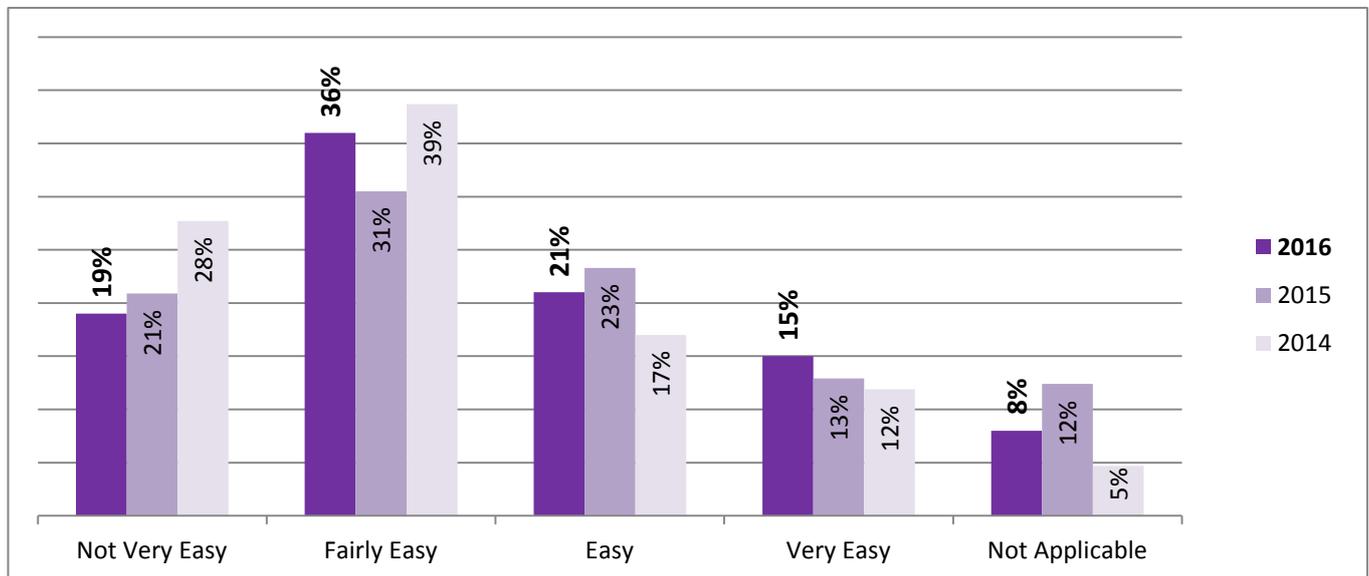


## Patient Survey Analysis, 2016

Thank you to all of you who took the time to complete the Annual Patient Survey 2016. 322 patients responded. Because of the large volume of comments received, only a selection can be published, but please be assured that each and every comment has been read and discussed by the Surgery and Patient Participation Group. Recommendations will be made to the Surgery based on your feedback. Results can also be viewed at [www.bassettroadsurgery.co.uk](http://www.bassettroadsurgery.co.uk) - Patient Participant Group

### QUESTION 1

When phoning the surgery in the last 6 months, how easy was it to get through?



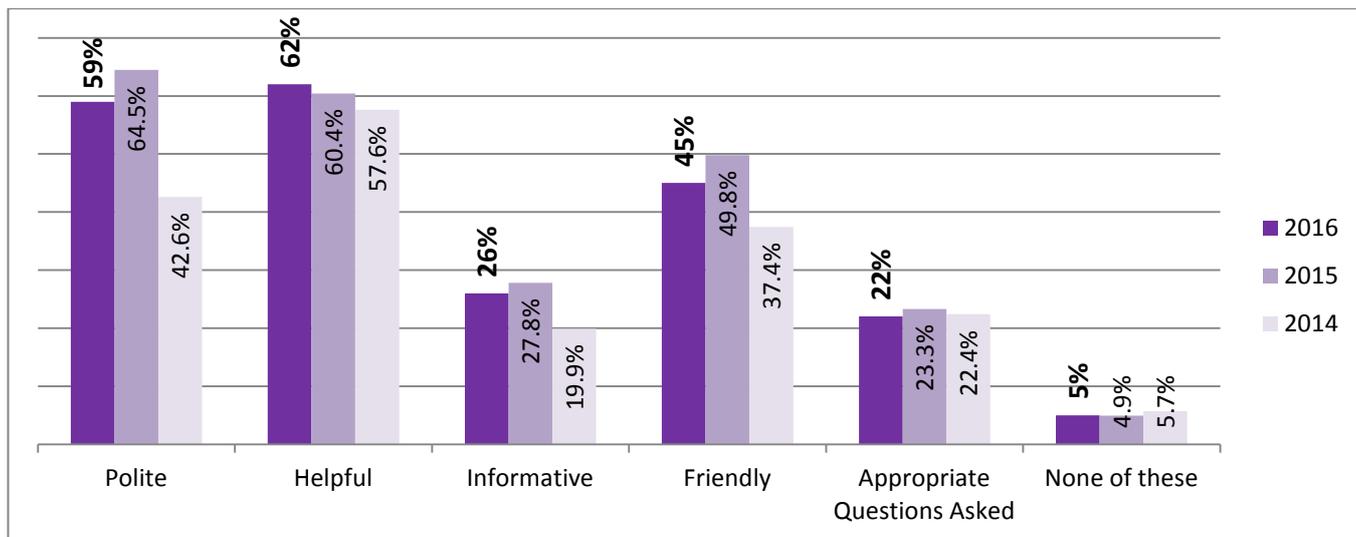
Answer Choices	2016	2015	2014
Not Very Easy	19%	21%	28%
Fairly Easy	36%	31%	39%
Easy	21%	23%	17%
Very Easy	15%	13%	12%
Not Applicable	8%	12%	5%

#### Comments:

- A much quicker response just lately - Thank you!
- The time of day does play a part - afternoon is less busy
- Constantly busy, have to keep calling back
- I use online more than phone
- Easy if not urgent and after 10am
- Sadly first thing in the morning it is very hard to get through to the surgery, but , this is understandable
- Peak times are still a problem
- A much improved service but I try to ring when I think it will not be so busy

## QUESTION 2

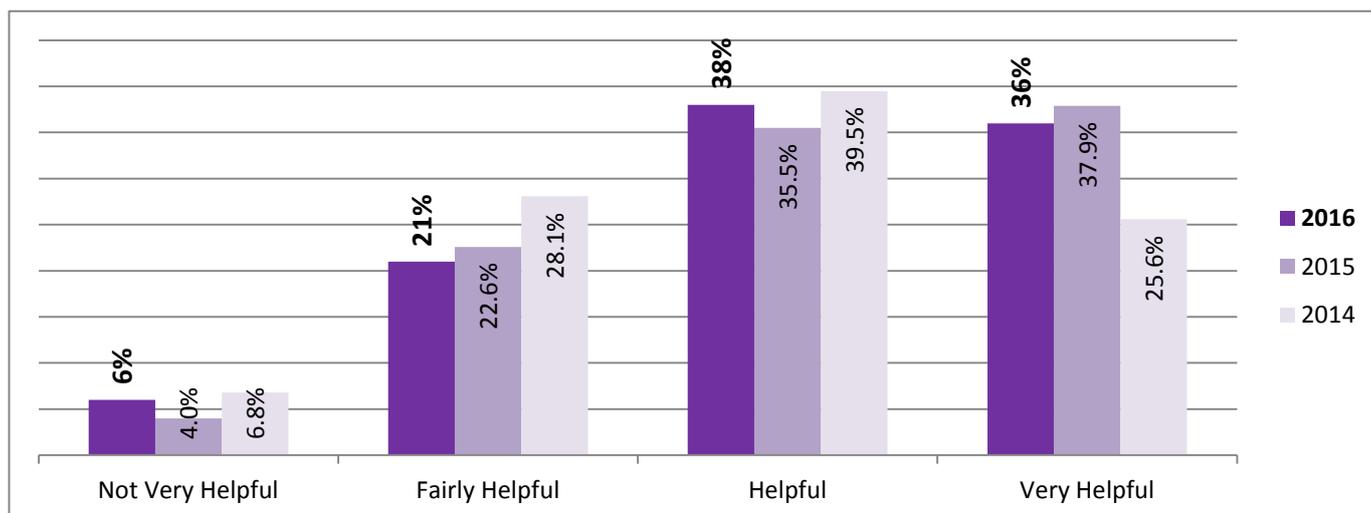
When contacting the surgery in the last 6 months, how was the handling of your query by staff? Please tick each that applies.



Answer Choices	2016	2015	2014
Polite	59%	64.5%	42.6%
Helpful	62%	60.4%	57.6%
Informative	26%	27.8%	19.9%
Friendly	45%	49.8%	37.4%
Appropriate Questions Asked	22%	23.3%	22.4%
None of these	5%	4.9%	5.7%

## QUESTION 3

How helpful do you find the reception staff?



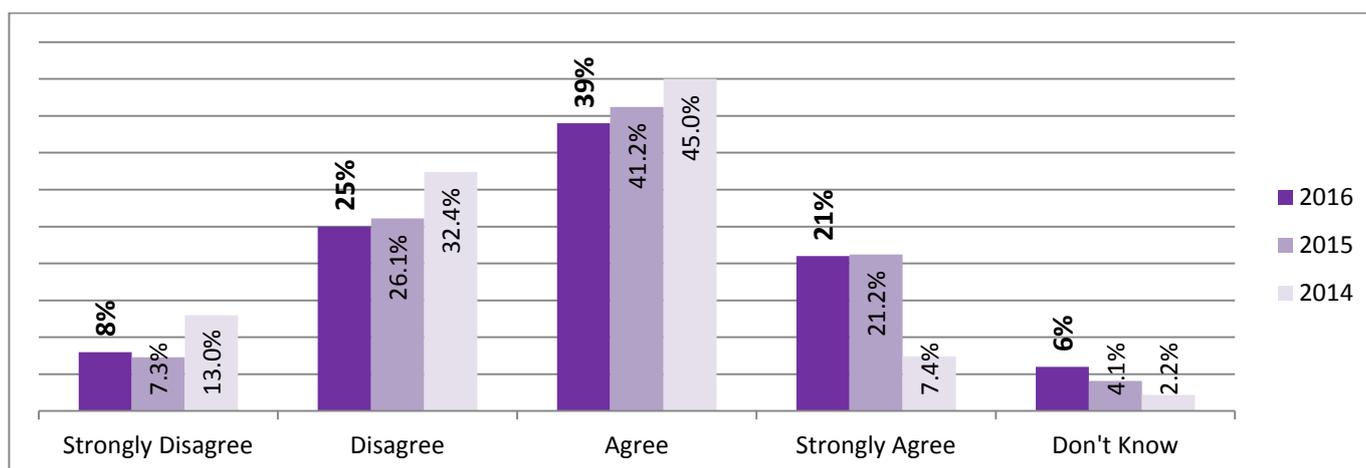
Answer Choices	2016	2015	2014
Not Very Helpful	6%	4.0%	6.8%
Fairly Helpful	21%	22.6%	28.1%
Helpful	38%	35.5%	39.5%
Very Helpful	36%	37.9%	25.6%

Comments:

- Very kind, very good
- They often carry on with their own conversations and make patients wait
- On the whole quite easy to talk to, but one or two I think could do with some people skills and need to smile and a good morning etc., would not go amiss
- I think they do their best in sometimes very difficult circumstances
- Never had any problems, always been very helpful
- Helpful considering that they have such a difficult job
- There has been an improvement
- I would have put very helpful as there are receptionists that go that extra mile to help and others that are not so professional, so have averaged at helpful. Some receptionists need further customer service training

#### QUESTION 4

Statement "It is easy to get an appointment with a doctor" Tick which best fits your experience.



Answer Choices	2016	2015	2014
Strongly Disagree	8%	7.3%	13.0%
Disagree	25%	26.1%	32.4%
Agree	39%	41.2%	45.0%
Strongly Agree	21%	21.2%	7.4%
Don't Know	6%	4.1%	2.2%

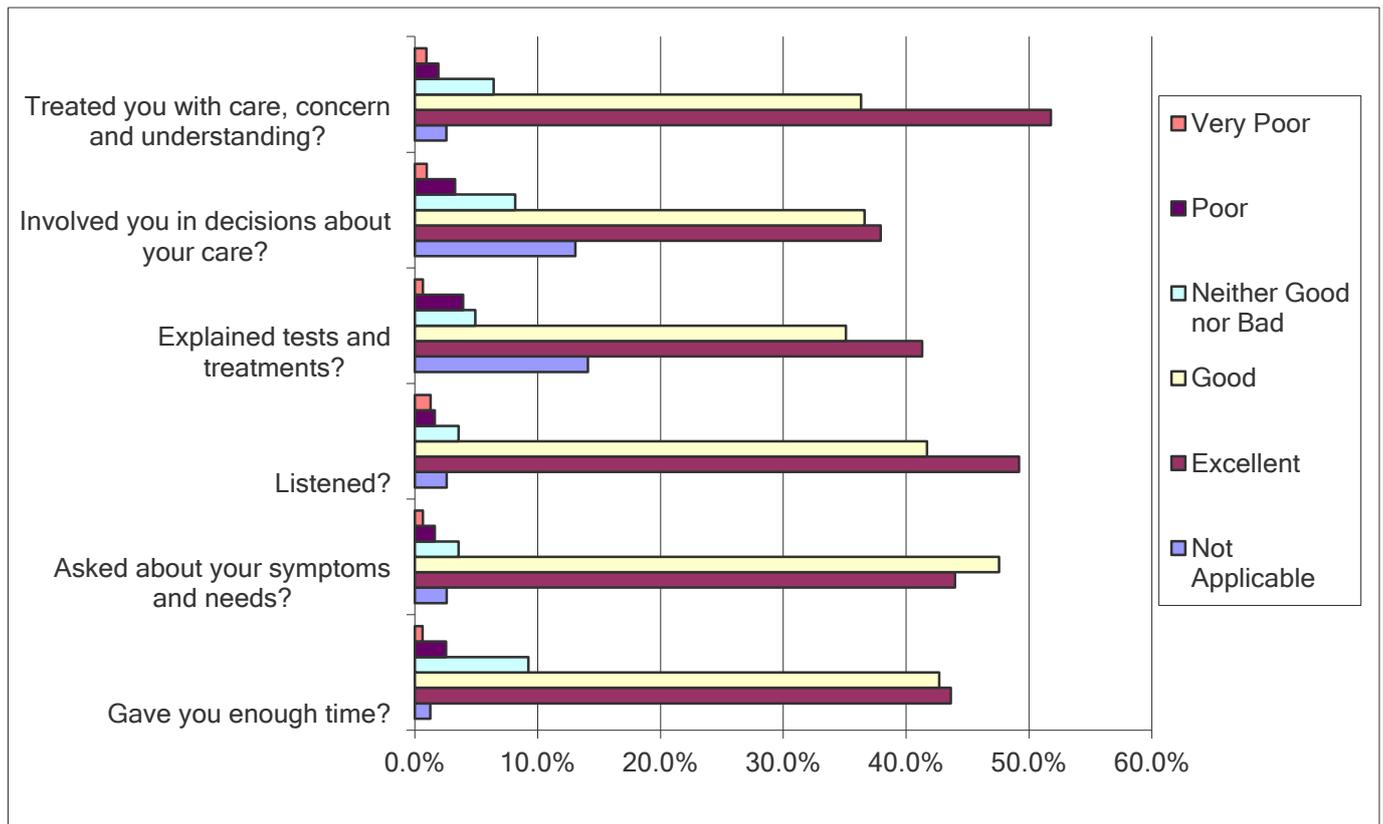
Comments:

- Easy to get an appointment with a doctor, but not easy to see your regular one
- But not usually with one who is familiar with my "history"
- I was pleasantly surprised to get an appointment within 5 days with a doctor of my choice! Previously I had waited 2-3 weeks
- When going online sometimes two weeks or more for booking
- Don't understand the system. Tried always to get appointment - phone, online - best just to call in
- There's normally a couple of weeks wait to see my own doctor - can get other appointments reasonably
- Brilliant appointments for the day are available

- Always got an appointment same day if I needed one, as long as you don't mind who you see.
- I've moved from another GP and was amazed to get an appt with a named doctor within 2 weeks- fantastic!
- It's excellent compared to my old surgery you should all be very proud of BRS
- Being able to get an appointment on the day is great and a real benefit for patients - however making a future appointment is very difficult. Continuity of care with same doctor is also very difficult

### QUESTION 5

Based on your last visit to see a doctor, how were the following dealt with? Please tick each column as appropriate



Answer Choices	Very Poor	Poor	Neither Good nor Bad	Good	Excellent	Not Applicable
Gave you enough time?	0.6%	2.6%	9.2%	42.7%	43.6%	1.3%
Asked about your symptoms and needs?	0.7%	1.6%	3.6%	47.6%	44.0%	2.6%
Listened?	1.3%	1.6%	3.6%	41.7%	49.2%	2.6%
Explained tests and treatments?	0.7%	3.9%	4.9%	35.1%	41.3%	14.1%
Involved you in decisions about your care?	1.0%	3.3%	8.2%	36.6%	37.9%	13.1%

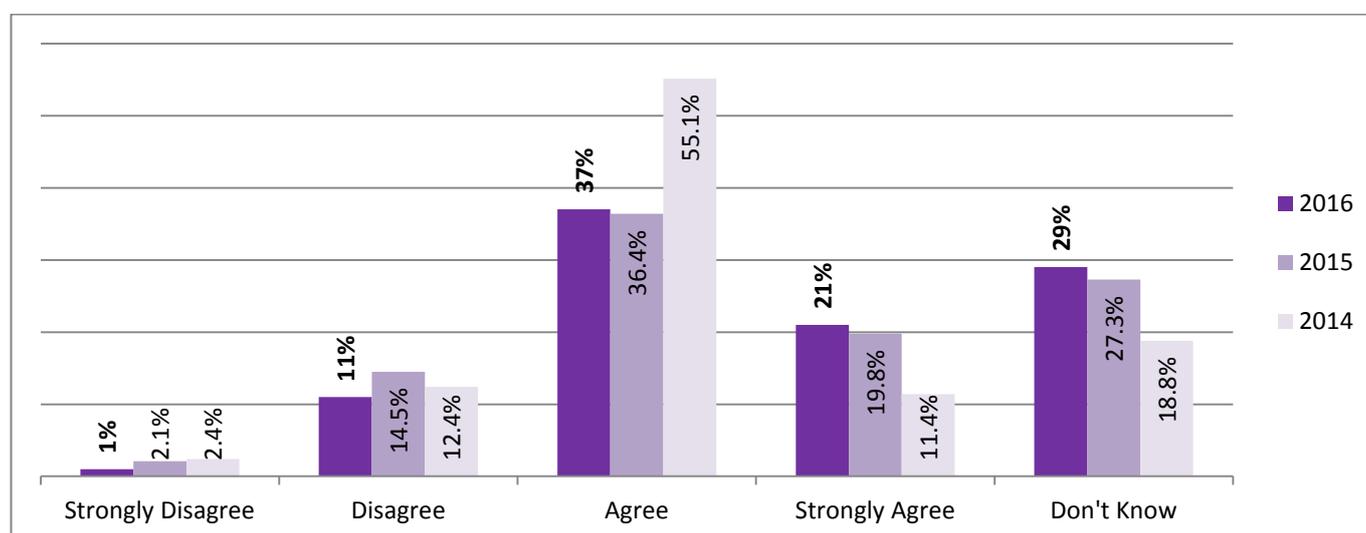
Treated you with care, concern and understanding?	1.0%	1.9%	6.4%	36.3%	51.8%	2.6%
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Comments:

- Saw a new doctor this time and she was very thorough
- I was pleased that the doctor was well informed about my condition and recent hospital treatment
- A little rushed and felt like it could of been more thorough
- The last GP I saw did not know me, but I felt she was listening to me and I came away happy
- Although the doctors I have seen are friendly and approachable I have come out of my appointments feeling it was a waste of time going for advice and coming out none the wiser!
- Very good, but quite rushed
- The Practice is excellent regarding medical care
- Last appointment I had was very blunt and short. Didn't talk about options or possible changes. I then later spoke with another Dr who was fantastic via phone consultation

**QUESTION 6**

Statement "It is easy to get an appointment with a nurse" Tick which best fits your experience



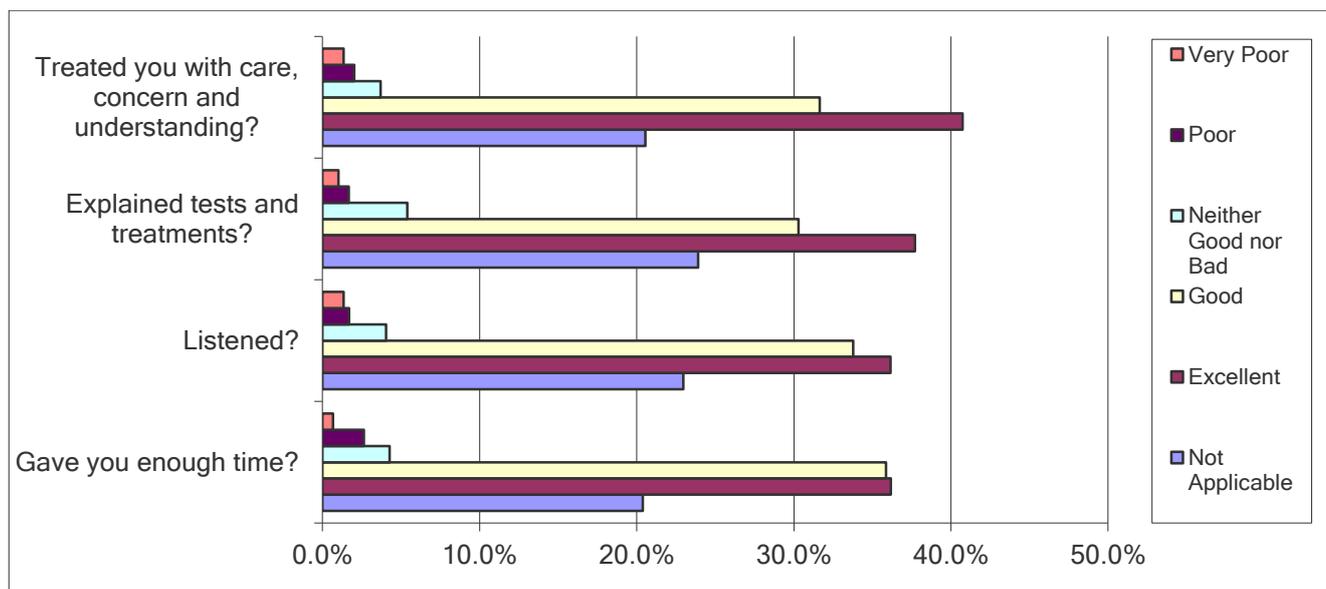
Answer Choices	2016	2015	2014
Strongly Disagree	1%	2.1%	2.4%
Disagree	11%	14.5%	12.4%
Agree	37%	36.4%	55.1%
Strongly Agree	21%	19.8%	11.4%
Don't Know	29%	27.3%	18.8%

Comments:

- It is very difficult to get nurses appointments
- Nurses are excellent
- Seems to be longer than a doctor yet when you go they never seem in a rush
- They are all professional and kind
- More difficult than in the past. Longer wait
- My appointments are usually for blood tests which I book on line

## QUESTION 7

Based on your last visit to see a nurse, how were the following dealt with? Please tick each column as appropriate

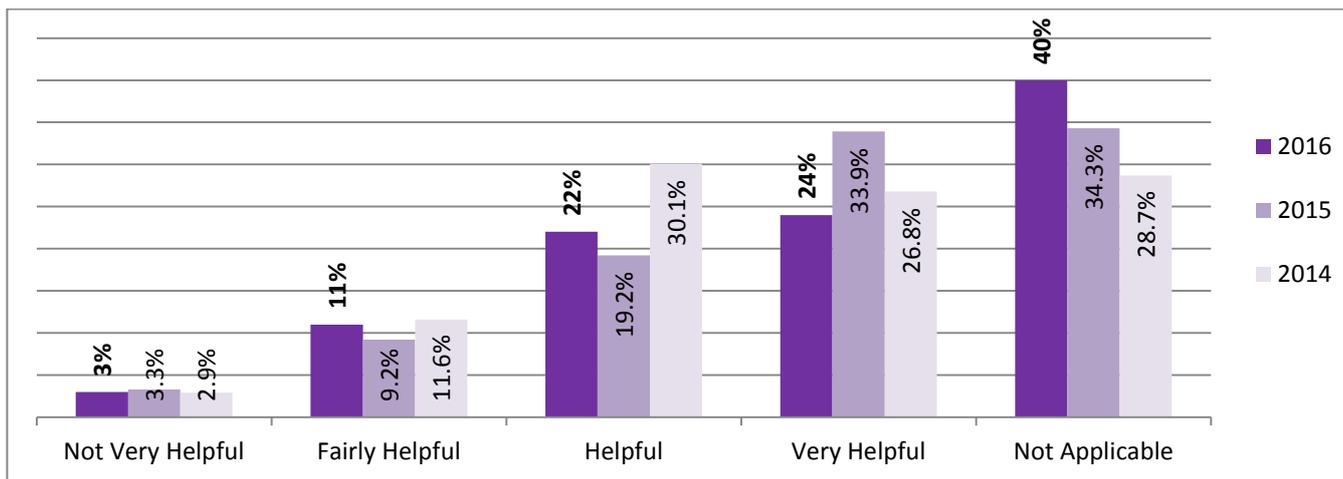


Answer Choices	Very Poor	Poor	Neither Good nor Bad	Good	Excellent	Not Applicable
Gave you enough time?	0.7%	2.6%	4.3%	35.9%	36.2%	20.4%
Listened?	1.4%	1.7%	4.1%	33.8%	36.2%	23.0%
Explained tests and treatments?	1.0%	1.7%	5.4%	30.3%	37.7%	23.9%
Treated you with care, concern and understanding?	1.4%	2.0%	3.7%	31.7%	40.7%	20.5%

### Comments:

- We have excellent nurses in our surgery - thank you
- It was for my flu jab. Well done on improving this process
- Treatment varies depending on who I see - attitude usually compassionate and efficient but there have been times when I haven't felt listened to if my views have differed or I have wanted to question something
- Always I seemed to be rushed, Nurse stressed

**QUESTION 8 - How helpful do you find the Dispensing Staff?**

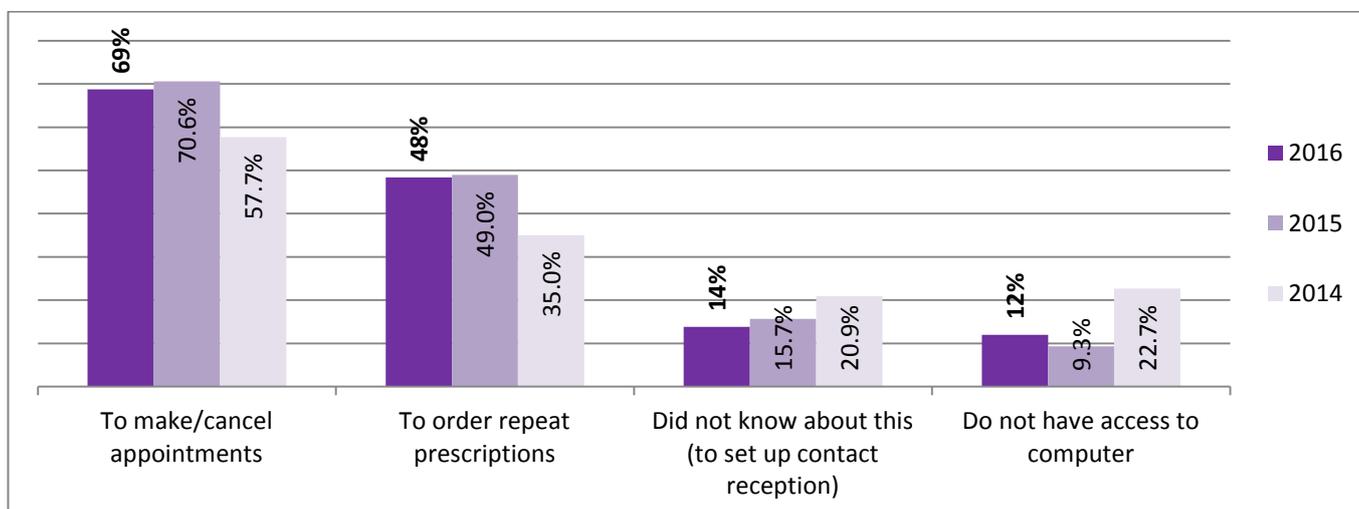


Answer Choices	2016	2015	2014
Not Very Helpful	3%	3.3%	2.9%
Fairly Helpful	11%	9.2%	11.6%
Helpful	22%	19.2%	30.1%
Very Helpful	24%	33.9%	26.8%
Not Applicable	40%	34.3%	28.7%

**Comments:**

- Excellent and very pleasant to deal with - thank you
- It would be good practice to acknowledge your presence even if they are busy
- Went out of her way to help solve a problem for me
- Frustrating that the dispensary closes during the afternoon, and often the medication isn't available on the same day so I have to make a return visit. Staff are unfriendly and there is a lack of privacy at the desk
- A much improved attitude and service
- But living in a village it is frustrating when repeat prescriptions are ordered on line and then there is "staff training" which means a return visit

**QUESTION 9 - Are you registered to use Online Services? Please tick all that apply**



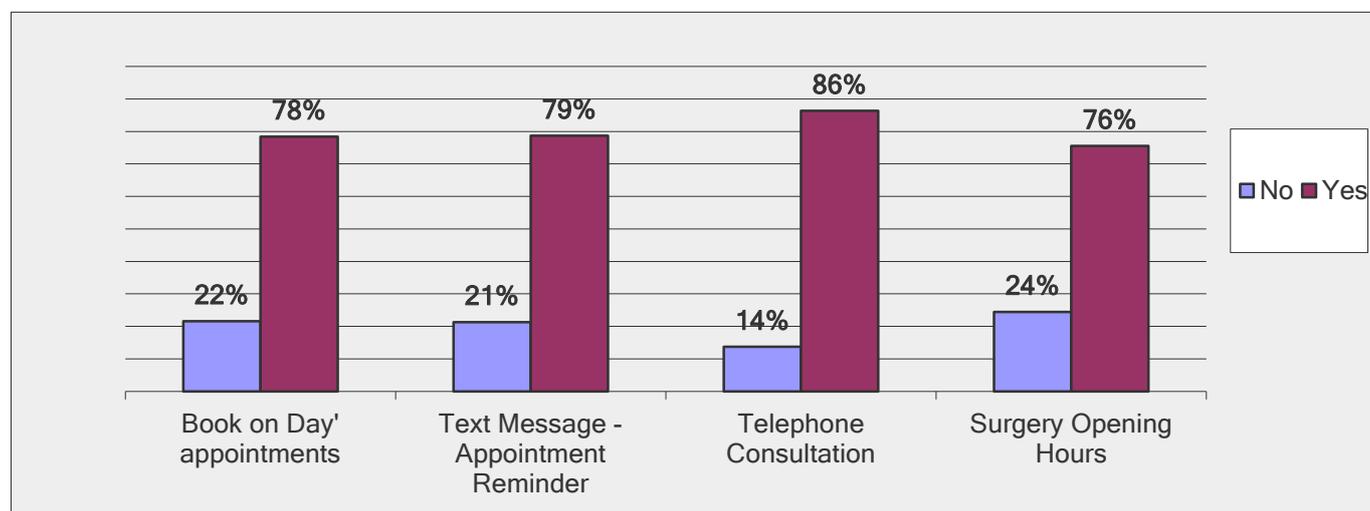
Answer Choices	2016	2015	2014
To make/cancel appointments	69%	70.6%	57.7%
To order repeat prescriptions	48%	49.0%	35.0%
Did not know about this (to set up contact reception)	14%	15.7%	20.9%
Do not have access to computer	12%	9.3%	22.7%

Comments:

- Great system, but no use if there is such limited availability of slots
- 3 days to order tablets is excessive. My password has failed 3 times and needed to be renewed which was a tedious process as it required a visit to the surgery. The system does not work properly
- When your repeat prescriptions expire would be handy for the system to tell you you need to see a doctor as you won't get a repeat prescription next time. ie to warn you when online that you won't get a repeat prescription next time as you need to see a doctor first
- Would like to see online services expanded where possible
- I'd like more appointments available on line

### QUESTION 10

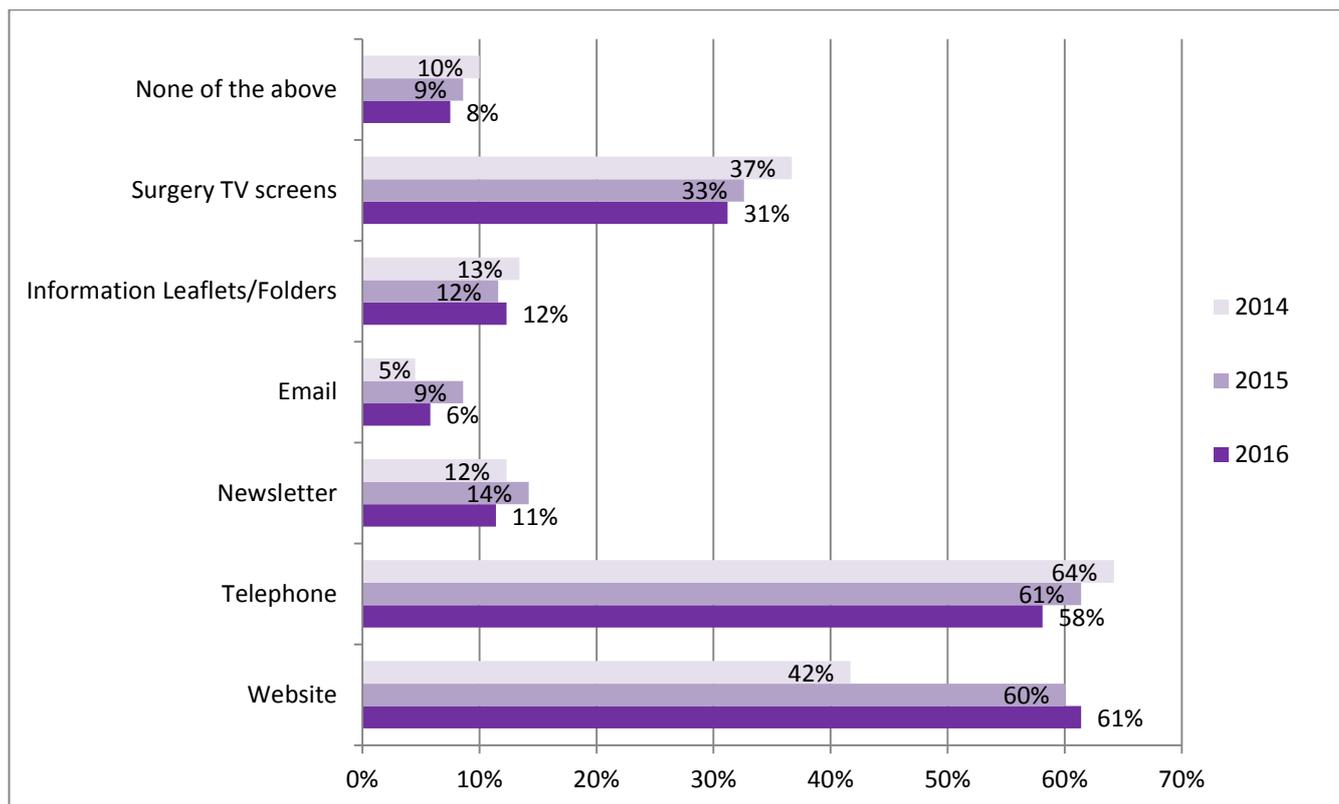
Did you know that Bassett Road Surgery offers the following services?



Answer Choices	Yes	No
'Book on Day' appointments	78%	22%
Text Message - Appointment Reminder	79%	21%
Telephone Consultations	86%	14%
Surgery Opening Hours	76%	24%

## QUESTION 11

Which of the following do you use to find out information about the practice? Please tick all that apply.



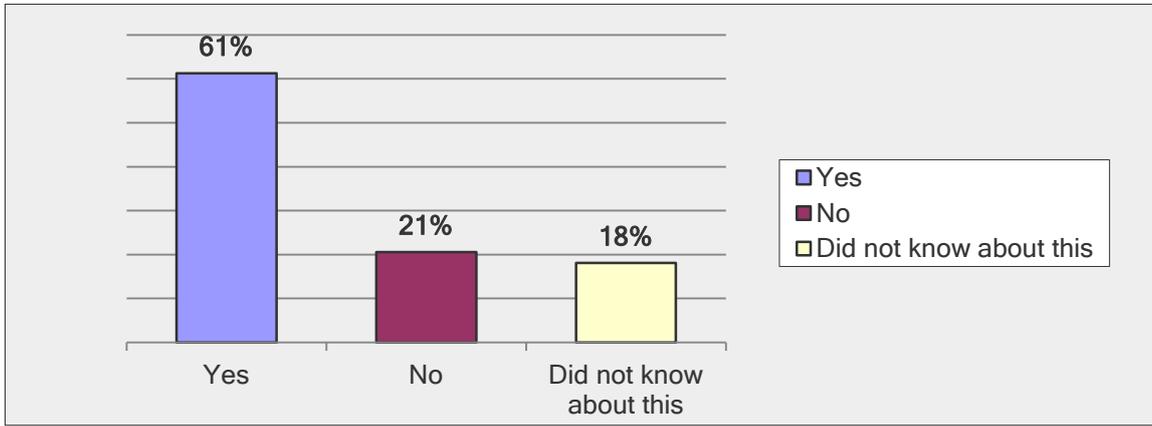
Answer Choices	2016	2015	2014
Website	61%	60%	42%
Telephone	58%	61%	64%
Newsletter	11%	14%	12%
Email	6%	9%	5%
Information Leaflets/Folders	12%	12%	13%
Surgery TV screens	31%	33%	37%
None of the above	8%	9%	10%

### Comments:

- As you have my email address it would be nice to have the link for the newsletter sent to me. Also provide newsletters more than twice a year to tell us about flu jabs and hayfever! There must be more news than that in a busy surgery?
- Recommended by a friend / Reviews on google.
- PPG.
- It would be good to receive the newsletter via email as I don't come to the surgery often.

## QUESTION 12

The surgery has recently introduced Electronic Prescription Service (EPS). This is a new NHS service that allows your GP to send your prescription direct to your chosen pharmacy, saving you time and visits Surgery. Are you currently using this service?

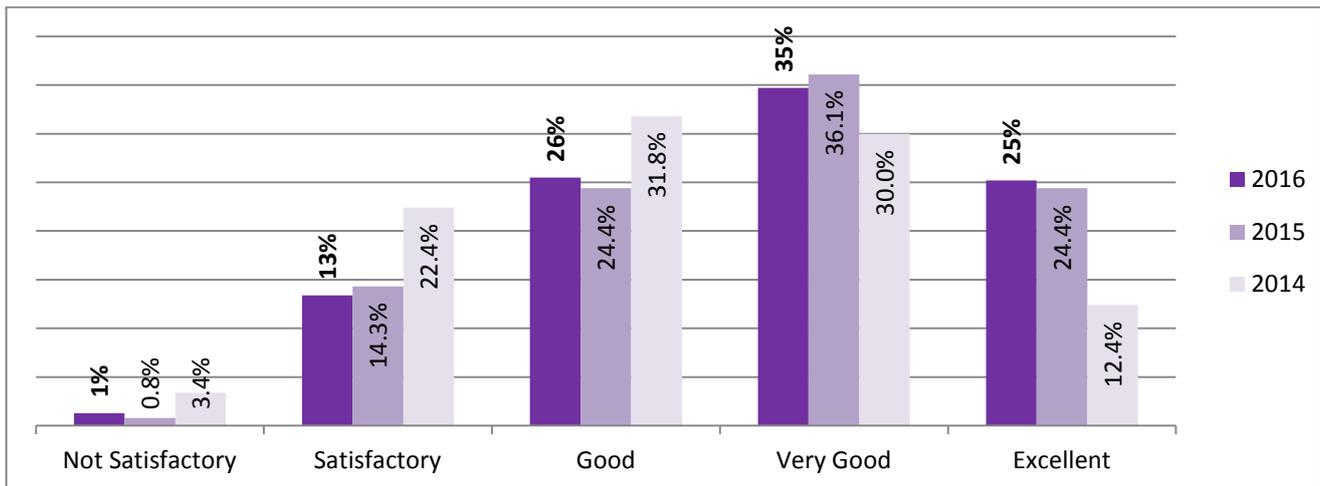


**Comments:**

- Good for routine repeat prescriptions but not for immediate acute illness prescriptions as can take 2 hours
- Your literature gives the impression that this is compulsory!
- Amazing service, saves so much time
- I use it but contrary to what the doctor tells me it can take up to an hour for the prescription to arrive
- I dislike the pressure to sign up to paperless prescriptions. It lacks flexibility and is no use for people who work out of the area and need to get their prescriptions filled near their workplace
- Not a huge fan to be honest but my introduction was by Tesco which turned me off to the idea big time. However I can see the benefit for some folk & situations. For me I have to remember to ask for a paper prescription so I can use the most convenient pharmacy that day as it's not always blinking Tesco, it might be Boots in Euston station or some other one I'll be passing
- Initially there were teething problems but things are improving to a acceptable standard
- Unable to verify prescribed medicine before collecting. Have experienced a delay and medicine wastage as it cannot be returned, even if unopened
- I am aware of the excellence of the service and find it very useful for another patient who I help

**QUESTION 13**

Overall, how would you describe your experience of Bassett Road Surgery?



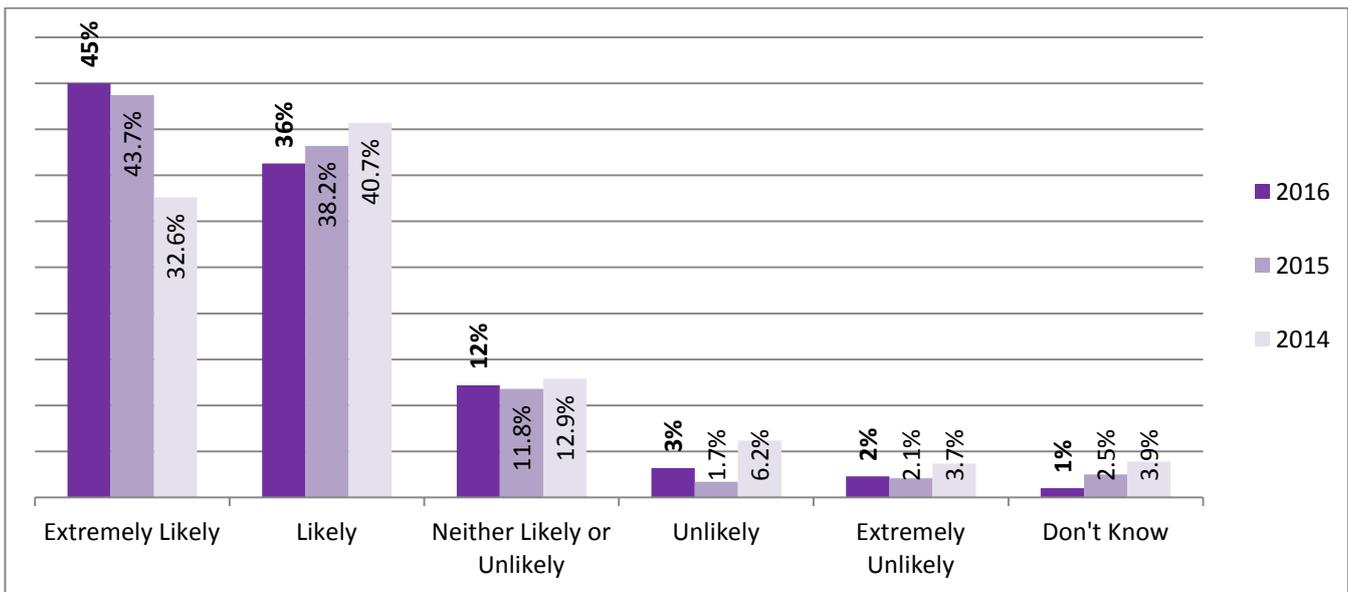
Answer Choices	2016	2015	2014
Not Satisfactory	1%	0.8%	3.4%
Satisfactory	13%	14.3%	22.4%
Good	26%	24.4%	31.8%
Very Good	35%	36.1%	30.0%
Excellent	25%	24.4%	12.4%

Comments:

- The surgery is always comfortable and clean.
- Given how busy the surgery is the efficiency and friendliness are excellent.
- The service at the surgery has improved over the last couple of years.
- I have been a patient for 40 years and have always found it to be a good practice.
- I've been to all the surgeries in Leighton Buzzard and trust my luck to find the best last.
- Since I registered with practice I been very happy with service and reception are very helpful.
- Having experienced doctors surgeries in other parts of the country I am extremely pleased - thank you.
- There has been considerable improvement over the past few years - patients comments seem to be listened to.

**QUESTION 14**

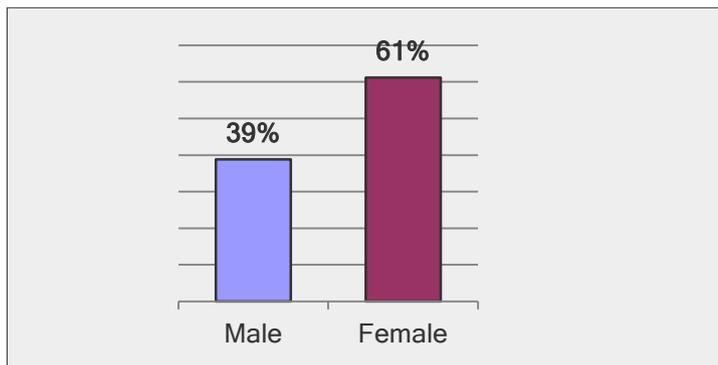
We would like you to think about your recent experience of our service. "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"



Answer Choices	2016	2015	2014
Extremely Likely	45%	43.7%	32.6%
Likely	36%	38.2%	40.7%
Neither Likely or Unlikely	12%	11.8%	12.9%
Unlikely	3%	1.7%	6.2%
Extremely Unlikely	2%	2.1%	3.7%
Don't Know	1%	2.5%	3.9%

### QUESTION 15

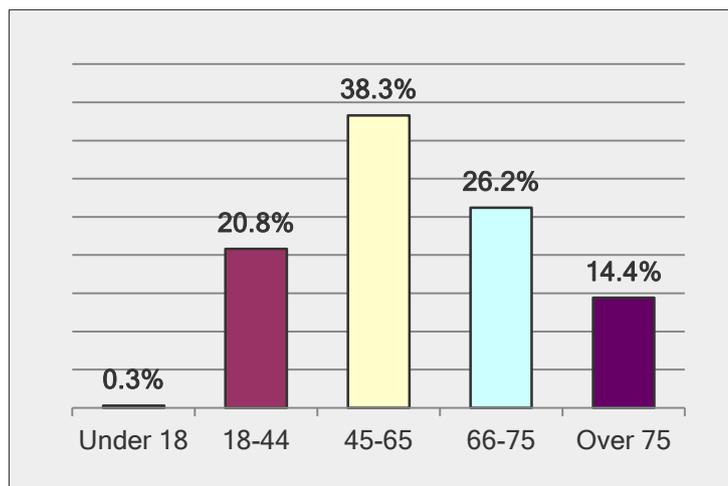
Please indicate your gender.



Answer Choices	2016
Male	39%
Female	61%

### QUESTION 16

Please indicate your age group.



Answer Choices	2016
Under 18	0.3%
18-44	20.8%
45-65	38.3%
66-75	26.2%
Over 75	14.4%

### QUESTION 17

General comments/suggestions:

- Remember a smile is free, we do not know peoples circumstances and they may need a little more care. Acknowledge them, if you are busy and say "I will be with you in a moment;" don't have conversations with team members and ignore us the patients. Thank you.

- Adopt financial penalties if people fail to turn up to appointments with no advance warning as this affects everyone. Wish all surgeries showed as much professionalism as Bassett Road.
- Very happy with the service and am the envy of many of my friends going to other practices. Thank you.
- I/we do appreciate the heavy duty load of the doctors/nurses.
- Please keep up the good work during these difficult times of financial cut backs etc.
- It would be nice to see more regular updates; communication is a bit sketchy if you are not a regular visitor to the surgery.
- It's difficult to get any continuity, and I have tended to see a different doctor every time due to the difficulty in booking appointments. I don't therefore feel I have a doctor-patient relationship with any of the doctors - which would have been very helpful recently.
- Reception should greet you with a reassuring smile, not the kind of look indicating that you're bothering them. Nurses are quite abrupt.
- I would also add that I have always found the reception staff professional and helpful. It's not an easy role but my experience was very positive.
- Would it not be easier sometimes to contact patient by phone, email or text instead of a letter .
- In view of the pressures on doctors etc. and the wasted hours when people fail to turn up I feel they should be charged for not doing so. It is just as easy to cancel an appointment as making one.
- Surgery continues to improve and be open to patient views.
- I think that the way the PPG and the staff work together is to be highly praised.
- Use technology more to let patients know what is happening in the surgery, particularly any big changes like electronic prescriptions
- Photos of doctors on wall would be useful. A set of scales and blood pressure monitor would be useful.
- If possible it would be useful if the leaflets were displayed more clearly instead of being round the corner. I realise this may not be possible due to lack of space.
- The book on day appointments is a very good idea but it was not advertised as far as I am aware.
- As a communication manager I recognise the challenges of effective 2 way communication, BUT this is crucial to effective care. I feel that this could be improved by treating the 'patient' not the symptoms . More understanding of holistic health would be useful.
- We moved from a practice that does not appear to help or consider its patients, so it is refreshing to see that at least one surgery cares.