

# Feedback Report (Draft)

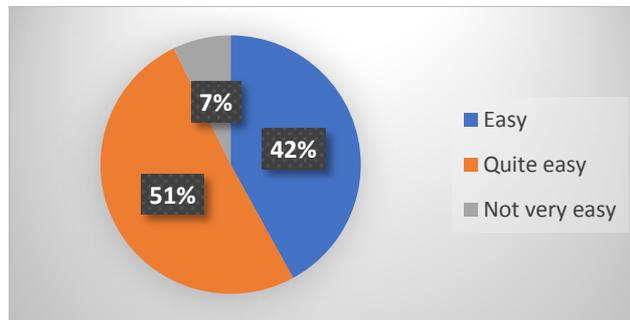
## Introduction

The Patient Participation Group would like to extend thanks to all those who completed the survey at the Church Hill Surgery and also at other local village groups. We have welcomed the warm response from everyone who took part, and have also enjoyed the many informal discussions it provoked. It was pleasing to have a large number of positive comments and constructive suggestions, which have been fed back to the surgery team.

Our response rate of 9% equates to 386 of approximately 4300 people, which is significant given that many health practices only achieve 1-2% returns for their equivalent patient surveys. We also recognise that the healthy majority did not attend the surgery during the survey period of 3 weeks.

### Question 1 How easy is it to get an appointment at a convenient time?

Most people (93%) are able to get an appointment with relative ease.



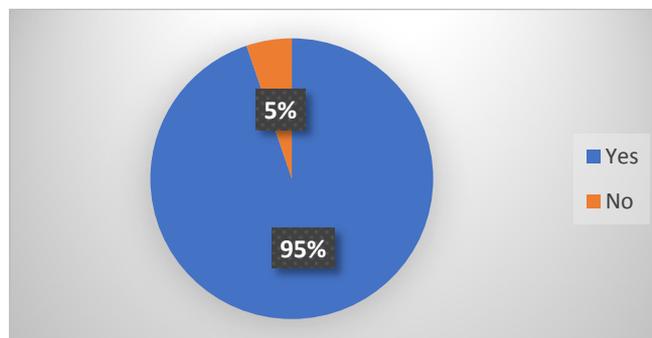
### Question 2 What change (if any) would you recommend is made to surgery hours?

74 out of 386 suggested extending surgery hours to include a late evening and/or weekends. Those in full-time work would also appreciate more flexibility, so they can avoid taking time off for routine health matters. Currently, this is being reviewed at a national level with a view to improving accessibility.

### Question 3 Do the Dispensary times work for you?

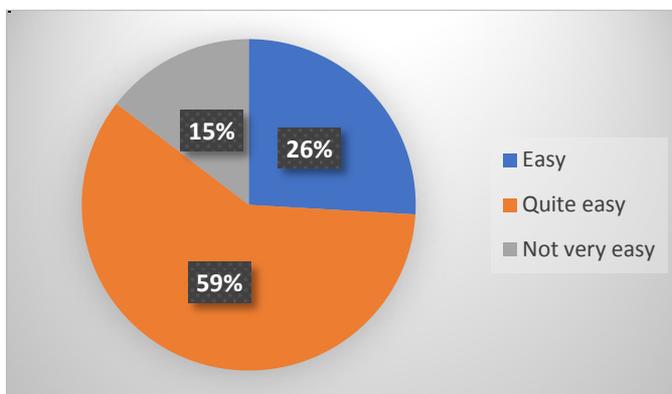
95% were happy with the dispensary hours.

A small minority asked if it could be possible for the dispensary to be open at lunchtime, but regrettably this could prove difficult, because patient safety requires 2 dispensers to be present when medicines are issued to patients.



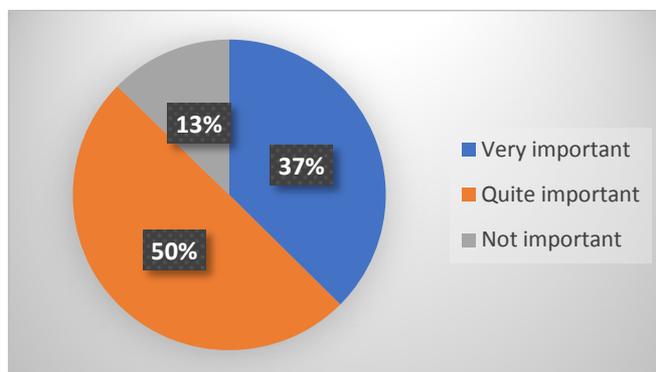
**Question 4 How easy is it to get an appointment with specific Doctor or Health Professional?**

Most people (85%) are able to get an appointment with relative ease.



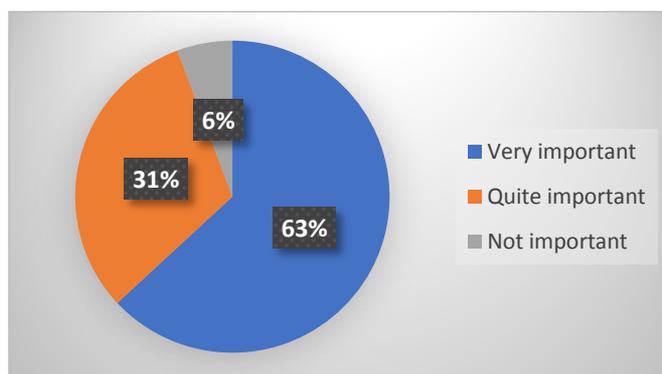
**Question 5 How important is it to get an appointment with specific Doctor or Health Professional?**

87% prefer to be seen by a specific doctor.



**Question 6 How important is it to maintain continuity with the same Doctor?**

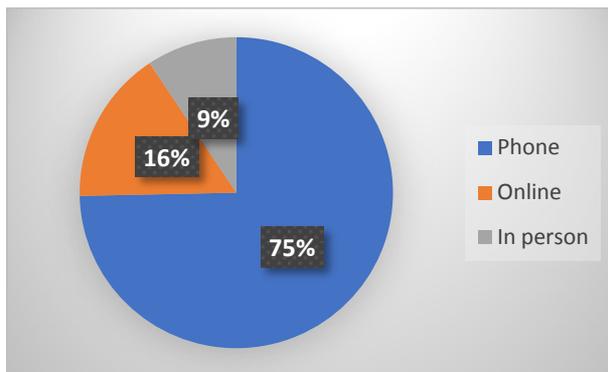
94% appreciate continuity of care. The surgery concurs with this view and patients should be encouraged to actively request follow-up care from the same health professional where possible.



**Question 7 What is your preferred method of making appointment?**

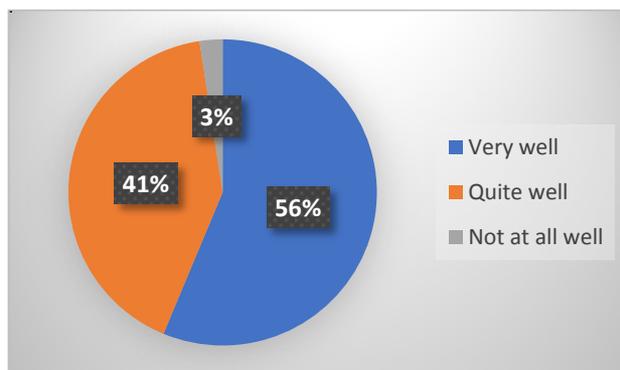
Whilst the majority of patients (76%) prefer to phone for an appointment, a significant 16% use the online system and 9% book in person.

The Patient Participation Group values all three methods to make sure that all patients are able to access health care. It would be helpful to have a brief instruction leaflet available for those who have encountered problems in activating the online booking system.



**Question 8 How well do you feel the Doctor or Nurse listened, explained tests and treatments, and involved you in decisions about your care?**

An overwhelming 97% of responses indicated that the Doctor or Nurse listened, explained tests and treatments, and involved the patients in decisions.



**Question 9 Which of these method(s) of communication do you use and find helpful?**

The various methods of communication were well received, particularly the text reminders, which must have helped to reduce the numbers of ‘no shows’. The TV screen is thought to be useful, but needs to show current dates.

**Question 10 Which of these services do you know about and which do you use?**

A most encouraging number of people know about and value the Nurse Practitioner service. The on-site dispensary is highly appreciated and the delivery service is well known about. The Patient Participation Group would like to emphasise that this valued service is intended for those who lack mobility, and we would hope that this service is not abused.

**Question 11 Please tell us about one aspect of Church Hill Surgery that you think is working well.**

**&**

**Question 12 Please suggest one improvement that could be made.**

The various comments received will form the basis for further discussion with the surgery team.

