

# Hatherton Medical Centre

## Patient Representative Group

### Patient Survey - Autumn 2024

Total number of patient that participated: **500**

<b>Contacting the practice</b>		Yes	No	Unsure	N/A
1	Are you happy with our practice's opening hours?	91%	3%	5%	1%
2	Is it easy to contact the surgery by telephone?	59%	29%	8%	4%
3	Have you been able to make an appointment with the clinician of your choice?	48%	22%	12%	17%
4	Was the date/time of your appointment satisfactory?	85%	9%	2%	4%
5	Did you know we have a text reminder service for appointments?	91%	6%	1%	2%
6	If you have used the online "AccuRx" service, did it meet your expectations?	17%	16%	12%	55%
7	If you have used the "OURNET" Extended Access Hub, did it meet your expectations?	8%	12%	12%	68%
8	Are you aware the surgery has a website?	75%	19%	3%	3%
9	Did you know the surgery has a Facebook page?	30%	60%	4%	7%
10	Did you know we can send your prescription electronically to the pharmacy of your choice?	89%	8%	1%	2%
11	If already use the electronic prescription service do you find it works efficiently?	67%	7%	6%	20%

<b>How do you book your appointments?</b>		In Person	By Phone	Online	N/A
12	How do you normally book your surgery appointments?	30%	67%	1%	1%
13	How would you like to be able to book your appointments?	25%	43%	27%	6%

<b>About your last appointment with our clinician</b>		Yes	No	Unsure	N/A
14	Was your last appointment with your usual clinician?	34%	43%	10%	13%
15	Were you satisfied with your last appointment with our clinician?	86%	6%	2%	6%
16	Did our clinician provide you with enough information?	85%	4%	5%	6%
17	Did you have enough time with our clinician?	82%	11%	2%	6%
18	If you needed an examination during your appointment, were you offered a chaperone?	22%	13%	5%	60%
19	Within reason were you seen at your appointed time?	81%	10%	3%	6%
20	Were you happy with being able to choose between a face to face or telephone appointment?	78%	6%	3%	13%

<b>About our office staff</b>		Yes	No	Unsure	N/A
21	Have our reception staff been courteous towards you?	88%	3%	2%	7%
22	Did you feel you had enough privacy when talking to them?	61%	24%	7%	8%

<b>About our facilities</b>		Yes	No	Unsure	N/A
23	Are you satisfied with cleanliness and hygiene of our premises?	95%	0%	1%	4%
24	Did you know you can ask for a privacy waiting room that can be used for breast feeding or contagious diseases etc?	20%	49%	3%	28%
25	As we are a teaching practice, would you be happy having a student present during your consultation?	81%	7%	5%	6%

<b>Vaccination Centre</b>		Yes	No	Unsure	N/A
26	Was the vaccination service easy to use?	49%	3%	10%	38%

<b>Patient Representative Group (PRG)</b>		Yes	No	Unsure	N/A
27	Did you know the Practice has a Patient Representative Group?	36%	49%	6%	9%
28	Do you know how to contact the PRG if you have a question or suggestion about the surgery?	21%	61%	9%	10%
29	Do you know how to sign up to the PRG should you want to become a member?	16%	62%	8%	14%

(Optional) To help us analyse your answers, please tell us a few things about yourself:-

		Under 25	25 - 59	60 or more	N/A
30	How old are you?	5%	41%	48%	6%

		Under 5	05 to 10	Over 10	N/A
31	How many years have you attended this practice?	23%	12%	57%	8%

32	What is your ethnic group?	
	White	66%
	Mixed Multiple ethnic groups	1%
	Asian / Asian British	19%
	Black/ African/ Caribbean/Black British	5%
	Other ethnic group (please state)	2%
	N/A	8%

		Yes	No	N/A
33	Do you have a disability?	17%	76%	7%

If you require this survey in an alternative language or format such as audio, braille or large print, please contact a member of staff at the surgery.

### Comments:

- I do not always see clinician of my choice, for given appointments with clinician of my choice; I have to wait 3-4 weeks
- It would be beneficial to have the surgery open (like hospitals) over the weekend, staff could be rotated days off in the week? Continuity of the same Doctors - I had Dr. Denihan over the years - I think helps with diagnose & treatment success
- I had an appointment with a specific Doctor today, but due to bad weather the taxi got me to the surgery to late, I was disappointed that I wasn't able to see another Doctor until later this afternoon, maybe I could have been slotted in, in the case of someone else failing to attend, as I was prepared to wait for a certain time.
- Check in screen could say which floor we need.
- I see different GP everytime; do you have a named GP these days?
- Excellent service
- Reception can be unhelpful, Doctors all say different things, some Doctors don't care or listen, accuRx is pointless, GP need realise you could have mult symptoms for one problem
- I am quite happy with your practice, thank you.
- V. Good, Keep up the great work, lovely staff + place
- No privacy at reception areas
- Prescriptions are constantly not available or rejected, had asthma reviews but meds still not available, waiting 4 days for it is also ridicules, why can't repeat prescriptions be ready to collect when ordering
- Practice quite good, more up to date, friendly people
- More opening hours, more slots to book appointments
- Reception staff mostly very good, but some are rude
- Bigger spaces in car park for children, tell if appointments upstairs or down on booking screen, allow appointments booking online when doing an e consult - GP should sort problem instead of always replying "call surgery"
- On the whole satisfied
- Wonderful practice - please improve your booking system
- Great idea to have a PRG member to help with using screens for those that need it & to help answer questions
- It's been a good experiences so far
- Great staff and service including helpful, volunteers but very difficult to get a urgent appointment using phone service
- Great staff who work at this Doctors, however I think improvements need to be made in order to try and make or book an appointment
- Very good practice
- My last app I was here for 2 hrs, I don't mind waiting but I had no communication of wait times
- I'm happy with everything about the surgery except time it takes on the phone to get an urgent appointment
- For telephone consultations, need to offer video calls, toilets - too small, needs to move the doors out by 6" or so!!
- Polite, friendly, helpful, reception staff, keep up the good work
- I need to find out about the private waiting room
- Not happy - when no appointments available to have sutures removed advised by reception to go to A&E
- Given a pencil to complete the survey, staff answering the telephone, really not helpful - it is always a battle, not at all helpful - computer says no attitude, no opportunity to feedback, told to write a letter
- It is difficult to contact the surgery by phone, long wait times, sometimes cuts off, the prescription service sometimes takes a long while and have had on occasion when the order was not processed from the surgery and they had to chase it twice, information given by

Doctor was incorrect regarding my heart and the hospital cardiologist explained the correct information

- Reception staff are friendly and extremely helpful, I had Vicky + Lydia who has both been superb
- Far too long to get to see Doctor, one appointment, one problem, causes a lot of delay by the time the appointment comes around, your usually better
- Questions asked by reception staff, very personal, for non-clinician + taking too long
- Delighted to have this new facility "On my doorstep" very happy with the service, I have received
- I find it difficult book at appointments or see nurse, it's a long wait
- Sometimes I have made appointments in person, and it has not been on the system, I have it on my phone calender, but reception, not put on system, this happened three time
- Camera parking / unaware last visit for flu vaccine, signage to remind in reception, not visible when very busy
- Generally happy with the service - particularly nurses are always very friendly
- Q22 - although a public reception area, I did enquire re privacy should I require, so I do understand I could speak to staff private
- Toilets need hooks in cubicle, are quite narrow
- The telephone service message is too long, and takes long time to answer, need efficiency on phone line
- I was treated badly in the surgery, by the receptionist, she called an English person forward when clearly he should have been behind me, I felt even though I am British I am still treated as a second class citizen, where the native get better treatment
- Good practice that we have recommended, easy to get appointment compared to other Doctors. All Doctors/Nurses I have seen have been great!
- Excellent new premises - a vast improvement
- Lovely practice, lovely staff and plenty of parking
- Staff are always lovely
- Staff are all lovely, just worry about been able to park
- Great GP all round
- Wasn't aware I could ask for a clinician of my choice
- Usually happy with the service I get
- I was informed I had to personally bring my repeat prescription to the surgery why cannot the pharmacy (boots) fax or email the repeat prescription to the surgery
- Best hospital and Laura is best Nurse I have ever met, she is sweet and helpful always
- Some people walk in, use toilet and walk out, reception no proper queues and public, not Private, switchboard busy busy most of the time
- I personally have never had any issues at all with this GP practice
- 4-6 weeks to get an appointment is way too long. Could there not be some kind of triage system to order appointment
- I am self-employed person. I have to loose work to attend my appointments, I would appreciate Saturday appointments
- I attended an appointment for my baby and I found the Doctor very rude & not at all helpful! Think I would have been better off googling help!
- Bad practice, no response to complaint, surgery not followed complaint properly needs improvement and do not let patients feel "inclusive"
- Physio service is very poor, on 3 to 4 occasions app been cancelled. Different GP give different treatment, suffering from something been 3 months now and nowhere with treatment
- Good service happy with all aspects
- Unable to book follow up appointments, when asked to end up waiting 6-12 months for follow up
- Comments: Facilities, it would be helpful to have access to a wheelchair for patients with mobility problems. 2. Long delays at 8am, 14. It is difficult to know who my "usual" clinician is

as there are so many different locums. 21. The reception staff are exceptionally courteous under very difficult circumstances. 3. I needed to wait 3 weeks to get an appointment with the clinician of choice, good job it wasn't too urgent

- Stall a lengthy period to wait before getting an appointment, telephone contact long waiting time, would welcome some Saturday openings, three day wait for repeat prescription
- Wait times for appointment if not emergency, emergency appointments are now much easier to get than at the previous surgery
- Doctor was 35mins late for appointments, and hardly an apology, it is not right to keep patient waiting so long and if we are late, we are not seen
- Reception staff are often rude and incompetent, demonstrating their ignorance at times
- Much preferred to the limes, very happy with service, so far, thank you all
- Lovely surgery, always helpful + easy to check in
- Carpark needs more normal spaces, only electric & disabled empty most of the time, stressful to find a space to get to appointments on time with other cars in same boat, could spend more than 15mins driving around for a space and get fined as haven't been able to enter registration number at reception, consider whether shoppers are using the carpark and entering their registration at reception and taking up spaces, better system needed to prevent this, and not a private company for profit
- Reception always busy not very private name announced not private
- Not private in reception
- Lack of signage
- Online records appears inaccurate/ incomplete
- Calling by telephone to make an appointment is an issue most of the time as the number does not connect until after more than 50 times it gets dialed
- Really happy to be still able to see my GP from the previous practice Dr. Garsed, telephone staff are always friendly and helpful, parking can be a problem for early appointments but not sure anything can be done
- Very happy with the practice - I've been a patient for 40 years
- Would appreciate access to a water station - most surgery's/ A+E's provide these - came in the summer & felt faint
- Q9. Do not use Facebook Q21. The majority of receptionists are courteous, some are not helpful
- Need more availability on face to face appointments
- Having to wait 3 weeks for routine appointment is unacceptable. Phone service for emergency appointment is unworkable - you have to attend in person or 8am to get one!