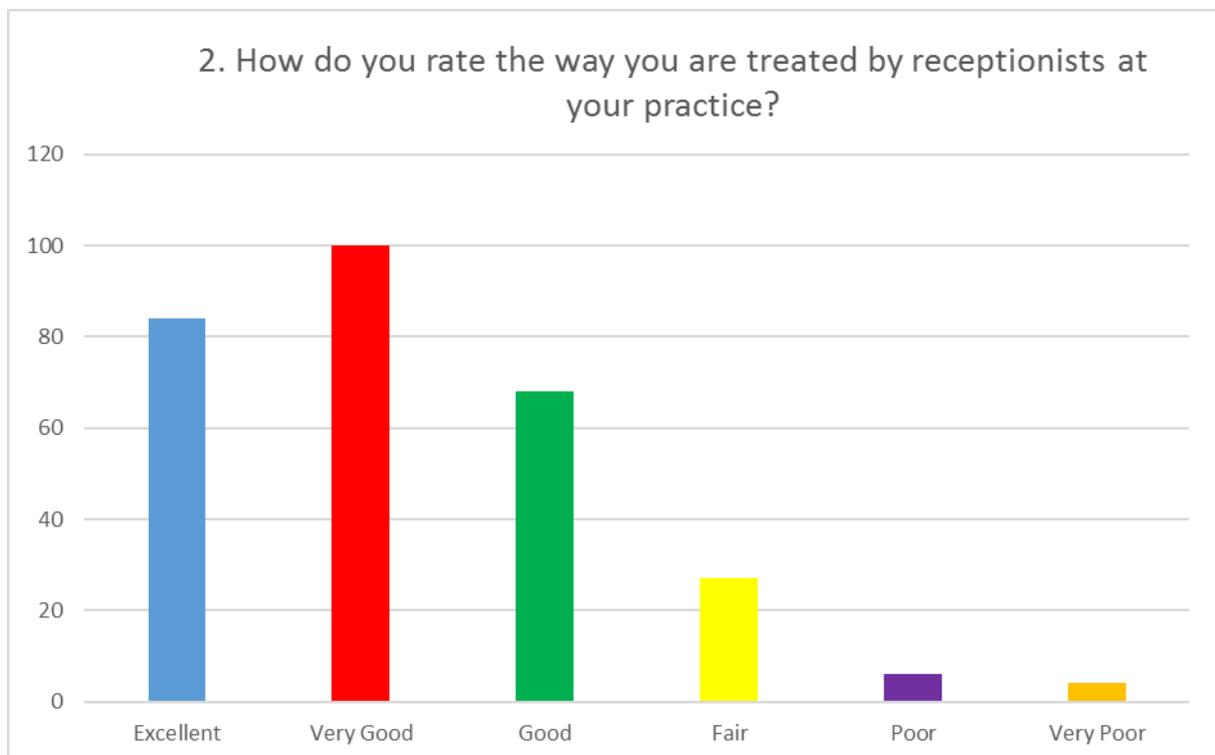
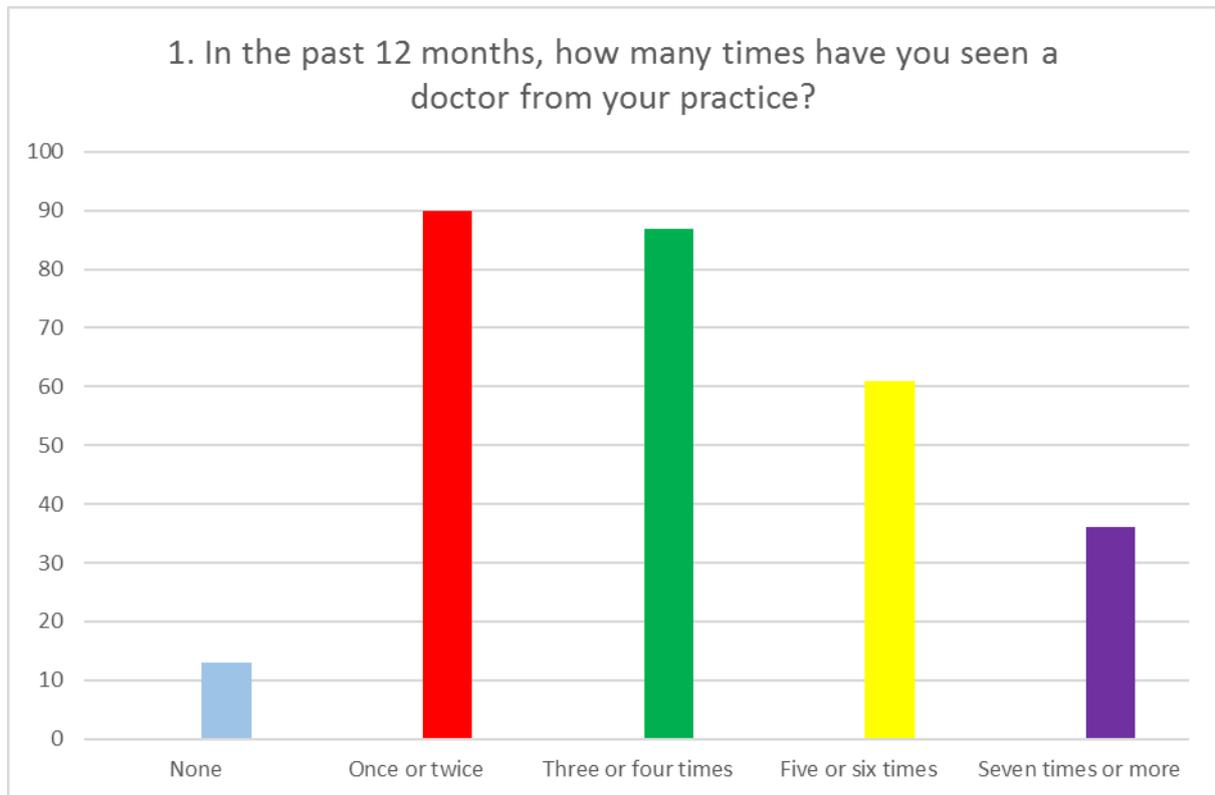


## COURTYARD SURGERY SURVEY 2013/14



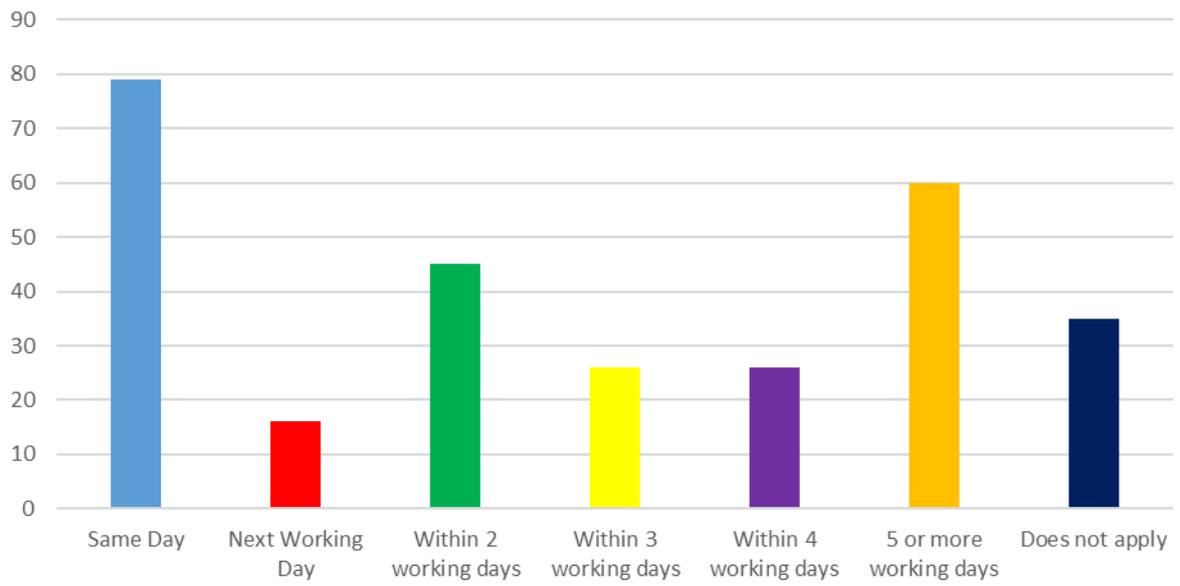
3. a) How do you rate the hours that your practice is open for appointments?



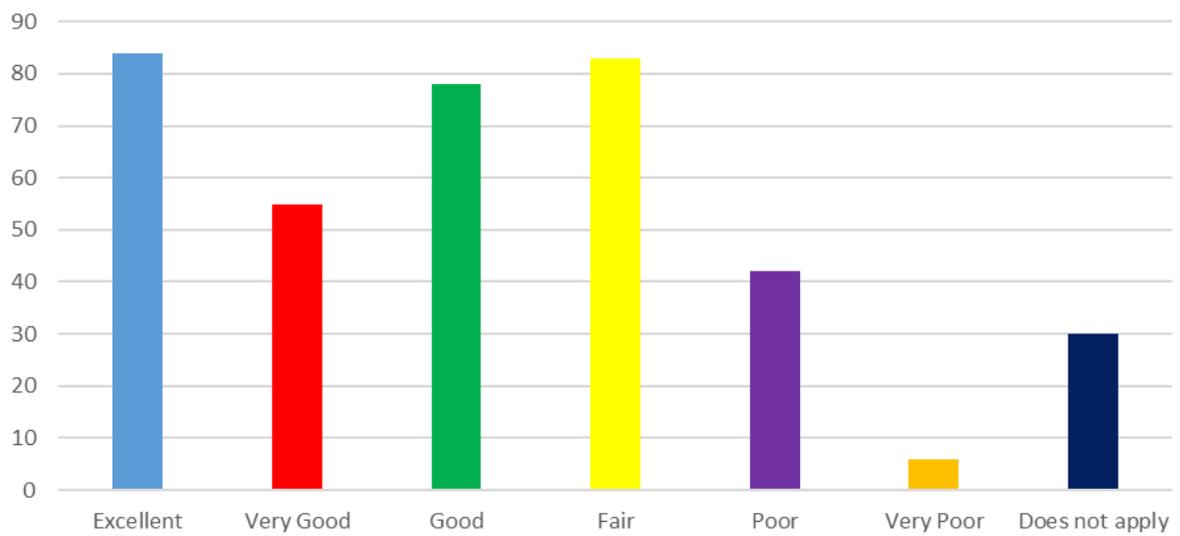
b) What additional hours would you like the practice to be open? (please tick all that apply)



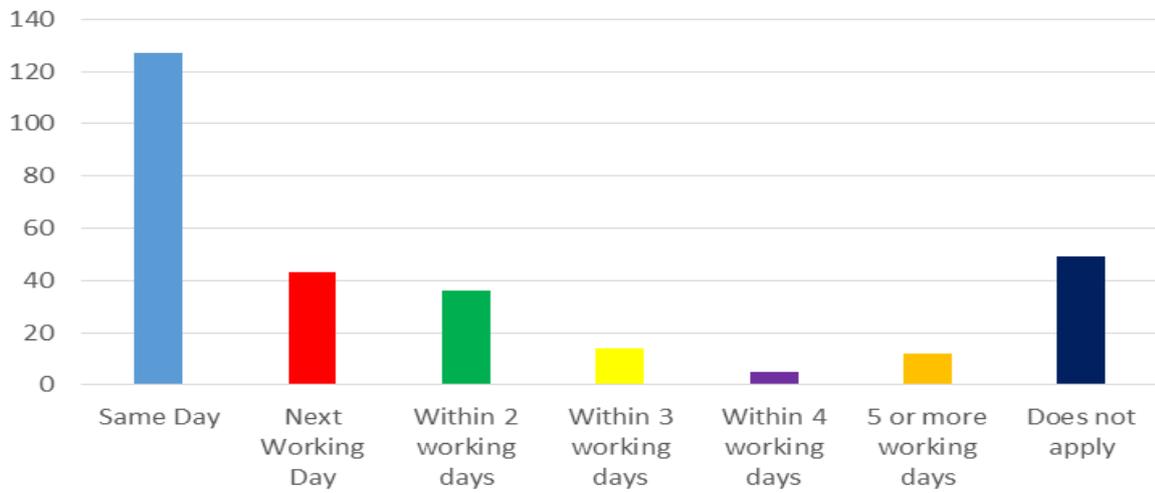
#### 4 a) How quickly do you usually get to see that doctor?



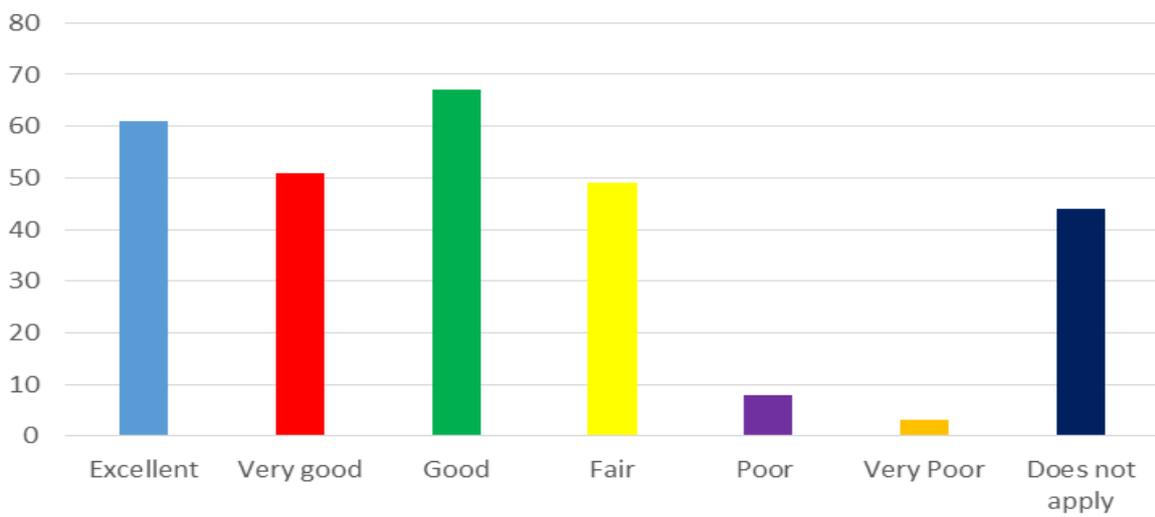
#### 4 b) How do you rate this?



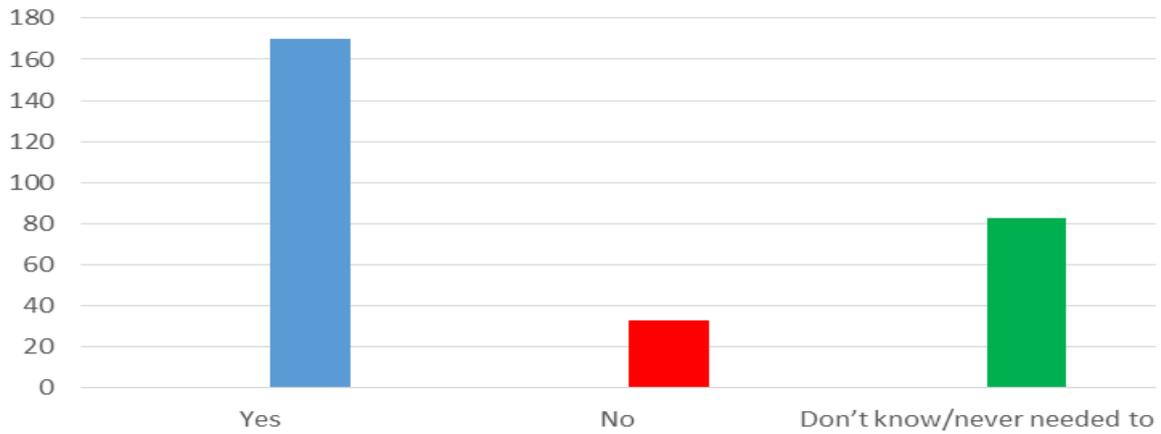
### 5 a) How quickly do you usually get seen?



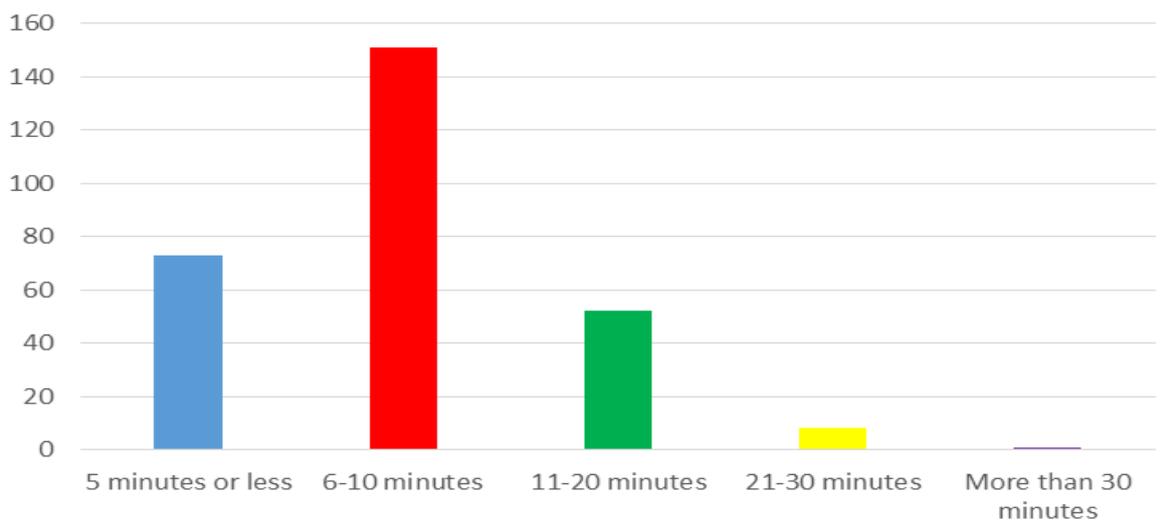
### 5 b) How do you rate this?

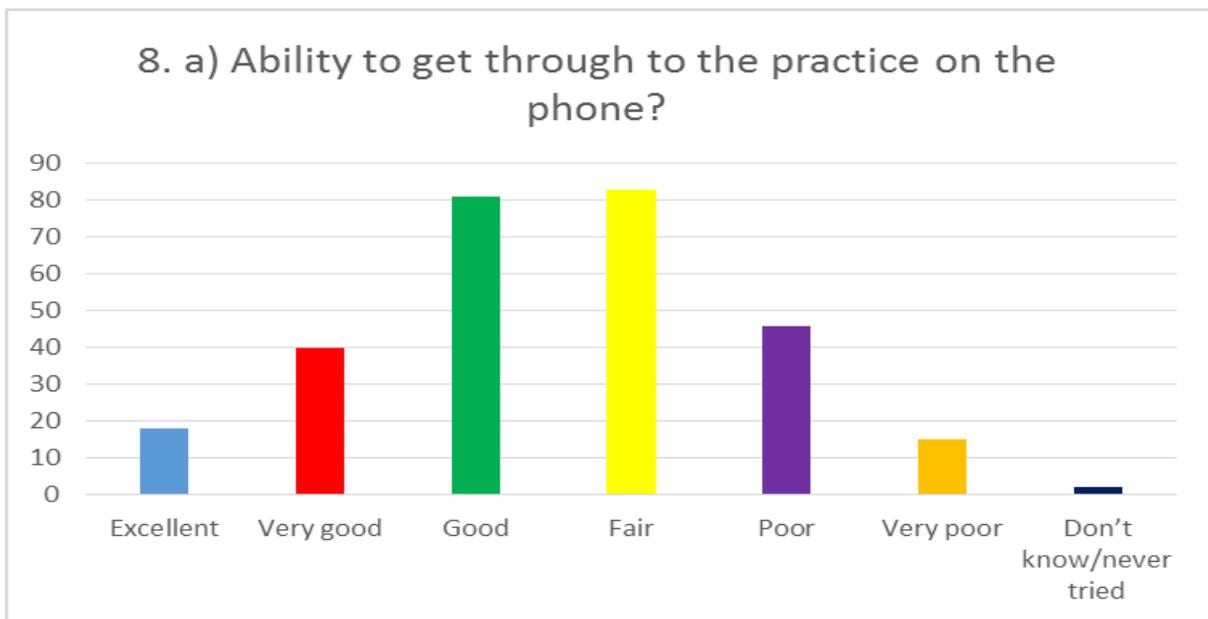
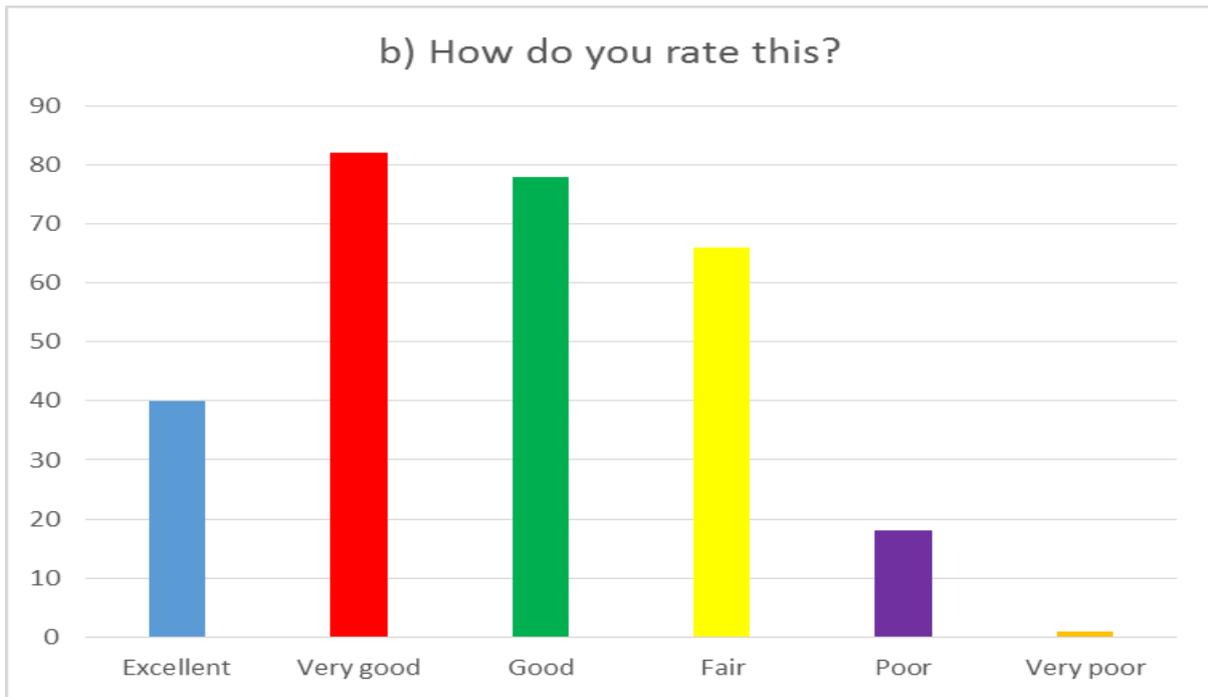


6. If you need to see a GP urgently, can you normally get seen on the same day?

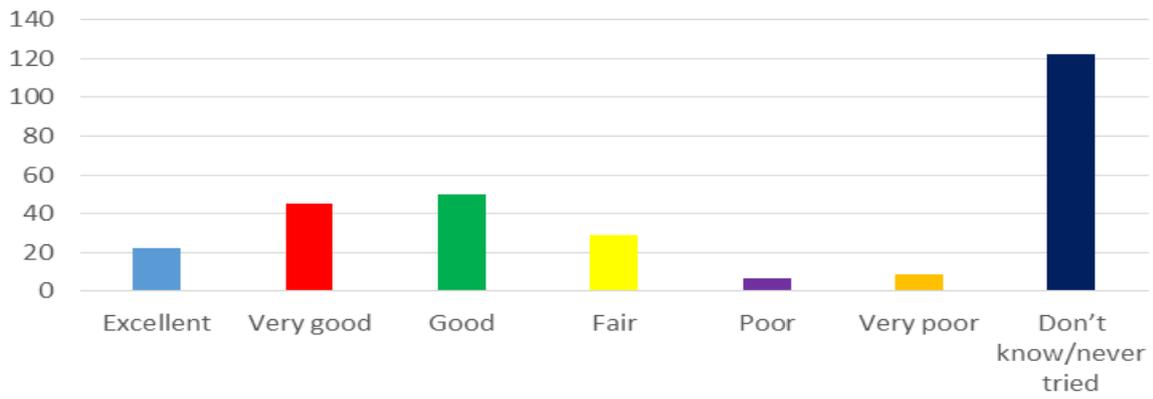


7. a) How long do you usually have to wait at the practice for your consultations to begin?

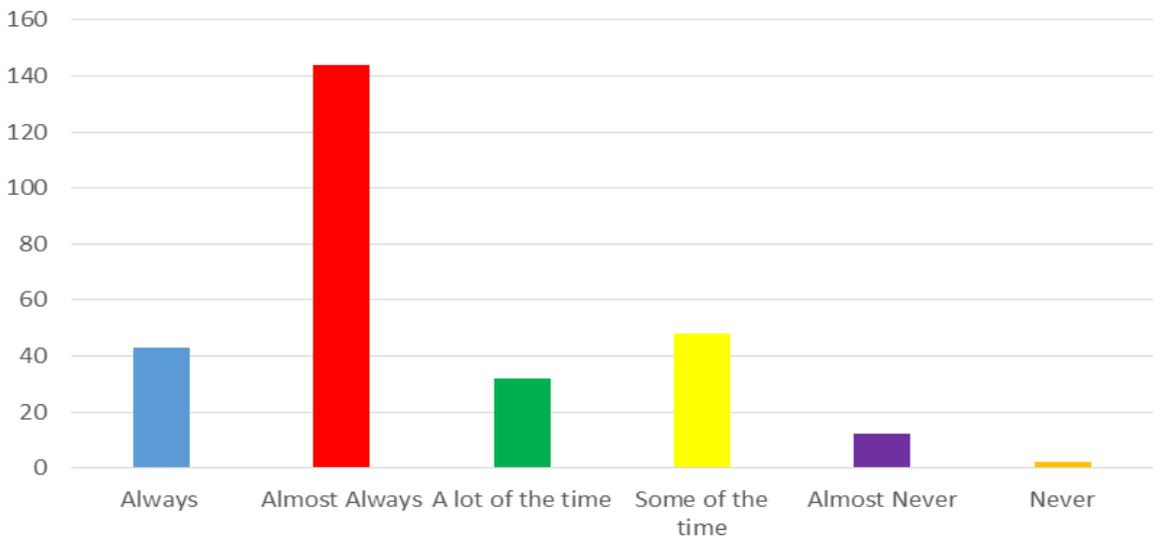


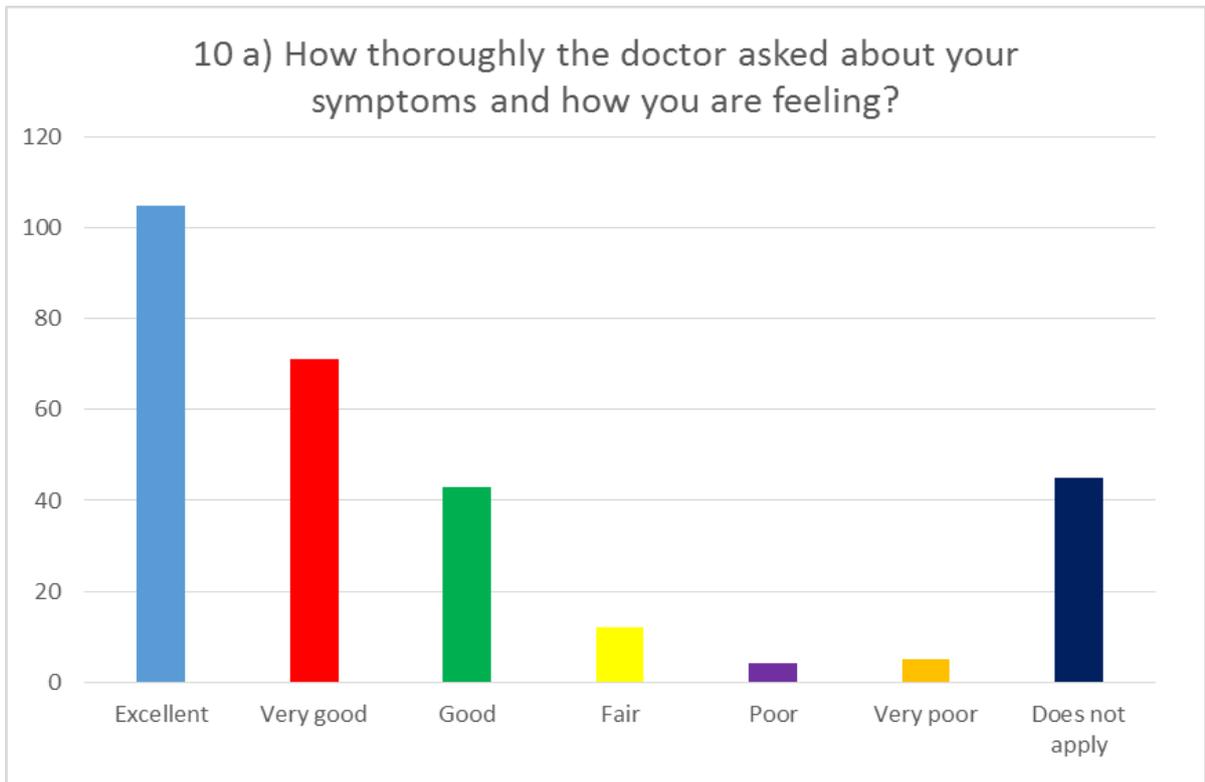
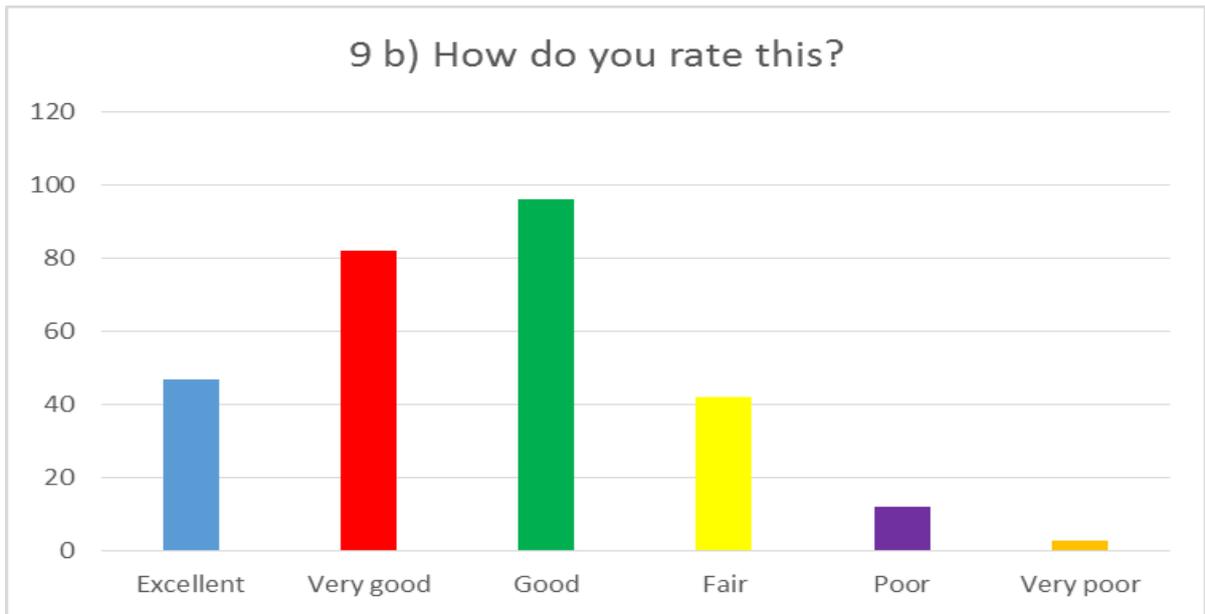


8 b) Ability to speak to a doctor on the phone when you have a question or need medical advice?

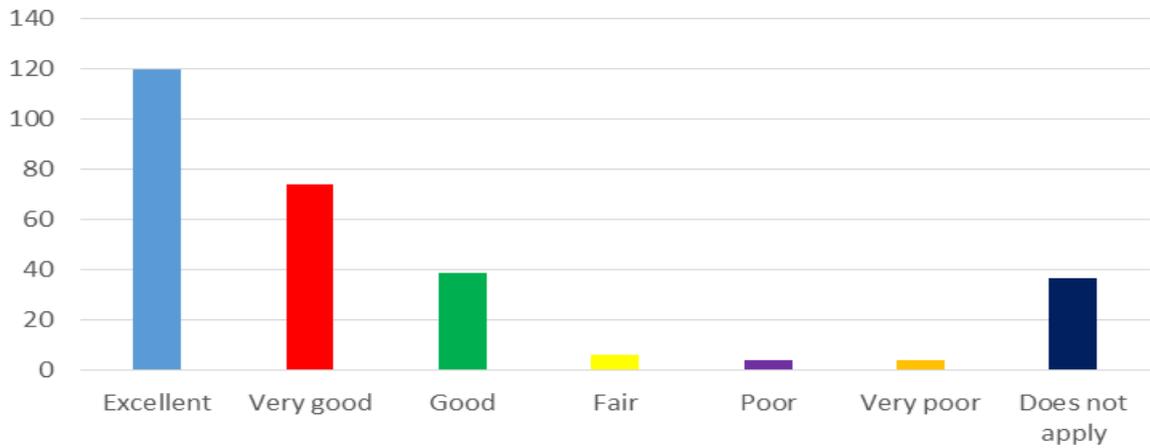


9 a) In general, how often do you see your usual doctor?

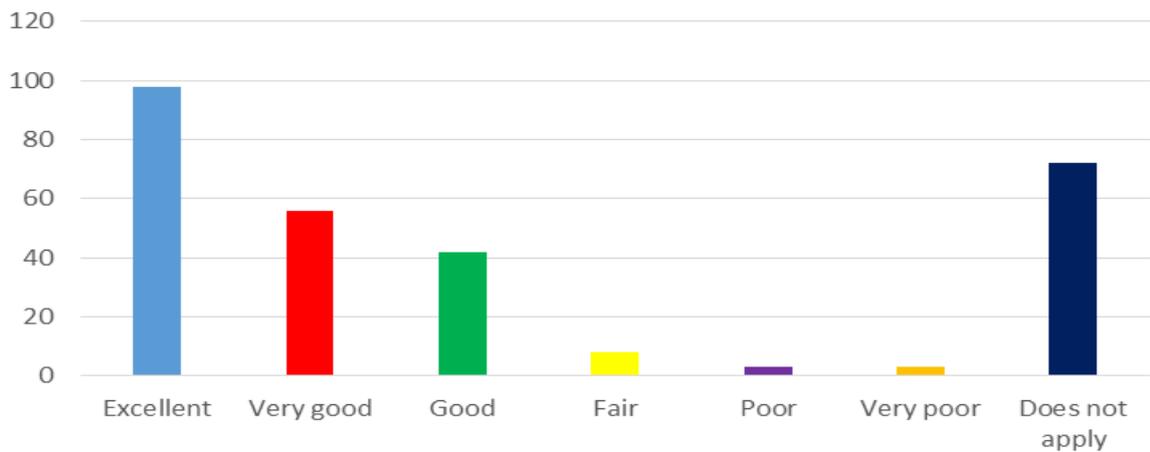




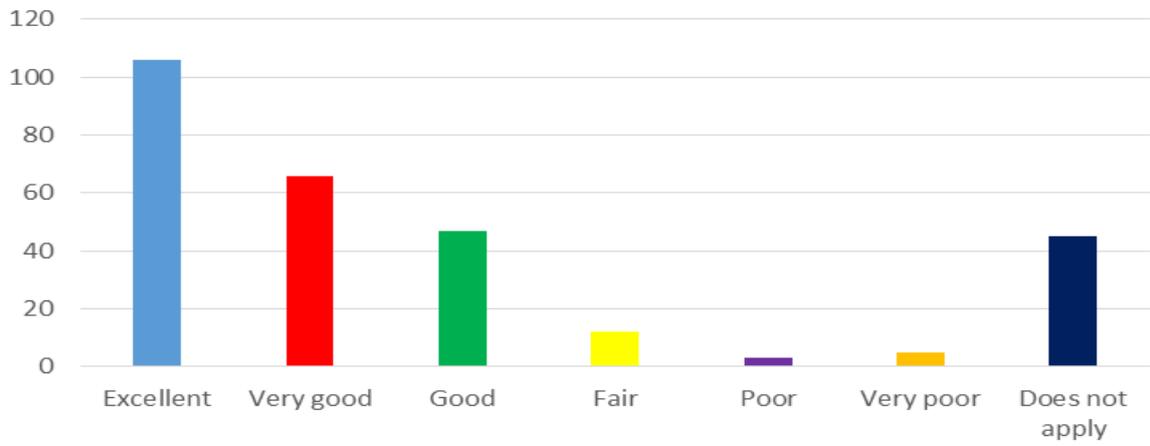
10 b) How well the doctor listened to what you had to say?



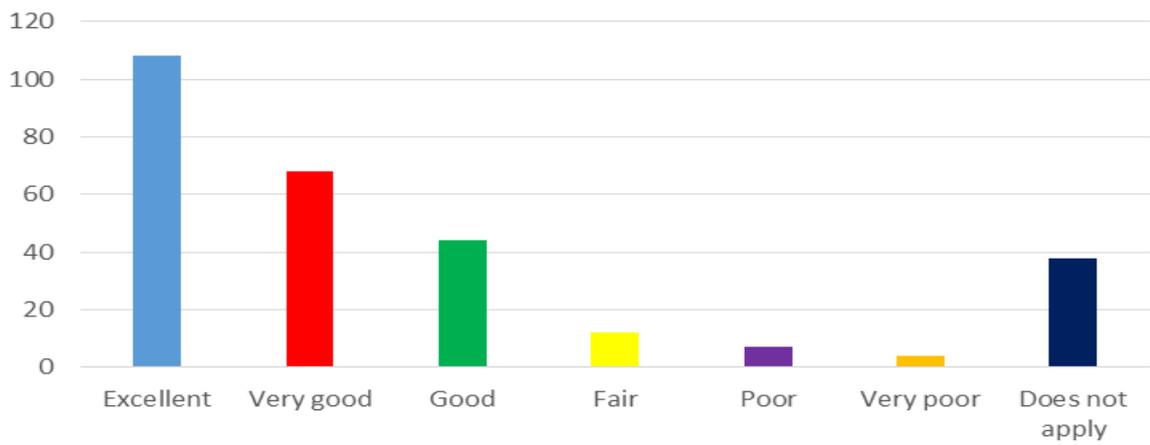
10 c) How well the doctor put you at ease during your physical examination?

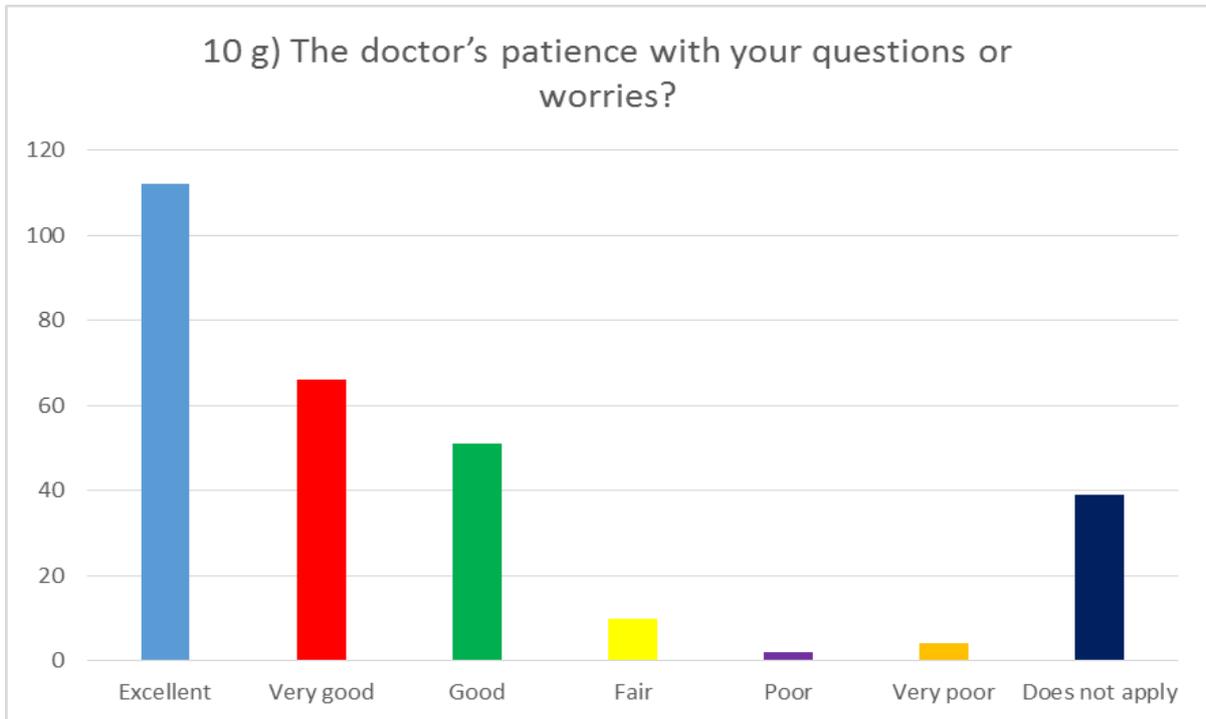
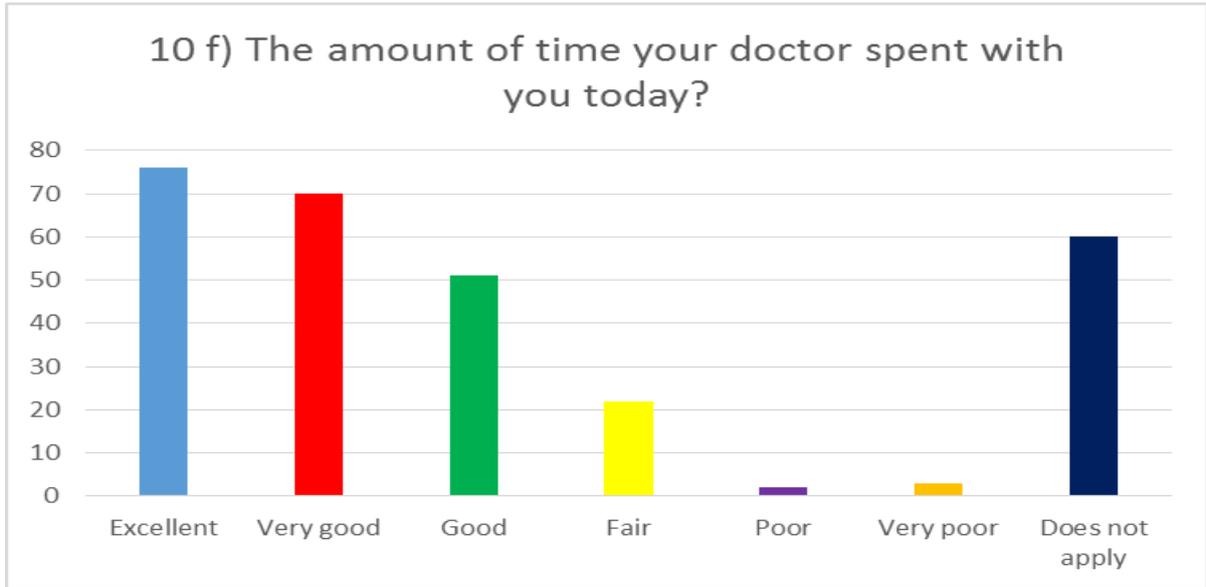


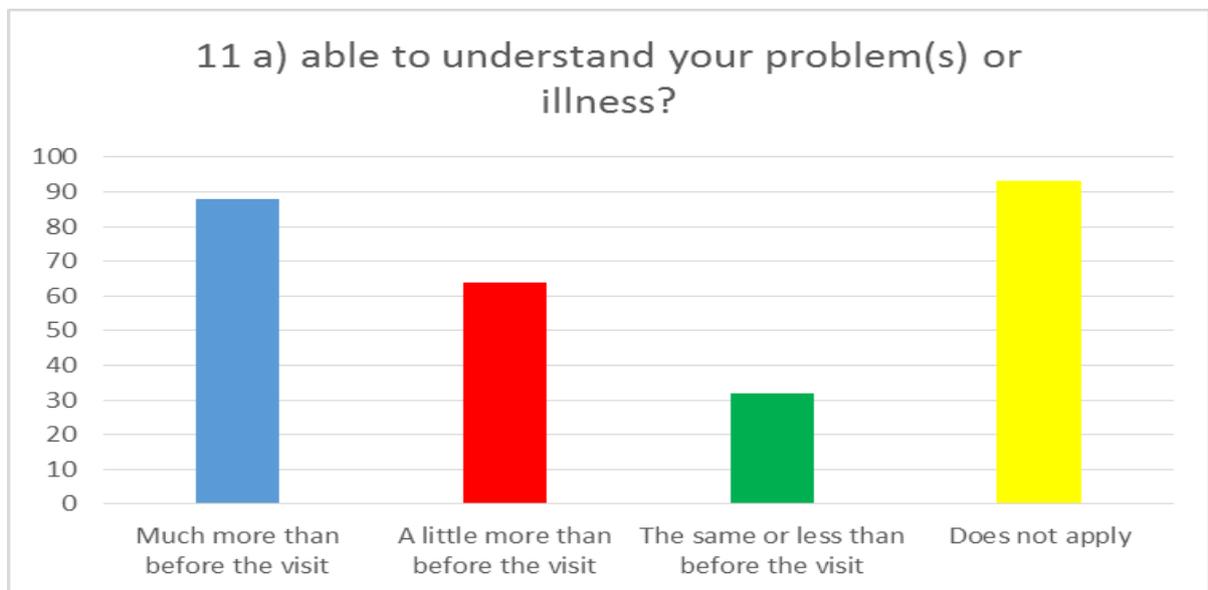
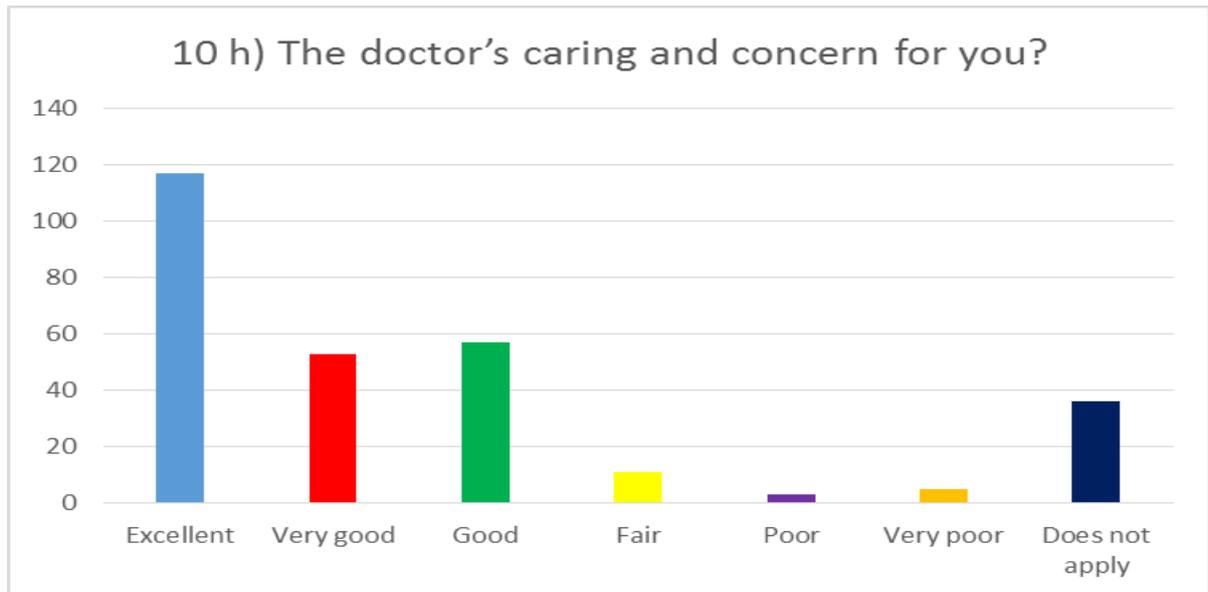
10 d) How much the doctor involved you in decisions about your care?



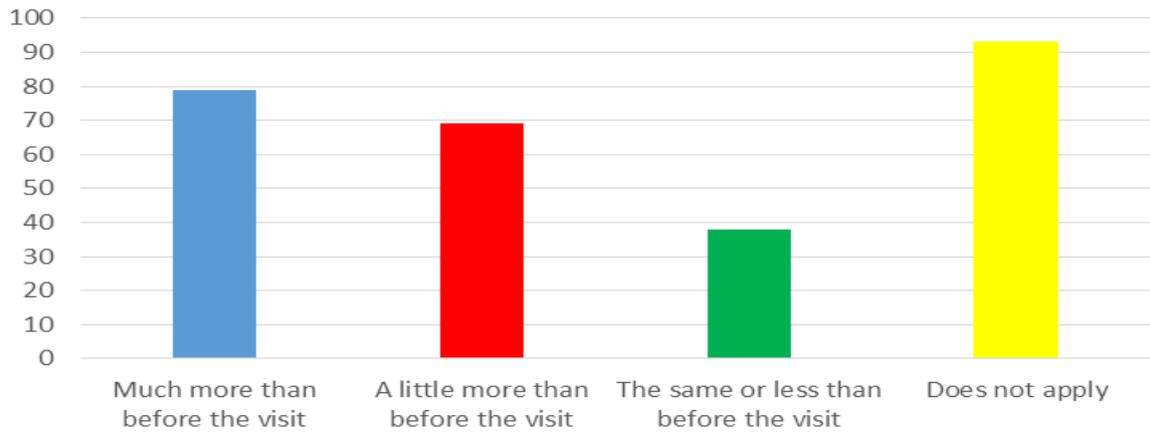
10 e) How well the doctor explained your problems or any treatment that you need?



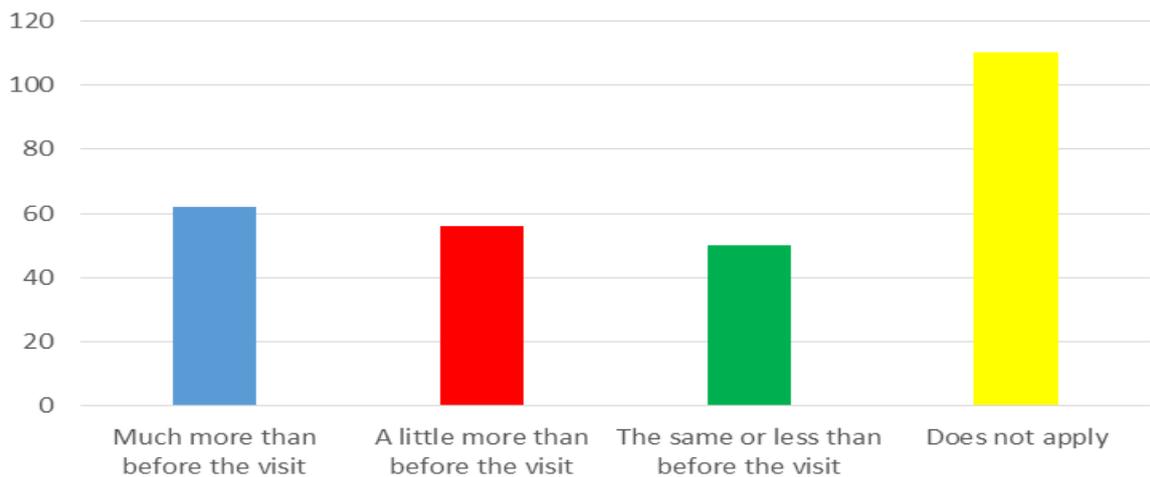


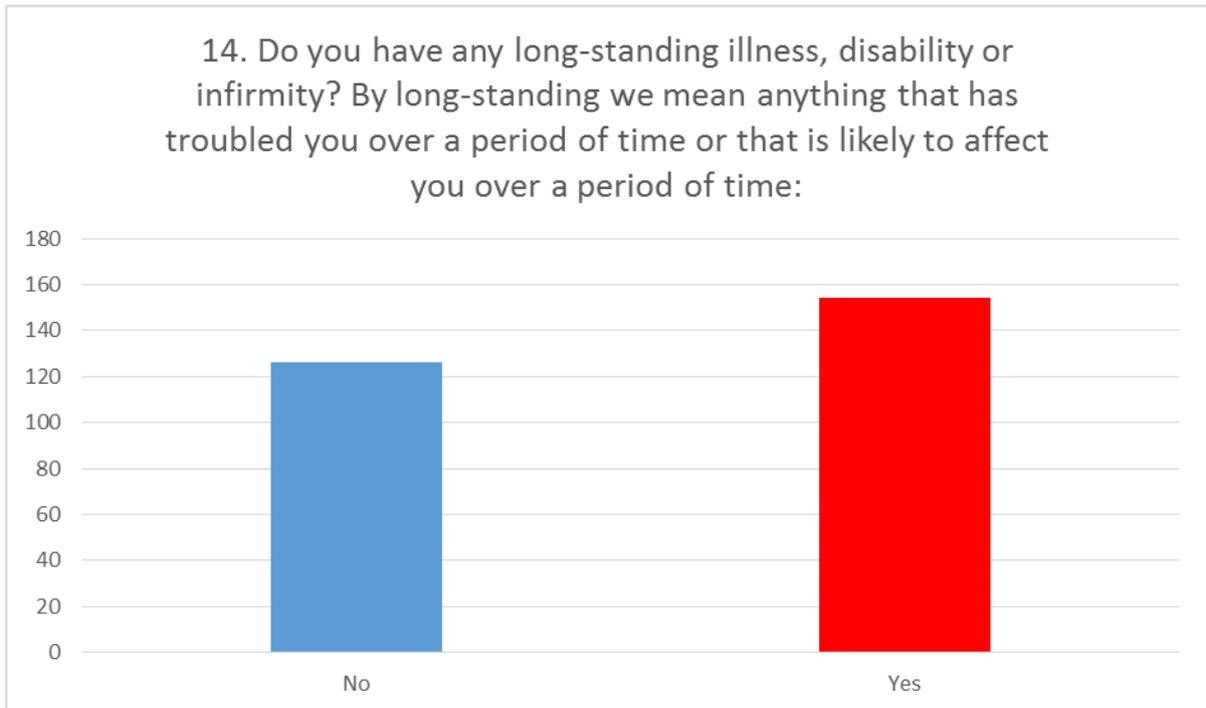
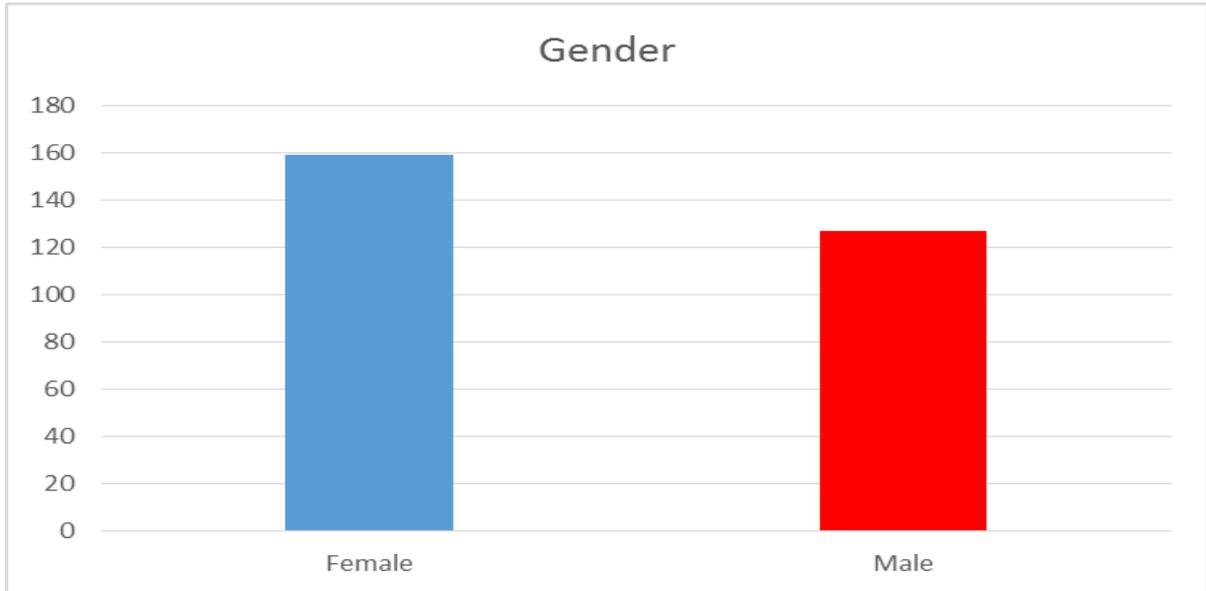


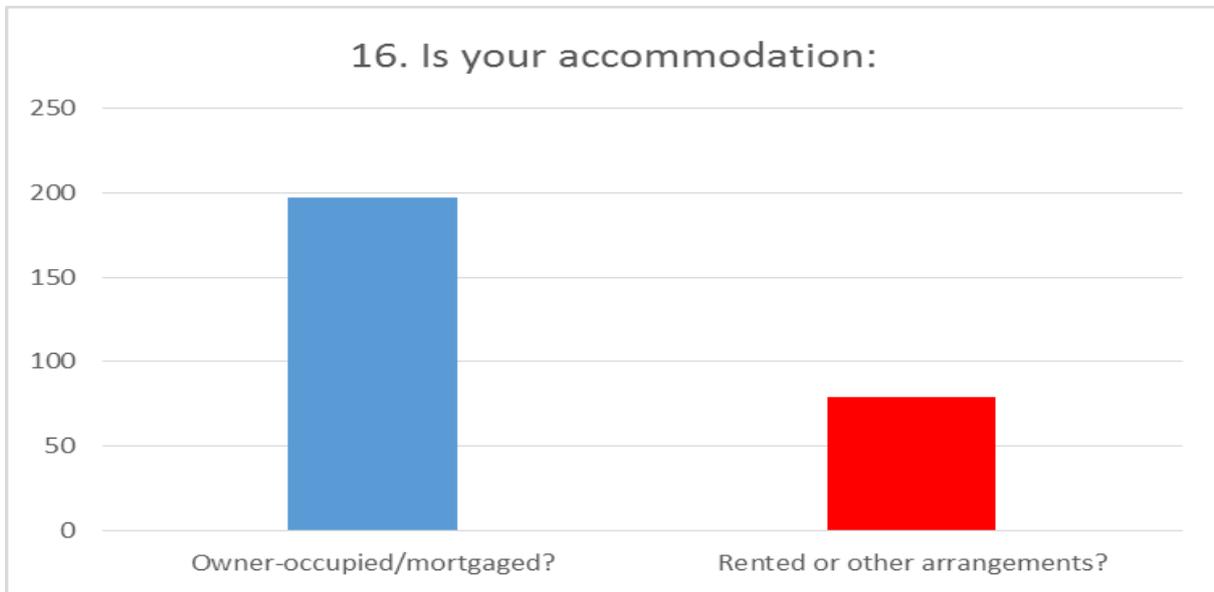
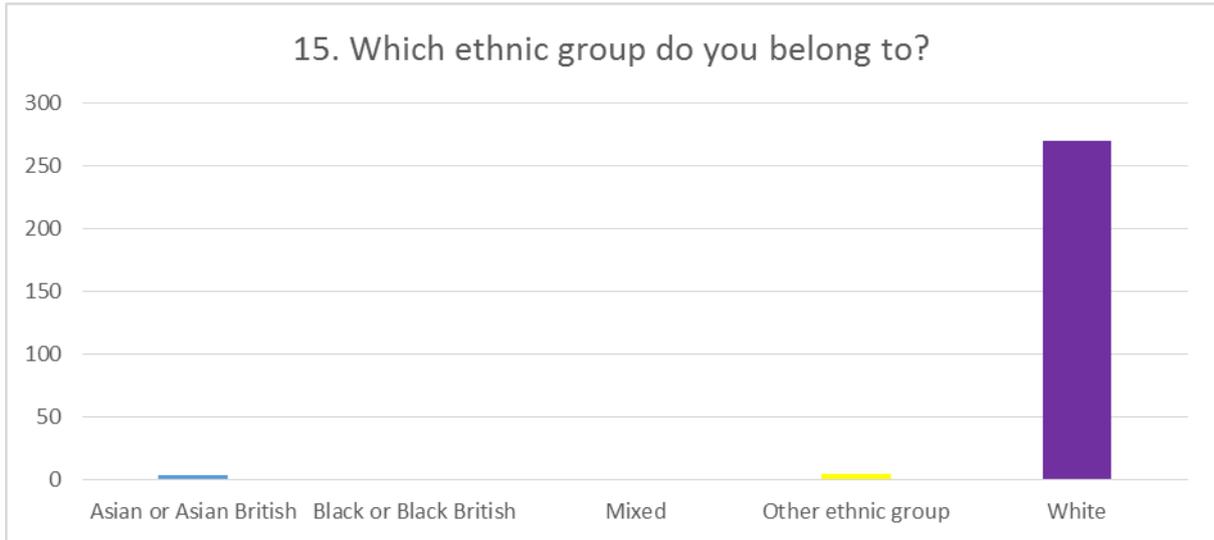
### 11 b) able to cope with your problem(s) or illness?

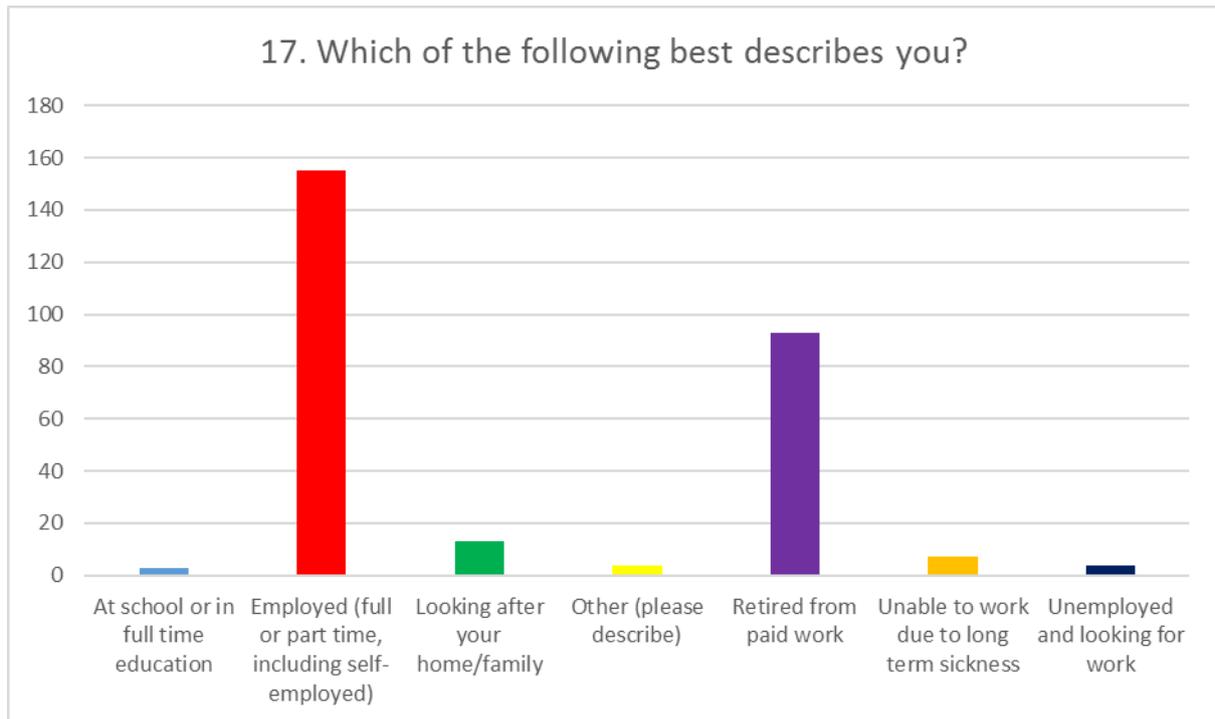


### 11 c) able to keep yourself healthy?









If other:

Carer

On Mat leave

Housewife/attending college

Made Redundant

### Positive comments from patients

Consistency of being able to see the same doctor year after year

My Dr is an excellent doctor.

Better more informed receptionists and doctors actually being able to see you within a reasonable time.

Making it clear when I need to wait upstairs.

Longer opening times and weekends.

My doctor is an excellent doctor. He takes time to understand your problems and explains his prognosis.

I find my doctor very understanding.

Very happy with the service and its availability.

Generally very happy with surgery & staff.

I never have to wait very long for any treatments or referrals I or my family have had to have.

I have been happy with the doctors I have seen.

Haven't used enough to tell. I generally come to get referred to Private Consultants. Sorry Availability of a nurse more frequently maybe, feel sure many things could be dealt without needing to see the doctor specifically.

In general it is very good and comprehensive.

I have always received the best care from all the staff at the surgery, reception staff are patient and polite and GP's give excellent care.

I have no issues at all about the services I receive. They have always tried to fit me in with an appointment that suits my circumstances. My doctor is excellent in both his listening skills and the way in which he puts over his advice Nothing but good experiences with the nurses.

Ordering repeat prescriptions online very easy.

Excellent service especially where children under 10 are concerned. Always give me a same day appointment for the children and my doctor is brilliant with them.

The asthma check ups with the nurse are great (and flu jabs). Handy that you send the repeat prescriptions to Tesco. Sometimes be a bit more flexible with the volume of drugs given so that a patient doesn't run out, causing them stress, sometime life gets busy and reordering is forgotten - trust them to use drugs sensibly.

Overall I'm very grateful and pleased with the standard of care the team - nurses, front desk and doctors provide, so thank you all.

We do have the utmost confidence and respect for our doctor.

I generally am able to see the doctor without waiting for too long and do not feel under pressure of time during the consultation.

Referral time is good I have been well cared for since my heart attack 2 years ago and received good advice and effective treatment. Nursing service is very efficient e.g. blood tests etc. have confidence in my doctor, very supportive over the last year due to issues my husband encountered.

Can't think of anything.

This time I was taken seriously and it was really appreciated. Looks like we will now get to the bottom of the problem.

Ability to pre-book non-urgent and review appointments with the doctor is much appreciated. The new online system for pre-booked appointments is excellent, and the text confirmations / reminders very useful.

Swapped from Park Surgery to The Court Yard because it was taking too long for me to see a Doctor. I am very happy with the switch but now that there are more people moving into the area I envisage it being harder to see a doctor within a short time.

I feel that my doctor is very thorough.

You already open fairly good hours and Sat mornings as well so unless it was longer evening working

times or all day Saturdays I don't really see how there could be any improvement.

Booking in advance should be maintained to enable those at work to see their doctor.

Appointments on the day blood tests at the surgery fantastic never met such friendly receptionists!

Is a very good friendly service, especially from my doctor who takes a genuine interest and concern in your problems which I did not get at my last surgery.

Everybody is friendly.

I suffer with mental health issues and my doctor is very understanding of my needs.

The way that they put you and your health first.

I do feel that recently a lot of things have been implemented to make things much better for patients at the surgery with pre-book appointments re-instating a cheaper phone line and booking appointments and doing prescriptions on line. I also feel that all of the doctors are as positive and helpful as possible, but particularly my doctor is very supportive and patient which is really helpful when trying to deal with long term issues.

I can't think of anything.

All aspects of Health and welfare are greatly understood by my doctor. His support to myself and my wife are excellent and could not wish for better.

I like the ability to talk to a doctor on the phone and get a prescription left out. Most of my reasons for visiting usually requires the same treatment. I also like the ability to order repeat prescriptions online, this is a great help.

The way the practice works well fits in with my needs, with the exception of being able to get to appointments. I work in London, which requires a lot of pre-planning to get to appointments.

Doctor was very caring.

The standard of care and support is high from all aspects of the surgery staff.

When you get to see a doctor, they are all very good.

My doctor is very supportive and open to suggestions about my care. She comes across as genuinely caring and keeps her promises.

I attend the surgery quite a lot with various health problems and I am always pleased with my health care.

My doctor has been a wonderful, kind, patient and caring GP to me for a very long time. I feel safe and trust his judgement and care he has given me. Keep up the good work. I am very glad he is my doctor.

Fantastic practice always very supportive to our family, thank you.

No complaints - in general very happy.

Appointment system (which is apparently new).

Always able to see my own doctor but haven't had to ask for an emergency appointment.

No I am very happy with the service I receive.

Just grateful we have the NHS.

Accessibility to my usual doctor.

On the rare occasions I have had to visit the surgery, I have to say how pleased I am to find that the general idea that when one is over the age of 75, 'They won't bother with you' is not true. Both my wife and myself feel we are very sure that we receive the best treatment that can be given, and therefore very fortunate to be with the Courtyard Surgery.

Friendly reception staff, excellent practice, very good GPs.

I have manage to see my doctor usually on the day I want but only if I am prepared to book ahead or, if I want to see him that day, I have to manage to get on the phone line at 8am and even then there are often too many ahead of me which is frustrating but I cannot think of a solution.

The nature of the illness I have means that invariably I need to see a GP that day. I have always managed to do that which I very much appreciate.

Although I have answered the questions on line and have not seen the doctor today under Question 10 I would rate my doctor as excellent on all counts.

Very happy with my care. My GP knows me well which gives me confidence in my care.

My Doctor appears to be very caring and obviously takes her job very seriously. I feel in safe hands.

The care is excellent.

General efficiency.

I feel very safe with my care, my doctor gives me the attention I feel I need and follows up with Consultants and other Medical Experts in a manner which makes me feel safe in his care.

The surgery is conveniently close to my home.

Quickly arrange for you to see a specialist.

In relation to Courtyard Surgery nothing that I can think of. As far as the wider Health service is concerned I do believe there is a need for Medical professionals to be able to access all a patient's records and notes. I have found that in Hospitals this is not always the case. It may be that there is a need to educate patients or their representatives to maintain some kind of history information in a form that can provide health professionals with immediate information and knowledge of where to access more detailed information. Information flow and communication!

Always reliable, good attention to detail.

My doctor is very thorough in her care.

I have only been a patient at this surgery for about six months but during this time I have been very pleased with the care and attention I have received.

I have been with my doctor for 2 years and I am very happy with her care for me.

Seeing the same doctor.

I am very pleased at this time.

The basic needs carried out by Doctor, is good.

The Nurses are great.

I have had to contact 111 several times during out of hours service - I personally like the system and have always had helpful staff on line and always go the help or information I need.

When I do (eventually) get through on the phone and get an appointment then the doctor is usually fairly good.

## **Least positive comments from patients**

It takes a long time to get through on the telephone when you are trying to make an appointment. It is also a premium rate call.

Possibly an 8am start but that is just because it suits me.

Phone calls with doctor took all day to get back to me and doctor wasn't very helpful service could be better and should provide with a time they will call so you are not waiting by the phone all day worrying and ill (I had food poisoning).

My only trouble is with appointment booking system. The most recent change means it is more difficult to get a same day appointment, and very rare to get one with a doctor of choice. The new system has also raised concerns that the receptionists are operating as triage experts in that they ask for the reason for the appointment request then appear to make their own assessment as to whether it warrants a same day appointment or not. This is not good, especially for patients who may feel pressured into accepting a later appointment for something which they feel needs urgent attention.

Maybe go back to not booking appointments in advance? or have a select amount of time a day for them. Monitoring regular feedback on certain doctors from patients regarding patient care.

Evening appointments one evening a week would be helpful for those who work later.

Haven't really thought about it.

Waiting time on the phone in the morning if requiring an appointment on the same day - far too long.

Some patient parking would be helpful.

The phone system is very annoying when you phone in the morning, usually if you ring dead on 8.00am you are straight away in a queue of say ten people and you get that irritating ladies voice telling you are in a queue! Sometimes its been twenty minutes before getting through on the 08456 number, which if you only have a mobile costs a fortune. The surgery knows at that time when people are phoning for that day appointments they could have more than one receptionist to take the calls.

The 0844 815 1157 number isn't free for most calling plans whereas a local number might be.

Premium rate phone number should change.

Same day appointments are difficult unless I call immediately the lines open.

Possibly a nurse available for minor problems and health questions.

Evening surgery would be useful as I work full time and Saturday mornings are spent running kids to clubs so not always suitable

Stop treating patients like ping pongs, you dart from one Doctor to the next in this practice, as your own is rarely available.

Do not understand why repeat prescriptions could not be for a longer period, extending it to 3 months (NICE allow 12 months) would save 33% processing costs over the year. If there is a requirement to attend the surgery to see a practice nurse, only having a time of 12:00 - 14:00 Monday to Friday makes it impossible to attend. Bloods should be able to be taken at the surgery. Having the right doctor to look after your needs is of the most important aspect in your life the difference between getting better or not. My doctor has always given the time it takes to get to the bottom of a problem and is there to chase things up to get an end result unlike some doctors who don't have the time of day for you

A better understanding for night shift workers late appointments should be saved for us as we are unable to attend early s the amount of times I have had to cancel my appointments because they are always to early despite saying I work nights is madness .

Annual general medical examination, weight loss support group, I don't feel the Dr is familiar with my history when considering treatment, given the number of patients this may be an unfair comment, but I wonder if it could be assisted by 'flags' in the IT system to alert Drs to significant items in the patients history.

Recently waiting times are quite long. One reason for this is that the doctor starts the consultation session late. More consideration needs to be given to the fact that patients time is valuable and it is not always convenient to wait for over half an hour before you are seen. I can understand that waiting times might be extended as the session goes on but not from the very beginning.

Appointment booking. Being put on hold and not getting an appointment is frustrating. Also I begin work at 8am and finish at 6pm so I have no time to call up. Having an online service and extending opening hours would reduce this.

Nothing at all.

To be able to see a doctor sooner when not an emergency.

Know the days a specific doctor is in.

Time management.

Reception. The receptionists can be blunt and rushed on the phone, whereas they are polite in person. The one minute answer phone message before getting through to reception is also frustrating. Same day appointments are impossible to get if you call after eight. Due to this the lines are blocked in the morning.

Prescriptions are a nightmare to get sometimes. Telephone appointments take place at the end of a day so if you need any medication it has to wait till the next day or sometimes the whole weekend.

1. Surgery email link to/with Pharmacies. To send prescriptions rather than faxing! 2. Quicker turn round of repeat prescription requests. 3. Free Wifi?

your customer service at reception...not warming at all. Also it is not for them to ask what is wrong with you, that is between the doctor and yourself...Confidentially!

Telephone waiting times are unacceptable.....appointment times...more appointments bookable in advance and on the day....more clinics available for blood tests and 'well woman' clinics should be available.

The doctor could actually make some serious effort try to find out what is wrong instead of just doing the basic minimum, and saying come back in a few weeks!

Would prefer to phone a local area code to get hold of the doctors instead of a premium rate number.

On site parking especially for the disabled would be excellent. I have a disabled daughter and it can be difficult. On site dispensary. Ability to book appointments online. Change the annoying 10 second music clip that's on a loop on your phone system. It's annoying to keep hearing the same messages over and over while you are on hold for 10 minutes.

Shorten the time of having to wait for prescription collection, sometimes I have to wait over a week!

Time to get through on phones in the morning if need a same day appointment.

Communication between Receptionists and Doctors Previously I asked a Receptionist to contact the Doctor and advise if the medication required changing after buying a Blood Pressure monitor and measuring my Blood Pressure. Nobody came back.

DO NOT CANCEL APPOINTMENTS BY WAY OF A TEXT MESSAGE....Especially ONE THAT YOU CAN'T RESPOND TO. So insensitive and impersonal.

Need a lift and a pharmacy.

Waiting time to see my own GP for urgent problems could be better improved.

Telephone system first thing in the morning a bit of a pain.

Are we ever satisfied?

Remove the expensive 08448 number to contact reception, so that the local (01403) 330 320 number is the only contact number.

The wait time for phone calls to be answered. The recorded message is infuriating!

Better continuity with seeing the same doctor most of the time would mean that I didn't have to repeat myself every time. However I appreciate this might be difficult to achieve when the appointments are in the main emergency appointments.

I've never been asked if I want my Prostate checked.

The Receptionist are rude and unhelpful at times.

Prefer to have appointment on day I phone, not 7 days later. Did see another doctor 5 days after original phone call.

The only thing to be improved, is Doctors surgery be downstairs, has I have recently had a hip replacement surgery.

I would like to be able to make emergency appointments on a Saturday at my own surgery - with some things one day is ok but two definitely isn't.

I would like to always see the same Doctor for continuity.

It would be worth asking if people have access issues before scheduling appointments with a doctor on the first floor.

My doctor now only works on Monday and Tuesday; I prefer to see her but two days a week is not sufficient when I may need to see her on another day. Making an advance appointment means waiting about 2 weeks.