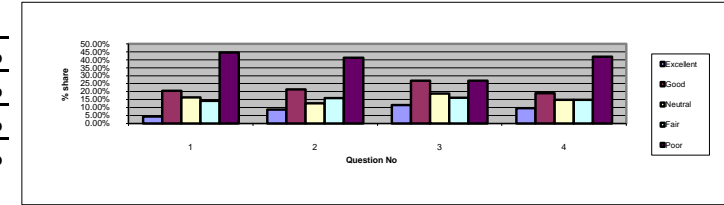


## Survey Results - South Milford Surgery

### No. Getting An Appointment

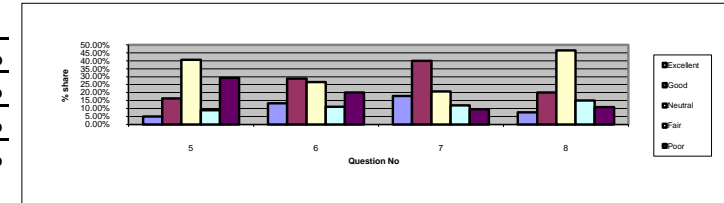
#### Getting an appointment with a doctor

	Excellent	Good	Neutral	Fair	Poor
1 Getting an appointment on the same day	4.26%	20.57%	16.31%	14.18%	44.68%
2 Booking an appointment in the next 48-72 hrs	8.67%	21.33%	12.67%	16.00%	41.33%
3 Booking an appointment more than 72 hours ahead	11.41%	26.85%	18.79%	16.11%	26.85%
4 Booking an appointment with a dr of your choice	9.46%	18.92%	14.86%	14.86%	41.89%



#### Getting an Appointment with a nurse

	Excellent	Good	Neutral	Fair	Poor
5 Getting an appointment on the same day	4.88%	16.26%	40.65%	8.94%	29.27%
6 Booking an appointment in the next 48-72 hrs	13.33%	28.89%	26.67%	11.11%	20.00%
7 Booking an appointment more than 72 hours ahead	17.78%	40.00%	20.74%	11.85%	9.63%
8 Booking an appointment with a nurse of your choice	7.50%	20.00%	46.67%	15.00%	10.83%



#### Triage System

9 Have you used the triage system	Yes	No			
	56.25%	43.75%			
10 How did you find using the triage system	Excellent	Good	Neutral	Fair	Poor
	18.49%	20.17%	29.41%	10.08%	21.85%

11 Were you able to see a Dr the same day if required	Yes	No	Didn't need
	51.67%	18.33%	30.00%

### Communication with the Surgery

12 How well do you think the surgery keeps patients informed of changes at the surgery	Excellent	Good	Neutral	Fair	Poor
	4.55%	26.67%	25.32%	11.69%	27.92%

13 How would you like the surgery to keep you informed of changes at the surgery	Newsletter	Website	Texts	Posters	Other
	35.13%	27.24%	12.19%	17.56%	7.89%

14 Would you be happy to receive text reminders	Yes	No
	57.14%	42.86%

### Access to Other Services

15 Have you been referred to other services	Yes	No
	59.86%	40.14%

16 What Type of Referral	C & B	Hosp not C & B	Hospital - Private	Physio	Counseling	Other
	37.84%	22.52%	10.81%	9.01%	1.80%	18.02%

17 How did you find the service from the surgery staff for your referral	Excellent	Good	Neutral	Fair	Poor
	26.53%	51.02%	18.37%	2.04%	2.04%

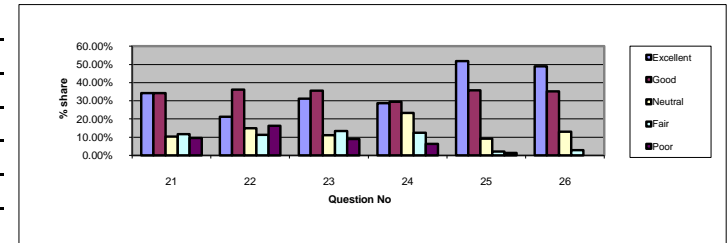
0 - 5 miles 6-10 miles 10-20 mile: 20+ miles

18 How far did you travel for your referral	21.74%	11.96%	52.17%	14.13%	0.00%
	Yes	No			
19 If your treatment had been available in a local clinic or surgery would you prefer this	71.15%	28.85%			

**Surgery Staff & Premises**

How helpful & professional do you find surgery staff

	Excellent	Good	Neutral	Fair	Poor
21 Reception	34.25%	34.25%	10.27%	11.64%	9.59%
22 Telephone Answering Staff	21.28%	36.17%	14.89%	11.35%	16.31%
23 Dispensing	31.11%	35.56%	11.11%	13.33%	8.89%
24 Administration	28.68%	29.46%	23.26%	12.40%	6.20%
25 Doctors	51.75%	35.66%	9.09%	2.10%	1.40%
26 Nurses	48.92%	35.25%	12.95%	2.88%	0.00%



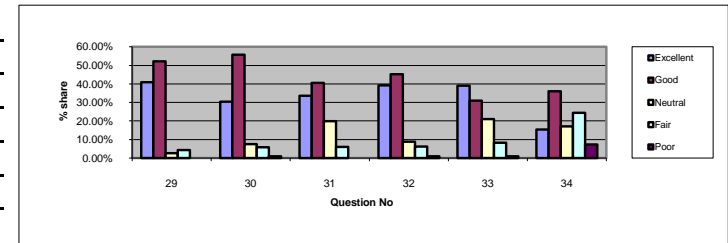
	Yes	No
27 Have you had any problems when dealing with surgery staff	20.55%	79.45%

	SM	M	TW
28 Which site do you usually use	63.95%	21.77%	14.29%

How would you rate the following

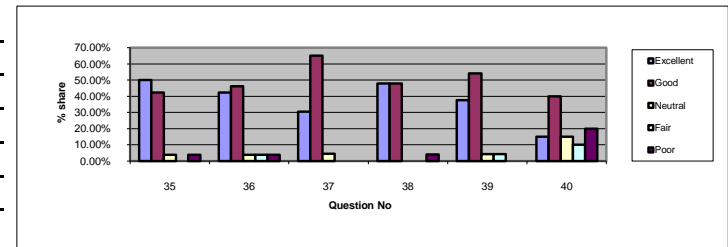
South Milford

	Excellent	Good	Neutral	Fair	Poor
29 Cleanliness of Premises	40.87%	52.17%	2.61%	4.35%	0.00%
30 Waiting Area	30.33%	55.74%	7.38%	5.74%	0.82%
31 Cleanliness of Toilets	33.66%	40.59%	19.80%	5.94%	0.00%
32 Consulting Room facilities	39.13%	45.22%	8.70%	6.09%	0.87%
33 Dispensary	39.09%	30.91%	20.91%	8.18%	0.91%
34 Parking	15.32%	36.04%	17.12%	24.32%	7.21%



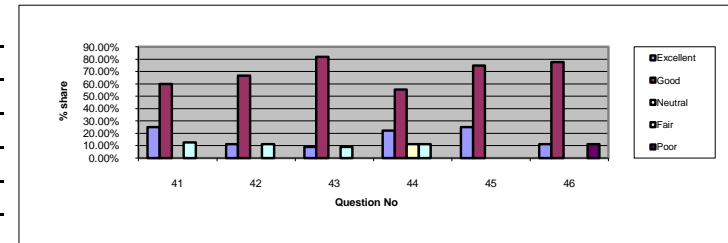
Micklefield

	Excellent	Good	Neutral	Fair	Poor
35 Cleanliness of Premises	50.00%	42.31%	3.85%	0.00%	3.85%
36 Waiting Area	42.31%	46.15%	3.85%	3.85%	3.85%
37 Cleanliness of Toilets	30.43%	65.22%	4.35%	0.00%	0.00%
38 Consulting Room facilities	48.00%	48.00%	0.00%	0.00%	4.00%
39 Dispensary	37.50%	54.17%	4.17%	4.17%	0.00%
40 Parking	15.00%	40.00%	15.00%	10.00%	20.00%



Thorpe Willoughby

	Excellent	Good	Neutral	Fair	Poor
41 Cleanliness of Premises	25.00%	60.00%	0.00%	12.50%	0.00%
42 Waiting Area	11.11%	66.67%	0.00%	11.11%	0.00%
43 Cleanliness of Toilets	9.09%	81.82%	0.00%	9.09%	0.00%
44 Consulting Room facilities	22.22%	55.56%	11.11%	11.11%	0.00%
45 Dispensary	25.00%	75.00%	0.00%	0.00%	0.00%
46 Parking	11.11%	77.78%	0.00%	0.00%	11.11%



### Comments on Appointments

I tried on a number of occasions to see a dry but was told to try back next day - when I did this I was told there was no appointments for another week twice ended up in A&E being lectured that I should have seen a doctor about something so serious  
Not always able to see the doctor of my choice - sometimes impossible (Dr King)

### Other Communication Options

More staff to answer phones at peak times- took 9 mins to get through  
Email  
just communicate  
Use local papers and notices outside shops

### Are there any gaps in services locally that you think should be addressed

### What problems have you had with surgery staff

Not answering phone for up to 5 minutes  
Appointment made at TW but when arrived told it was South Milford  
Being told wrong information  
the attitude when speaking to some staff  
No communication of results & letters requesting action  
A locum doctor refused to prescribe my regular medication  
Arrogant & unhelpful staff  
Changing repeat prescription procedure without notification  
Getting an appointment  
Reduce number of mistakes made in dispensing routine prescriptions  
System for making appointments needs simplifying so that patients (and staff) know the procedure  
unapproachable and unwilling to be of any help  
The triage system doesn't amount for patients with other duties, e.g. have children or elderly, and assumes they can wait about for two hours while triage doctor calls.  
I think triage maybe off putting to vulnerable patients  
reception staff are disinterested, unhelpful, obstructive and rude  
not been able to see doctor when I am ill

### Other Comments on Premises

Time of appointments not always kept to  
Service depends on who you see and deal with!  
Why can you not order repeats by telephone all through the day - why limit this to just one or two hours  
We have the best doctors and nurses in any practice  
Need books for men e.g. cars/bikes  
Too hot in waiting area  
Can't rate site as I can't get an appointment

### What do you think needs most improvement

Appointment system. I have been trying to make an appointment for my 3yr old for over 3 weeks  
Front of house  
Appointment system - non emergency with doctor of choice  
Sorting out this appointment system - terrible  
More flexible reception staff; explain why or why not they can or cannot do things, offer at least to try to get things sorted

Making appointments more easily

Telephone system - need to get an appointment first time of ringing not 3 or 4 times

Better parking + more info on who the doctors are - boards need updating

Micklefield - needs refurbishment

Need another telephone line as half the time I can't get through

Longer opening hours

Reception staff at South Milford

Booking doctors appointments in advance

I do not agree with system of being told to phone back later when appointments are released

Car park occupied by staff no room for patients

Availability of appointments

Difficulty getting through for repeat prescriptions

Increase telephone hours or number of lines in dispensary

Staff

Appointment system e.g. Diabetic clinic appointment

Need local phone number

getting to see a doctor when ill

overall service I get here is better than the surgery I used to attend- Thanks

Having to wait a week to see a Doctor when I am not feeling too well, some of us could end up in hospital

Been able to get an appointment with a regular doctor

Send letters to patients who don't use email etc.

Not convenient for Doctors to ring during work