

BRIDGE MEDICAL CENTRE PATIENT SATISFACTION SURVEY 2016

Bridge Medical Centre had a total of 148 completed questionnaires returned.
We can report the outcomes as follows;

Box 1 for Poor Box 2 for Satisfactory Box 3 for Good or Box 4 for Excellent

	No	QUESTION	Poor	Satisfactory	Good	Excellent
Overall	1	Our Reception staff	12	14	55	66
	2	Our waiting room	7	26	61	53
	3	Patient parking	18	43	54	21
	4	Getting through on the phone	35	51	38	22
	5	Surgery opening hours	9	31	66	40
	6	Our Doctors	4	20	40	81
	7	Our Nurses	3	10	34	96
Thinking about booking your appointment	8	Being able to talk to a Doctor or Nurse on the same day	21	31	44	43
	9	Being able to make an appointment in advance	49	31	37	27
Ordering a prescription	10	Having your prescription ready in 2 working days	5	18	51	63
	11	Making sure your prescription is sent to a pharmacy	6	11	39	65
	12	Did you know that you could order your prescription on line?	YES 75		NO 43	
	No	QUESTION	Poor	Satisfactory	Good	Excellent
Thinking about Your Doctor appointment	13	The Doctor listened to your problems and concerns	5	19	38	84
	14	The Doctor explained what was wrong and the treatment and the tests needed	6	18	49	77
	15	You were involved in the decisions about your care	5	22	41	70
	16	The amount of time you spent with the Doctor	16	20	37	71
	17	Your overall satisfaction	5	24	42	76

	No	QUESTION	Poor	Satisfactory	Good	Excellent
Thinking about Your Doctor appointment	18	The time you had to wait in the waiting room between your appointment time and when you were seen	23	32	53	38
	19	You were treated with friendliness and dignity	6	10	46	81
	20	Took your problems seriously	7	12	41	82
Our triage service	21	Convenience	11	25	45	45
	22	Deals with your problem over the phone	16	28	47	40
	23	Gives you an appointment when you want one	31	24	44	33
	24	Uses time efficiently	14	20	48	34
	25	The information provided to prevent illness and stay healthy	13	23	48	42
Thinking about the services available at the surgery	26	How would you rate the range of services available at the surgery	6	25	50	55
	27	What suggestions would you make				
	28	Any other comments				

This year the suggestions and comments boxes have been well used and I can share them with you now;

Open on Saturdays

BMC replies – we do operate Extended Access appointments for our patients, we offer alternate Saturday morning and a late evening session usually on a Tuesday.

Better / longer opening hours would allow more working patients to be seen.

This has been discussed many times and may well find itself in a new GP contract, there has certainly been talk over the last year or so to looking at GP practices being contracted to provide GP services from 8am to 8pm and it being a full 7 day per week service. As I say, this will not happen until a new GP Contract has been negotiated and agreed. We do however, as previously mentioned operate the extended access scheme whereby we try and offer an alternate Saturday morning session and one late evening each week (usually a Tuesday) to allow for those patients returning from work after 6pm in the evening. We will continue to review this in the coming months.

Staying open instead of closing in mid afternoon. (my age 90 year old female) thank you

Sorry about this, perhaps a misunderstanding, we are open Monday to Friday from 8.30am and do not close until 6.30pm – with exception to closing the front door between 1 and 2pm allowing for the admin team to have lunch and for the morning team to hand over to the afternoon team.

Perhaps you are referring to the very occasional afternoon closure when the practice has to attend the Crawley-wide Protected Learning Time (PLT) sessions. Attendance is requested by our Clinical Commissioning Group (CCG) as it is felt to be beneficial for surgeries to attend regular clinical update training. We are sorry if you attended the surgery on the last session – Thursday 6th May

Invite patients for annual check-ups if you have not seen for a year

We regularly provide annual review appointments for many of our patients, those with a chronic disease such as Asthma and COPD as well as our patients with Learning Disabilities, Epilepsy, Mental Health issues,

Send invites for flu jabs to repeat annually

We advertise flu season for our patients who are known as 'at risk' and our over 65 year olds along with the children in the 2 to 5 year old category. As we approach flu season we advertise with Patient Notices in the surgery, on our Website, in our Patient Newsletter, via the local Chemists and on our Repeat Prescriptions. We continue to hold our 2 Saturday Walk In clinics in October.

Recruit more doctors and nurses

Alas there is a nationally recognised shortage of GPs and Practice Nurses. We have been running recruitment campaigns for new GP partners and for Practice Nurses for the last 2 years. We will continue to try and recruit new Doctors and Nurses and in the meantime we will continue to use the services of our lovely regular locum GPs, Drs Hussain, Scott, Durga, Marshall and Ajmani. The locum GPs have been working with our practice on a regular basis over the last 5 years and they will continue to be working with us until at least December 2016. We feel they have helped us maintain an element of continuity and will continue to do so all the while we need them.

More Doctors!

As mentioned already, we assure you we are continuing to try and urgently recruit more permanent GP Partners for BMC

Doctors – only 4 left

No now only 3 left! But we are very pleased to say we continue to have the services of our great network of Locum GPs and they will be with us until at least December this year. And we are continuing with our recruitment campaigns and will let everyone know when we have been successful.

More doctors

Doctors too much to do, am very sorry for the poor doctor

Thank you for noticing.

Get more in

We are trying but there is a national problem at the moment, just not enough GPs coming through the training and wanting to stay here in the UK, they see a better life style abroad.

Recruit more doctors asap so we have more known doctors in surgery to build up rapport.

Yes we are trying

Very sad to hear Dr Archibald leaving she is fantastic and will miss her.
Yes we will but we wish her well in her new practice which is out of our area.

It seems now we only have 3 doctors that you will never have any continuity of care and appointments will be even harder to make! Such a shame for those here who are working hard to improve a failing surgery.
We are aware of the difficulties, but as previously mentioned we do feel we are very lucky to have the exceptional care and services of our excellent regular Locum GPs. And as I have said we are actively trying to secure more permanent GP Partners.

More Doctors

Yes we are working on this

There is a huge continuity problem with doctors. You get used to one and she's gone.

Yes as previously mentioned, we are aware we are short of GP Partners but are ably supported by our excellent regular Locum GPs and we are actively trying to recruit new GP Partners despite the national shortage of GPs.

Suggestion – just continue to try and recruit more GPs to cover the practice.

I promise we are.

Have more on the day appointments available

We continuously monitor, and will continue to do so, our daily availability vs patient demands. We will be reviewing if it is time to change our calculations, maybe it will be time to open half of our appointments for forward booking leaving half the appointments to cover daily telephone call back and face to face appointments.

More 'as needed' appointments available

2 weeks for appointments is unacceptable

When reviewing our daily demands we will also take into consideration the fact that some patients would like to pre-book appointments up to one month in advance.

To be able to make advanced appointments

Is being reviewed

Able to make appointment on day and talk to doctor!

As previously covered

I have to say nurses appointments are usually on time.

We find Practice Nurse appointments are usually dealing with one specific problem at a time and therefore a little easier to predict appointment times. The Nursing team can still be caught out as they will be asked to help a GP if a patient is poorly and say needs an ECG and perhaps needs to use a Nebuliser, in these cases a Nurse will be called which will mean she is made late for her next appointment. When this happens we do try and make sure we keep patients informed.

Make earlier appointments in the day, one day a week say from 7.30am to cope with people working away from Crawley.

We may be able to take this into consideration when we next review how we are offering our Extended Access sessions. We may trial an early morning session to compliment the late evening session.

You need to have more 'in advance' appointments.

Doctors tell you to return for results and are then not available – very upsetting.

Sorry, I do try and ask for the Doctors and or Nurses to make that follow up appointment with you at the original appointment; it really would save a lot of time for the future. I promise to raise this again.

Making an appointment for a person in work (hours) is a nightmare.

More first come first serve appointments.

We are looking at ways in which to help this situation, maybe with changes to our extended Access sessions.

Not enough pre-bookable appointments after 4pm.

We are going to continue to review our appointment systems and may make changes in the future.

Clear information about appointment ie booking in advance and same day, how to get them and what the process and criteria are.

Thank you, we will be reviewing all our patient literature over the coming months. We hope to provide clear information shortly.

More out of hour's appointments, pre-bookable.

As previously mentioned we constantly review our appointment system and will amend when necessary.

Getting routine appointments difficult, always well when it comes around.

Easier to book appointments in advance with named doctor.

We are looking at this

Advanced appointments would be nice.

Yes we are looking into this.

Make appointments available more than 2 weeks in advance

Yes we are looking into this

Suggestion – being able to cancel online appointments – thank you for 16 years of excellent care.

Thank you, I can look into cancelling online appointments, no doubt this will be added to the package in due course.

Couldn't make appointment in advance and sometimes waiting time is quite long

Yes thank you, these points have been raised before and will be reviewed.

Very difficult to make an appointment, sometimes I call 15 – 20 times before the call goes through at 8.30am. Most times its longer and either all appointments have been taken or I give up. Try the next day and the next if my condition deteriorates.

Yes thank you for sharing; we will be reviewing appointment systems again.

Make it easier to make appointments in advance and not have to telephone on the day.

Yes we will

Wait half an hour to get through the reception and need to wait hours for Dr call back then they can't give you an appointment on that day. It's totally stressful and unacceptable course for working people. We don't have that much time off.

Could you all please make sure we can book an appointment on the next day if you can't make it today. Don't let us try call back again next day morning get go over again!

As previously mentioned, we will be reviewing the appointment system and we will be taking in to consideration our working patients and their needs.

More appointments available in advance

Yes we are working at this too

No suggestions, Comments – Booking on line is great

We are very pleased to hear you like it. More and more elements will become available on line over the next year or so, please make sure you keep looking out and requesting the extra elements when offered.

Trying to get through to make an appointment is useless

I am sorry; several of the patients who have completed this survey have expressed concerns. As previously mentioned we are continuing to monitor and review our systems and will amend where possible.

And get through on the phone

We continue to monitor daily telephone contacts and will look into opening more incoming lines but only when we can justify and continue to the additional staff members needed to deal with more telephone lines in the morning. We have to find a balance on staffing levels throughout the day. And we have to ensure we have sufficient GP availability to meet patient demand.

And the phone line in the morning is difficult to get, is diabolic

We are sorry it seems everyone wants to ring first thing in the morning. We do ensure we have all available reception administrators' answering the calls first thing in the morning and they do try and answer and deal with the calls as quickly as possible.

Could do with more phone lines!

Well, possibly, but more lines will mean more staff to answer them and it is not always possible to have more in on every session.

More people on phones first thing in the morning or more lines.

As previously mentioned, we will review this but there will come a point when we reach there is only so many members of staff to be called in at anyone session.

The phone triage system in the morning is awful. Makes getting an appointment a nightmare! Need more lines open at opening time.

Appointments always run late, usually 30 minutes but I have waited for 1 hour before.

As previously mentioned, we are reviewing appointments and reviewing how many staff can be in at one session so we can see how many telephone lines can practicably be coming in at any one time.

Disappointed that my child at University can't be seen by her family/local doctor having lived at our home address all her life

It was only after much discussion and deliberation that the Partners of the Practice felt it necessary to liaise with GPs, Staff, Patient Group members, local Clinical Commissioning Group and NHS England to request we close our patient registration list. As our GP numbers fell to just 3 GP partners we all agreed it would not be safe to continue to try and provide a safe service for our 11,000 patients. Patient list sizes are also being talked about in other local Crawley Practices as many of the Practices are experiencing the same high patient demand with limited GP resources. We therefore felt it would not be appropriate to simply try and reduce our patients numbers down to say 8,000 patients in one fell swoop, it would not be fair on patients nor on neighbouring GP Practices. We therefore took the view that by stopping new registrations our numbers would reduce as and when our patients took natural deductions ie the move out of area. This is working, our numbers have reduced, and we are now at around 10,300. This is a slower and more manageable approach. Patients are not being removed against their wishes and we are not flooding neighbouring practices with a quick exit. The negative side of this means if our lists are closed we must offer equity to all and therefore we cannot be closed to some patients and open to others. Unfortunately this will have a knock on effect on our patients who have already been deducted because they have registered with a new GP whilst away at University. We are not able to re-register them whilst they are home on leave.

Too many people on the list

Yes as previously mentioned, we are aware our patient list size is too large for the number of GP Partners now and this is why we have negotiated with NHS England to close our lists for new registrations until March 2017. We will continue to monitor and review our numbers each month

Make parking more easy

We are sorry if you feel we do not have adequate parking facilities whilst you attend the surgery. We do understand sometimes the car park can be congested. We do try to take parking into consideration when organising our clinics. We do look to stagger the sessions so as to stagger patient attendance. We will continue to review this.

Be polite on the phone

Yes of course we should be.

Reception people to be polite because they are rude

We are very sorry if you feel the reception team are rude. This would not be their intention. Rudeness is not acceptable in any form and we will review this immediately. Our practice is part of the Crawley wide ZERO Tolerance campaign around our town. We believe it is not acceptable for staff or patients to be rude, aggressive or racist to one another. We expect our patients to sign our ZERO Tolerance policy when joining our practice and we equally expect our staff to abide by the same rules also.

One very rude lady (may be back office staff who books appointments)

One reception or back of house staff that answers the phone is always rude, questions prescriptions, issues, makes you feel very unsettled. I will ask for name next time as its every time. All others are super.

I am really sorry to hear you are unhappy with one of our administrators. I will talk with our Admin Manager about this. Reception team members do often have to ask various questions like what is the appointment for or when do you actually run out of medication just to be able to complete their work however, we all need to be kind caring and considerate of one another's feelings, there is no excuse for being rude. I feel it is a 2 way street, I do not expect my team to be rude to our patients and I equally do not expect our patients to be rude to my team. I will monitor this situation and see if it is apparent which member of staff you are referring to.

Very rude staff when calling for an appointment.

As I have said, I am really sorry to hear this. I will be discussing further with the Admin Manager

A few receptionists can be a little unfriendly and abrupt

I will talk with the admin Manager about this

Some of the doctors are useless and rush you out

When you ask to speak to a doctor who I see every week the reception lady said there is no such doctor just because I said his name wrong but it sounded the same

We are sorry you have had this problem. We will speak with the Admin Manager so she can discuss further with her team.

The waiting time is ridiculous

We assume you mean waiting time between appointments. Unfortunately the 10 minute appointment slots are not long enough for some patients' problems. Some problems and conditions can be very complex and the doctor will need to spend longer with some patients. This inevitably means the Doctor may be running late sometimes. We are sorry if this causes some inconvenience for some patients but we feel it is more important to make sure all patients are seen and their problems dealt with professionally. We have also note of late that patient's problems are becoming more complex and patients rarely attend the appointment now with one problem. The clinicians are now having the dilemma of only treating one case at a time or trying to deal with all problems thus avoiding a patient having to come back for a further appointment. We will continue to monitor this in the future.

I have never been to a doctor's appointment that has been on time!

Always 3 people to be seen before me!

We are sorry if the GP is not able to run to appointment times but they are often delayed due to dealing with a previous patients complex medical needs.

I was next to go in today and on time but I believe the doctor was held up with a previous patient or commitment. This is not typical of my normal experiences.

Yes unfortunately the Doctors are not always able to deal with all patients problems within the 10 minute consultation.

If my appointments at 4pm and I arrive at 4pm how can there be 3 people ahead of me? I don't mind waiting 5 minutes if a doctor is running late but I've waited 40 minutes which is unacceptable. If I was 40 minutes late for my appointment I wouldn't expect to be seen.

As previously mentioned unfortunately we are not always able to predetermine what our patients will attend with and many times they come with multiple problems or very complex and difficult problems that a Doctor is just unable to deal with within the 10 minute consultation. If the doctor then has 3 or 4 patients like this then they are running half an hour late and it would be wrong if they then tried to cut short other patients' consultations just because they are trying to catch up.

Should be told time frame for call backs ie between 12 to 2 rather than 'morning or afternoon' when is this?

So sorry we do not seem to be able to win this one; we started our call back system quite some time ago now and began with advising patients we will call between and gave times. Then patients complained because some GPs would organise their full morning session and may have tried calling patients before the allotted time or in deed after the allotted time and so patients complained. So we changed and gave GPs the benefit to organise their full sessions and now patients complain, the morning or the afternoon is too long to sit waiting. So as you can see I am not sure which side of the coin will win this one. But thank you for sharing this; we can of course take this comment into consideration when we review our appointment system next.

Try and cut down waiting time in waiting room

Yes we will discuss this with the clinicians but as previously mentioned sometimes delays occur with GPs particularly when they have been dealing with a particularly difficult or complex patient.

I have been in this surgery 50 years, is getting much worse.
I hope is improving soon.

So do we and to this end we will keep trying to recruit new members to the team.

Poor communications

We are sorry you feel this; we are always looking at ways in which to improve. We are continuing to provide our quarterly Patient Newsletter and we will continue to update our practice website on a weekly basis. We will continue to put Patient Notices up around the surgery and will try and think of further ways in which we can share information with you – do you have any specific suggestions?

Could telephone advisors/receptionists? Stop assuming patients know what happens at the surgery – when ringing for appointments I am told 'you won't get one next week' I then ask for advice on my prescription 'well you should have done' As a patient I don't know I am meant to do these things. It would be nice if staff on the phone explained rather than scolded patients for getting things 'wrong'

Absolutely, and I am really sorry if you have not had such a good experience. This is an area that I am passionate about and constantly ask for the team to be reminded about. Our systems, procedures and policy are complex enough and because we work with them every day they become 2nd nature to us but we must stop and think how you our patients are feeling. If you do not visit the surgery often, if you do not

have to use our services regularly then how on earth are you expected to know what to do? I am truly sorry and will promise to make sure this point is raised and addressed during our on-going internal training.

I would like the doctor to REALLY listen to me; I may be right in my own diagnosis.

Of course, something we must all do is to stop and really listen to whatever we are being told.

Enable under 16's to be able to have parents use the online appointments to book appointments. No confidentiality issues involved. Other practices allow this but you consider Frazer & Gillick on reason for appointment.

Sorry at this time we still wish to monitor this new service and take note of just how many under 16 requests we receive.

Better liaison between administration staff and practitioners.

Communications is an area that we consistently try and improve on, communications between all, staff, and clinicians' and of course our patients.

Toys/books for children in waiting room.

Alas, this now comes under both a Health and Safety banner and is an Infection Control issue. It has been an area that has been discussed at great length over the years and in the end our practice has taken the view in order not to contravene either Health and Safety or Infection Control we will not provide toys or books for children to play with whilst attending our surgery.

Waiting room has too many posters – they are everywhere, on walls, boards, doors, windows. They should be kept to boards and grouped by subject so people can get maximum information rather than reading about being pregnant and catching ebola virus on the next poster.

Yes thank you, good point, we will take this forward and look at tidying the waiting posters up soon!

Light music in waiting room would be nice to relieve nerves.

So far very mixed views on this subject from patients, very few requests for this are received.

Our Waiting Room – Satisfactory, back of seat is very uncomfortable

Thank you; we will take this into consideration when we review our waiting room in readiness for refurbishment.

Information Provided – not seen in a co-ordinated way

Thank you, we will be reviewing our waiting room and the patient notices in the coming months.

Books / Toys for children in the waiting room.

As previously mentioned these fall under both Health and Safety and Infection Control and are not likely to be changed in the immediate future.

I have been a patient of this practice since 1966 and until the last 8 months have been very satisfied with my treatment – we all need to contribute more to the NHS if we want a good service.

Aware of failings and trying to rectify.

Thank you, we are all continuing to work very hard to maintain our 'Good' rating with CQC and maybe more importantly gain a real 'Good' rating from our patients with things like our annual patient satisfaction review

Staff appear to be unhappy – why?

Oh dear, I am not sure about this, I will raise this comment at our next internal staff meeting.

Opening doors inside

I am assuming you mean on consulting room doors and the patient toilets. Thank you for raising this, I will ensure we discuss further when I next discuss premises with the Partners.

Very good – Excellent

Thank you

Despite all of Bridge problems, I have found the service wonderful.

Thank you

No suggestions, they do a good job

Thank you

This suggestion has been made before;

Abandon the waiting room idea, queue patients (on chairs) outside the relevant doctors room – quicker to next patient.

Thank you for this suggestion, we will take it into consideration when we reviewing our waiting room refurbishment.

Also all infection/contagion not lumped together, so we can catch yet something else.....

Babies and those pregnant, to be as isolated as possible from all the sick.

INRs could also queue outside the door, and so save staff rounding each one up individually.

What about a Good(Diet/Recipe) Book? To avoid overweight!

I will talk with the clinicians about this

Sincere thanks for all your help!

Thank you

Ps – Patients with high BMI / Smoking / Alcohol related problems should be required to PAY for treatment – all self-inflicted conditions; except within marriage pregnancy!

Thank you for your comments, we will review them all.

Open WiFi

We can look into this again however we then return to the question of what items will be used and we already know some devices can interfere with some medical equipment and not all patients like to hear other patients in the waiting room on mobile phones, this is why we ask you not to use portable devices on site.

All care received from Bridge Medical Centre is excellent. We are very happy with this surgery.

Thank you

Have attended for 60 years – thank you

Thank you and long may it continue

System is very good but there is always some improvement can be done Absolutely, and we will always continue to review all our policies and procedures with a view to amend when necessary.

Happy with all treatment and care

Thank you

Suggestions – None, always had good service and help

Thank you

Suggestions – None, great service

Thank you

Suggestions – None, none needed. Comments – Keep up the very good work

Thank you

No suggestions – but keep up the good work

Thank you

Very Good – thank you for all your help

Thank you

Always friendly staff – thanks

Thank you

Dr Hussain (Babu) is a brilliant doctor! Thank you!

Yes he is, thank you

I found Dr Mohabir very helpful and professional

Thank you for sharing, I will make sure he is aware of your comment.

Nurse Janice very kind, considerate and polite.

Yes she is, thank you for sharing

Our Reception Staff – Poor, depends on who you get

I am sorry to hear this, if I know which member you are referring too I can look into this.

The admin team were great at arranging appointment with the doctor with regard to my sons test results – very understanding.

Thank you for sharing this; it is not often that patients do let us know when we do get it right!

The reception staff are amazing – had all my queries regarding online registration dealt with.

This is excellent news, really glad to hear that the team were able to help.

Good, very gentle injection by Dr Bartman

Thank you for letting us know. I will make sure Dr Bartman see this comment.

Usually waiting over ½ to 45 mins to be seen by doctors. Would be nice to be told when you sign in if running late

Yes, I shall share this comment with our Admin Manager.

‘time you had to wait’ Good today but normally waiting over half hour late

Thank you for sharing, we have addressed this previously

Timing needs to be more efficient and a simpler way to get an appointment

Yes we will be reviewing

The questionnaire is a little limited.

We choose to keep the same questions etc so we can better compare results year on year.

Some service organisations use their questionnaire on scores of 1 – 10. They've worked out 9 & 10 are good and 8 is satisfactory anyone giving a score of 1 to 7 get contactedof you follow up.

We can take this comment into consideration when we next discuss our annual survey.

Sorry about the handwriting and spelling. I have a tremor and I'm dyslexic. Please feel free to contact me if you would like a fuller explanation.

Thank you

I would carry out a lean audit to improve processes – I mention 'lean' it is used in parts of the NHS sometimes badly! Well done properly it will reduce the time it takes to do things while at the same time improving its accuracy and effectiveness and reduce costs. It help build teams by motivating staff through greater involvement and improves retention. Overall its transformation and you deliver services to a standard you would have previously thought not possible. I've used it a fair bit in a number of different contexts and environments, and rarely been disappointed. From my own perspective I score performance of the surgery that I was involved in. When nothing went wrong it was fine when it didn't I recorded it. Over about 6 months and 100 occurrences' only 15 were fault free.

I shall look into this and discuss further with the team, thank you for sharing this with us.

Exit interviews?

Yes we do provide these.

What non-financial incentives are used to help retention?

Do you have a patients committee or similar, if so please send me details.

Yes we have our Patient Participation group (PPG) and have bi-monthly meetings. Our next one is **Tuesday September 13th at 1pm here at BMC** and you will be more than welcome if you would like to join us. Info can be found on the website www.bridgemedicalcentre.co.uk

Understanding

Yes we all need to be understanding

Respectful

And yes we all need to be respectful

Slower speaking

Yes let's all take a breath and speak more slowly and clearly

Some doctors (female locum) should improve on 'bedside manner!'

Oh dear, I am sorry to hear this, I could look into this if I knew a name

Not as good as it used to be. Has gone downhill over last 10 years.

And I am sorry to hear this too. I do hope we can do better for you in the future.

Improvements!!

The Time you had to Wait – Hit & Miss

Thank you for sharing, we do understand it is not always possible to run to time as we do not always know just what patients may need in the 10 minute appointment. We do not want patients to feel they are being pushed out before completing the consultation fully.

The reception staff are very hit and miss, some are very helpful and friendly some are less empathetic and unhelpful. I have also been given incorrect information in the past. More than once I have been queuing and witnessed 2 receptionists in particular be incredibly rude to patients which is unprofessional and unnecessary. The patient desk at reception does not offer any confidentiality. When I notified them of one of my pregnancies I initially had to lie and come back as a neighbour was in the queue.

I am really sorry and saddened to hear this. All of the comments and concerns captured during this survey are being published for all to see. This will definitely be one of the items we will be discussing fully at our

full practice meeting and no doubt at our subsequent PPG meeting. I am very sorry you had to witness such behaviour. From the confidentiality side you should be able to ask at reception to speak to someone in private and whenever possible the team should be able to arrange this for you.

To be able to access a doctor when needed instead of having to use the walk-in centre.

We are sorry you feel you have had to use the walk-in centre inappropriately and are continuing to work at recruiting new GP partners to help with or ever increasing work load and patient demand for more appointments.

Having to go to Crawley Hospital for regular blood tests instead of the surgery.

Yes I am sorry staff shortages have meant we have not been able to offer all patients with on site blood test just recently but we are hopeful now we have 2 new Phlebotomists within the team so things should improve in the very near future.

Minor surgery

We offer this service. Dr Bartman is our lead GP and she holds a weekly clinic for minor ops – usually on a Wednesday morning. Dr Mohabir also provides Cryotherapy session once a month, usually on a Tuesday afternoon.

Introduce more services include complimentary ones.

I will share this comment with the Partners however historically we do not associate/align ourselves with other services as we could not be held accountable for their abilities.

We have also restricted advertising these services and we only use posters and leaflets for other NHS organisations.

Information on which doctor is most appropriate for certain conditions – eg gynae

As previously mentioned we will be reviewing all of our patient leaflets over the coming months. Maybe we will be able to put something in our next Patient Newsletter. We do try and have identified GP interests on our website. We will look into recreating on our Patient Leaflets too.

And we have noted from the results collated the following;

Of the 148 completed surveys returned to us, we have;

23 Male and 58 Female replies, the remainder have not specified.

We also note of which

White British = 85

White European = 7

Indian = 2

British Indian = 5

Asian = 4

British Asian = 5

Chinese = 1

Unknown = 1

And in the following age groups

16 / 24 = 8

25 / 34 = 14

35 / 44 = 17

45 / 54 = 19

55 / 64 = 19

65 / 74 = 17

75 / 84 = 15

& 85+ = 3

This year's survey has once again shown that predominantly our patients are happy with the service we provide.

But alas the areas they wish to highlight as not so good remain

- our appointment system
- not being able to pre-book appointments more than 2 weeks in advance
- and our telephone system in that it takes so long to get through to the surgery first thing in the morning.

This is very encouraging and I thank you all for scoring us so well. Please be assured we will continue to note that not all patients are totally happy with the services and we will therefore continue to review all policy and processes with a view to improve and increase our patient satisfaction.

And in recognition of the not so good replies please be assured we will continue to review our allocations of appointments with a view to ensuring we do offer sufficient pre-bookable forward booked appointments.

The results of this survey will be discussed at our next PPG meeting and within our internal practice meetings.

We are always happy to hear patient and staff suggestions on how to make life better and we pledge to continue to review and amend where we can.

Thank you very very much for those patients who took the time to complete the questionnaire for us – without your input we are not always aware of any areas of concern and therefore unable to improve and make them better for your future use.