



Hollyns

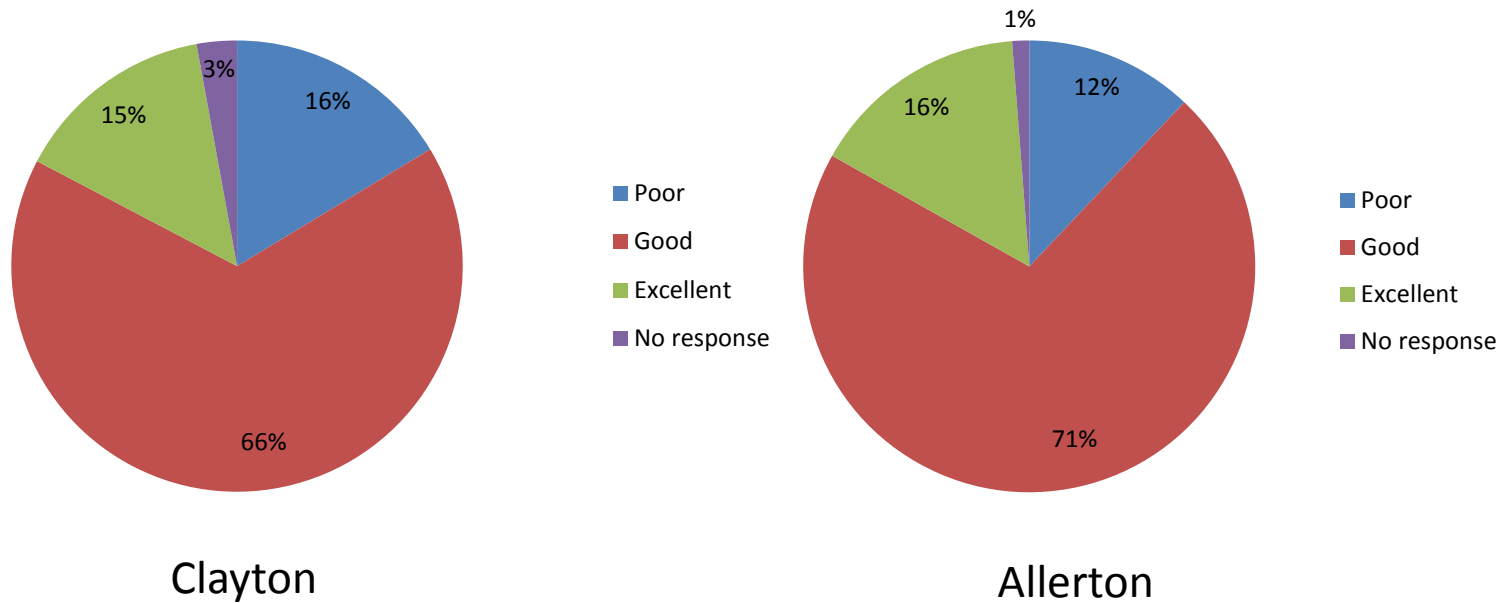
HEALTH & WELLBEING

Hollyns Health and Wellbeing

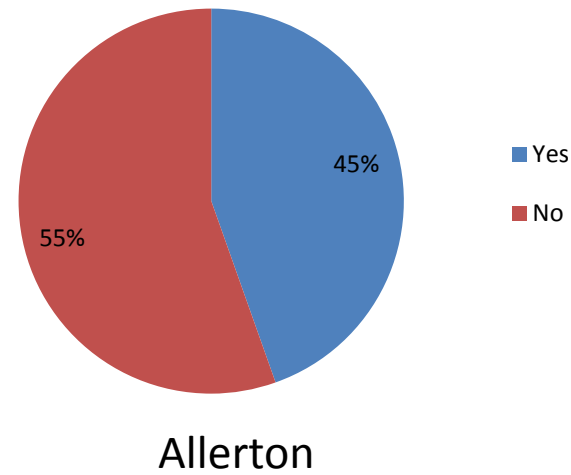
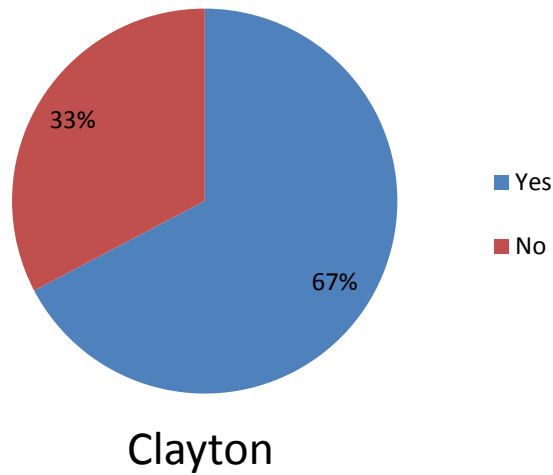
Patient Participation Survey 2017 Results

187 completed responses throughout
November and December 2017

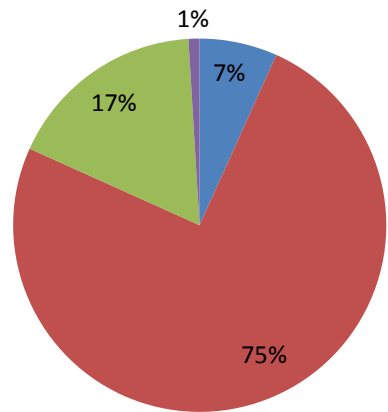
How do you rate the times per day that the Practice is open for appointments?



Q2: Are you aware that the Practice offers appointments on some evenings and Saturday mornings?

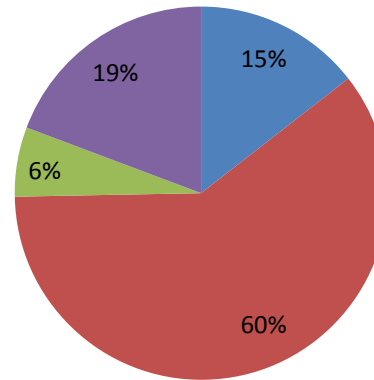


Q3: How do you feel the Rapid Access Clinic is working?



Clayton

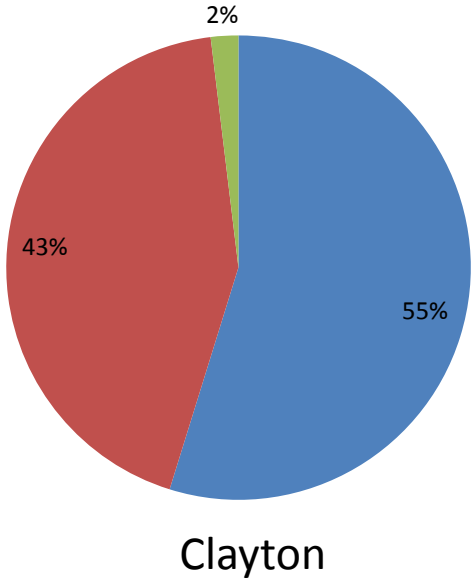
- Poor
- Good
- Excellent
- No Response



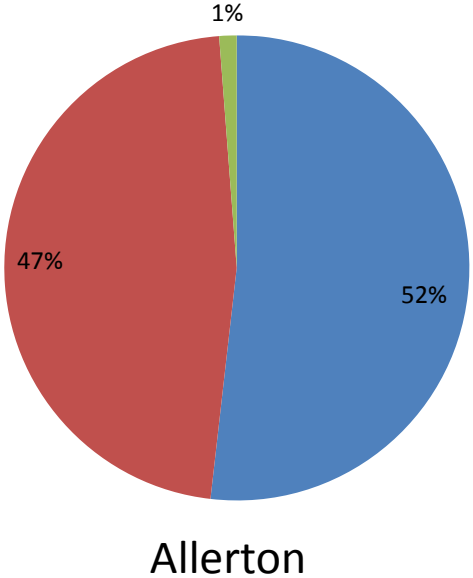
Allerton

- Poor
- Good
- Excellent
- No Response

Q4: In the past 6 months, have you tried to **book ahead** for an appointment with a doctor? ('Booking ahead' means trying to book an appointment more than 5 working days ahead.)

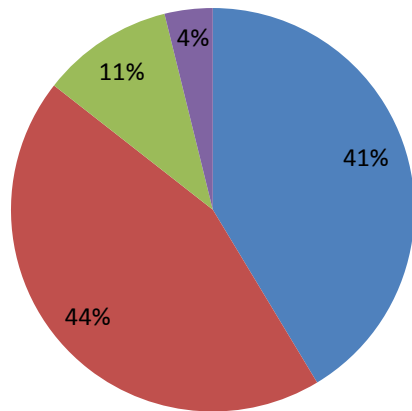


■ Yes
■ No
■ No response



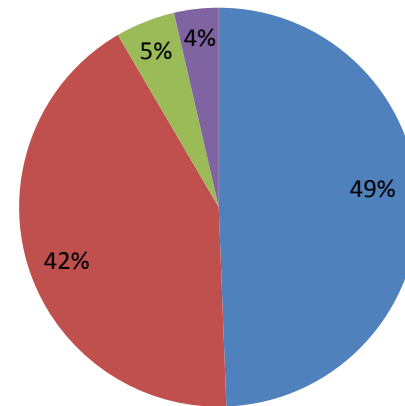
■ Yes
■ No
■ No response

Q5: Do you think the appointment system is:



Clayton

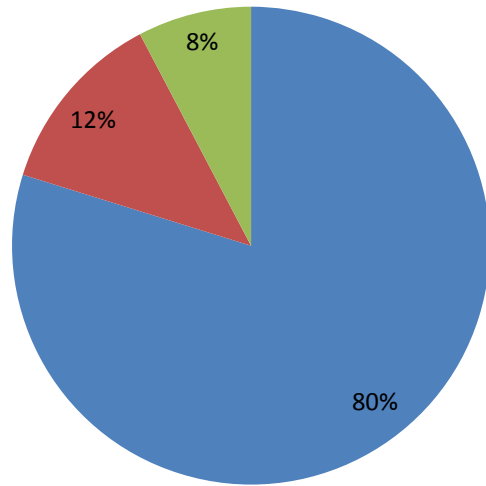
- Poor
- Good
- Excellent
- No response



Allerton

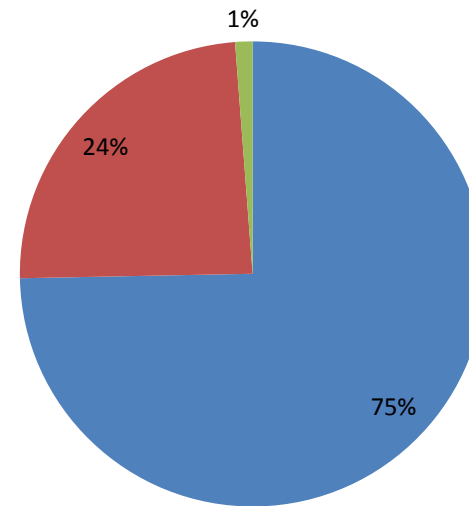
- Poor
- Good
- Excellent
- No response

Q6 A: Are you aware that the Practice has a website where you can book an appointment or order a repeat prescription? (You can also order a repeat prescription direct with your Pharmacy)



Clayton

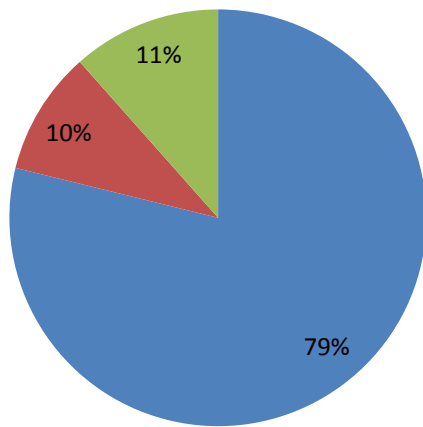
■ Yes
■ No
■ No response



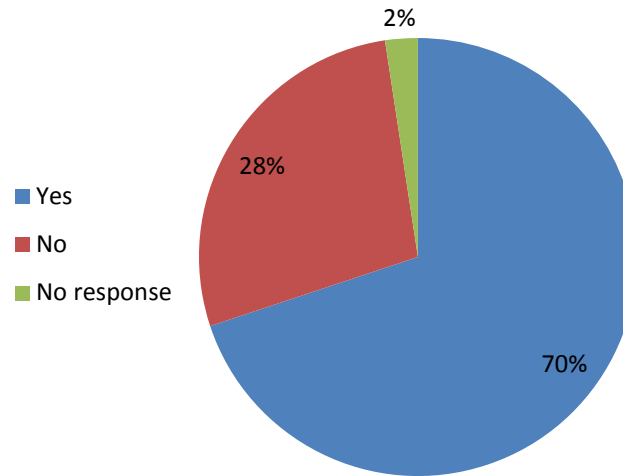
Allerton

■ Yes
■ No
■ No response

Q6 B: An SMS test messaging service which enables test results and appointment reminders to be sent to your phone via a text?



Clayton



Allerton

■ Yes
■ No
■ No response

■ Yes
■ No
■ No response

Q7. Have you any comments on the following.....

A. Changes to the reception desk

Clayton:

- I feel very satisfied with the service provided by receptionists, nurses and clinicians who ive seen at the practice, they all made me feel very welcomed and have always addressed my concerns. Thankyou!
- New rapid access system is much better.
- I think the improvement to the drop in clinic and your calling system are on improvement
- Everyone is welcoming in person but it is so incredibly difficult to get an appointment over the phone
- They have all been very welcoming and very efficient
- I think the changes to the reception area are good, but I think there should be someone on the desk at all times, often there is nobody there to greet you on your entry
- Not having front desk permanently managed seems to leave lots hanging around confused, gives a less friendly/welcoming feeling
- I like to speak to someone on the reception desk but there isnt always someone sat there
- Reception Desk needs to be manned all the times, With a proficient member of staff who can use the computer on the reception desk, so they don't have to keep going in the back all the time.

Allerton:

- Always feel welcome by all staff, trouble is getting an appointment
- All above board, receptionists are welcoming
- The front desk can be overwhelming at times if you have an appointment
- Excellent communication
- Always friendly and welcome

Have you any comments on the following.....
B. Do you feel welcomed by the receptionists?

Clayton:

- Very welcoming and helpful receptionists
- I think the staff are lovely and very helpful
- Always has a welcoming community feel

Allerton:

- Brilliant service
- Yes

Have you any comments on the following.....
C. Do you feel welcomed by the Nurses and Clinicians?

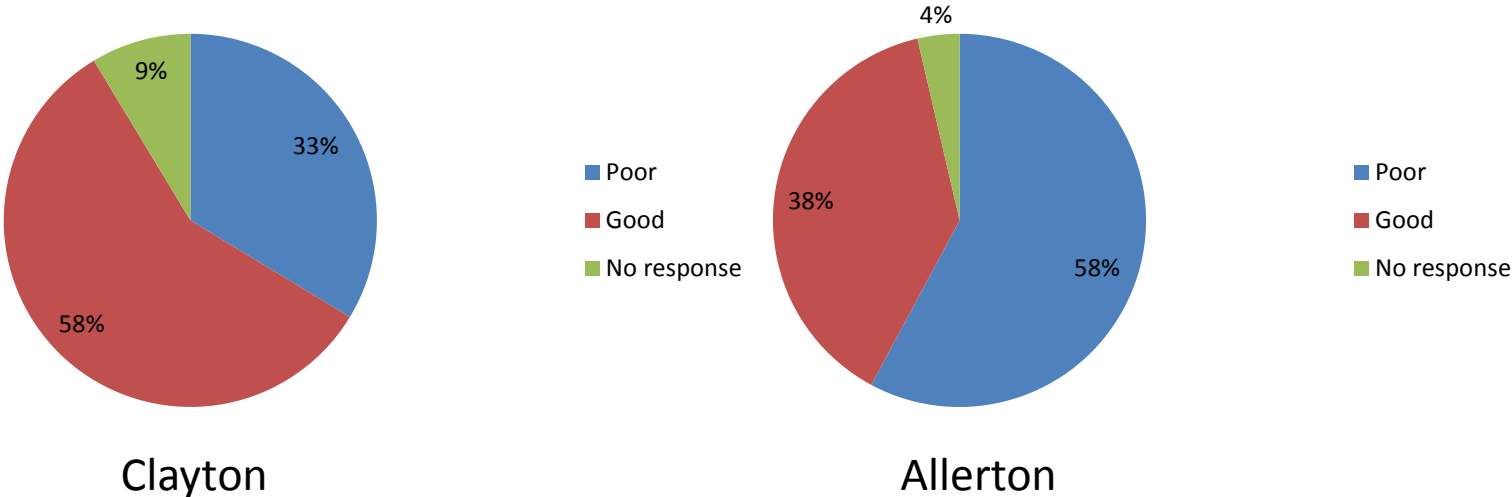
Clayton:

- Yes!
- Difficulty and pain carrying out procedure a few months ago

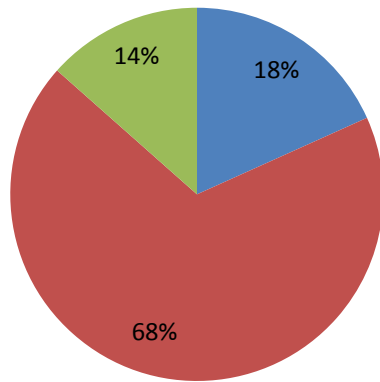
Allerton:

- Yes
- The nurses are brilliant

Q8 A. Ability to contact the Practice on the phone

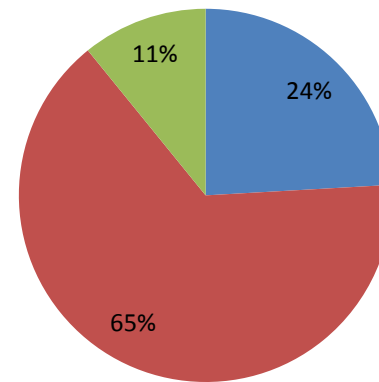


Q8 B. Ability for a Dr/Nurse to phone you back when you have an urgent question or need medical advice



Clayton

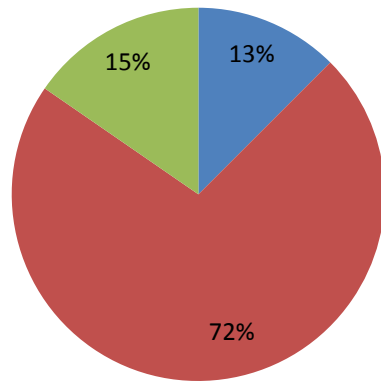
■ Poor
■ Good
■ No response



Allerton

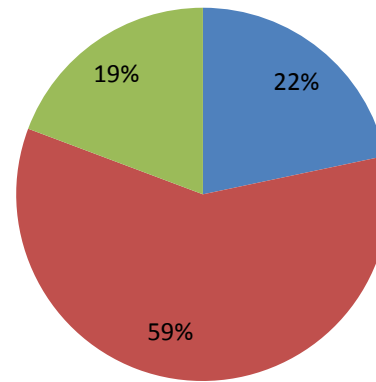
■ Poor
■ Good
■ No response

Q8 C. To be able to obtain test results on the phone



Clayton

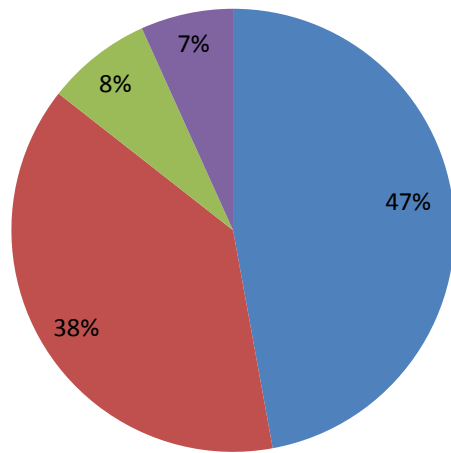
■ Poor
■ Good
■ No response



Allerton

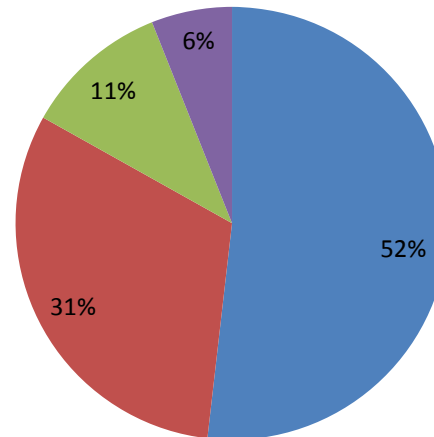
■ Poor
■ Good
■ No response

Q9 In general, how satisfied are you with the service you get from the practice?



Clayton

- Very satisfied
- Neither satisfied or dissatisfied
- Very dissatisfied
- No Response



Allerton

- Very satisfied
- Neither satisfied or dissatisfied
- Very dissatisfied
- No Response

Q9 Comments:

Clayton:

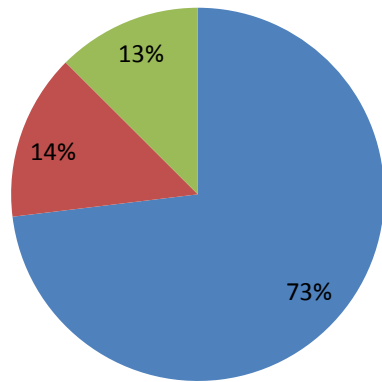
- I am very satisfied with the service provided by the practice, the correspondence reminders and invitations to appointments. Also the care provided by the asthma nurses I have seen and nurses referring me to specialists when I had concerns.
- More appointments, more availability of appointments.
- I love the doctors and nurses, getting seen can sometimes prove difficult if its not a rapid access issue but don't want to wait a month
- Something needs to happen about booking an appointment, every time I have called for an appointment in the past 6 months there hasn't been any or it has been at least a weeks wait.
- Book in advance appointments only available in 4 weeks to be first thing / last thing / evening / weekend to fit around week. (I know funding vs resources) so I tend to use rapid access but have been told by a doctor that I need to book an appointment for "that type of issue" which isnt always appropriate for a 4 week wait
- Should be given option to take up cancellation slots, maybe take names and reserve them if anyone cancels appointment
- Be able to book appointments on system online within the next 7 days, not like it currently is. Currently only available appointments are a month away, not very good really.

Q9 Comments:

Allerton:

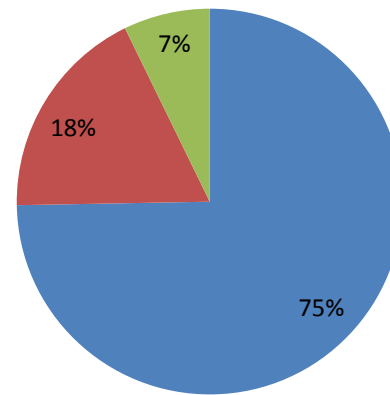
- Very rare you get to see your designated doctor for the ages 75 onwards, always another doctor who does not know you personally
- Getting an appointment is often almost impossible, once we see the GP or nurse we are highly satisfied.
- I would like to see better access to a doctor instead of having to go through rapid clinic which you cant always get in
- Phone calls for appointments are shocking from 8-9.20 am phone is always engaged
- In general the service is very good, it's the ability to get an appointment with GP who has asked you to come back

Q10. Would you recommend your GP Practice to someone who has just moved into your local area?



Clayton

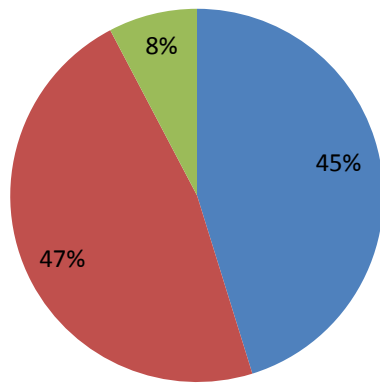
■ Yes
■ No
■ No response



Allerton

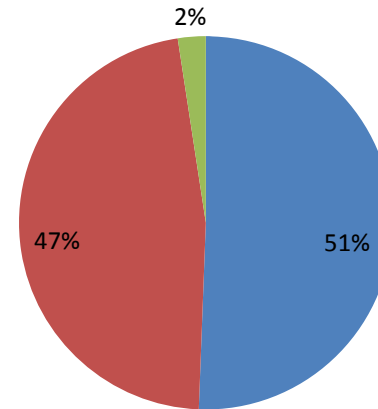
■ Yes
■ No
■ No response

Q11. Do you know that the Practice has a Patient Group



Clayton

■ Yes
■ No
■ No response



Allerton

■ Yes
■ No
■ No response

We are looking to improve our services and would welcome any suggestions on the following areas:

Appointments/Access (including building access):

Clayton:

- More appointments especially late evenings and weekends
- Allow the booking of the appointments rather than only for 1 week ahead and saying there are none
- More appointments available on line

Allerton:

- Originally appointments on early am/pm were for working people to give them a chance to see GP out of work hours - never managed yet
- Try and offer online bookings on the day as its impossible to get through on the phone between 8am-9am

We are looking to improve our services and would welcome any suggestions on the following areas:

Rapid Access Clinic:

Clayton:

- If you could book in online it would be good as it can be difficult to get in when doing the school run
- Perhaps longer availability? Sometimes waiting times can be long
- Start earlier
- Afternoon RAC would be good

Allerton:

- Not rapid, long waiting time
- Good if you can get an appointment

We are looking to improve our services and would welcome any suggestions on the following areas:

Prescriptions:

Clayton:

- Due to forgetfulness I need help if medication could be sent out or pre ordered automatically, as many times I've been without important
- Prescriptions very very difficult if no internet or not good at using the internet
- Change the process, as many times, prescriptions seem to get lost between the surgery and cohens!

Allerton:

- My prescriptions are issued on a weekly basis on a repeated basis, I haven't had many issues
- Perfect
- If a patient has several medications can you try to sync them so they are all delivered in one go

We are looking to improve our services and would welcome any suggestions on the following areas:

Interactions/communications with staff either face to face or on the telephone:

Clayton:

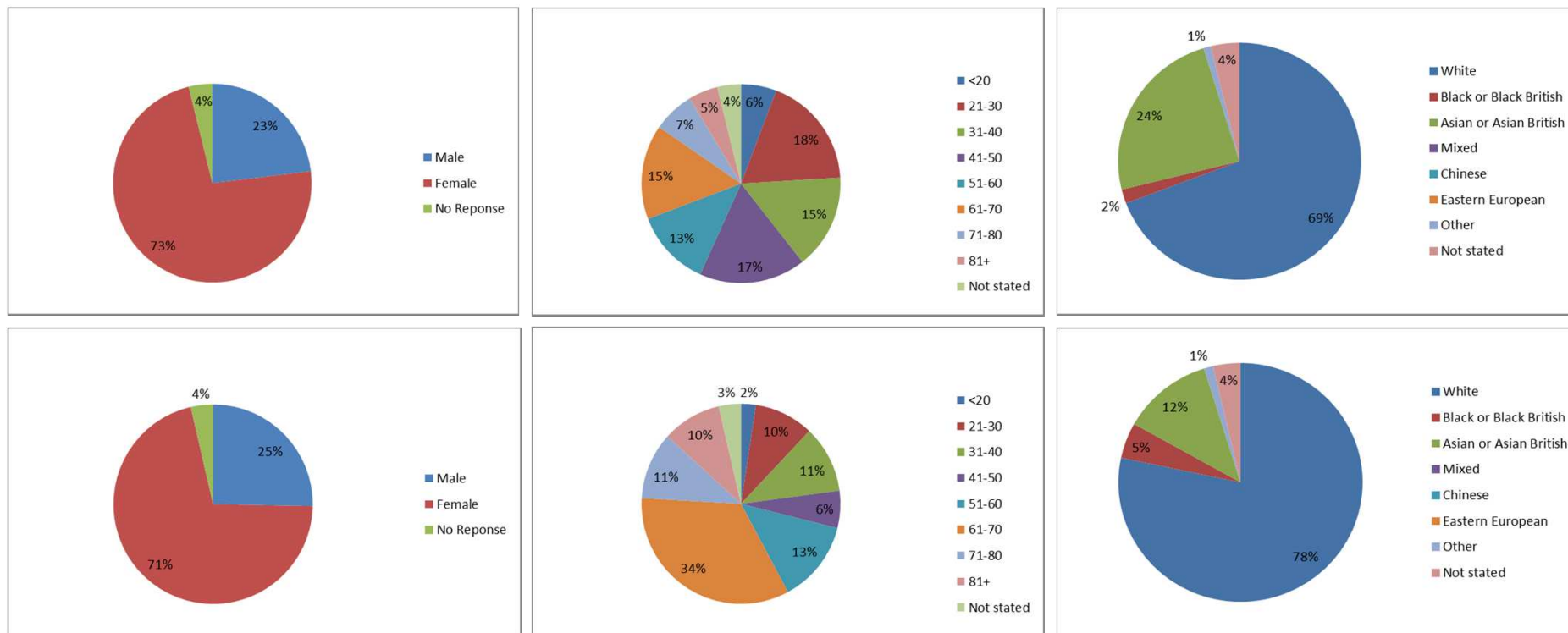
- Receptionists (some) could cheer up
- Staff on phones are very helpful
- Reception staff can be rude and very intrusive questioning

Allerton:

- Brilliant
- Very helpful staff & friendly
- For the receptionists not to ask what the problem is it is personal between the patient and the doctor

Gender, Age and Ethnicity of patients who responded

Clayton



Allerton