

# BROOMHILL & LODGE MOOR SURGERIES

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## PATIENT QUESTIONNAIRE RESULTS 2013/14

### Overview

The doctors and staff at Broomhill & Lodge Moor Surgeries aim to provide a high standard of patient care and we are constantly looking for ways to improve and develop our service.

We have recently set up a patient participation group with the aim of giving patients a forum to discuss new developments and services within the practice.

As part of the work within the group it was decided to devise a questionnaire to help establish valuable feedback and ideas of areas for development from our patients.

The questionnaire was sent to a selection of patients, some were also issued with repeat prescriptions and also given out to a random selection of patients attending appointments at both surgeries.

### Results

A total of **250** questionnaires were sent out.

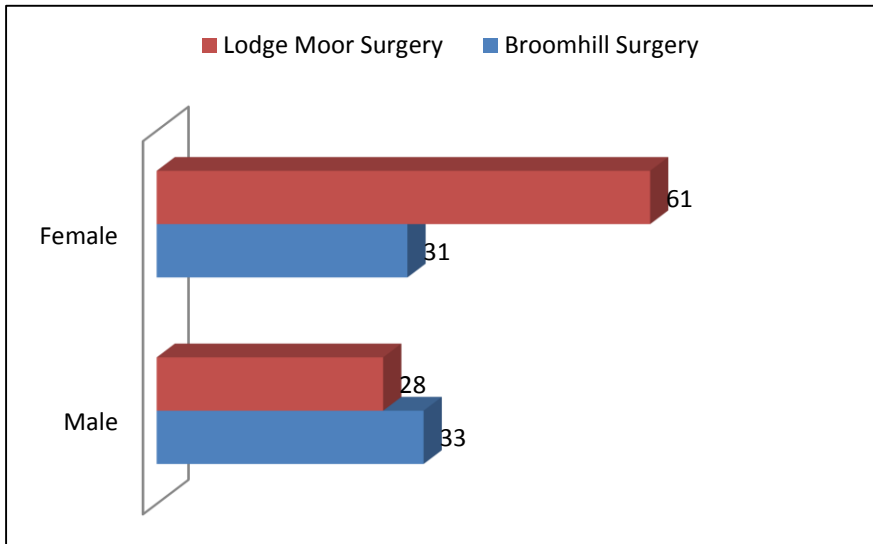
We received **156** responses in total which represents a response rate of **62.4%**

**65 (41.6%)** of responses from patients from Broomhill Surgery and **91 (58.3%)** from Lodge Moor Surgery

### Patient Demographics

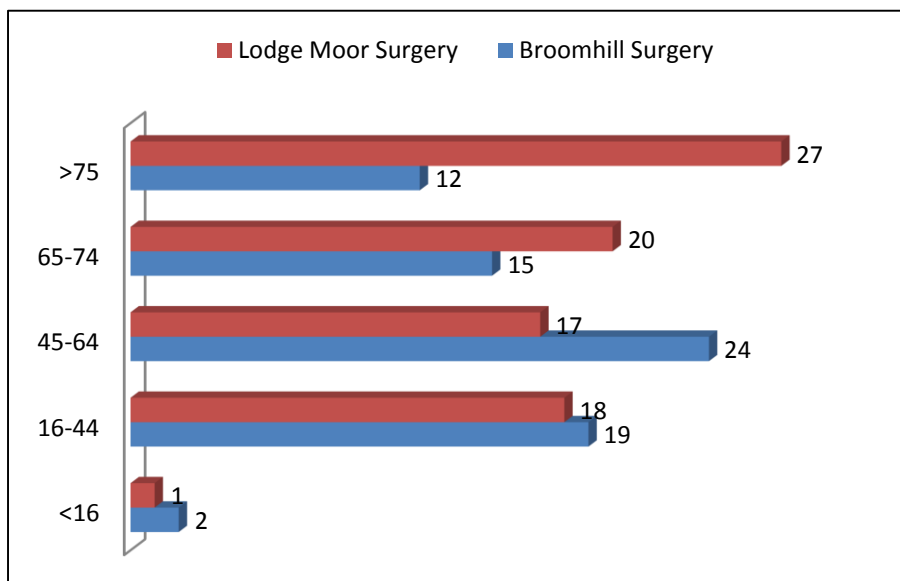
#### Sex

|        | Broomhill Surgery | Lodge Moor Surgery | Overall |
|--------|-------------------|--------------------|---------|
| Male   | 33                | 28                 | 61      |
| Female | 31                | 61                 | 92      |



## Age

|       | Broomhill Surgery | Lodge Moor Surgery | Overall |
|-------|-------------------|--------------------|---------|
| <16   | 2                 | 1                  | 3       |
| 16-44 | 19                | 18                 | 37      |
| 45-64 | 17                | 24                 | 41      |
| 65-74 | 15                | 20                 | 35      |
| >75   | 12                | 27                 | 39      |

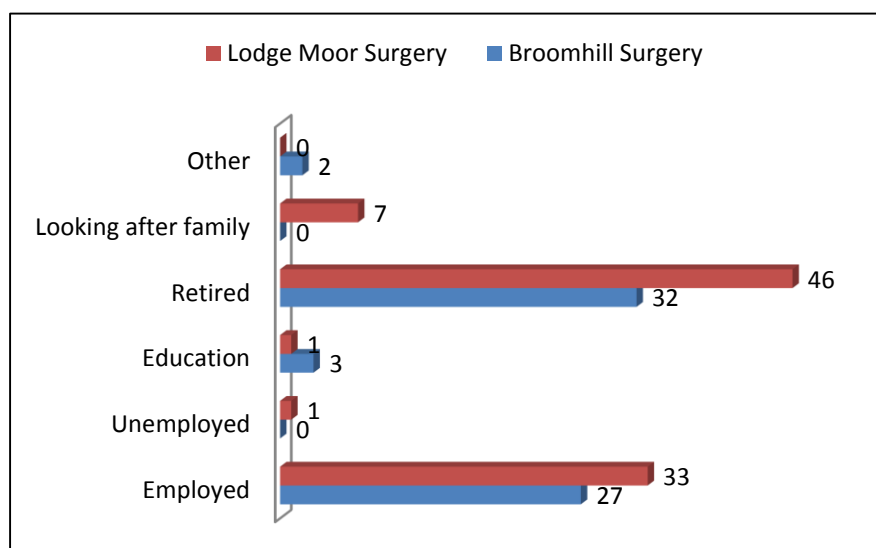


## Ethnicity

|                        | Broomhill Surgery | Lodge Moor Surgery | Overall |
|------------------------|-------------------|--------------------|---------|
| White                  | 56                | 88                 | 144     |
| Black or Black British | 0                 | 1                  | 1       |
| Asian or Asian British | 3                 | 1                  | 4       |
| Mixed                  | 1                 | 0                  | 1       |
| Chinese                | 0                 | 0                  | 0       |
| Other ethnic group     | 3                 | 0                  | 3       |

## Employment Status

|                      | Broomhill Surgery | Lodge Moor Surgery | Overall |
|----------------------|-------------------|--------------------|---------|
| Employed             | 27                | 33                 | 60      |
| Unemployed           | 0                 | 1                  | 1       |
| Full time Education  | 3                 | 1                  | 4       |
| Retired              | 32                | 46                 | 78      |
| Looking after family | 0                 | 7                  | 7       |
| Other                | 2                 | 0                  | 2       |

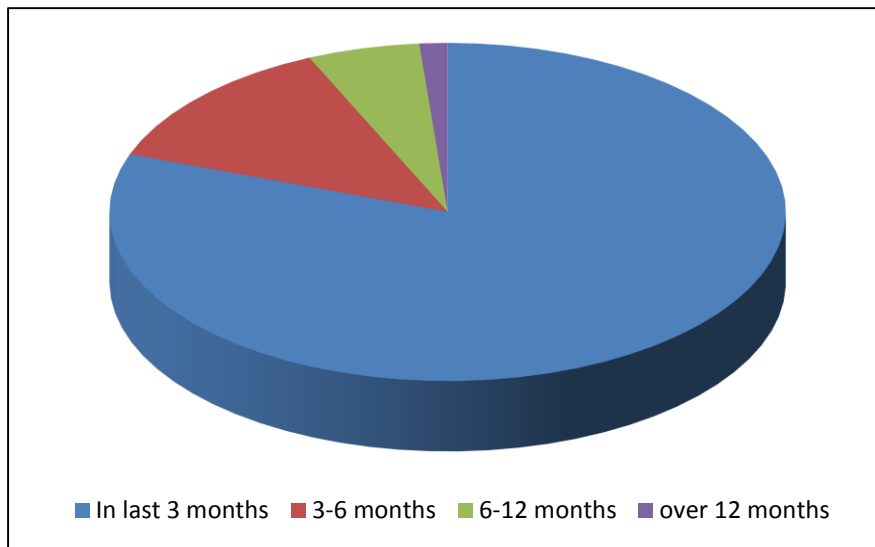


## RESULTS

### APPOINTMENTS & RECEPTION

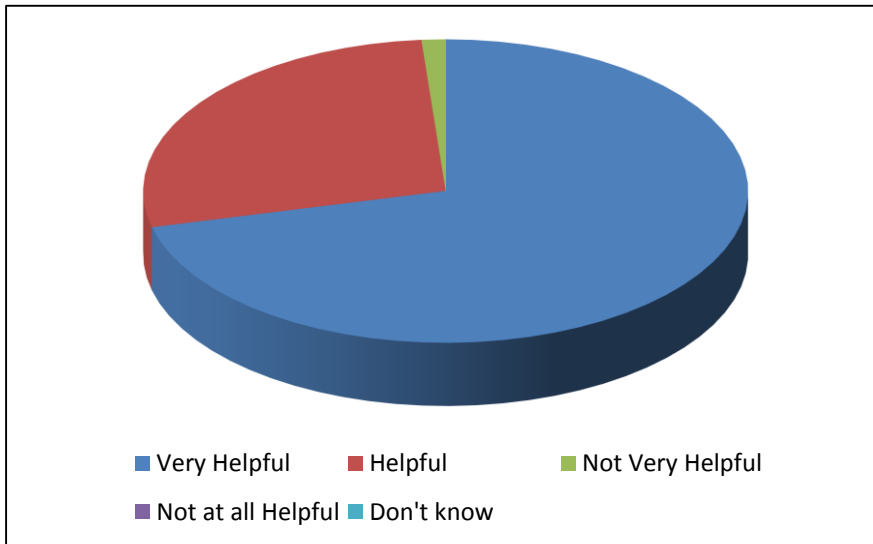
**Q2.** When was the last time you had an appointment at the surgery?

|                      | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|----------------------|--------------------------|---------------------------|--------------------|
| In the last 3 months | <b>50</b> (82.0%)        | <b>70</b> (79.5%)         | <b>120</b> (80.5%) |
| 3-6 months           | <b>6</b> (9.8%)          | <b>13</b> (14.8%)         | <b>19</b> (12.8%)  |
| 6-12 months          | <b>4</b> (6.6%)          | <b>4</b> (4.5%)           | <b>8</b> (5.4%)    |
| Over 12 months       | <b>1</b> (1.6%)          | <b>1</b> (1.1%)           | <b>2</b> (1.3%)    |



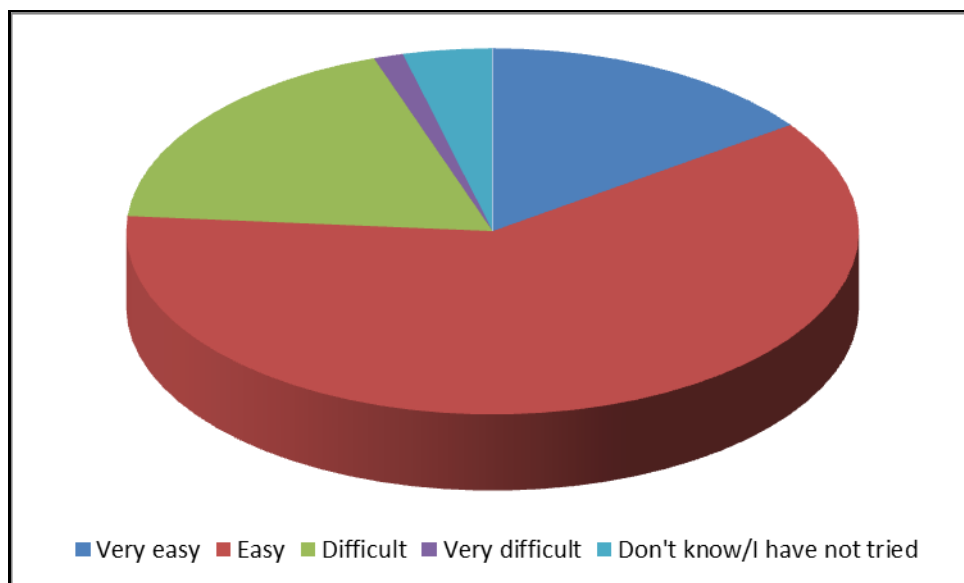
**Q3.** How helpful do you find the receptionist staff?

|                    | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|--------------------|--------------------------|---------------------------|--------------------|
| Very helpful       | <b>44</b> (68.8%)        | <b>67</b> (72.8%)         | <b>111</b> (71.1%) |
| Helpful            | <b>19</b> (29.7%)        | <b>24</b> (26.1%)         | <b>43</b> (27.6%)  |
| Not very helpful   | <b>1</b> (1.6%)          | <b>1</b> (1.1%)           | <b>2</b> (1.3%)    |
| Not at all helpful | <b>0</b>                 | <b>0</b>                  | <b>0</b>           |
| Don't know         | <b>0</b>                 | <b>0</b>                  | <b>0</b>           |



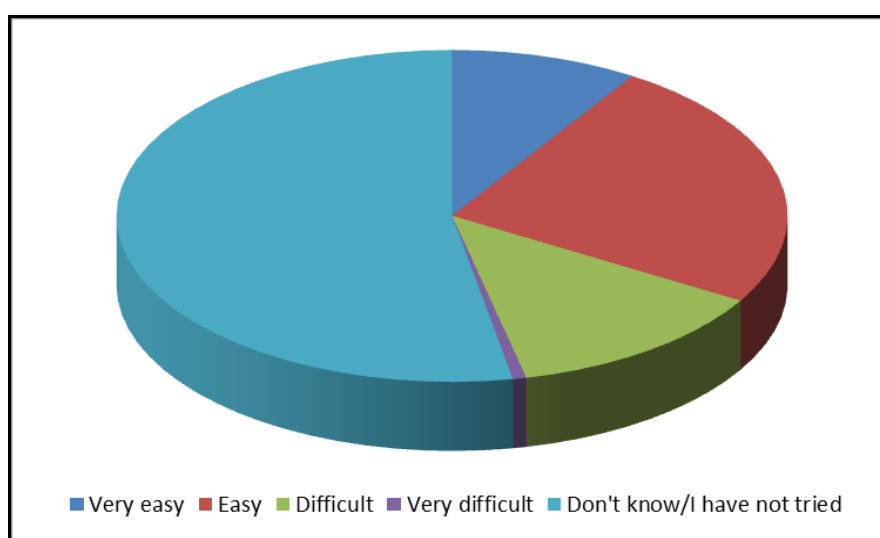
**Q4.** How easy is it to get through to someone at the surgery by telephone?

|                              | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|------------------------------|--------------------------|---------------------------|-------------------|
| Very easy                    | <b>16</b> (23.5)         | <b>7</b> (8.3%)           | <b>23</b> (15.1%) |
| Easy                         | <b>37</b> (54.4%)        | <b>56</b> (66.7%)         | <b>93</b> (61.2%) |
| Difficult                    | <b>12</b> (17.6%)        | <b>16</b> (19.0%)         | <b>28</b> (18.4%) |
| Very difficult               | <b>0</b> (0%)            | <b>2</b> (2.3%)           | <b>2</b> (1.3%)   |
| I have not tried /Don't know | <b>3</b> (4.4%)          | <b>3</b> (3.6%)           | <b>6</b> (3.9%)   |



**Q5.** How easy do you find it to speak to a doctor or nurse on the telephone?

|                             | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|-----------------------------|--------------------------|---------------------------|-------------------|
| Very easy                   | <b>8</b> (12.3%)         | <b>6</b> (6.7%)           | <b>14</b> (9.0%)  |
| Easy                        | <b>16</b> (24.6%)        | <b>22</b> (24.4%)         | <b>38</b> (24.5%) |
| Difficult                   | <b>7</b> (10.7%)         | <b>13</b> (14.4%)         | <b>20</b> (12.9%) |
| Very difficult              | <b>1</b> (1.5%)          | <b>0</b>                  | <b>1</b> (0.6%)   |
| Don't know/I have not tried | <b>33</b> (50.8%)        | <b>49</b> (54.4%)         | <b>82</b> (52.9%) |



**Q6.** How do you **usually** book your appointments at the surgery?

|                    | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|--------------------|--------------------------|---------------------------|--------------------|
| In person          | <b>10</b> (14.9%)        | <b>26</b> (26.8%)         | <b>36</b> (21.9%)  |
| Over the telephone | <b>56</b> (83.6%)        | <b>70</b> (72.2%)         | <b>126</b> (76.8%) |
| Online             | <b>0</b>                 | <b>1</b> (1.0%)           | <b>1</b> (0.6%)    |
| I have not tried   | <b>1</b> (1.5%)          | <b>0</b>                  | <b>1</b> (0.6%)    |

**Q7.** How would you **prefer** to book an appointment?

|                    | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|--------------------|--------------------------|---------------------------|--------------------|
| In person          | <b>14</b> (16.1%)        | <b>22</b> (17.3%)         | <b>36</b> (16.8%)  |
| Over the telephone | <b>51</b> (58.6%)        | <b>73</b> (57.5%)         | <b>124</b> (57.9%) |
| Online booking     | <b>22</b> (25.3%)        | <b>32</b> (25.2%)         | <b>54</b> (25.2%)  |

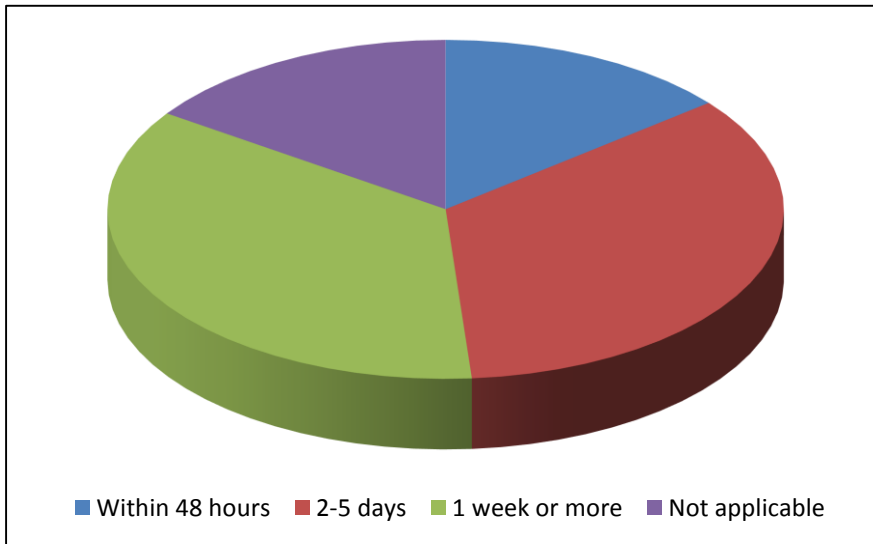
**Q8.** How easy is it to book a **routine** appointment in advance at the surgery?

|                             | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|-----------------------------|--------------------------|---------------------------|--------------------|
| Very easy                   | <b>18</b> (27.7%)        | <b>20</b> (18.9%)         | <b>38</b> (22.2%)  |
| Fairly Easy                 | <b>36</b> (55.4%)        | <b>68</b> (64.2%)         | <b>104</b> (60.8%) |
| Difficult                   | <b>6</b> (9.2%)          | <b>11</b> (10.4%)         | <b>17</b> (9.9%)   |
| Very difficult              | <b>1</b> (1.5%)          | <b>4</b> (3.8%)           | <b>5</b> (2.9%)    |
| I have not tried/Don't know | <b>4</b> (6.2%)          | <b>3</b> (2.8%)           | <b>7</b> (4.1%)    |



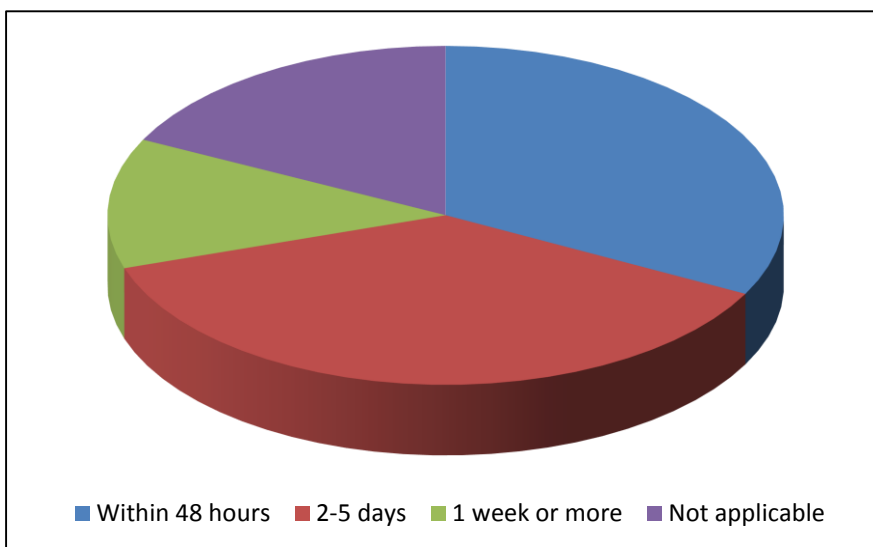
**Q9.** When booking to see a **specific doctor**, how long do you usually have to wait for a **routine** appointment?

|                 | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|-----------------|--------------------------|---------------------------|-------------------|
| Within 48 hours | <b>16</b> (26.2%)        | <b>7</b> (7.7%)           | <b>23</b> (15.1%) |
| 2-5 days        | <b>36</b> (59.0%)        | <b>20</b> (21.9%)         | <b>56</b> (36.8%) |
| 1 week or more  | <b>9</b> (14.8%)         | <b>49</b> (53.8%)         | <b>58</b> (38.2%) |
| Not applicable  | <b>0</b>                 | <b>15</b> (16.5%)         | <b>15</b> (9.9%)  |



**Q10.** When booking to see **any doctor**, how long do you usually have to wait for a **routine** appointment?

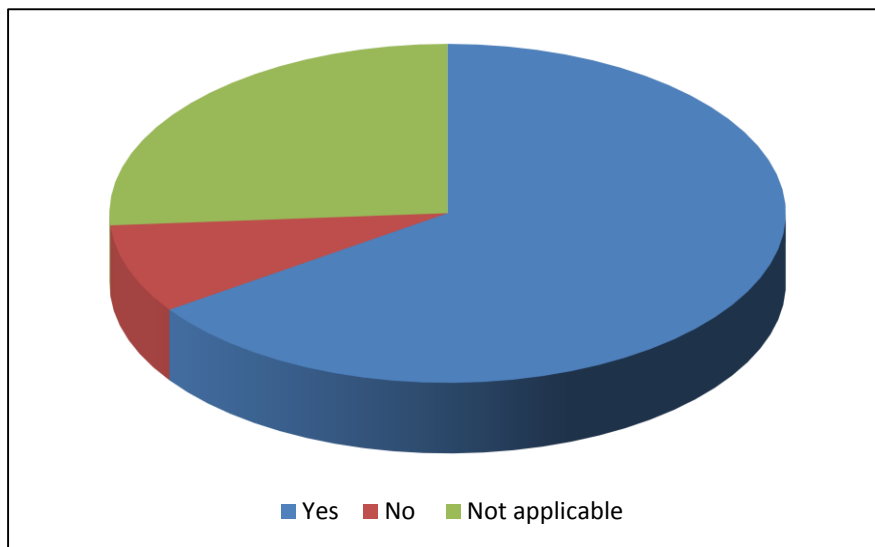
|                 | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|-----------------|--------------------------|---------------------------|-------------------|
| Within 48 hours | <b>14</b> (21.9%)        | <b>36</b> (40.4%)         | <b>50</b> (32.6%) |
| 2-5 days        | <b>27</b> (42.2%)        | <b>30</b> (33.7%)         | <b>57</b> (37.3%) |
| 1 week or more  | <b>7</b> (10.9%)         | <b>12</b> (13.5%)         | <b>19</b> (12.4%) |
| Not applicable  | <b>16</b> (25.0%)        | <b>11</b> (12.4%)         | <b>27</b> (17.6%) |





**Q11.** If you need an **urgent** appointment to see a doctor do you normally get seen on the same day?

|                | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|----------------|--------------------------|---------------------------|--------------------|
| Yes            | <b>40</b> (62.5%)        | <b>60</b> (67.4%)         | <b>100</b> (65.4%) |
| No             | <b>4</b> (6.3%)          | <b>9</b> (10.1%)          | <b>13</b> (8.5%)   |
| Not applicable | <b>20</b> (31.2%)        | <b>20</b> (22.5%)         | <b>40</b> (26.1%)  |



**Q12.** How long did you have to wait for your last consultation to start?

|                      | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|----------------------|--------------------------|---------------------------|-------------------|
| Less than 5 minutes  | <b>7</b> (10.9%)         | <b>11</b> (12.1%)         | <b>18</b> (11.5%) |
| 5 – 10 minutes       | <b>10</b> (15.6%)        | <b>16</b> (17.6%)         | <b>26</b> (16.7%) |
| 11 – 20 minutes      | <b>18</b> (28.1%)        | <b>35</b> (38.5%)         | <b>53</b> (34.0%) |
| 21 – 30 minutes      | <b>14</b> (21.9%)        | <b>15</b> (16.5%)         | <b>29</b> (18.6%) |
| More than 30 minutes | <b>14</b> (21.9%)        | <b>11</b> (12.1%)         | <b>26</b> (16.7%) |
| Not applicable       | <b>1</b> (1.6%)          | <b>3</b> (3.3%)           | <b>4</b> (2.6%)   |

**Q13.** How do you **currently** request your repeat prescriptions?

|                                    | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|------------------------------------|--------------------------|---------------------------|-------------------|
| In person                          | <b>28</b> (28.9%)        | <b>11</b> (15.3%)         | <b>39</b> (22.9%) |
| Over the telephone                 | <b>45</b> (46.4%)        | <b>35</b> (48.6%)         | <b>80</b> (47.1%) |
| By post                            | <b>2</b> (2.1%)          | <b>2</b> (2.8%)           | <b>4</b> (2.4%)   |
| By arrangement with local pharmacy | <b>3</b> (3.1%)          | <b>8</b> (11.1%)          | <b>11</b> (6.5%)  |
| Online                             | <b>3</b> (3.1%)          | <b>0</b>                  | <b>4</b> (2.4%)   |
| Not applicable                     | <b>16</b> (16.5%)        | <b>16</b> (22.2%)         | <b>32</b> (18.8%) |

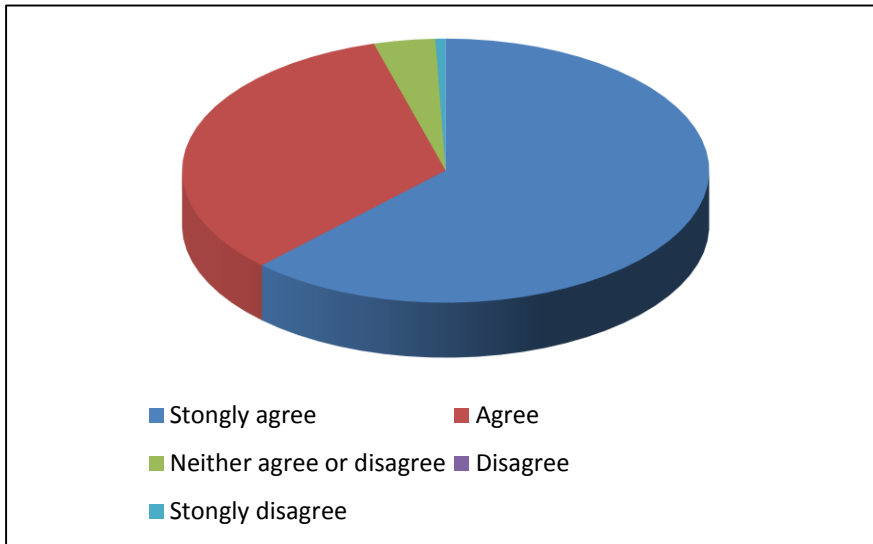
**Q14.** How would you **prefer** to request a repeat prescription?

|                                    | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|------------------------------------|--------------------------|---------------------------|-------------------|
| In person                          | <b>4</b> (5.7%)          | <b>21</b> (18.4%)         | <b>25</b> (13.6%) |
| Over the telephone                 | <b>29</b> (41.4%)        | <b>46</b> (40.4%)         | <b>75</b> (40.8%) |
| By post                            | <b>1</b> (1.4%)          | <b>0</b>                  | <b>1</b> (0.5%)   |
| Online                             | <b>14</b> (20.0%)        | <b>27</b> (23.7%)         | <b>41</b> (22.3%) |
| By arrangement with local pharmacy | <b>14</b> (20.0%)        | <b>9</b> (7.9%)           | <b>23</b> (12.5%) |
| Not applicable                     | <b>8</b> (11.4%)         | <b>11</b> (9.6%)          | <b>19</b> (10.3%) |

## **RECENT DOCTORS APPOINTMENTS**

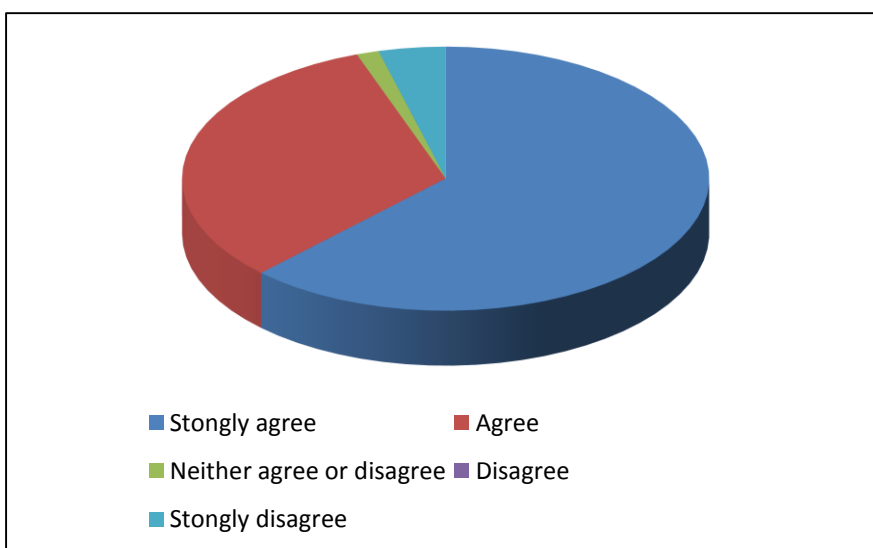
**Q15.** Did you feel that your doctor gave you enough time?

|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|---------------------------|--------------------------|---------------------------|-------------------|
| Strongly agree            | <b>36</b> (60.0%)        | <b>63</b> (63.6%)         | <b>99</b> (62.3%) |
| Agree                     | <b>23</b> (38.3%)        | <b>30</b> (30.3%)         | <b>53</b> (33.3%) |
| Neither agree or disagree | <b>1</b> (1.7%)          | <b>5</b> (5.1%)           | <b>6</b> (3.8%)   |
| Disagree                  | <b>0</b>                 | <b>0</b>                  | <b>0</b>          |
| Strongly disagree         | <b>0</b>                 | <b>1</b> (1.0%)           | <b>1</b> (0.6%)   |



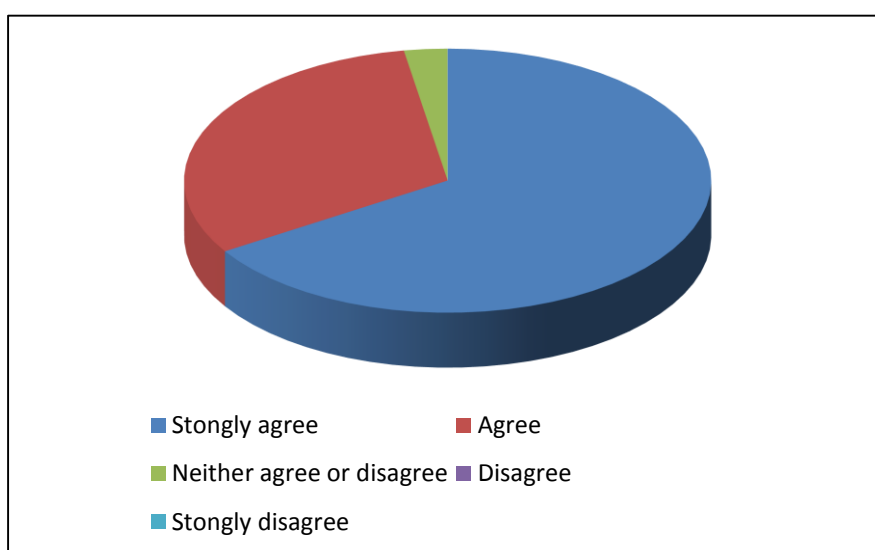
**Q16.** Did you feel the doctor listened to you during your consultation?

|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|---------------------------|--------------------------|---------------------------|-------------------|
| Strongly agree            | <b>43</b> (71.7%)        | <b>48</b> (55.8%)         | <b>91</b> (62.3%) |
| Agree                     | <b>17</b> (28.3%)        | <b>30</b> (34.9%)         | <b>47</b> (32.2%) |
| Neither agree or disagree | <b>0</b>                 | <b>2</b> (2.3%)           | <b>2</b> (1.4%)   |
| Disagree                  | <b>0</b>                 | <b>0</b>                  | <b>0</b>          |
| Strongly disagree         | <b>0</b>                 | <b>6</b> (7.0%)           | <b>6</b> (4.1%)   |



**Q17.** Did you feel the doctor involved you in decisions relating to your treatment?

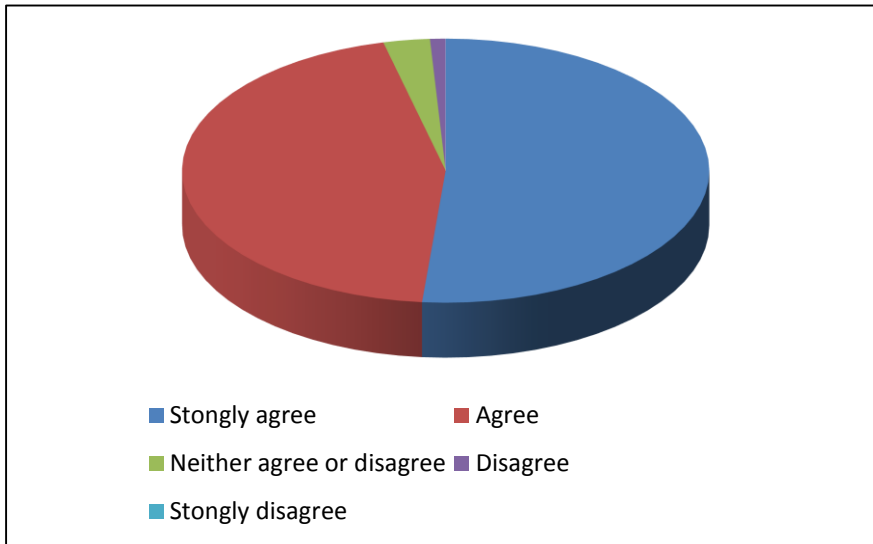
|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|---------------------------|--------------------------|---------------------------|-------------------|
| Strongly agree            | <b>45</b> (75.0%)        | <b>54</b> (60.0%)         | <b>99</b> (66.0%) |
| Agree                     | <b>14</b> (23.3%)        | <b>33</b> (36.7%)         | <b>47</b> (31.3%) |
| Neither agree or disagree | <b>1</b> (1.7%)          | <b>3</b> (3.3%)           | <b>4</b> (2.7%)   |
| Disagree                  | <b>0</b>                 | <b>0</b>                  | <b>0</b>          |
| Strongly disagree         | <b>0</b>                 | <b>0</b>                  | <b>0</b>          |



### **RECENT NURSE APPOINTMENTS**

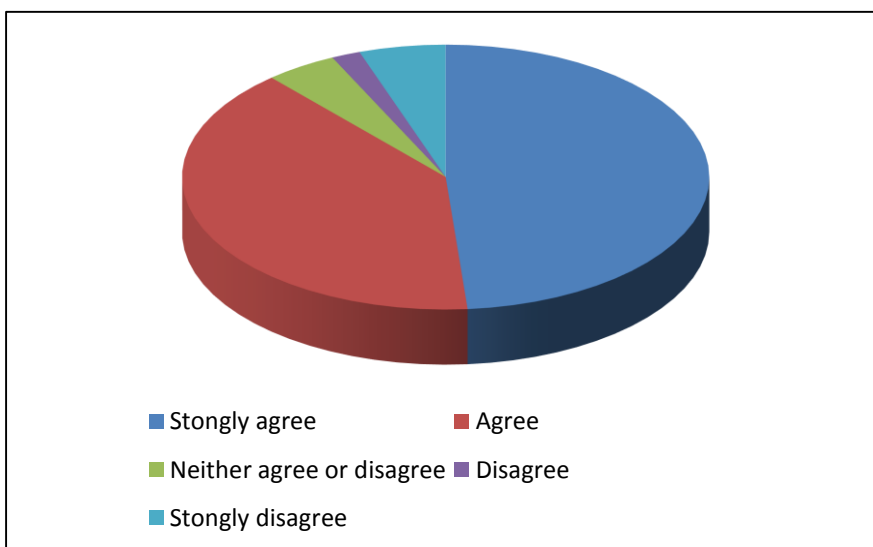
**Q18.** Did you feel that during your last appointment your nurse gave you enough time?

|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|---------------------------|--------------------------|---------------------------|-------------------|
| Strongly agree            | <b>28</b> (68.3%)        | <b>26</b> (40.6%)         | <b>54</b> (49.5%) |
| Agree                     | <b>12</b> (29.3%)        | <b>35</b> (54.7%)         | <b>51</b> (46.8%) |
| Neither agree or disagree | <b>1</b> (2.4%)          | <b>2</b> (3.1%)           | <b>3</b> (2.8%)   |
| Disagree                  | <b>0</b>                 | <b>1</b> (3.2%)           | <b>1</b> (0.9%)   |
| Strongly disagree         | <b>0</b>                 | <b>0</b>                  | <b>0</b>          |



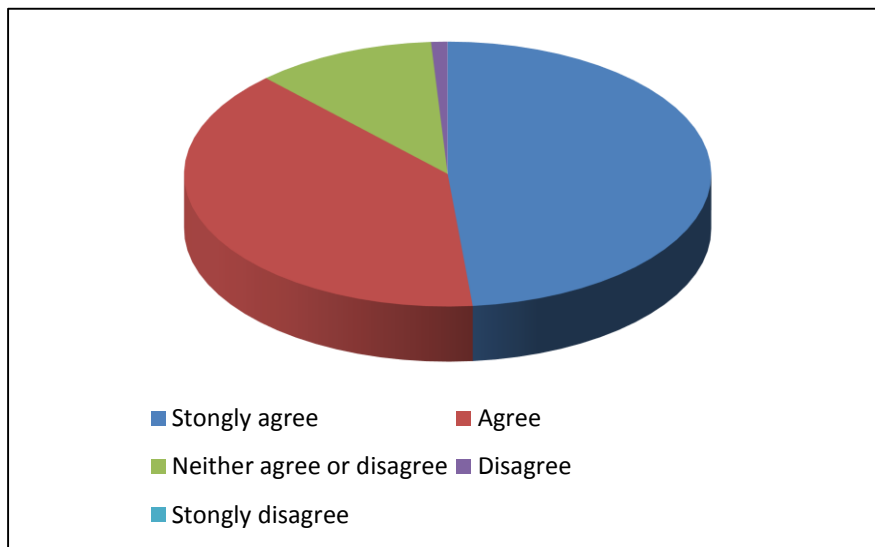
**Q19.** Did you feel that during your last appointment your nurse listened to you during your consultation?

|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|---------------------------|--------------------------|---------------------------|-------------------|
| Strongly agree            | <b>27</b> (56.3%)        | <b>28</b> (43.1%)         | <b>55</b> (48.7%) |
| Agree                     | <b>14</b> (29.2%)        | <b>31</b> (47.7%)         | <b>45</b> (39.8%) |
| Neither agree or disagree | <b>1</b> (2.1%)          | <b>4</b> (6.2%)           | <b>5</b> (4.4%)   |
| Disagree                  | <b>0</b>                 | <b>2</b> (3.1%)           | <b>2</b> (1.8%)   |
| Strongly disagree         | <b>6</b> (12.5%)         | <b>0</b>                  | <b>6</b> (5.3%)   |



**Q20.** Did you feel that during your last appointment your nurse involved you in decisions relating to your treatment?

|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|---------------------------|--------------------------|---------------------------|-------------------|
| Strongly agree            | <b>25</b> (61.0%)        | <b>23</b> (39.7%)         | <b>48</b> (48.5%) |
| Agree                     | <b>13</b> (31.7%)        | <b>26</b> (44.8%)         | <b>39</b> (39.4%) |
| Neither agree or disagree | <b>3</b> (7.3%)          | <b>8</b> (13.8%)          | <b>11</b> (11.1%) |
| Disagree                  | <b>0</b>                 | <b>1</b> (1.7%)           | <b>1</b> (1.0%)   |
| Strongly disagree         | <b>0</b>                 | <b>0</b>                  | <b>0</b>          |



## **ONLINE SERVICES**

**Q21.** Have you visited our either one of our websites?

|     | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>     |
|-----|--------------------------|---------------------------|--------------------|
| Yes | <b>14</b> (23.7%)        | <b>13</b> (16.3%)         | <b>27</b> (19.4%)  |
| No  | <b>45</b> (76.3%)        | <b>67</b> (83.7%)         | <b>112</b> (80.6%) |

**Q22. Have you used the online appointment booking service?**

|     | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b> |
|-----|--------------------------|---------------------------|----------------|
| Yes | <b>1</b>                 | <b>1</b>                  | <b>48</b>      |
| No  | <b>57</b>                | <b>80</b>                 | <b>39</b>      |

**Q23. How easy have you found it to use the online appointment booking service?**

|                           | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b> |
|---------------------------|--------------------------|---------------------------|----------------|
| Strongly agree            | <b>1</b>                 | <b>3</b>                  | <b>4</b>       |
| Agree                     | <b>0</b>                 | <b>1</b>                  | <b>1</b>       |
| Neither agree or disagree | <b>0</b>                 | <b>0</b>                  | <b>0</b>       |
| Disagree                  | <b>0</b>                 | <b>1</b>                  | <b>1</b>       |
| Strongly disagree         | <b>1</b>                 | <b>1</b>                  | <b>1</b>       |
| I have not tried          | <b>52</b>                | <b>74</b>                 | <b>126</b>     |

**Q24. Have you used the online repeat prescription service?**

|     | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b> |
|-----|--------------------------|---------------------------|----------------|
| Yes | <b>1</b>                 | <b>5</b>                  | <b>6</b>       |
| No  | <b>55</b>                | <b>74</b>                 | <b>129</b>     |

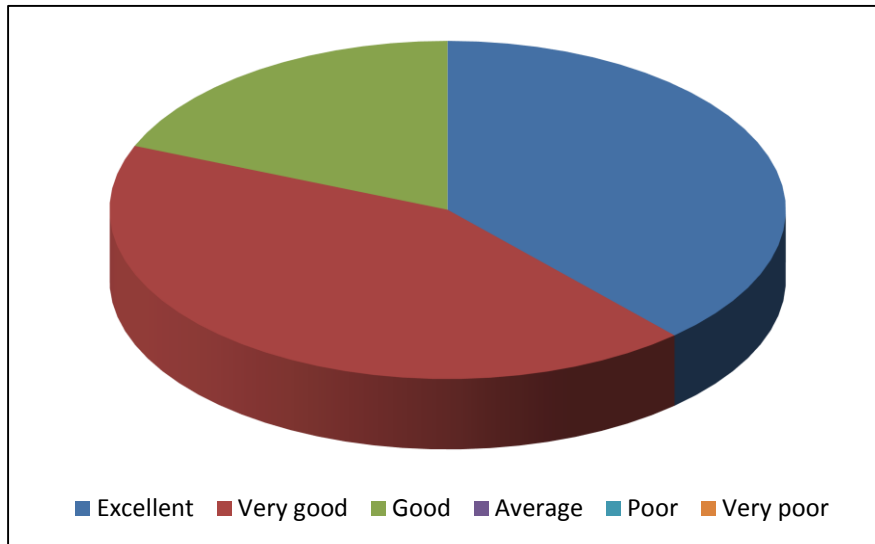
**Q25. How easy have you found it to use the online repeat prescription service?**

|                             | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b> |
|-----------------------------|--------------------------|---------------------------|----------------|
| Very easy                   | <b>1</b>                 | <b>4</b>                  | <b>5</b>       |
| Fairly Easy                 | <b>0</b>                 | <b>2</b>                  | <b>2</b>       |
| Difficult                   | <b>0</b>                 | <b>0</b>                  | <b>0</b>       |
| Very difficult              | <b>0</b>                 | <b>41</b>                 | <b>4</b>       |
| I have not tried/Don't know | <b>53</b>                | <b>70</b>                 | <b>123</b>     |

## OVERALL EXPERIENCE

**Q26.** How would you describe the service we currently provide?

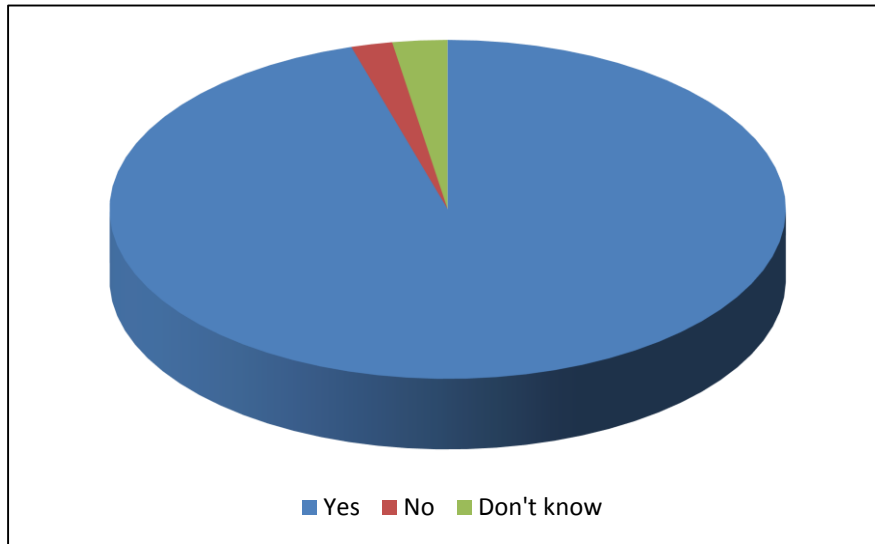
|           | Broomhill Surgery | Lodge Moor Surgery | Overall           |
|-----------|-------------------|--------------------|-------------------|
| Excellent | <b>28</b> (42.4%) | <b>31</b> (35.2%)  | <b>59</b> (38.3%) |
| Very good | <b>26</b> (39.4%) | <b>40</b> (45.5%)  | <b>66</b> (42.9%) |
| Good      | <b>12</b> (18.2%) | <b>17</b> (19.3%)  | <b>29</b> (18.8%) |
| Average   | <b>0</b>          | <b>0</b>           | <b>0</b>          |
| Poor      | <b>0</b>          | <b>0</b>           | <b>0</b>          |
| Very poor | <b>0</b>          | <b>0</b>           | <b>0</b>          |



**Q27.** Would you recommend our surgery to someone else?

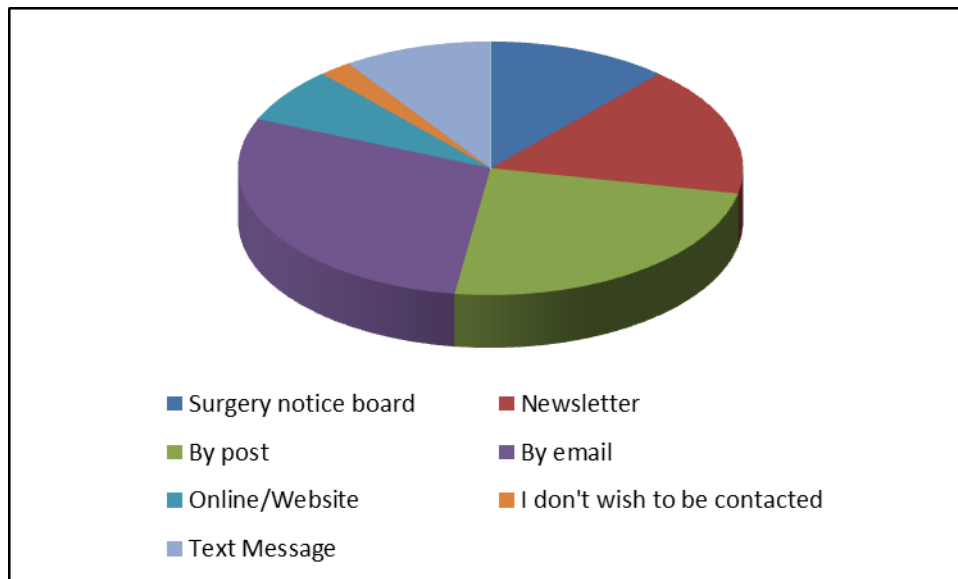
|            | Broomhill Surgery | Lodge Moor Surgery | Overall            |
|------------|-------------------|--------------------|--------------------|
| Yes        | <b>60</b> (95.3%) | <b>85</b> (95.5%)  | <b>145</b> (95.4%) |
| No         | <b>0</b>          | <b>3</b> (3.4%)    | <b>3</b> (2.0%)    |
| Don't know | <b>3</b> (4.7%)   | <b>1</b> (1.1%)    | <b>4</b> (2.6%)    |





**Q28.** How would you like us to inform you of any changes to the services provided by the surgery or news relating to current health issues?

|                               | <b>Broomhill Surgery</b> | <b>Lodge Moor Surgery</b> | <b>Overall</b>    |
|-------------------------------|--------------------------|---------------------------|-------------------|
| Surgery notice boards         | <b>13</b> (13.5%)        | <b>15</b> (10.3%)         | <b>28</b> (11.6%) |
| Newsletter                    | <b>12</b> (12.5%)        | <b>28</b> (19.3%)         | <b>40</b> (16.6%) |
| By Post                       | <b>26</b> (27.1%)        | <b>32</b> (22.1%)         | <b>58</b> (24.1%) |
| By Email                      | <b>27</b> (28.1%)        | <b>43</b> (29.7%)         | <b>70</b> (29.0%) |
| Online/On our new websites    | <b>6</b> (6.3%)          | <b>11</b> (7.6%)          | <b>17</b> (7.1%)  |
| I do not wish to be contacted | <b>2</b> (2.1%)          | <b>3</b> (2.1%)           | <b>5</b> (2.1%)   |
| Text Message                  | <b>10</b> (10.4%)        | <b>13</b> (9.0%)          | <b>23</b> (9.5%)  |



## COMMENTS

Patients were given the opportunity of providing further comments. These are all the comments received.

### Broomhill Surgery

- I have been a patient at this surgery for many years and I find it a fantastic surgery. GP's & staff can't do enough to put you at ease. Reception staff are extremely helpful & polite.
- I have always been happy with the treatment at the surgery.
- Have been registered with the practice since 1975. Very satisfied with the service provided for all my family.
- Great surgery. Dr France is fab!
- Excellent service overall.
- Having to register to book an appointment online is no good. It's too late to register when you need an appointment.

***Surgery response: You only have to register once to use the online booking service. Once you have registered you can book appointments and request repeat prescriptions at your convenience.***

- Trying to see a doctor on the same day in emergency does not work. It should.
- It is a long wait for an appointment that is a problem. Surgery always seems to be running late.

- The waiting time in surgery is fully acceptable, as I prefer to see Dr Savage & he is always busy and thorough, therefore runs late. I would wait twice as long if I had to.
- Always found Dr Francis to be exceptional.
- I don't mind waiting 30 minutes or so for such good doctors!
- I was not aware of your online services. Not sure how you notified patients about this service, but I wasn't informed. I will however look at in future and try and make use of it. Thank you

***Surgery Response: We set up the online appointment booking and repeat prescription request service in 2013 and updated our practice leaflet, put posters in reception and advertised on our practice websites.***

- I would recommend greater promotion of your online services.
- Very difficult to get through by phone to book an emergency appointment.

### **Lodge Moor Surgery**

- Overall very good service. Thank you
- All staff are very helpful & I appreciate the time my doctors give me personally. Thank you
- Excellent surgery.
- Overall care is good but making appointments takes far too long ringing & finding the engaged signal & getting a specific doctor is very difficult to book during current week.
- On the whole very good doctors. Main bug bear is the long wait to see a specific doctor.
- Have attended nurse for new patient interview and imms along with my husband. We were both seen at the same time. I prefer to be seen alone.

***Surgery response: Please be advised that is your right to be seen on your own and we take patient confidentiality seriously.  
A number of our patients regularly come to the surgery with their partners or family members/carers.  
If you come into the appointment together it is assumed that you have consented to your relative being present during the consultation.  
In future please inform us of your preference to be seen alone.***

- An efficient surgery with excellent GPs & nurse. The only improvement could

be slightly more appointments at short notice. Thank you

- Extend late appointments.
- I have found that it is difficult to get a same day appointment sometimes. Often there are only 5 appointments which obviously go quickly.

***Surgery Response: It is very difficult to balance the demand for pre-bookable appointments and those available on the day. We attempt to make more book on the day appointments available at times of peak demand (such as Monday mornings) We also run extended hours surgeries on alternate Tuesday evenings and Saturday mornings to help alleviate pressures on our appointments.***

- Very happy with the service I receive up to now
- Excellent doctors. Excellent reception. Excellent nurse
- I think the service you provide is excellent.
- Very high standard of care provided by this practice.
- The treatment I have received over the past 1 ½ years has been excellent & I have been grateful for the GP's concern before and after my operation.
- I am satisfied with my doctor, nurse and reception staff. Thanks.
- There is a big problem trying to get a nurse appointment at Lodge Moor. We often have to go down to Broomhill if we want to see a nurse quite quickly.

***Surgery Response : We are aware of the demand on nurses appointments at our surgeries and we have recently employed a health care assistant who works at our Broomhill Surgery. We also have a health care assistant who runs a blood pressure and phlebotomy surgery on Monday mornings at Lodge Moor. When we are unable to book an appointment with a nurse at Lodge Moor we will offer you and appointment at Broomhill where possible.***

- The doctors, nurse and reception staff are all extremely helpful and friendly. They go out of their way to help. It is useful to be able to use Broomhill if Lodge Moor is full. Time is taken to explain the diagnosis clearly
- My only gripe is the time it takes to get an appointment with the same doctor. Everything else is fine.
- I usually go to Lodge Moor surgery and the reception staff are always friendly and accomodating. Doctors always very thorough and I never feel rushed. I often think it would be useful to be able to combine appointments between me and my baby, maybe if the baby less than a

year old – because often very short question/query

***Surgery Response: The practice has a policy of one appointment per patient. This is in line with our national contract which requires us to offer 10 minute appointments per patient. If we are asked to see more than one patient in an appointment it may mean that we are less able to make a safe and effective assessment of each clinical issue.***

- Can't get website up.

***Surgery response: We are unaware of any issues relating to access to either of our websites.***

- Privacy at reception would be appreciated.
- Difficult to make appointments ahead because the receptionists don't have the doctor's timetable. I feel all are overworked & so more staff would be helpful.

***Surgery response: The doctors' rotas are usually available a month in advance. The reason that we do not release doctors' appointments further in advance than this is that we work as a team and have to take into account clinical and managerial commitments of all the doctors to ensure that we can provide an uninterrupted service.***

- For routine check-ups at 6 and 12 month intervals, it would be useful to know how much one should do in advance.
- Helpful reception staff? Depends who is on duty
- I can't see where you can book nurse appointments online.

***Surgery response: We have not made the nurses appointments available for online booking intentionally. This is because their appointments are divided into 10 minute intervals and the work they undertake often requires longer appointments (eg. Cervical smears, chronic disease monitoring)  
At present the reception staff has guidance as to how long to book when the patient books their appointment based on what they are making the appointment for.  
There is no equivalent system offered by EMIS Access online booking system to enable the same level of control.***