



Hollyns

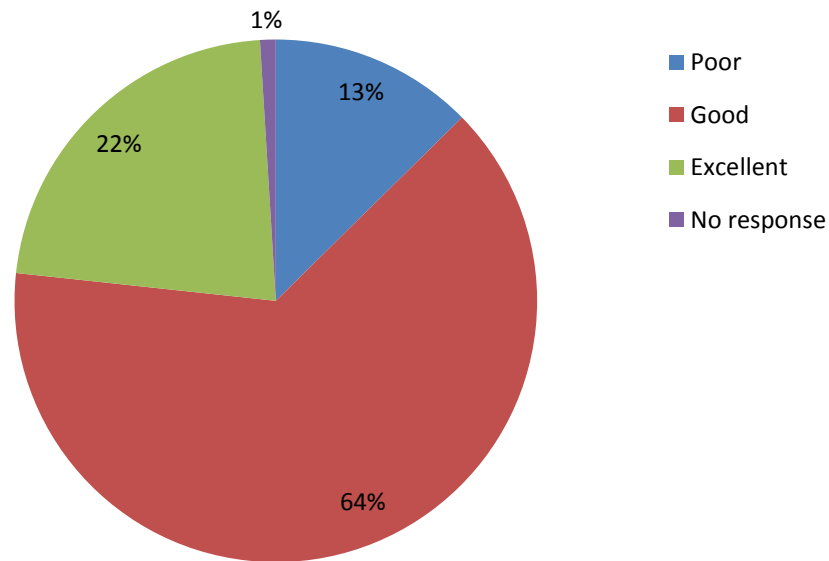
HEALTH & WELLBEING

Hollyns Health and Wellbeing

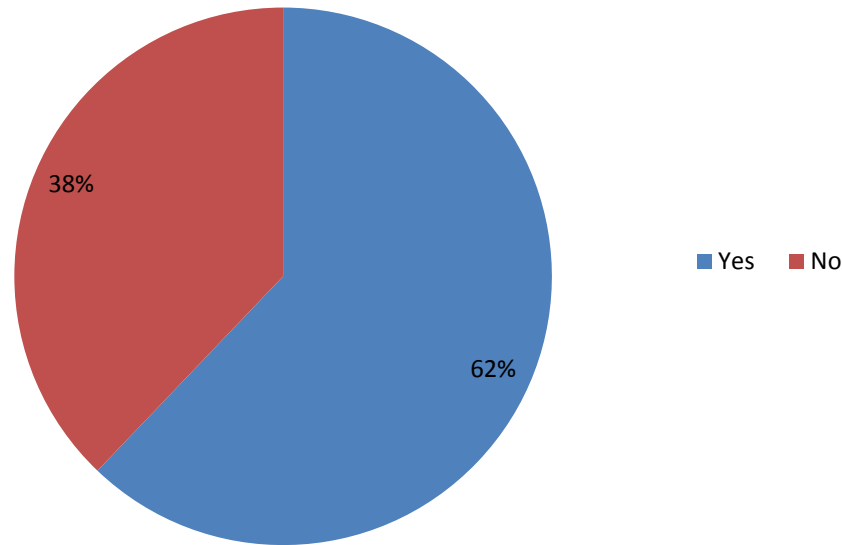
Patient Participation Survey 2018 Results

103 completed responses throughout
November and December 2018

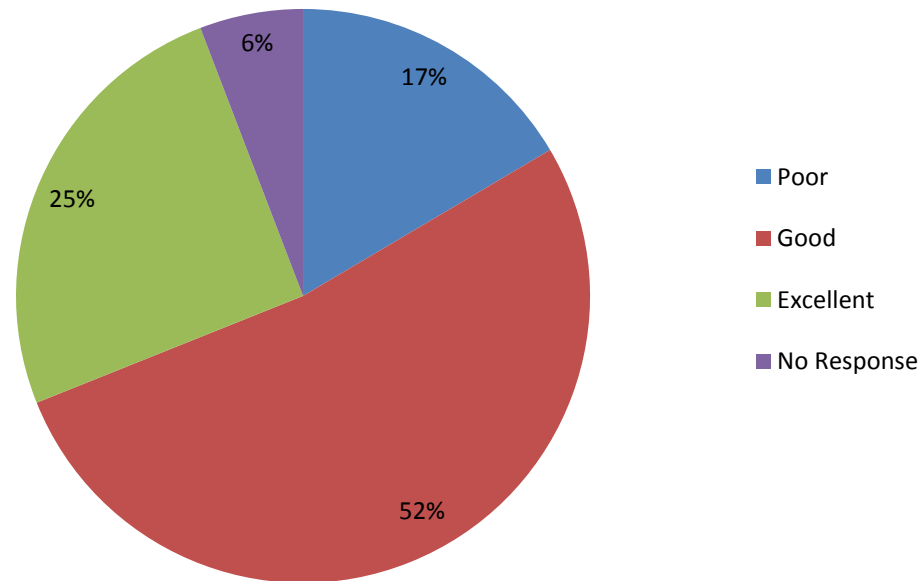
Q1: How do you rate the times per day that the Practice is open for appointments?



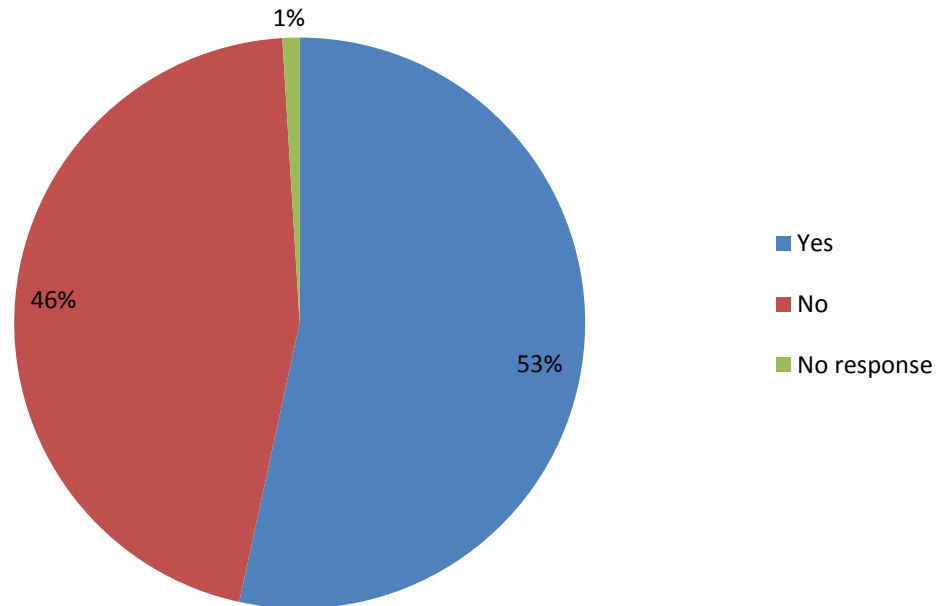
Q2: Are you aware that the Practice offers appointments on some evenings and Saturday mornings?



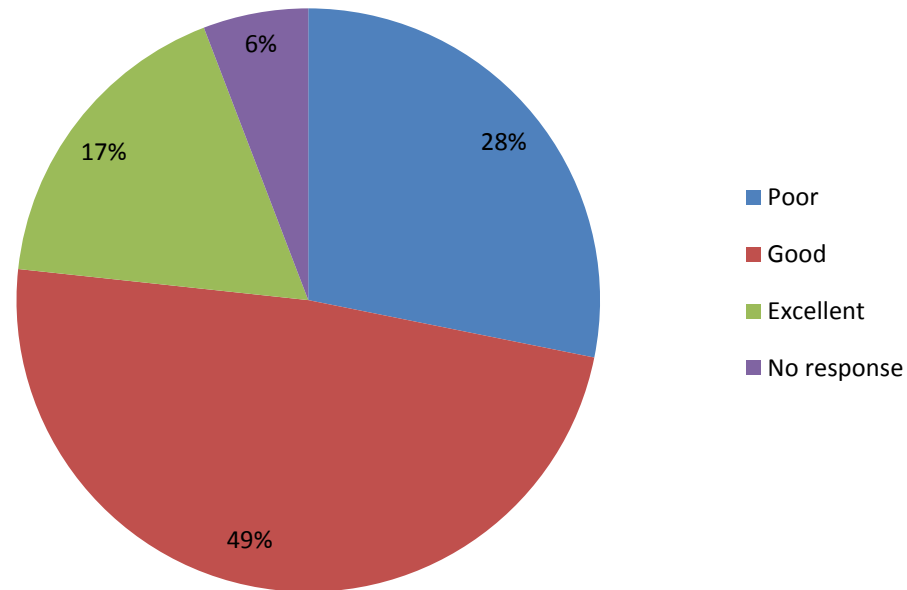
Q3: How do you feel the Rapid Access Clinic is working? Clinics run between 9.00am-10.30am, appointments are split into 3 sessions.



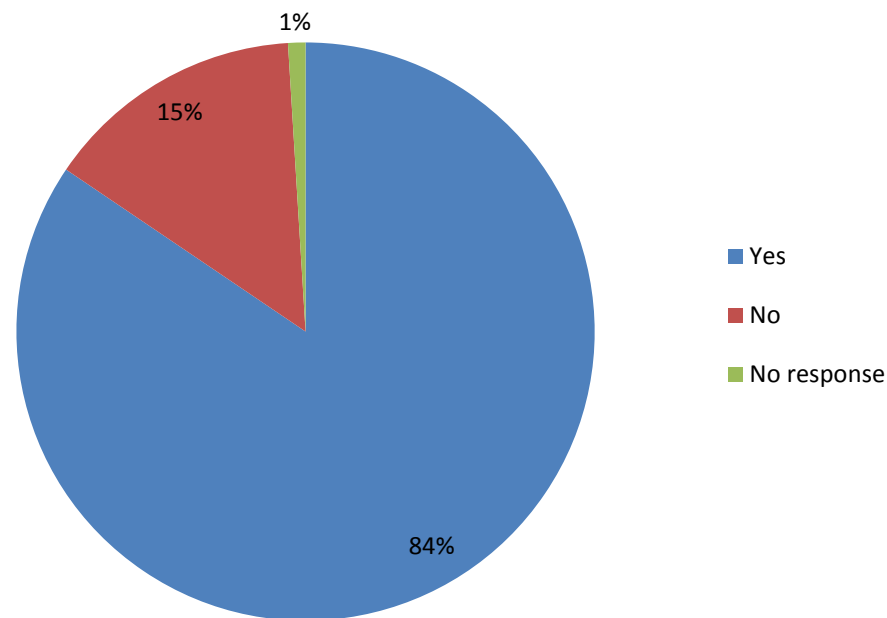
Q4: In the past 6 months, have you tried to **book ahead** for an appointment with a doctor?
(‘Booking ahead’ means trying to book an appointment more than 5 working days ahead.)



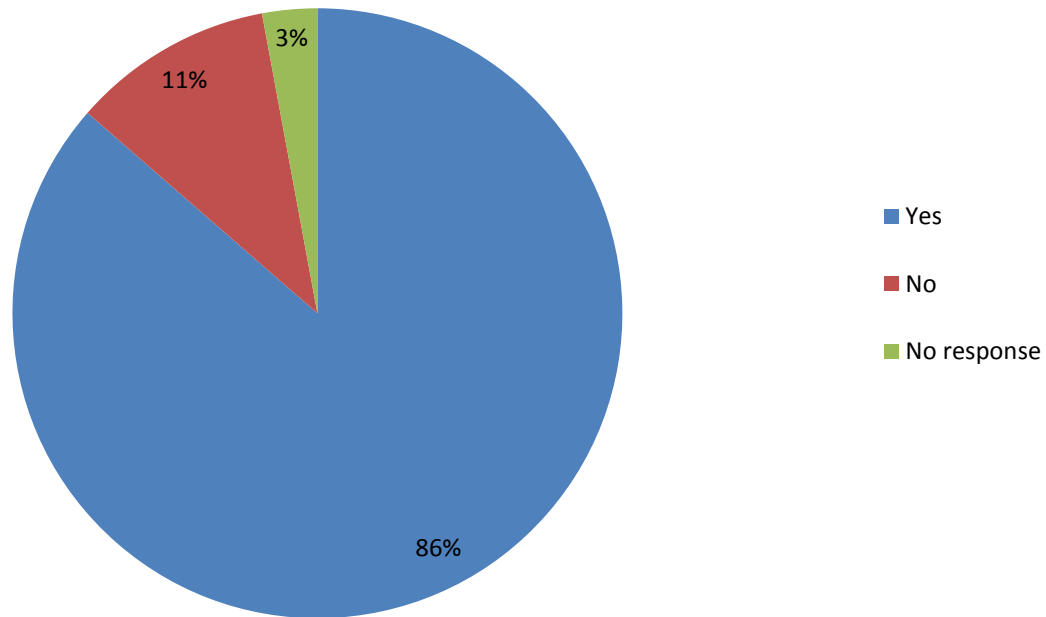
Q5: Do you think for routine, on the day & RAC appointments that the booking system is:



Q6 A: Are you aware that the Practice has a website where you can book an appointment or order a repeat prescription?



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



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

A. Do you feel welcomed by the Receptionists

- In general a good service
- I think everyone does their best in challenging times
- Not always by Receptionists but it has improved
- Receptionists are very good & forthcoming with information
- Friendlier staff on reception are a pleasure to deal with – well done
- Very welcomed & excellent service from Receptionists
- You all do your best, keep up the good work
- At times the Receptionists seem 'too busy' with things in the back room
- Sonia is extremely helpful, welcoming & knowledgeable
- All teams are always very helpful & try to solve all queries
- Feel welcomed but can be dealing with 3 situations at once. Could do with 2 out on reception at peak times.
- Everyone is excellent in every way, the best I have ever had.

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

B. Do you feel welcomed by the Nurses?

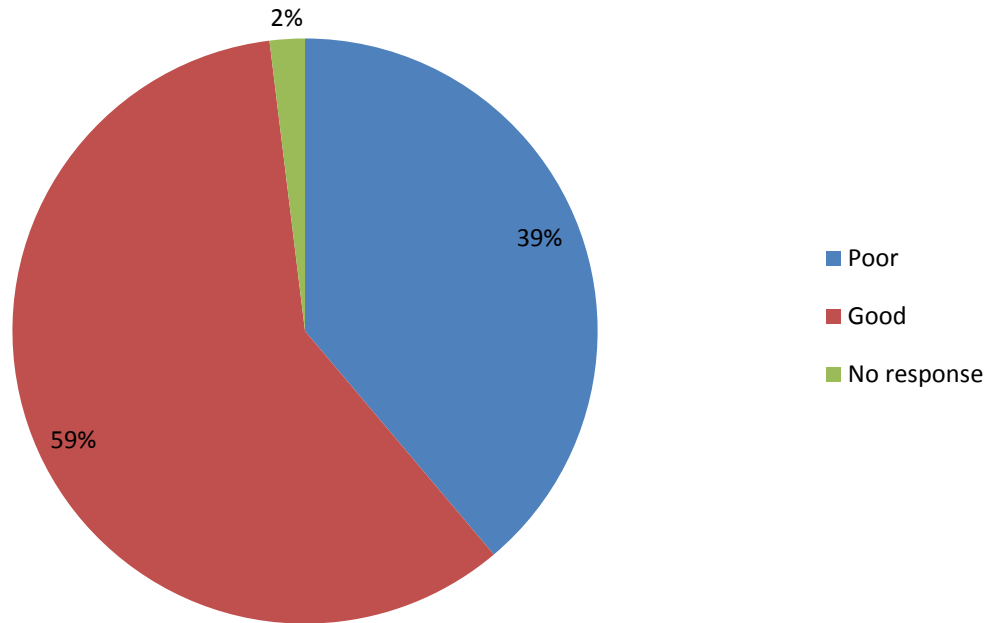
- Nurses and Clinicians are very good
- Lovely service by all
- Everyone gives a good service
- Always feel welcomed by all the Nurses

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

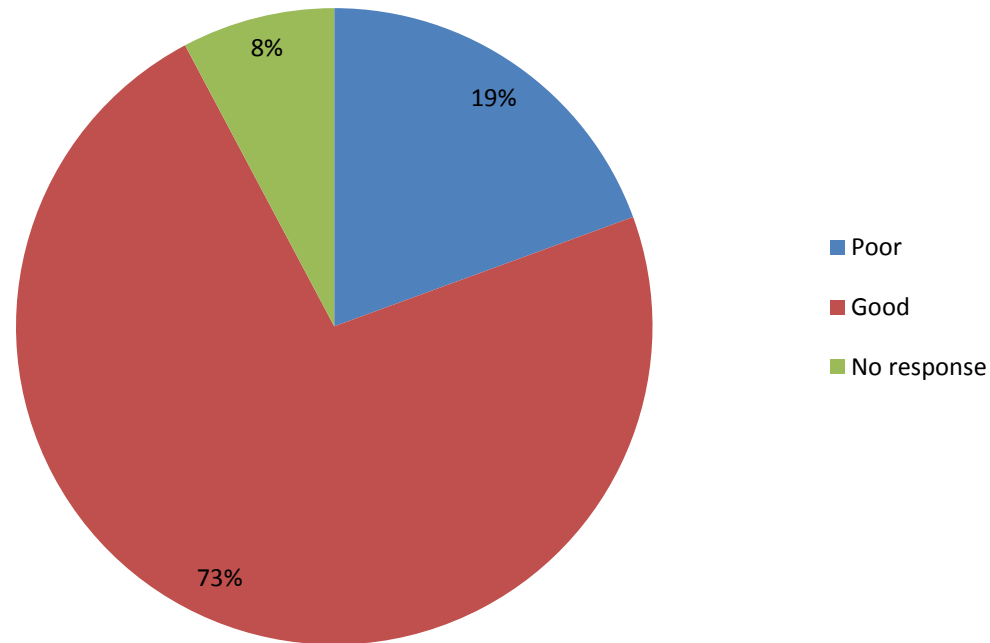
C. Do you feel welcomed by the Clinicians (GP's/ANPs & ACP's)?

- Yes!
- All Clinicians are welcoming
- Clinicians are very good
- Most of the time not very pleased

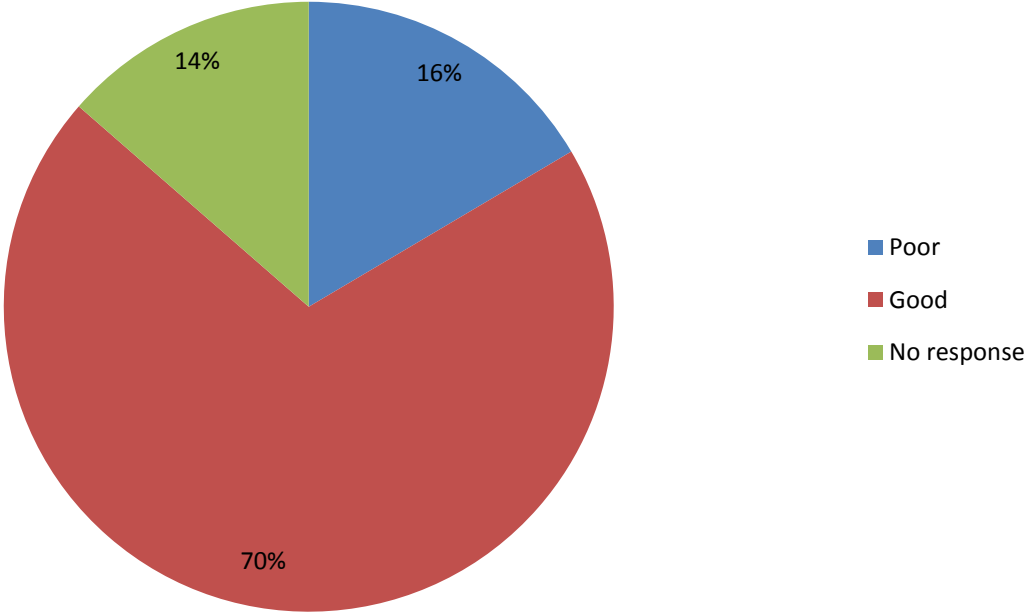
Q8 A. Ability to contact the Practice on the phone



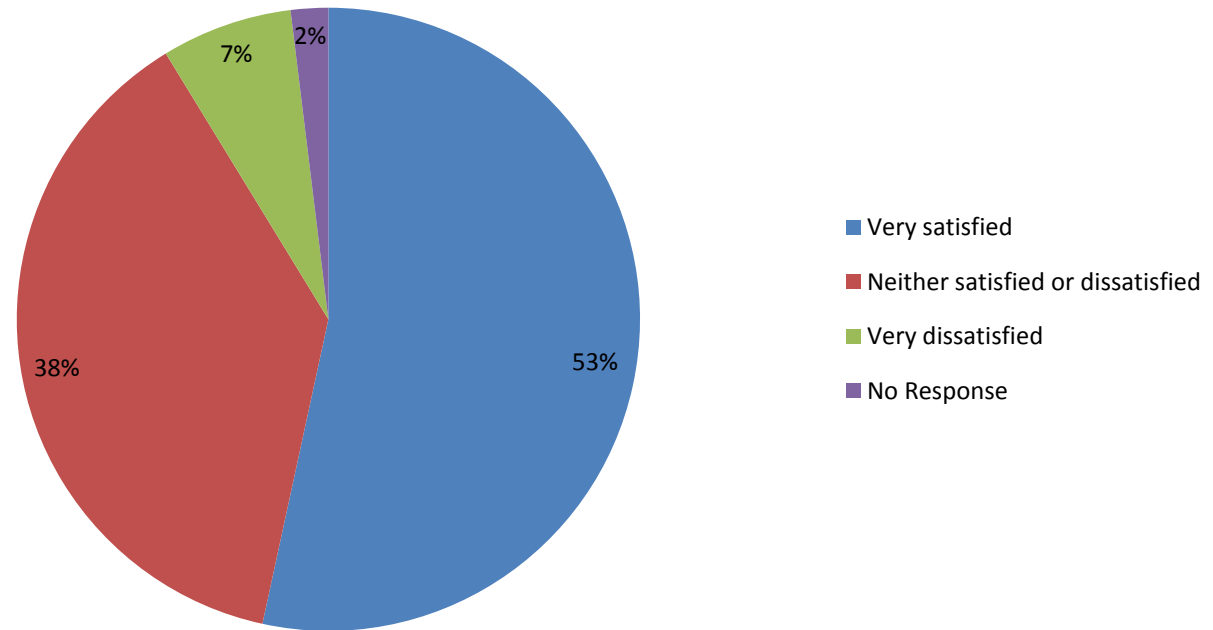
Q8 B. Ability for a Dr/Nurse to phone you back when you have an urgent question or need medical advice



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



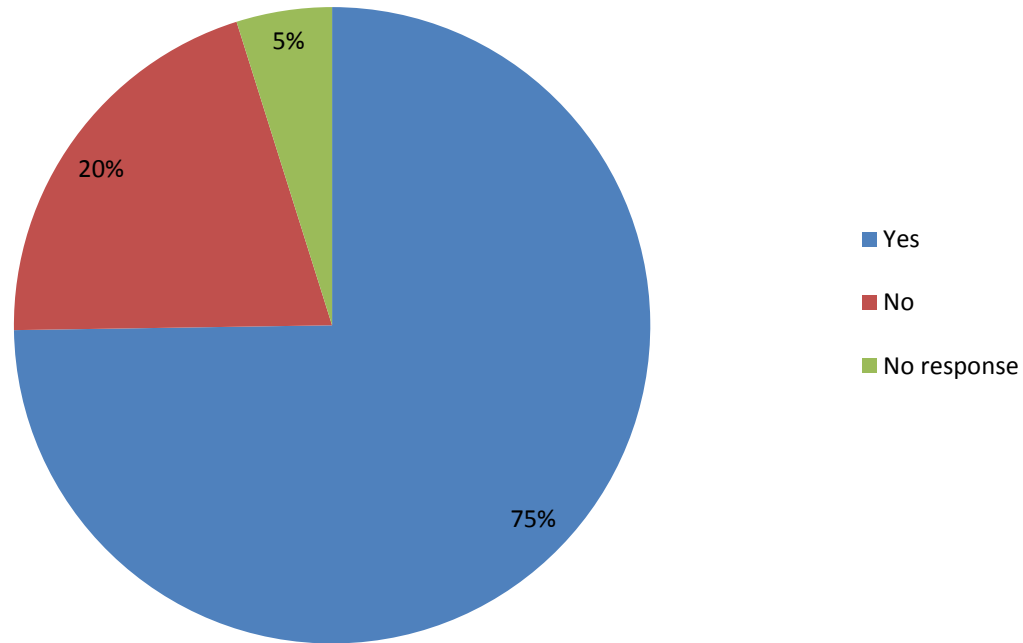
Q9 In general, how satisfied are you with the service you get from the practice?



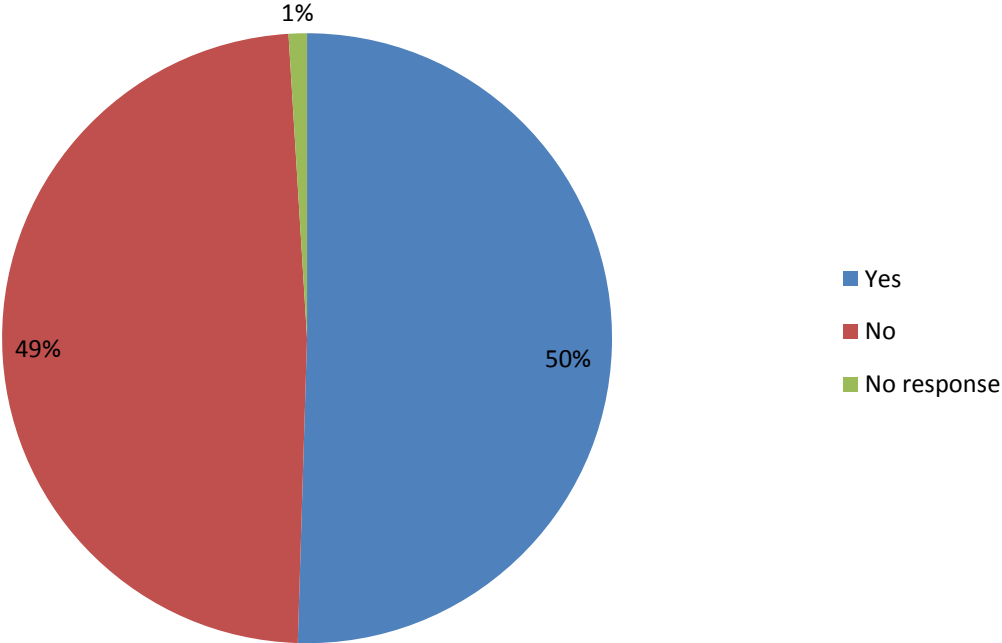
Q9 Comments:

- Amazing thank you.
- Gaining access is key and if we are unable to get an appointment or even book an appointment on line what is the point of having a practice?
- My only issue is with trying to book appointment on the day when phoning up. It seems much busier and more difficult than before. It was easier to get an appointment by coming in before 8.30 but this is not always possible when you have to get children to school.
- I think its very difficult to get an appointment, have been times where I have had a problem that is not appropriate for RAC but then cant get an appointment for the same day, advised to call back next day and again not given appt. Online system is good however can never get an immediate appt.
- Cant fault them, they are the best. Glad to have this as my surgery
- You have good and bad days
- Always room for improvement

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



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



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

Appointments/Access (including building access):

- Appointments are hard to book, access is fine.
- More staff on the phone at 8am
- Offer more appointments (Same day)
- More appointments available at evenings and Saturday
- There are not so many options to book online an appointment with a GP
- Give more options online
- Better access to quicker appointments
- Please provide a time slot for working mums
- Spread appointments across the week & be more available

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

Rapid Access Clinic:

- Bring back afternoon RAC
- More appointments needed on Mondays and Fridays
- Evening RAC would be great for working people
- Prioritise babies whether repeat problem or not
- Stay the same, it works well
- I don't like the fact you will only see a certain number of patients. Everybody's care should be equal
- Really good service
- Longer sessions required

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

Prescriptions:

- I don't see why you cant get creams etc sent to the chemist electronically
- Excellent online service
- Had to wait long periods for repeat prescriptions
- Would prefer if we could order through the chemist
- Better service now
- This is an amazing service, you handled the move across amazingly well
- Too expensive for working people
- I don't always find the service straight forward

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:

- All good
- Your staff are amazing, efficient, helpful and caring
- Some of them need to improve manners then people wont complain so much
- Some Allerton receptionists could be abit more understanding

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

Flu clinics:

- I always use these clinics
- I have never had any problems with the flu clinics, always in and out
- Great service already
- Well organised
- Too crowded
- Appointments need to be made available to book in advance not just have walk in clinics
- Fine but could do with more daytime clinics

The NHS and the Practice would like to encourage patients to take steps to improve their own health. We would value your suggestions as to how the Practice can provide advice on Self Care activities and opportunities:

- Get a cat
- Assistance with elderly patients
- Home visits for Physio perhaps
- I think the Allerton practice does all it can to provide support for self care.

Gender, Age and Ethnicity of patients who responded

