

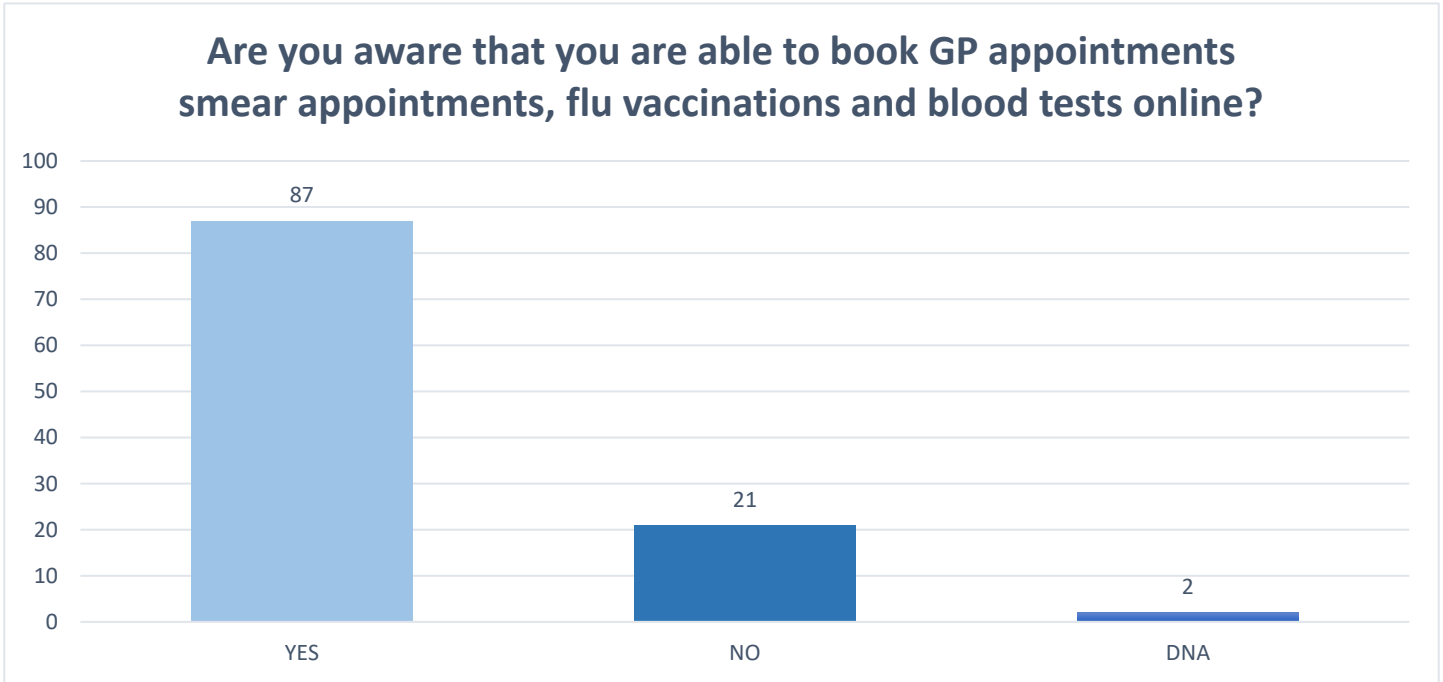
PATIENT SURVEY RESULTS JULY/AUGUST 2023

***DNA – Did not answer**

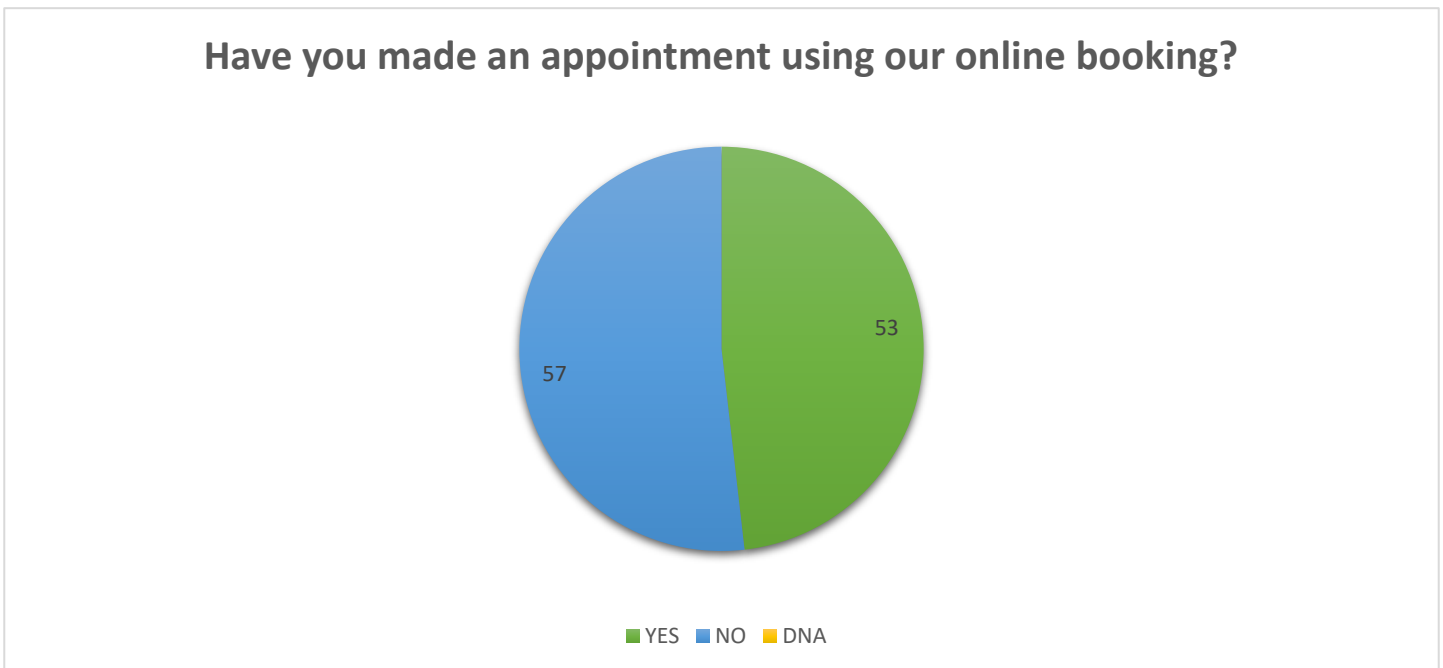
Description	Number
Number of surveys received	110

IT/Social Media

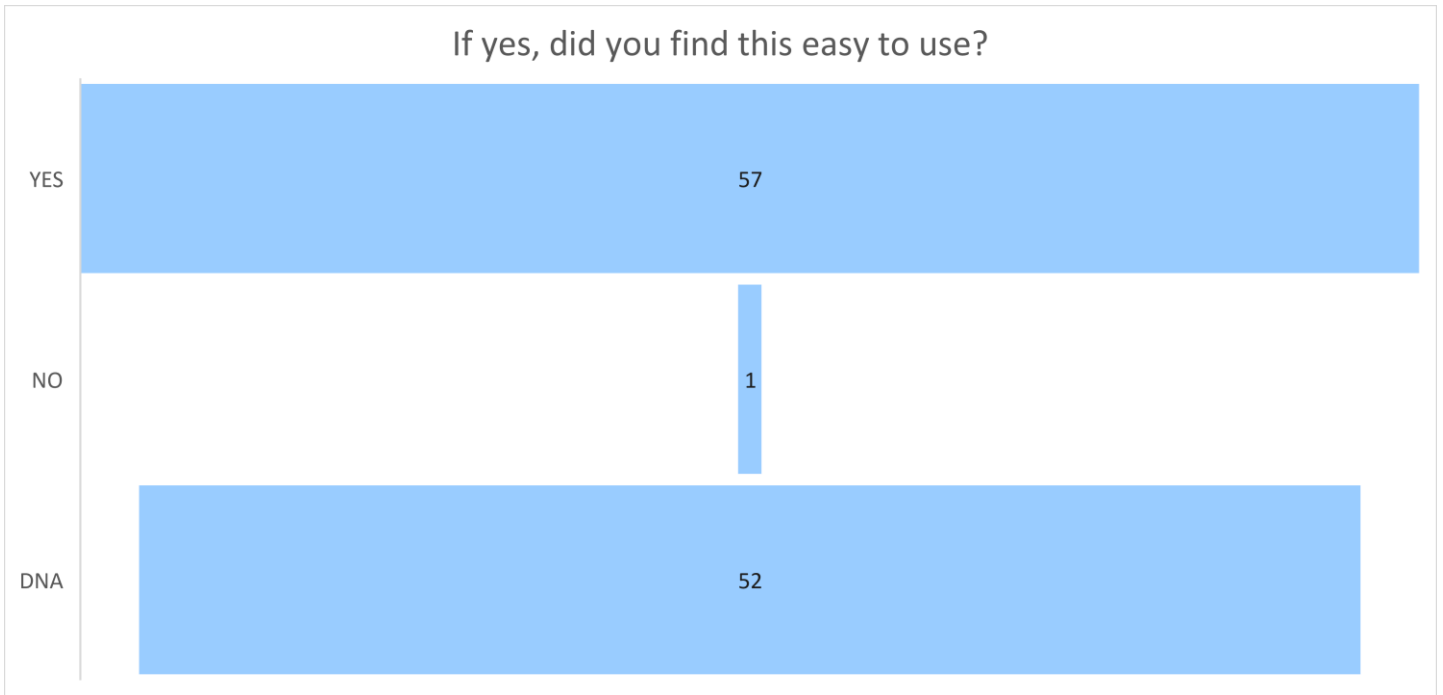
Are you aware that you are able to book GP appointments, smear appointments, flu vaccinations and blood tests online?



Have you made an appointment using our online booking?



If yes, did you find this easy to use?

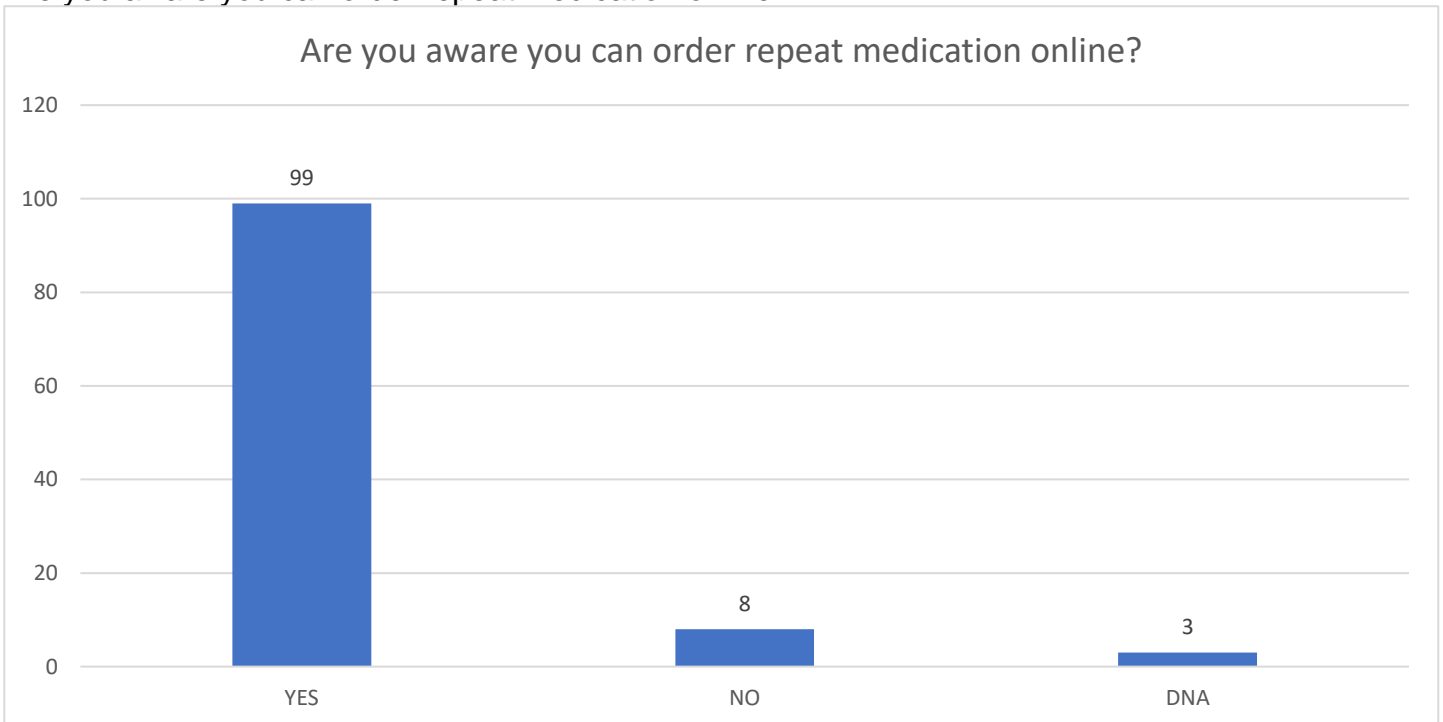


If no, please explain why.

Comments made:

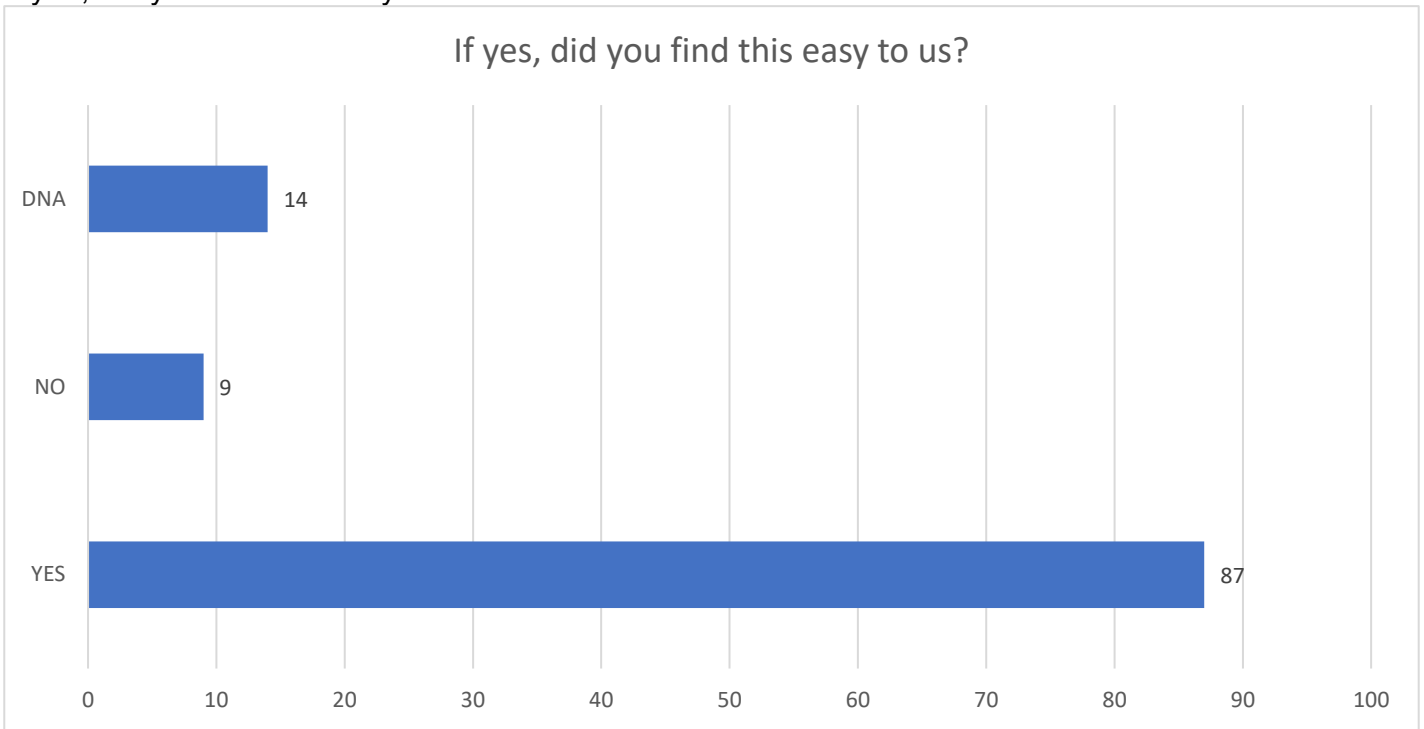
- Easier to make an appointment face to face
- Not computer aware
- Prefer to call in to make an appointment
- Too complicated

Are you aware you can order repeat medication online?



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If yes, did you find this easy to use?

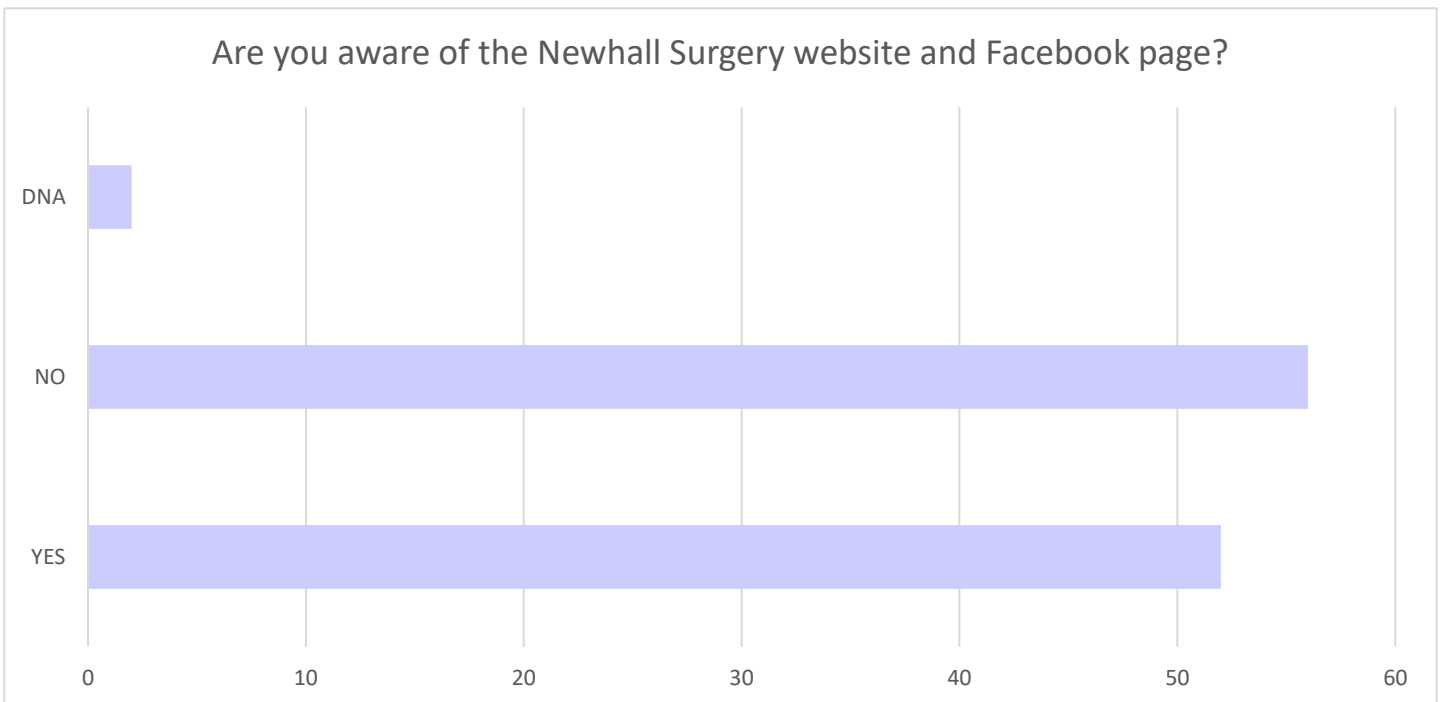


If no, please explain why.

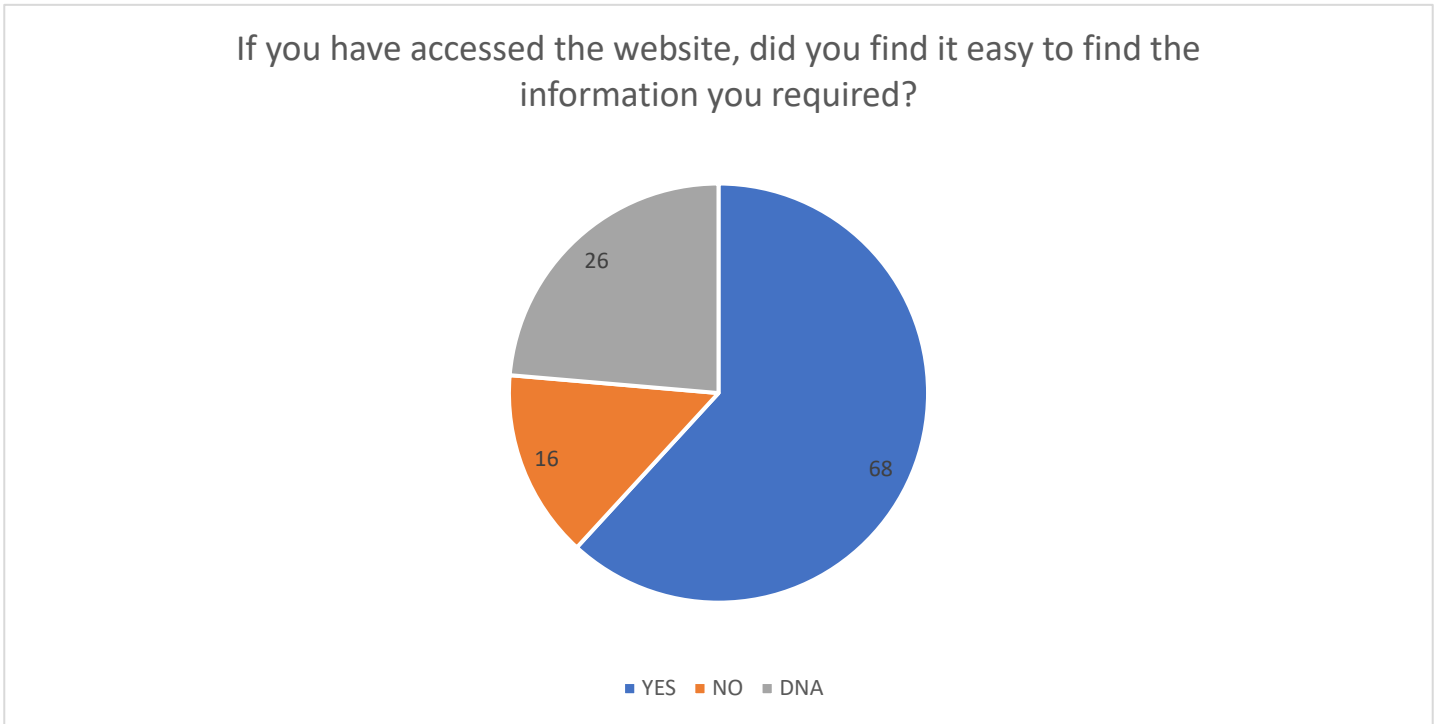
Comments made:

- No internet/computer access
- I am not very good with technology

Are you aware of the Newhall Surgery'S website and Facebook page?



Have you accessed the website? **If you have not accessed the website this can be found on www.newhallsurgery.com.** If you have accessed the website, did you find it easy to find the information you required?

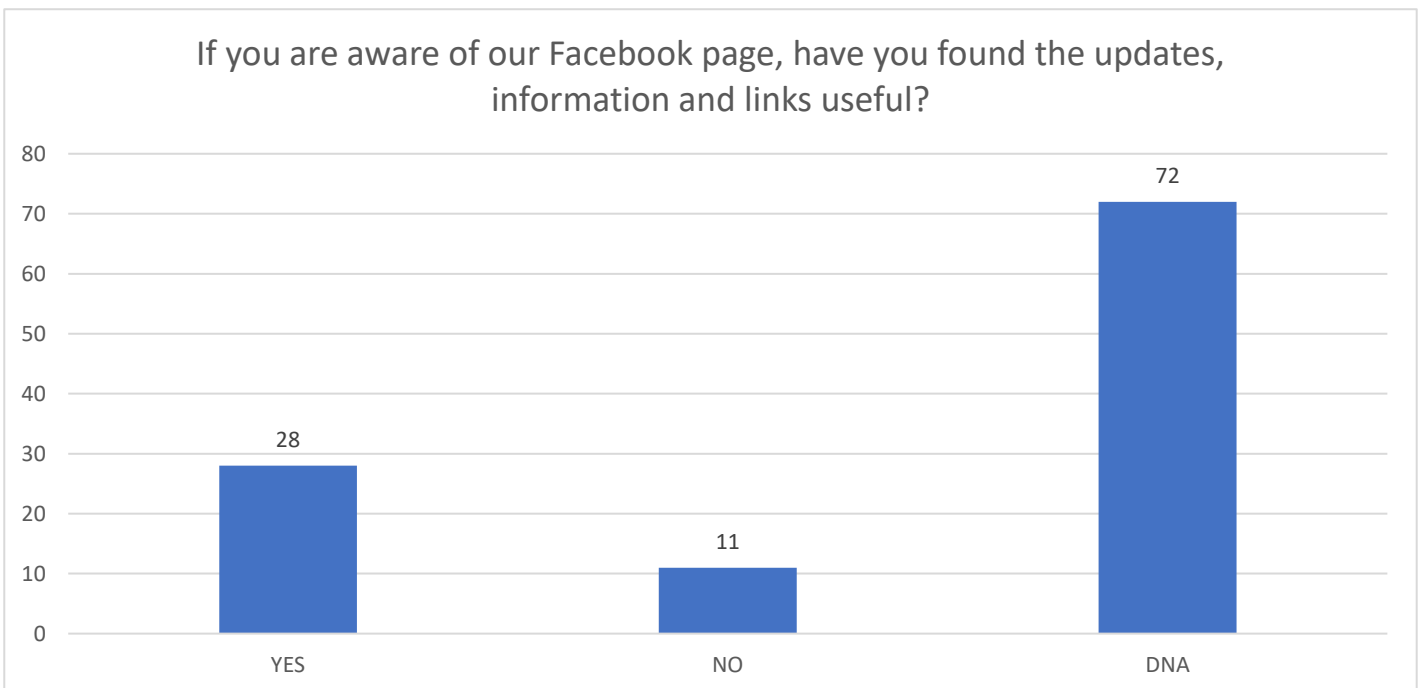


If not, then please explain why & what information you were looking for?

Comments made:

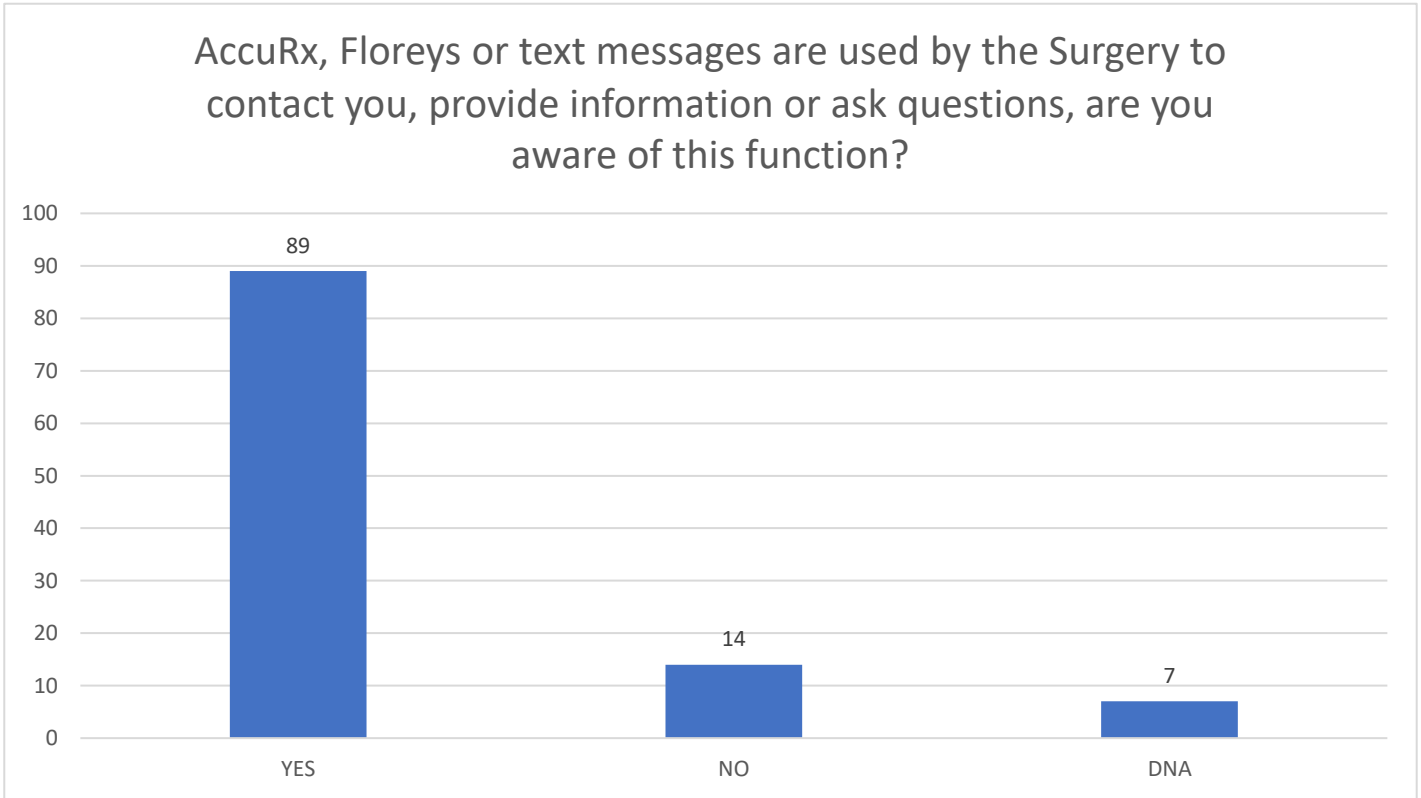
- No internet access
- I found the website hard to navigate
- Information and layout seems outdated

If you are aware of our Facebook page, have you found the updates, information and links useful?

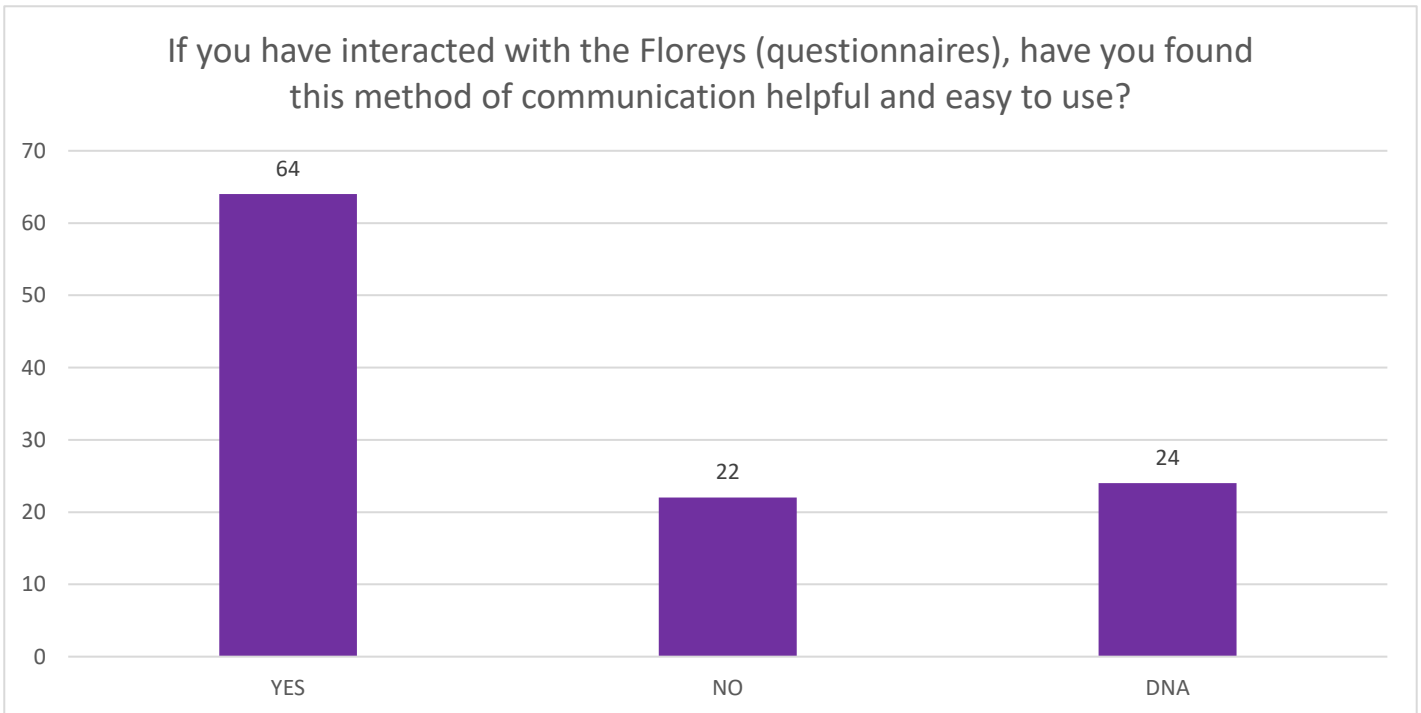


Communication

AccuRx, Floreys or text messages are used by the Surgery to contact you, provide information or ask questions, are you aware of this function?



If you have interacted with the Floreys (questionnaires), have you found this method of communication helpful and easy to use?



If no, then please explain why this has been unhelpful or difficult?

Comments made:

- Prefer paper copies
- Did not know this existed
- No smart phone
- Long winded and not always helpful

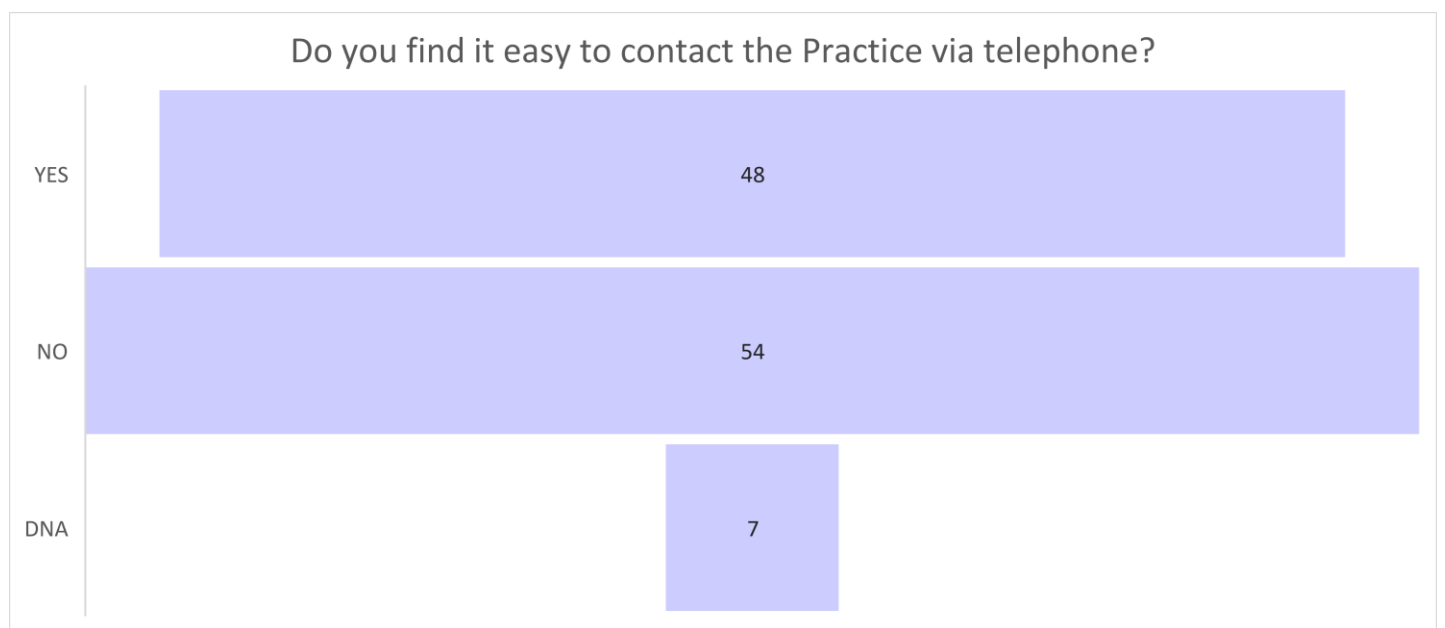
We have upgraded our telephone lines recently and will be introducing a new system in July/August this year. Our new telephones will provide additional services such as a call back facility and queue numbering. It will also provide messages regarding opening hours, training days, a direct number to the Medicines Order Line, advising if our appointments are full, plus internal transfers. How do you feel we could improve this further?

Comments made:

- Allow us to skip the intro to get to the call queue as it is currently frustrating having to listen to the whole thing before I can press 1 to get to the switchboard.
- Making sure there are enough staff monitoring this service.
- Possibly vary the music a bit.
- I have yet to use the new telephone system but hope that there are options to listen to opening hours etc rather than having to listen to it before able to speak to someone - people are often anxious to get through via the telephone to speak to someone and it can increase the anxiety by having to listen to lots of other information that is not always necessary.
- A timeframe for telephone appointments as if we miss one then we have to spend ages trying to get back through and the appointment gets closed. If I had an idea of say a 2 hour slot will make it easier to ensure calls are not missed
- To consider more flexible appts outside of 5.00pm
- Facility to skip introduction. It is so much better all round. Much more accessible and less frustrating.

Telephoning the Practice

Do you find it easy to contact the Practice via telephone?

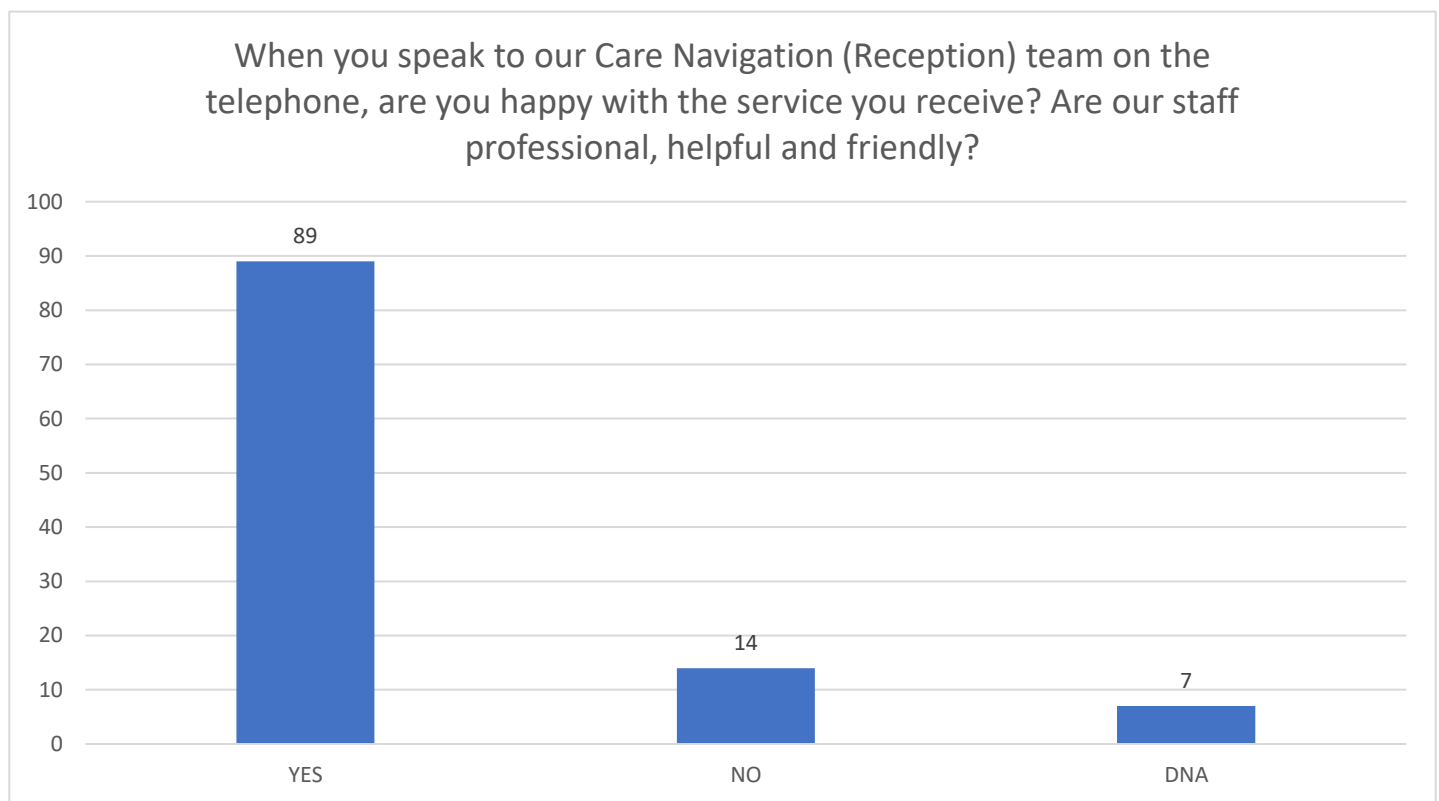


Please expand on your answer.

Comments made:

- If try to make an appointment for the same day it is impossible to get through
- Very long wait for an answer
- Sometimes it takes longer than others
- Good to get information regarding position in queue
- Hard to get through, no appointments
- Much quicker than previous GP surgery
- Fairly prompt response, queuing was short

When you speak to our Care Navigation (Reception) team on the telephone, are you happy with the service you receive? Are our staff professional, helpful and friendly?



Please expand on your answer.

Comments made:

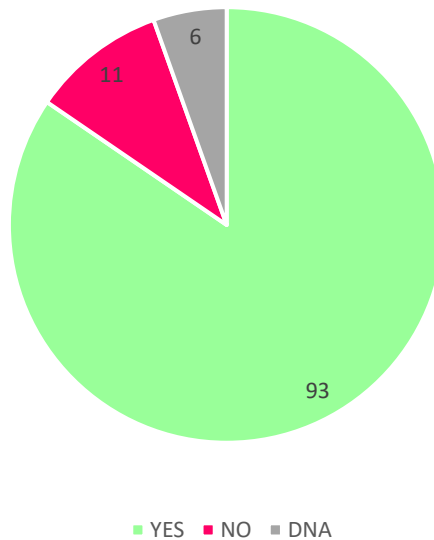
- Best GP receptionists in the country!
- Poor service
- Do not like the fact that they treat us like they are medical staff and ask many questions (2 responses)
- Made switching Practices very easy
- Fabulous service
- A few members are very rude and condescending but many of the new staff are extremely pleasant and helpful. (2 responses)
- The help/reception desk are very helpful, polite, caring and respectful - well done. (6 responses)

- Staff very helpful when one can get connected on the phone. Two staff members are quick and efficient.
- It sometimes seems they do as little as possible while having the biggest chips on their shoulders. Us vs them attitude. I have a lifetime of customer service and I cannot imagine speaking to anyone the way I have been spoken to by people at this practice, and if I ask for their name, they tell me they do not have to give it, not even their first name? How are we supposed to complain? I have had multiple bad experiences, and have considered switching practice

Attending the Practice

When attending Newhall Surgery in person, are you happy with the service you receive from our Care Navigation (Reception) team?

When attending Newhall Surgery in person, are you happy with the service you receive from our Care Navigation (Reception) team?



Please explain why you gave this answer.

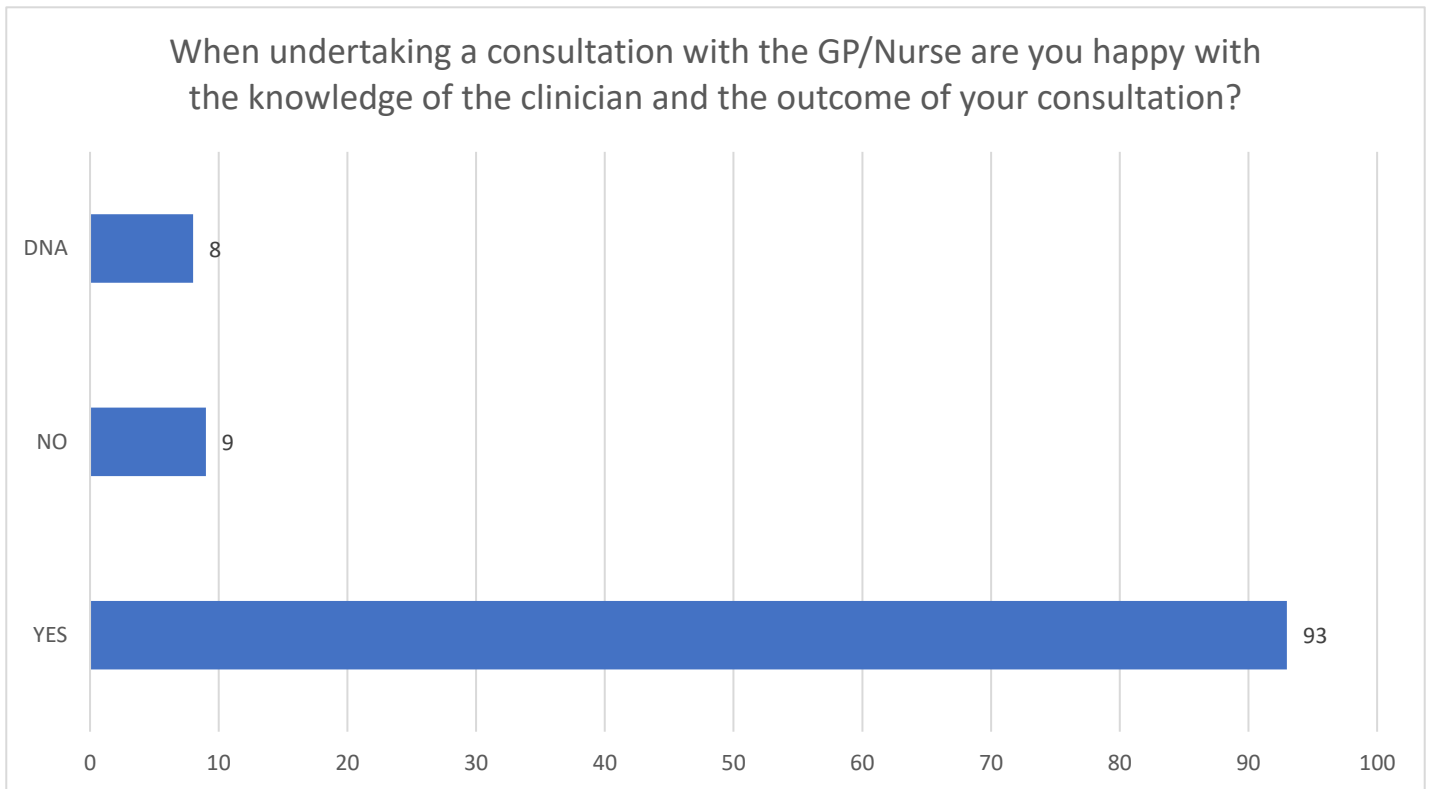
Comments made:

- They are a lot more friendly & helpful than they used to be
- Do not have to interact much, but some staff are very helpful
- Always pleasant, polite and very helpful, very professional.
- Used the check in screen did not speak to care navigator team.
- Very friendly and empathetic
- Waiting room too small and no privacy
- Sometimes not helpful and rude
- Staff member and female with dark frame glasses most helpful. More respect from some receptionists.
- Pleasant, efficient, clear explanation.
- Always helped with any queries/booking.

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- Personally yes. However, I do not think that having the reception area next to the waiting room is very private at all if need to discuss something personal. I thought the window was better when it was in the main entrance - much more private.
- If you want anything done other than appointment booking, they tell you to email them, or use the website or app. If I am standing there asking for something I do not appreciate being told I need to email the practice, I am right there, why does that need to happen. No explanation given because it is just policy, no one asks.

When undertaking a consultation with the GP/Nurse are you happy with the knowledge of the clinician and the outcome of your consultation?



Please explain why you gave this answer.

Comments made:

- Always happy with the care given when I am finally able to see Doctor or Nurse.
- Dr Mirza has always been helpful.
- Always helpful and friendly. Thanks for GP and staff information in waiting room.
- Doctors and Nurses are very helpful - especially with my diabetic phone calls.
- Never see the same Doctor.
- Great knowledge, very good professional manner and takes the time to address problems. No one answer for each issue, offers different things to try.
- Dr Marshall actually cares and helps.
- Very good if you see the same GP that is aware of your case. Nurses excellent, listen to what you say and respectful.
- Phlebotomy room needs a window.
- Can express how despite the pressure NHS is facing, how the doctors here far exceed my expectations.

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- Always takes time to explain, so you walk out with information needed.
- Thorough patient knowledge. Thorough questions and examination.
- Standard is consistently high.
- Sometimes not had follow ups back from GP when they say they will. Mostly helpful.
- On all previous visits I have been comfortable and confident that I am getting the best advice. On the whole have been content with knowledge and outcome. However, received a telephone consultation regarding hip pain which I didn't think was wholly appropriate as in my opinion should have been physically examined.
- Staff are excellent and provide a high level of pt care.
- Never feel rushed, always feel heard and respected. Staff always on time, polite and helpful.
- I have had most dealings with the pharmacists. I cannot praise them enough, so knowledgeable, caring and I never feel rushed. The same goes for nursing staff when receiving my yearly jabs. All in all I see a great improvement in the practice as a whole since Covid
- They go above and beyond a special thank you to Dr Patel and Raj (pharmacist) they've been very understanding of my mental health and my health condition and can't do enough for me.
- More information on delays would be helpful.
- Recently I have been happy but, in the past, spoke to a registrar on the telephone who didn't seem to understand my problem.
- Dr Pipe is the best, she is approachable, knowledgeable and thorough.
- Dr Jinks has been the most helpful and considerate Doctor I have ever had an appointment with. In the past I have had bad experiences with GP/Nurses. I have had a few appointments with Dr Jinks and she has been 10/10 with listening to me and actually wanting to help.
- The lady who takes blood is amazing!
- You have a really good clinical team - I have seen Drs Mirza, Jinks and Pillai most recently and all have been really helpful, considerate and had time for me. Similarly with the colleagues who take blood samples.
- This answer needs another option 'sometimes' because it depends on the Doctor I see. There have been a number of occasions in the past where the knowledge and patient care level was unacceptable. I have noticed that one of the male doctors I refer to no longer works for the Practice.
- I think this surgery has implemented certain changes all round and I feel more involved in my care. Great work