

Hollyns

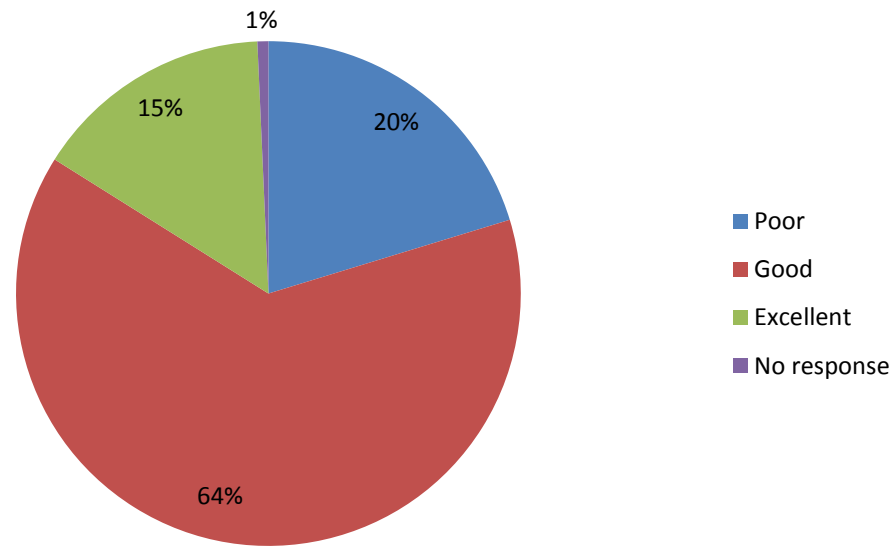
HEALTH & WELLBEING

Hollyns Health and Wellbeing

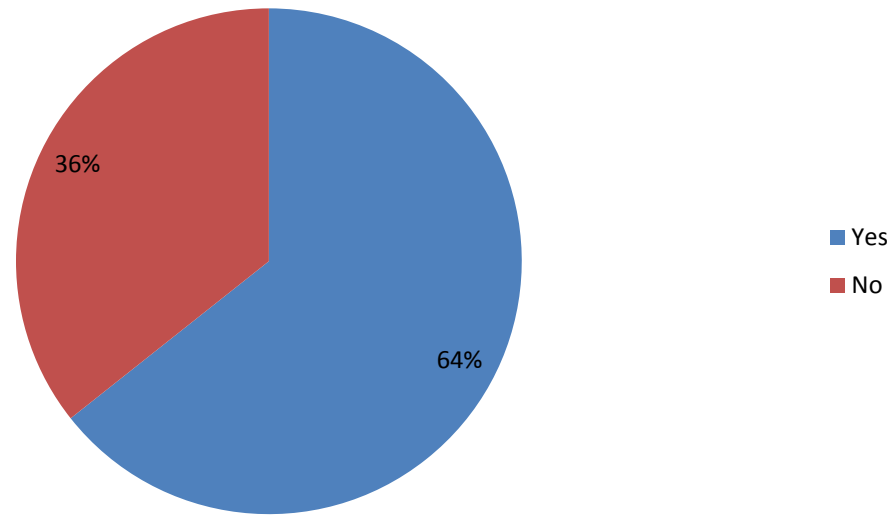
Patient Participation Survey 2019 Results

143 completed responses throughout
November and December 2019

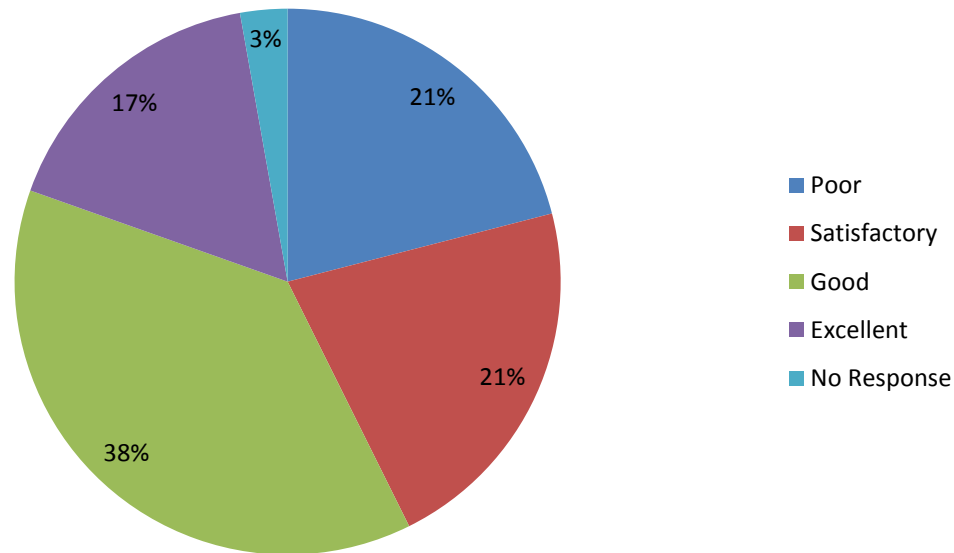
Q1: How do you rate the times per day that the Practice is open for appointments?



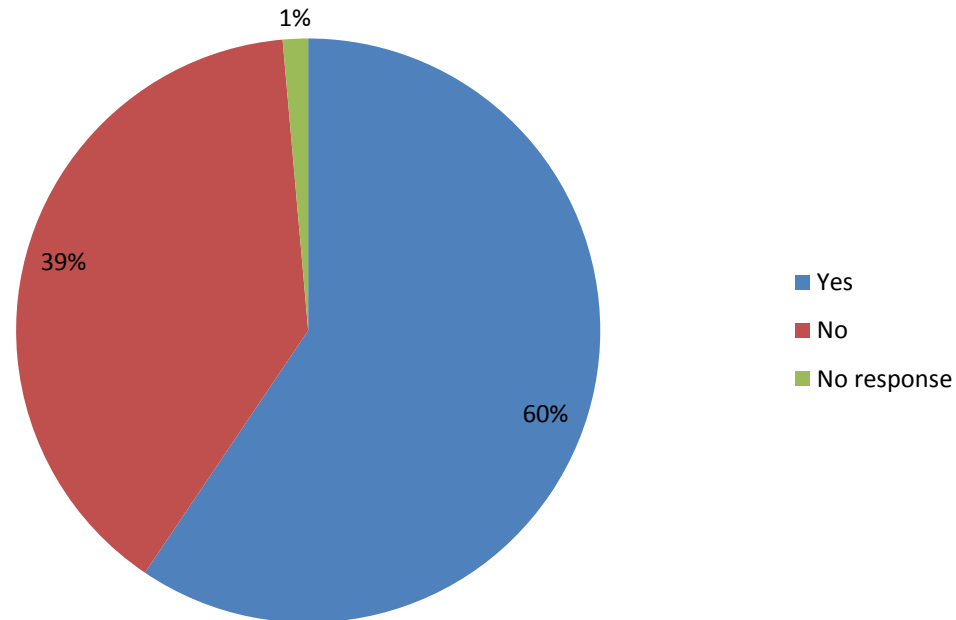
Q2: Are you aware that the Practice offers appointments on some evenings and Saturday mornings?



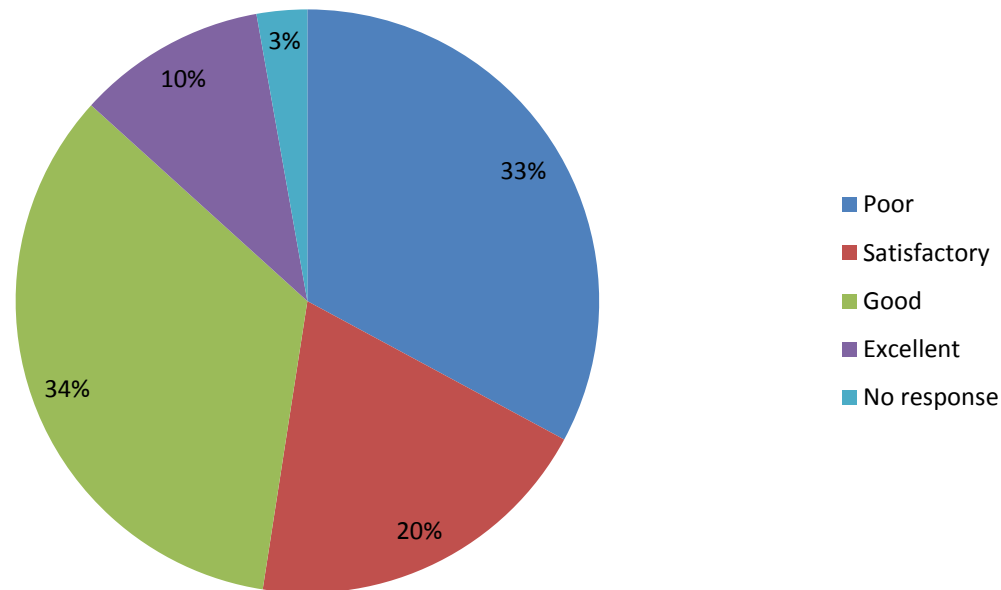
Q3: How do you feel the Rapid Access Clinic is working? Clinics run between 9.00am-10.30am, appointments are split into 3 sessions.



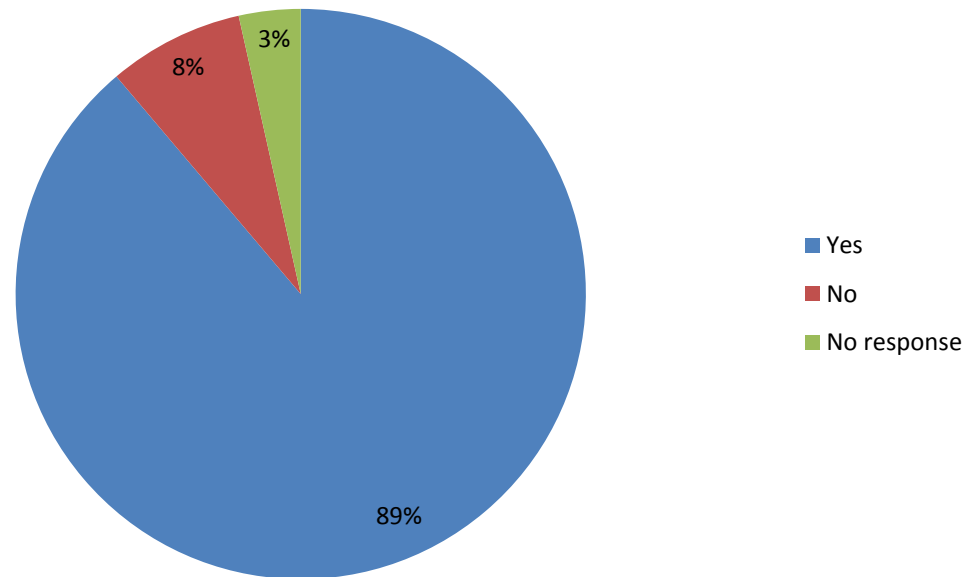
Q4: In the past 6 months, have you tried to **book ahead** for an appointment with a doctor?
(‘Booking ahead’ means trying to book an appointment more than 5 working days ahead.)



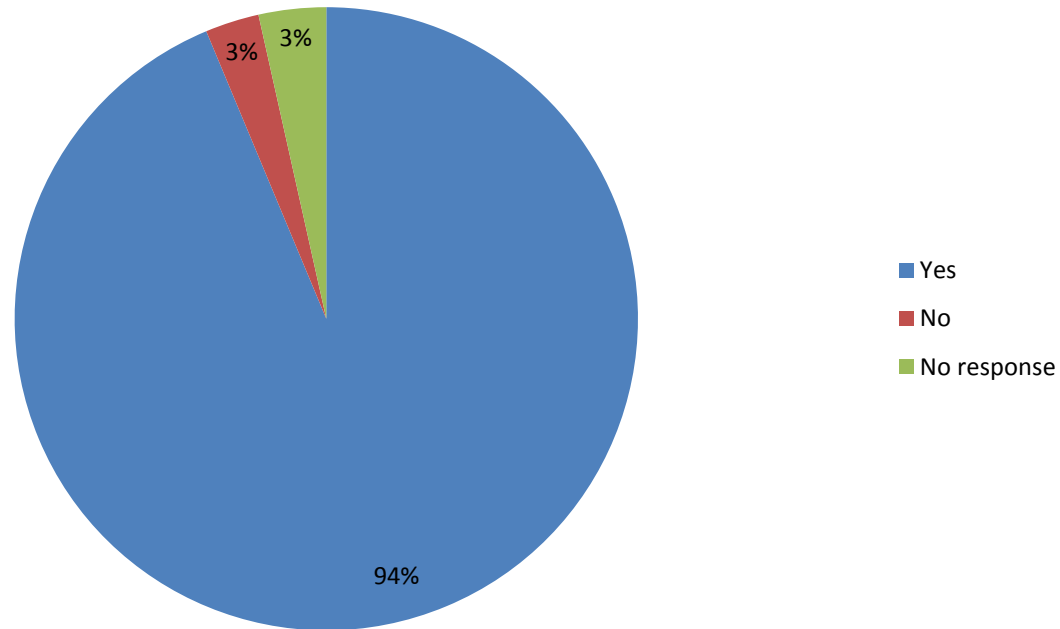
Q5: Do you think for routine, on the day & RAC appointments that the booking system is:



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

- The staff are friendly and welcoming
- Always feel welcomed when I need to come see anyone
- Always feel valued and welcomed
- All Staff Are welcoming and easy to talk to
- Always welcomed, pleasant receptionists
- In particular we find the Receptionists are friendlier now since the merger with Allerton
- Never had any problems
- Receptionists are always helpful
- Whenever I've been into the surgery in person the way I've been treated is great
- Very pleasant staff
- The reception and telephone staff are always polite friendly and caring

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

B. Do you feel welcomed by the Nurses?

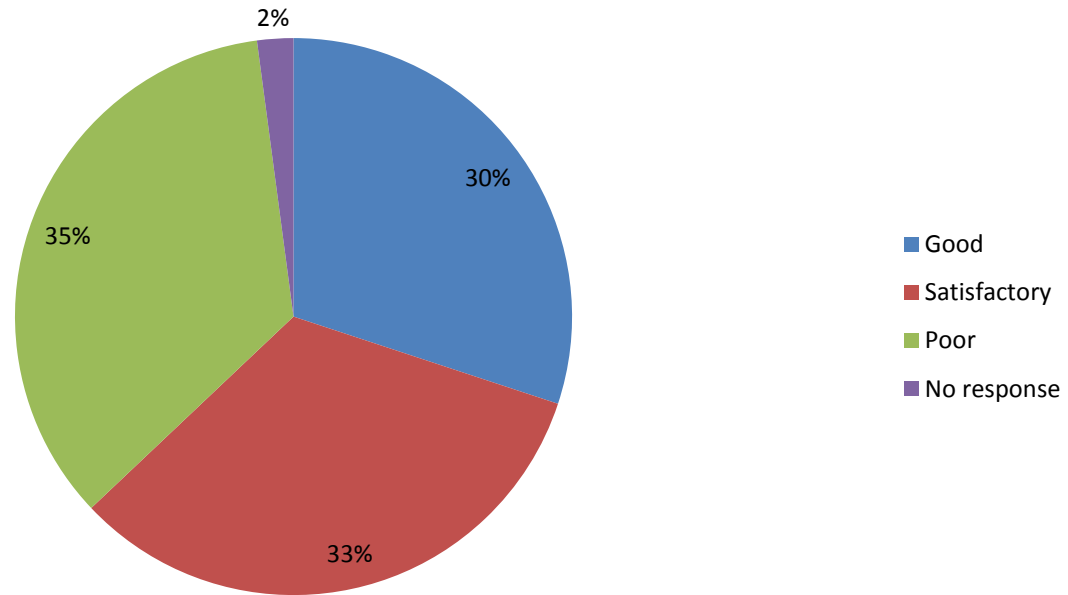
- Always feel welcomed when I need to come see anyone
- Jess is lovely
- The practitioners have been lovely to talk to, especially Helena Schofield. She went out of her way to ensure my husband and I could receive our imms at short notice so that we could travel for our honeymoon.
- Nurses are good

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

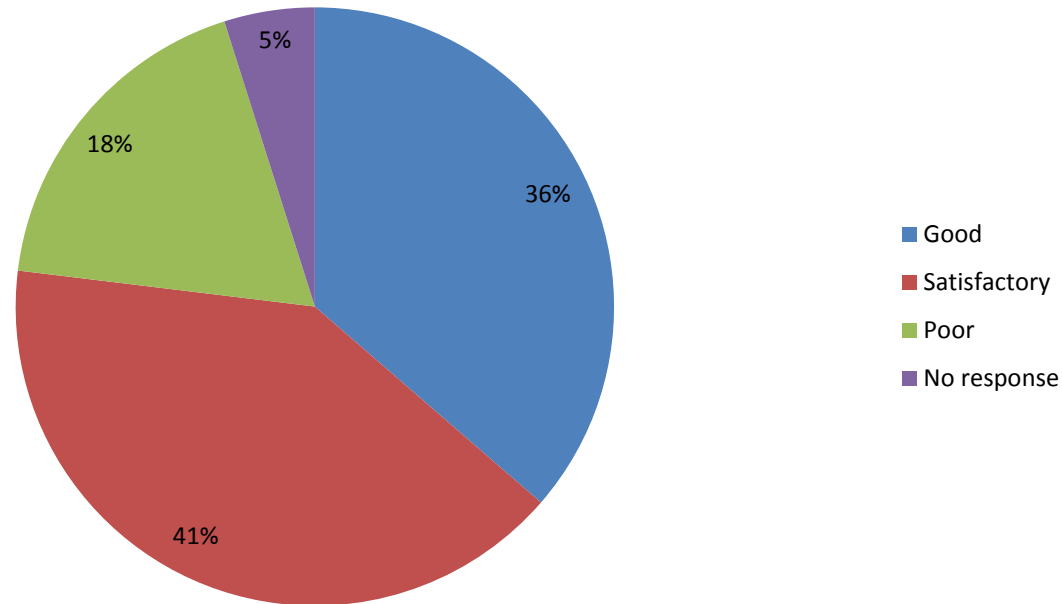
C. Do you feel welcomed by the Clinicians (GP's/ANPs & ACP's)?

- Nurse Practitioners are very caring, its very rare I get to see a GP but on the times I have they seem to be rushed.
- Always feel welcomed when I need to see a clinician
- Never feel rushed when I see a Dr
- All are good

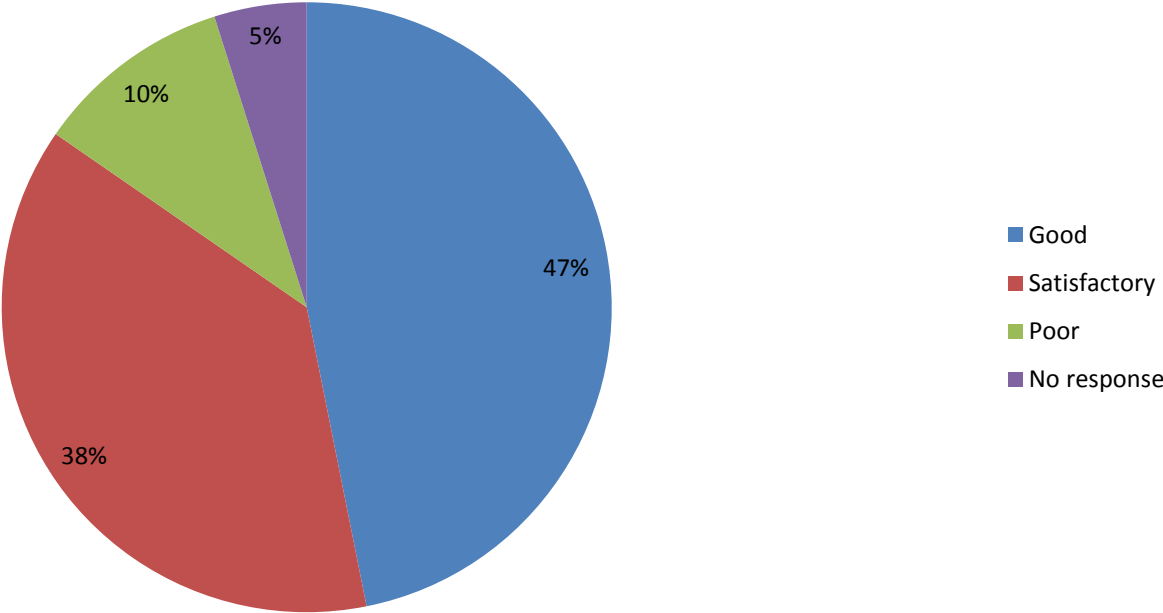
Q8 A. Ability to contact the Practice on the phone



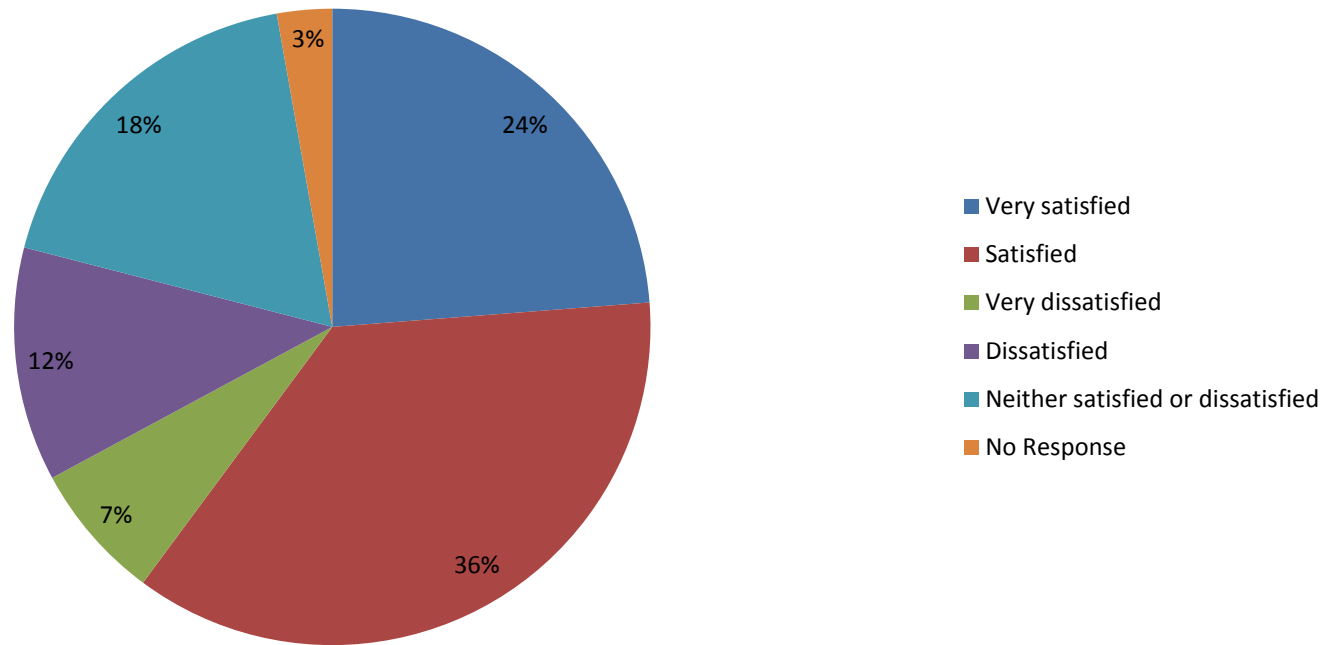
Q8 B. Ability for a Dr/Nurse to phone you back when you have an urgent question or need medical advice



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



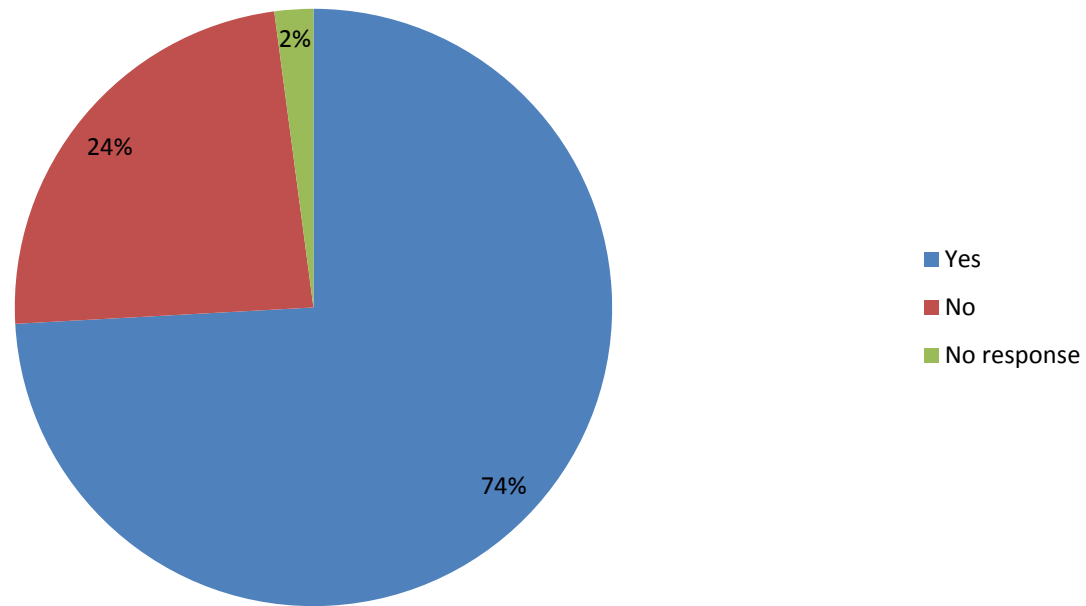
Q9 In general, how satisfied are you with the service you get from the practice?



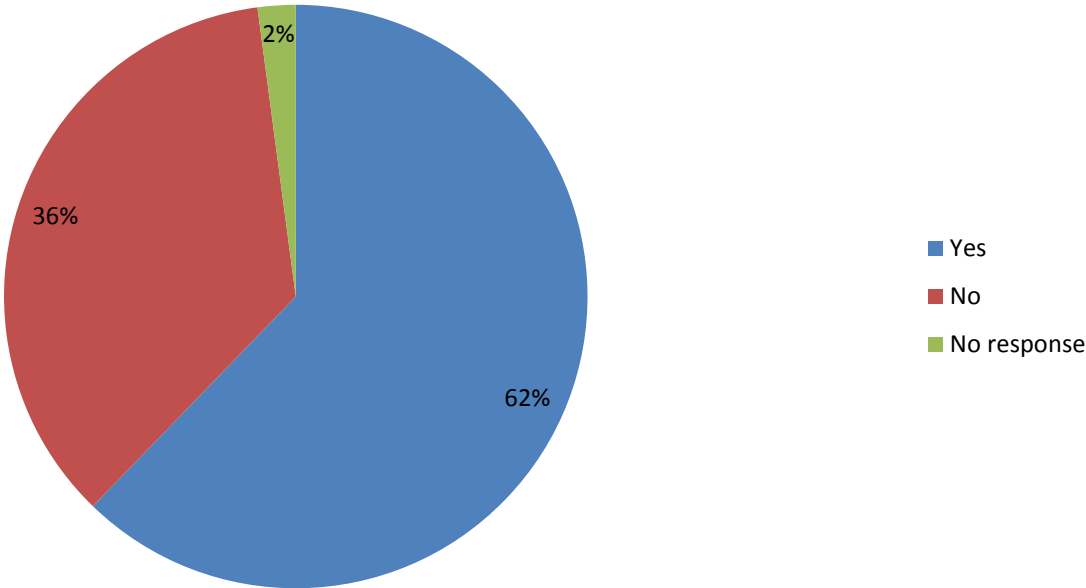
Q9 Comments:

- The people and the place are excellent, phoning is a problem, especially from work because it takes ages to get through. Better booking for non urgent issues.
- The practice is over worked
- Amazing thank you
- The main problems are trying to access appointments. A simpler easier system would be very welcome.
- Excellent service

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):

- More available appointments for those that work and cant always get there first thing, at own surgery and not another.
- More appointments on an evening and weekend
- Long waiting times to see GP's
- More GP appointments online
- Nothing, everything is good
- Once an appointment has been gained the service is excellent
- More parking needs to be considered, especially disabled parking
- RAC Would be good in the evening

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

Rapid Access Clinic:

- RAC in an afternoon
- More appointments, allocate exact times
- RAC Waiting times are too long, it can be a long wait when you are not feeling well
- Need more doctors available
- Should be able to use for ongoing problems
- Good for children always get an appointment
- Maybe access to water
- Very good service

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

Prescriptions:

- Always get prescriptions on time
- Should be able to order over the phone
- Very good service
- Incorrectly sent out to pharmacies when you don't ask them to be sent out.
- Automatic prescriptions have caused me to have a stock pile at home and the pharmacy wont take them back
- It's difficult to get one having to go into surgery to fill out a form and then return in a few days to collect it. It's not good especially when you have 2 babies to get out of the car

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:

- Telephone staff very kind
- Sometimes not very good
- Not too great by some (some are really helpful though)
- Phone can get quite busy
- Face to face excellent, over the phone is to be desired.
- You have to wait too long
- No problems

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

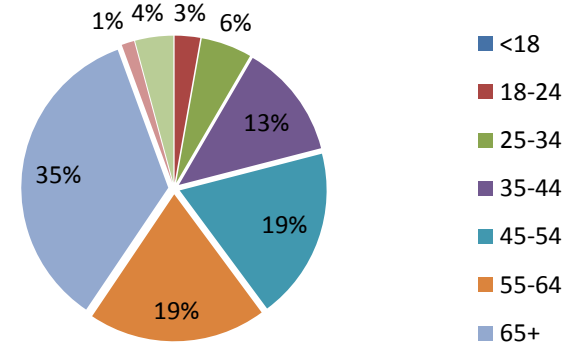
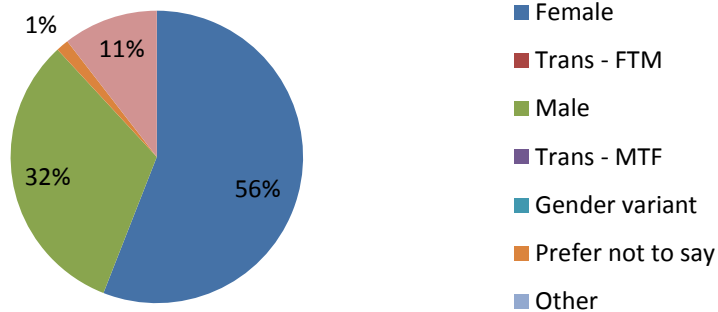
Flu clinics:

- Well run & efficient
- Spread clinics over more Days
- Excellent received letter and text messages every year
- Good service, needs no changes
- I had mine done at chemist and 2 year olds was cancelled due to not having a enough stock
- Very satisfied

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:

- Have attended the pain matters clinic for 3 weeks was excellent
- Support group check up calls to those who seem a danger to themselves could save a life
- Hand out on nutrition would be valuable - and done in the chronic pain group sessions
- signposting yoga/ sports services
- Could encourage patients to ride out colds and not use appointments that are needed
- More local services like mental health impacts a person deeply regarding stuff like practices that done work efficiently. Take into account if a MH patient cant see a Dr try refer to a telephone call from either your services or some other help.

Gender, Age and Religion of patients who responded



Residential Status & Sexual Orientation of patients who responded

