleanliness, comfort and accessibility and no respondents rated their cleanliness, comfort and accessibility as less than fair. We observed during our visit that there were toilet facilities on both the ground and first floor that were well stocked and clean and that there was an accessible toilet for disabled people located on the ground floor. Baby changing facilities were also available.



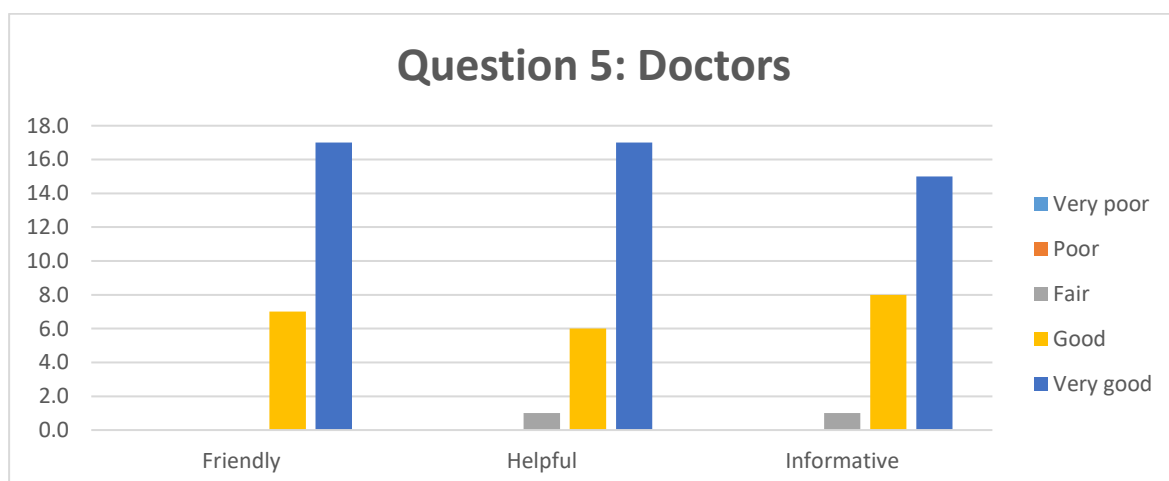
Overall the Reception staff were marked by patients with 19 (76%) respondents giving a rating of 'good' or 'very good' for friendliness, 21 (84%) respondents giving a rating of 'good' or 'very good' for helpfulness and 20 (87%) giving a rating of 'good' or 'very good' for being informative. These findings were reflected in the further comments made by respondents,

"Excellent with follow up with appointments, call us at home with reminders, Excellent service"

"Always kind and help when Grandchildren are ill"

"Always very pleasant"

"Couldn't ask for better"



Overall, the Doctors were also rated very positively by patients with 23 out of the 24 (96%) respondents who answered this question ranking the Health Centre's GPs as 'good' or 'very good' for friendliness and helpfulness and 22 out of 24 (91%) respondents rating Doctors as 'good' or 'very good' for being informative. Such positive responses were reflected in the further comments made by respondents,

"Excellent Doctor"

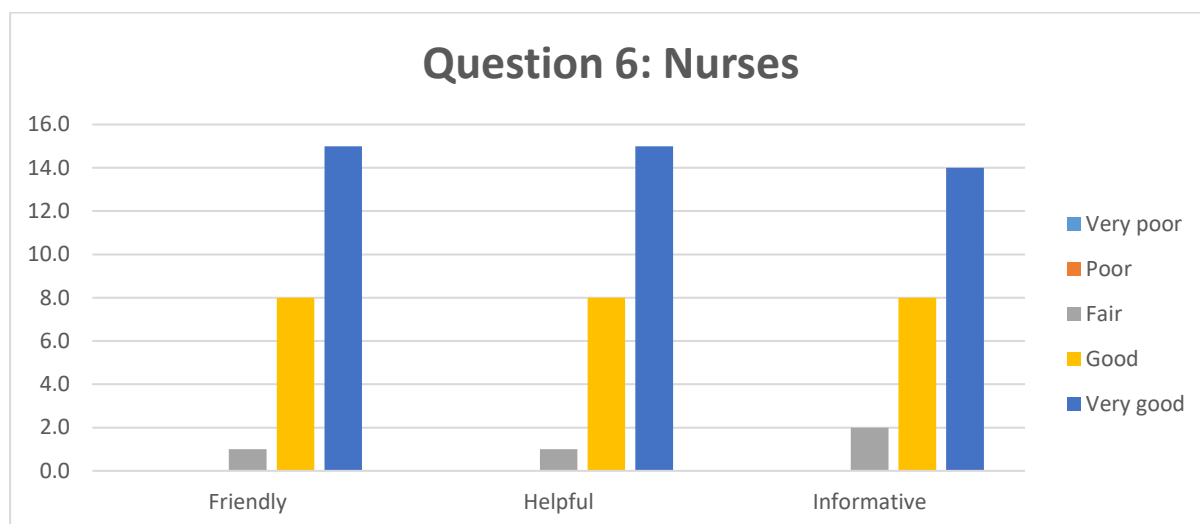
"[Name of Doctor] is fab - very proactive and 'on it'. All the Doctors are to be fair"

"All are excellent"

"Always welcomed, demonstrate their job role in the correct manner"

"All the Doctors are lovely"

"Hope he never leaves"



As with Receptionists and GPs, Nurses also scored highly for patient satisfaction with 96% (N= 23 of the 24 respondents who answered this question) rating nursing staff as 'good' or 'very good' for being friendly and helpful and 91% (N= 22) for being informative. Again, such positive ratings were reflected in respondents' comments,

"Excellent communication skills - she really puts you at ease"

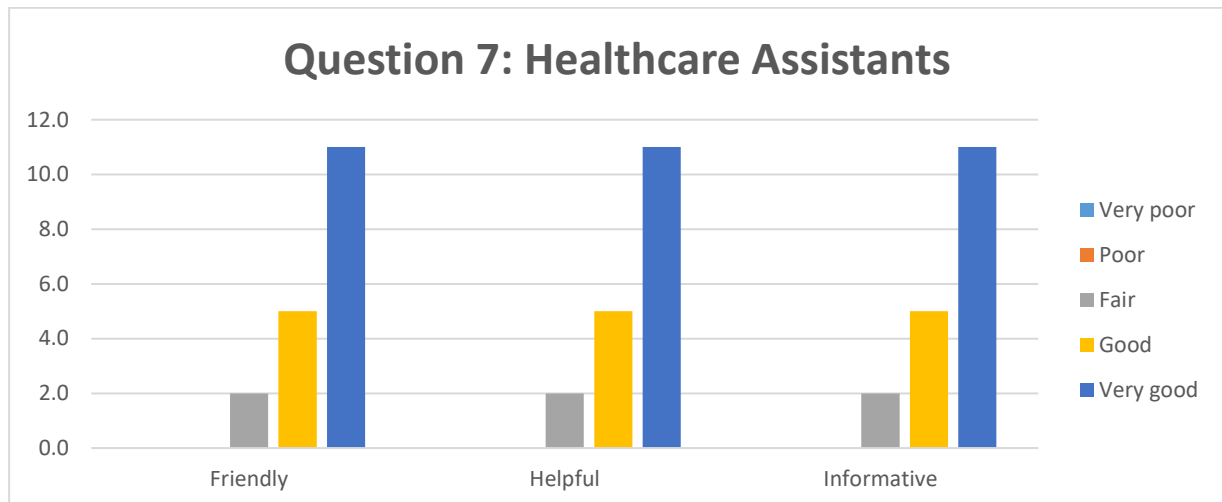
"Always smiling"

"Very nice lady"

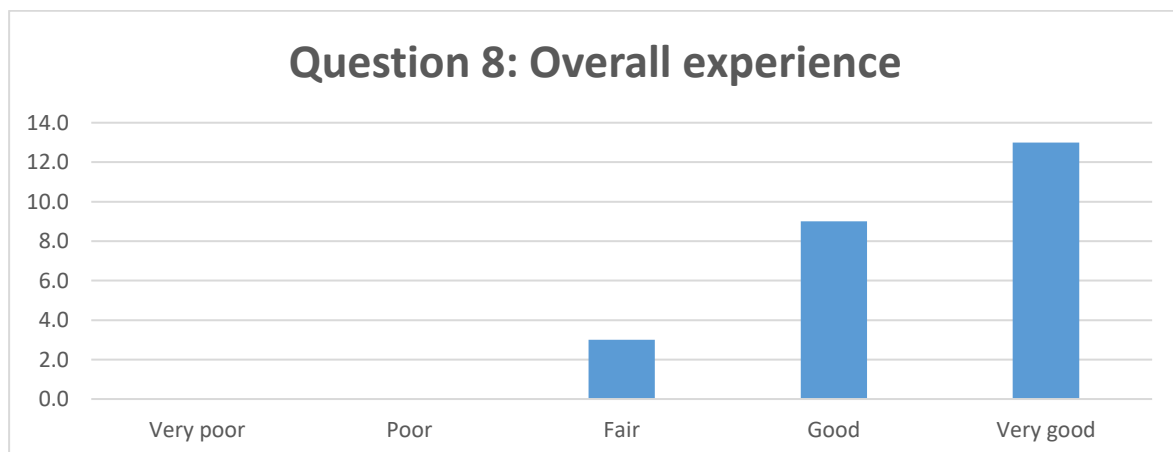
"All are friendly and efficient"

"Through experience nurses have been very approachable and holds best interest at heart"

"All the Nurses are lovely"



Healthcare Assistants also received very positive ratings from patients. They received a rating of 'very good' from 11 respondents for friendliness, helpfulness and for being informative and no patients rated Healthcare Assistants as less than 'fair'. It is perhaps worth noting that fewer respondents completed the question about Healthcare Assistants than for GPs and Receptionists (N=18) as presumably not all of respondents had have contact with a Healthcare Assistant.



At the end of the survey we asked patients to rate their overall experience. Twenty-five patients completed this question with 13 respondents rating their overall experience as 'very good', nine respondents rating their experience as 'good' and three respondents as 'fair', overall displaying high levels of satisfaction among patients consistent with findings discussed throughout this report. At the end of the survey, we included a further comments box (please see Appendix One for further detail of comments). Some of the comments received reflected this finding,

"Have always had a great experience with Practice"

"Have lived and used this Practice for 38 years and would never want to change"

Staff Training

During our visit we asked the Practice Manager about training received by staff. We were informed that staff received a range of both mandatory and Professional Development training. Mandatory training is provided 'in-house' and includes training such as safeguarding, resuscitation. Currently much of the training is provided through Birmingham and Solihull Clinical Commissioning Group's (CCG) 'Bluestream' on-line training. Staff also receive Protected Learning Time (PLT) where the Practice closes for half a day every other month and all Clinical and admin staff receive a range of training provided through the CCG. In addition, the Practice's GPs subscribe to the 'Medical Defence Union' and this provides the Surgery with access to a range of free training which the Practice mostly utilises for admin staff. The Practice Staffs' training is tracked by the Practice Manager which enables staff to be reminded of training when it is due and training also forms part of staff appraisals.

PPG Group

The Practice Manager informed us that they have an active and supportive Patient Participation Group (PPG) of around 14 members who meet on a bi-monthly basis. The PPG focusses on patient experiences and has been involved in a range of activities including involvement in a dementia awareness evening and undertaking a range of surveys with patients including a survey on extended opening hours.

Recommendations and Follow-Up Actions:

- Our findings indicate that the online appointment booking service should be advertised and promoted to patients to increase usage and take pressure off the telephone booking system;
- That patients are encouraged to complete patient feedback forms including the 'Friends and Family' test and that the location of feedback forms is signposted more widely within the waiting areas by for example, posters;
- That the box for completed Friends and Family forms is replaced to enable patients to provide confidential feedback;

- That consideration is given to patients' privacy and confidentiality through the provision of a separate area for patients to have a confidential discussion with receptionists should they wish to do so and that this be advertised to patients.

Provider Feedback:

- The areas recommended by the report have been actioned and we have refitted the family and friends box to the wall and displayed posters encouraging patients to complete a form.
- We have also displayed a poster stating that if a patient wishes to discuss something in private they can ask at Reception and we will accommodate.
- Online access is regularly advertised in our newsletters. We currently have 1117 patients (approximately 16%) who have online access. Bearing in mind we have a high proportion of elderly patients and also then taking our under 16s into consideration, we think we have a high level of online patients and probably the people that were surveyed on the day will have been the usual waiting room regulars who obviously have not signed up.

We thank the provider for their feedback and for their support during our visit and we look forward to working with the Practice in the future.

Appendix 1: Data tables

Please note:

- Not all patients answered all questions
- Not all percentages will add up to 100%, due to rounding up/down of percentages

Question 1 How well would you rate the following at St Margarets Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Getting an appointment (n=29 responses)	2 (7%)	2 (7%)	4 (14%)	12 (41%)	9 (31%)
Waiting time for appointments (n=29 responses)	0	4 (15%)	6 (22%)	13 (48%)	4 (15%)
Getting through on the telephone (n=29 responses)	2 (7%)	5 (17%)	10 (35%)	10 (35%)	2 (7%)
Online appointments (n=10 responses)	0	2 (20%)	1 (10%)	3 (30%)	4 (40%)
Seeing the Doctor of your choice (n=27 responses)	1 (4%)	1 (4%)	6 (22%)	15 (56%)	4 (15%)
Further comments	<p>"New telephone system could confuse Elderly or people with difficulties"</p> <p>"Online appointments - do they exist?"</p> <p>"Generally have to wait 30-40 minutes to see a GP in the waiting room after arriving on time for my appointment"</p> <p>"Not sure if on-line is available"</p> <p>"Poor at busy times"</p>				

	<p>"Lack of call backs for cancellations or wait lists not available is very frustrating have to keep calling back every 30 minutes which is very inefficient on all parties"</p> <p>"I rarely come to Drs. Never used on-line booking"</p> <p>"Have never made an online appointment"</p> <p>"Booking via phone can be problematic"</p> <p>"The phone for an appointment system has recently changed, Unfortunately not for the better"</p> <p>"Often appointments unavailable even when calling at 8.45am"</p>
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Question 2					
How well would you rate the waiting area at St Margarets Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n=29 responses)	1 (3%)	0	5 (17%)	11 (38%)	12 (41%)
Comfortable (n=28 responses)	0	2 (7%)	9 (32%)	8 (29%)	9 (32%)
Ease of access to the building (n=28 responses)	0	3 (11%)	11 (39%)	6 (21%)	8 (29%)
Further comments	<p>"Parking often a problem"</p> <p>"Car parking is very good"</p> <p>"Parking not enough"</p> <p>"Too small - parking and waiting area"</p>				

	<p>"Never easy parking. The building is in a terrible state. The inside looks delapidated and dirty, a sad indictment of Tory Britain"</p> <p>"Can't get parked here"</p> <p>"Small waiting area, limited parking"</p> <p>Love this characterful place and our lovely Doctors"</p> <p>"Parking is not great"</p> <p>"Early calls difficult for that day's appointments"</p> <p>"Parking is always an issue"</p> <p>"No complaints"</p> <p>"More car park Space"</p> <p>"Had to get upstairs with baby in carrier. Toys for children downstairs nice but none upstairs"</p>
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Question 3 How well would you rate the toilet facility at St Margarets Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Clean (n=23 responses)	0	0	3 (13%)	12 (52%)	8 (35%)
Comfortable (n=23 responses)	0	0	3 (13%)	12 (52%)	8 (35%)
Ease of access (n=23 responses)	0	0	3 (13%)	12 (52%)	8 (35%)
Further comments	<p>"Never used it"</p> <p>"Parking needs to be looked at"</p> <p>"Not used"</p>				

	"Only ever used them once"
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Question 4					
How well would you rate the Receptionists at St Margarets Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=25 responses)	0	2 (8%)	4 (16%)	8 (32%)	11 (44%)
Helpfulness (n=25 responses)	0	2 (8%)	2 (8%)	10 (40%)	11 (44%)
Informative (n=23 responses)	0	1 (4%)	2 (9%)	12 (52%)	8 (35%)
Further comments	<p>"Can be abrupt, but realise under pressure"</p> <p>"Excellent with follow up with appointments, call us at home with reminders, Excellent service"</p> <p>"Rude and not very welcoming, sometimes abrupt and unsympathetic"</p> <p>"Always kind and help when Grandchildren are ill"</p> <p>"Always very pleasant"</p> <p>"Couldn't ask for better"</p>				

Question 5
How well would you rate the Doctors at St Margarets Medical Practice?

	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=24 responses)	0	0	0	7 (29%)	17 (71%)
Helpfulness (n=24 responses)	0	0	1 (4%)	6 (25%)	17 (71%)
Informative (n=24 responses)	0	0	1 (4%)	8 (33%)	15 (63%)
Further comments	<p>"Excellent Doctor"</p> <p>"[Name of Doctor] is fab - very proactive and 'on it'. All the Drs are to be fair"</p> <p>"All are excellent"</p> <p>"Always welcomed, demonstrate their job role in the correct manner"</p> <p>"All the Doctors are lovely"</p> <p>"Hope he never leaves"</p>				

Question 6					
How well would you rate the Nurses at St Margarets Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=24 responses)	0	0	1 (4%)	8 (33%)	15 (63%)
Helpfulness (n=24 responses)	0	0	1 (4%)	8 (33%)	15 (63%)
Informative (n=24 responses)	0	0	2 (8%)	8 (33%)	14 (58%)
Further comments	<p>"Excellent communication skills - she really puts you at ease"</p> <p>"Always smiling"</p> <p>"Had one very bad experience with one Nurse when my daughter had her injections - I was left to feel useless and very upset"</p>				

	<p>"Very nice lady"</p> <p>"All are friendly and efficient"</p> <p>"Through experience nurses have been very approachable and holds best interest at heart"</p> <p>"All the Nurses are lovely"</p>
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Question 7 How well would you rate the Healthcare Assistants at St Margarets Medical Practice?					
	Very Poor	Poor	Fair	Good	Very Good
Friendliness (n=18 responses)	0	0	2 (11%)	5 (28%)	11 (61%)
Helpfulness (n=18 responses)	0	0	2 (11%)	5 (28%)	11 (61%)
Informative (n=18 responses)	0	0	2 (11%)	5 (28%)	11 (61%)
Further comments	<p>"Haven't seen"</p> <p>"Not really had much experience with them here"</p> <p>"I have not used"</p> <p>"Haven't dealt with one before so unsure that I can comment - but comments here are made regarding Health Visitors"</p> <p>"Not used"</p> <p>"Never used"</p> <p>"Not seen Healthcare Assistants"</p>				

Question 8:**What was the overall experience of your visit today?**

	Very Poor	Poor	Fair	Good	Very Good
(n=25 responses)	0	0	3 (12%)	9 (36%)	13 (52%)

Further comments:

"Have always had great experience with Practice"

"I find the clinicians helpful, Reception and management have at times been rude - or maybe I misunderstand? Reception will sometimes roll eyes and slide windows shut after speaking with some people. I know for privacy but it sometimes seems they could be being rude. Once receptionist though is always so helpful"

"Always have to wait between 20-30 minutes to see Dr after the time of appointment"

"Still waiting in waiting room"

"The only problem is getting through by phone first thing in the morning. Otherwise this practice is more than excellent - thanks"

"All so far good"

"Car parking is always very difficult"

"Other than the change to the phone in system, this is the best Doctors surgery by far"

"Have lived and used this Practice for 38 years and would never want to change"

Appendix 2: Demographic Breakdown of Survey Respondents

