

BROOMHILL & LODGE MOOR SURGERIES

PATIENT QUESTIONNAIRE RESULTS 2014/15

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.

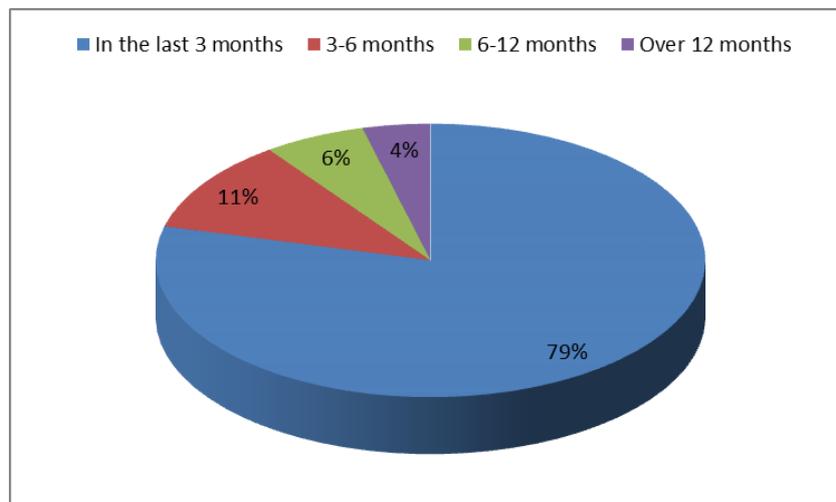
Results

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

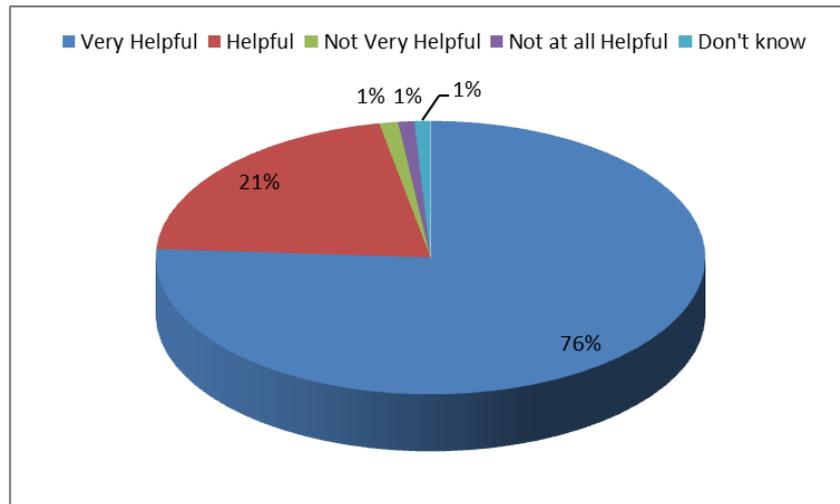
We received **175** responses in total which represents a response rate of **70%**

APPOINTMENTS & RECEPTION

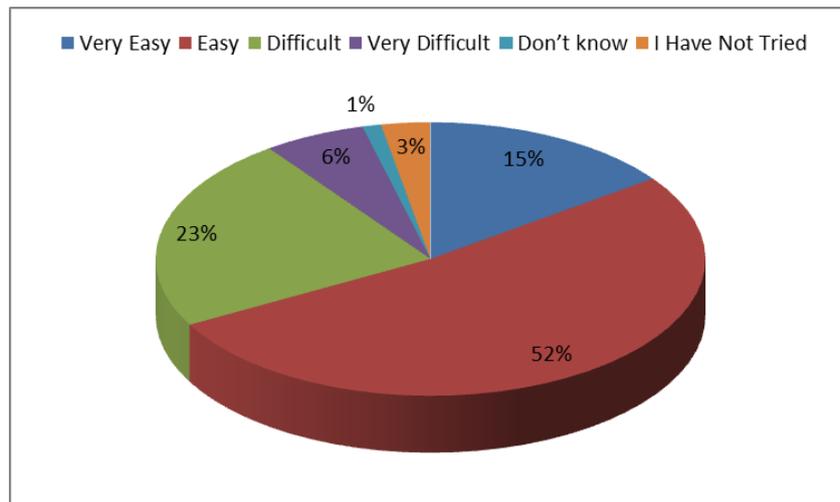
Q2. When was the last time you had an appointment at the surgery?



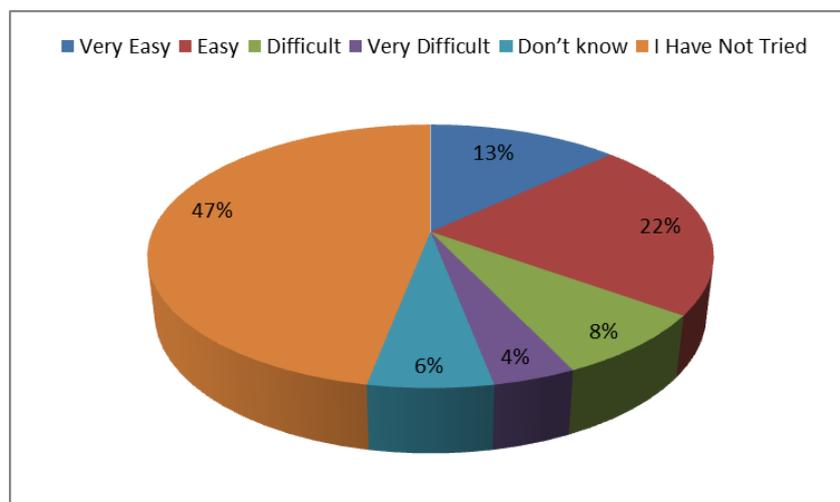
Q3. How helpful do you find the receptionist staff?



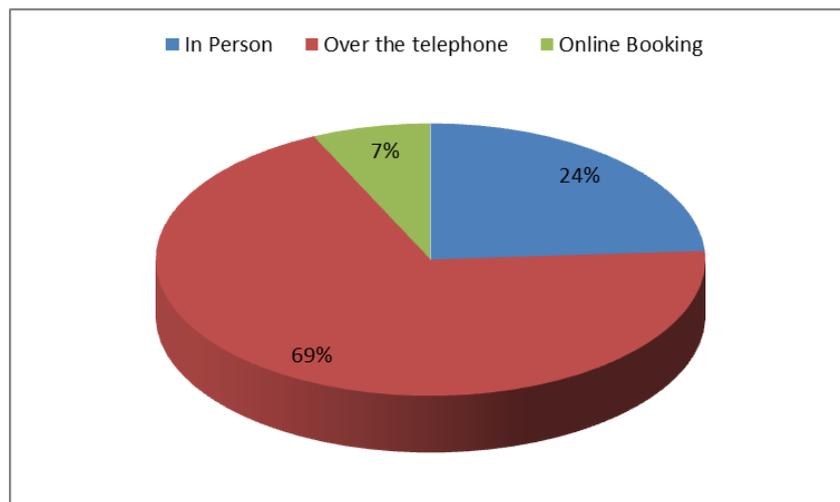
Q4. How easy is it to get through to someone at the surgery by telephone?



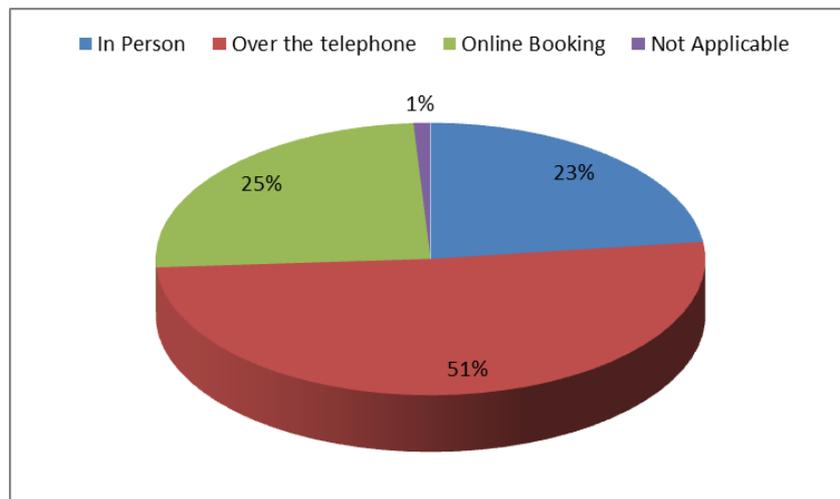
Q5. How easy do you find it to speak to a doctor or nurse on the telephone?



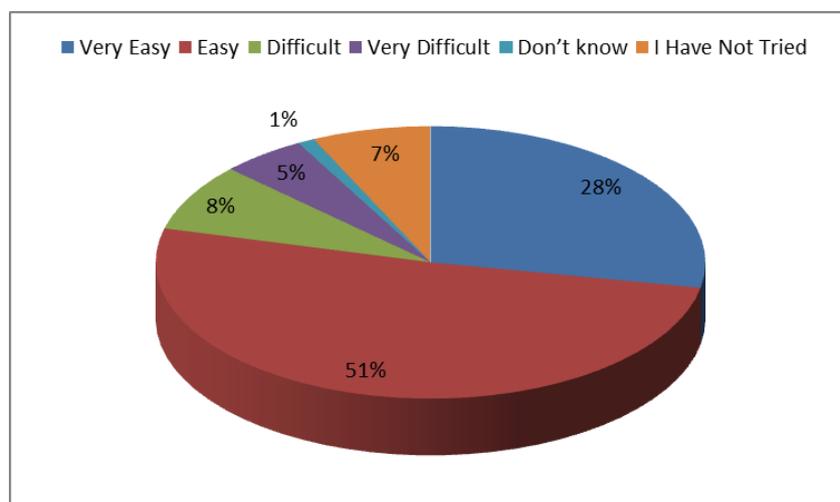
Q6. How do you **usually** book your appointments at the surgery?



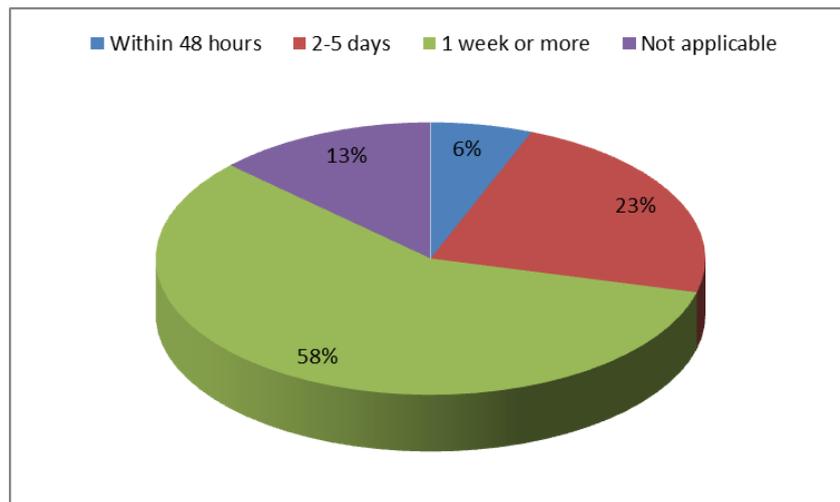
Q7. How would you **prefer** to book an appointment?



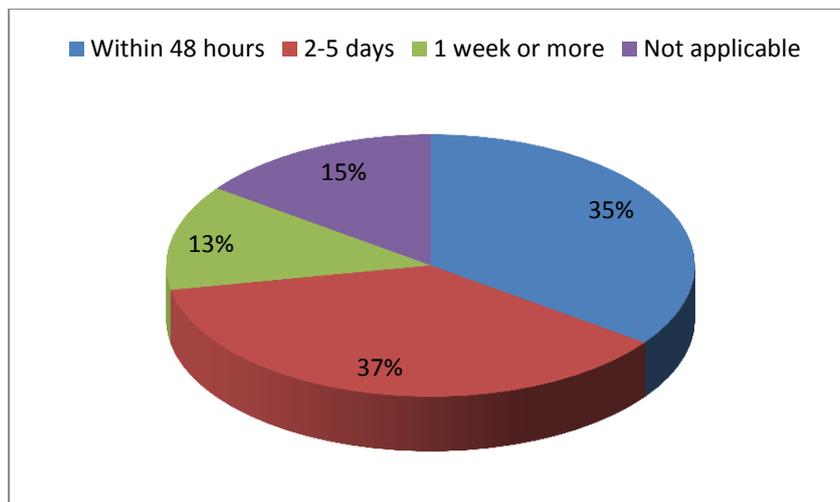
Q8. How easy is it to book a **routine** appointment in advance at the surgery?



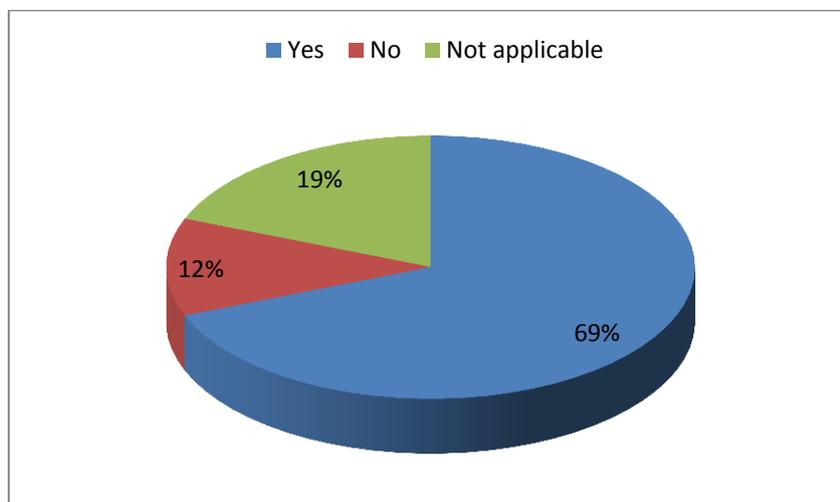
Q9. When booking to see a **specific doctor**, how long do you usually have to wait for a **routine** appointment?



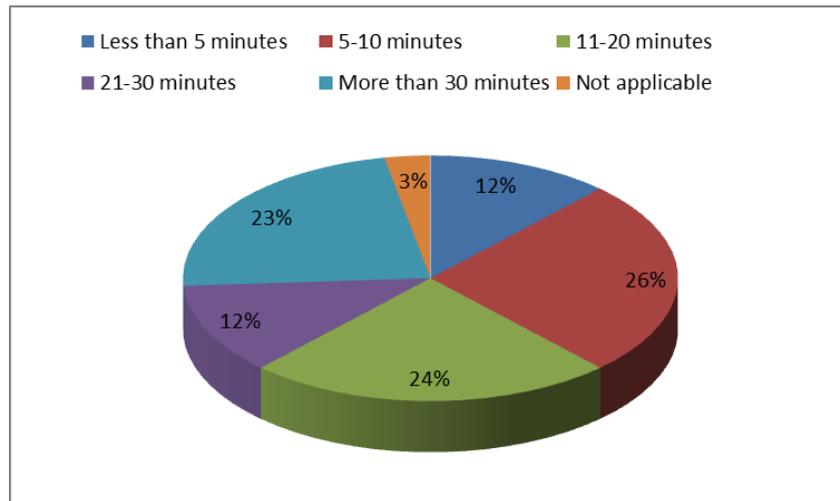
Q10. When booking to see **any doctor**, how long do you usually have to wait for a **routine** appointment?



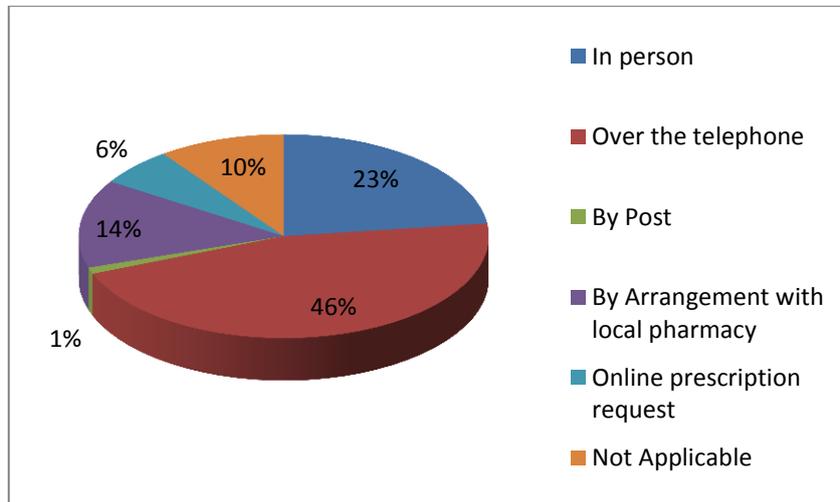
Q11. If you need an **urgent** appointment to see a doctor do you normally get seen on the same day?



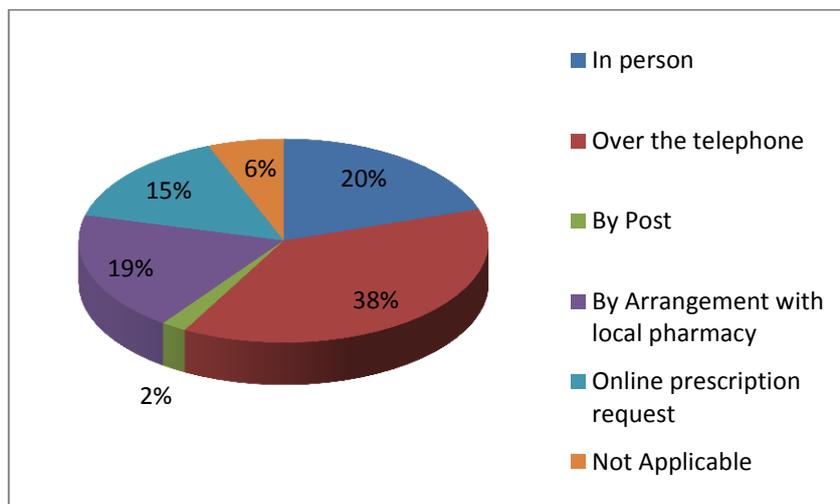
Q12. How long did you have to wait for your last consultation to start?



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

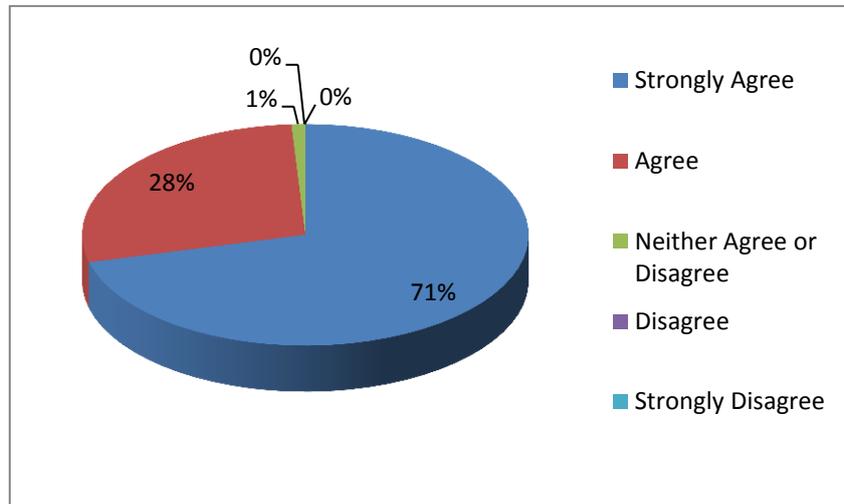


Q14. How would you **prefer** to request a repeat prescription?

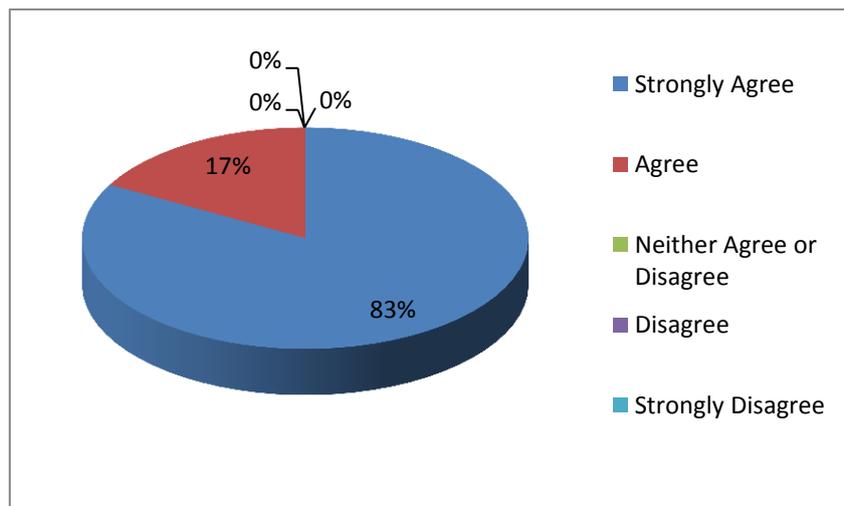


RECENT DOCTORS APPOINTMENTS

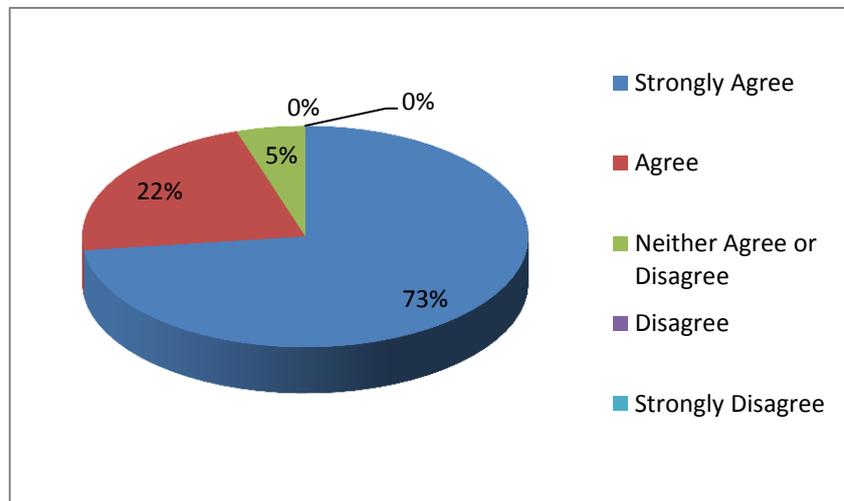
Q15. Did you feel that your doctor gave you enough time?



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

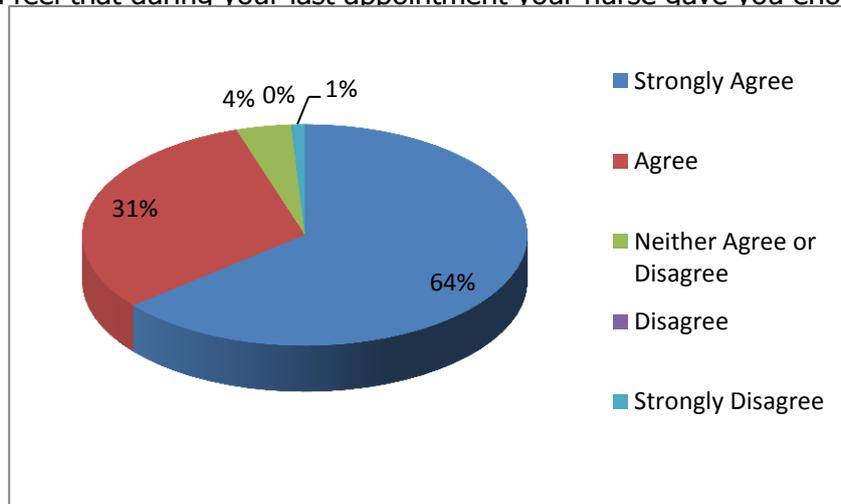


Q17. Did you feel the doctor involved you in decisions relating to your treatment?

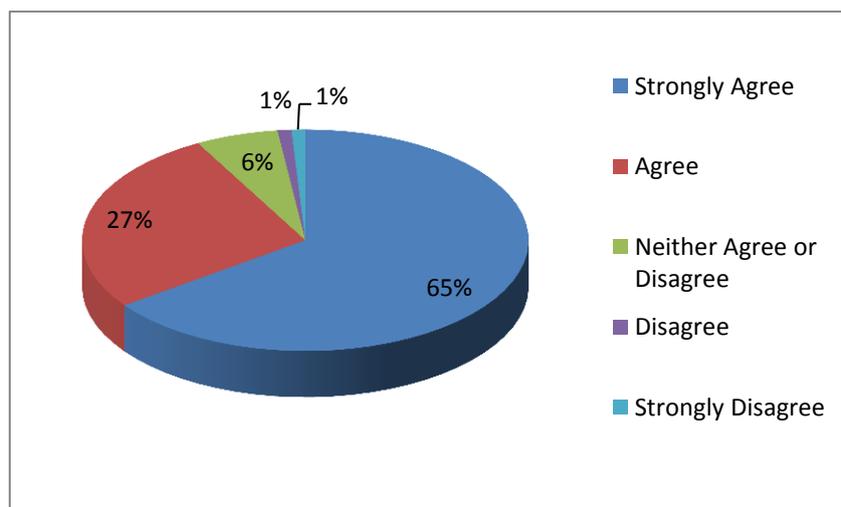


RECENT NURSE APPOINTMENTS

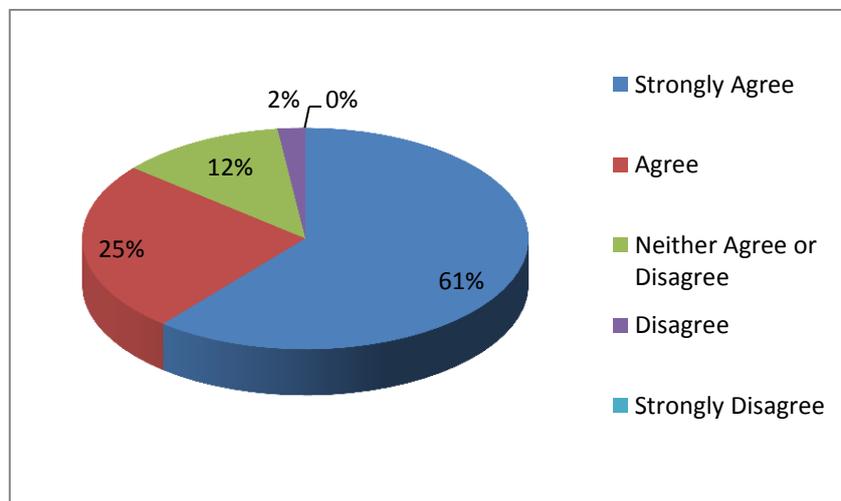
Q18. Did you feel that during your last appointment your nurse gave you enough time?



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

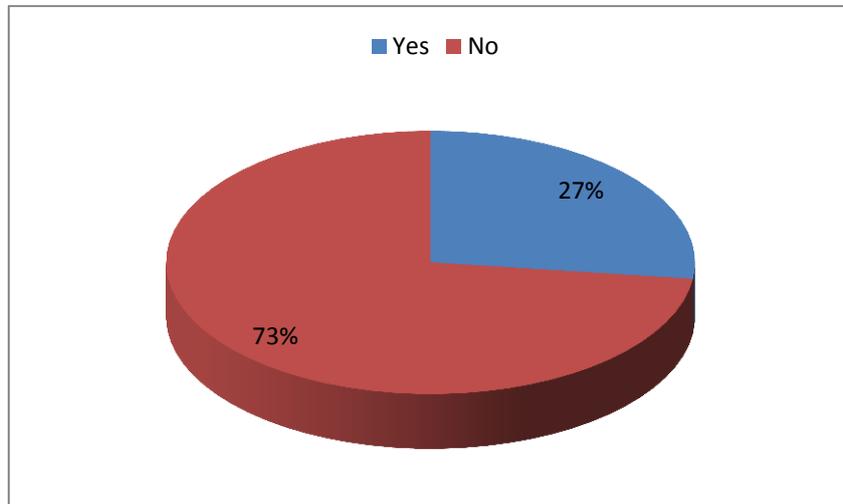


Q20. Did you feel that during your last appointment your nurse involved you in decisions relating to your treatment?

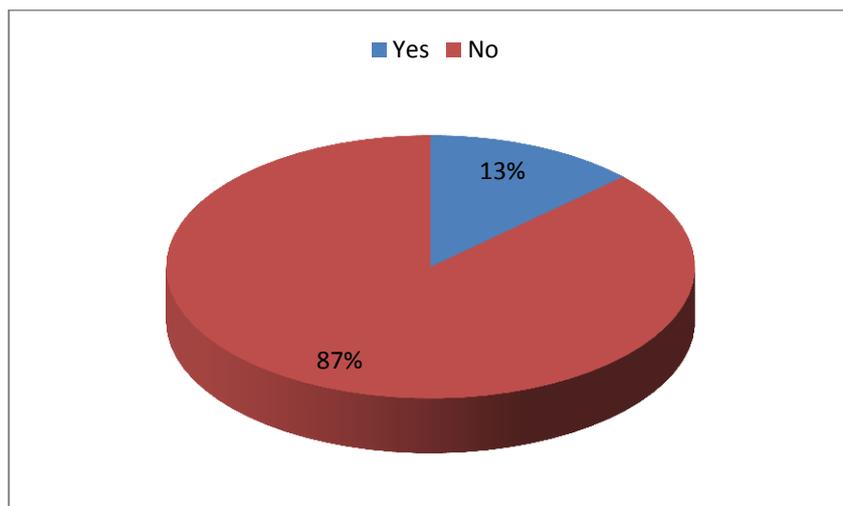


ONLINE SERVICES

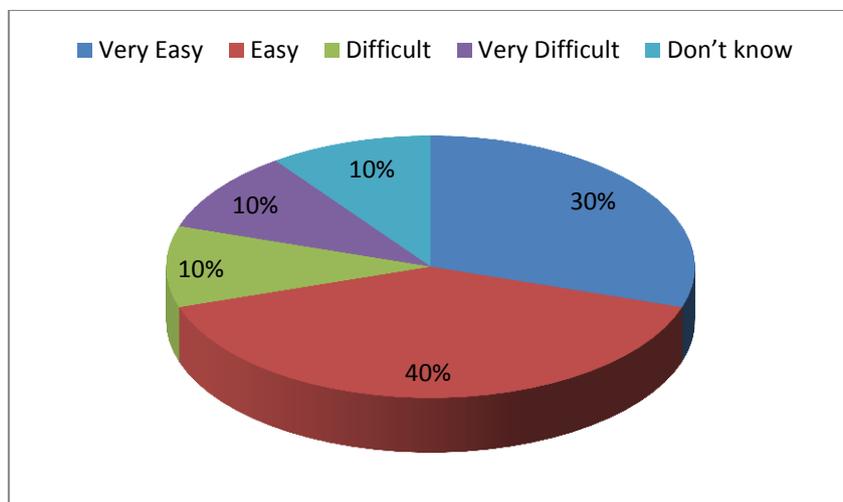
Q21. Have you visited our either one of our websites?



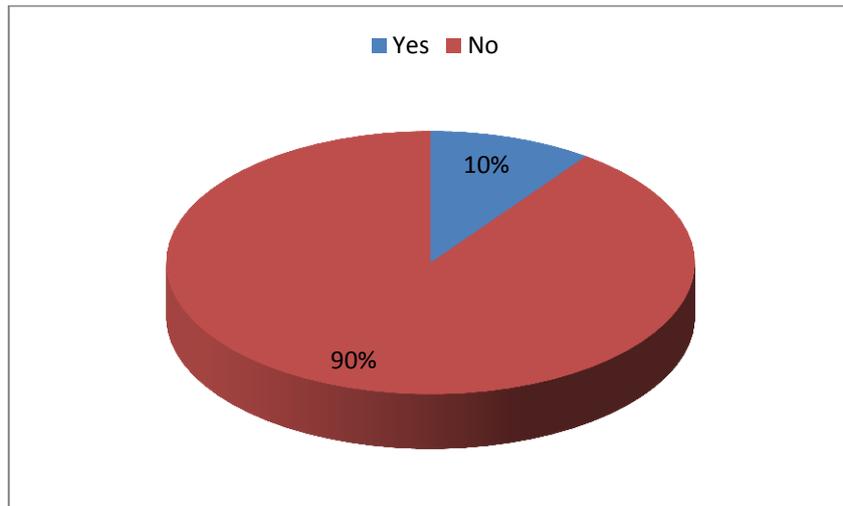
Q22. Have you used the online appointment booking service?



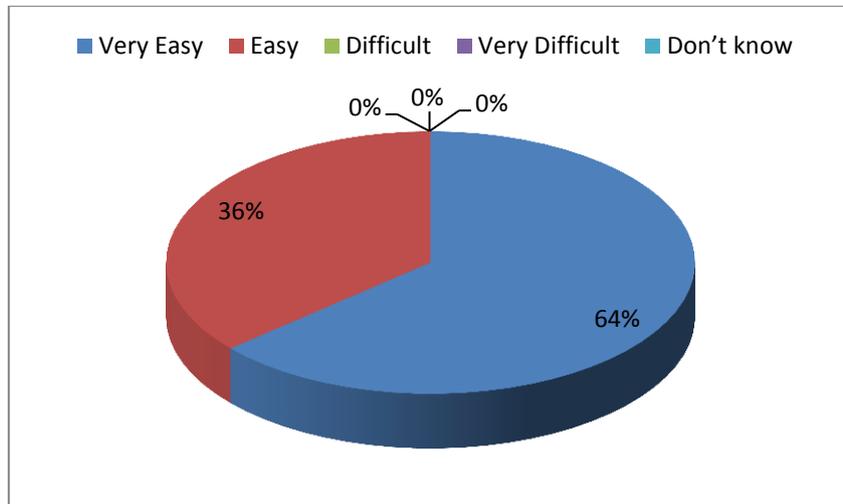
Q23. How easy have you found it to use the online appointment booking service?



Q24. Have you used the online repeat prescription service?

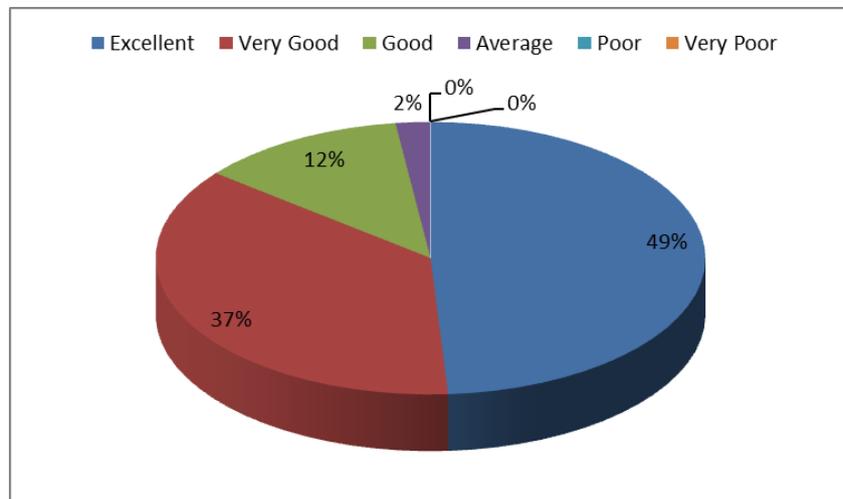


Q25. How easy have you found it to use the online repeat prescription service?

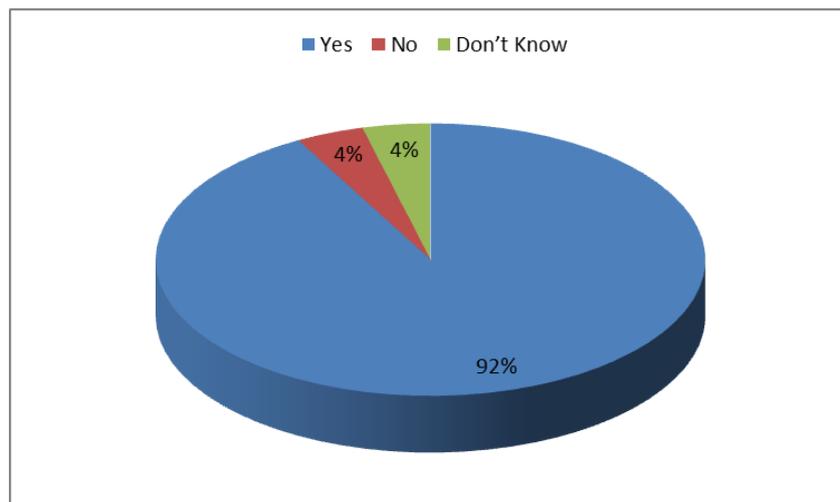


OVERALL EXPERIENCE

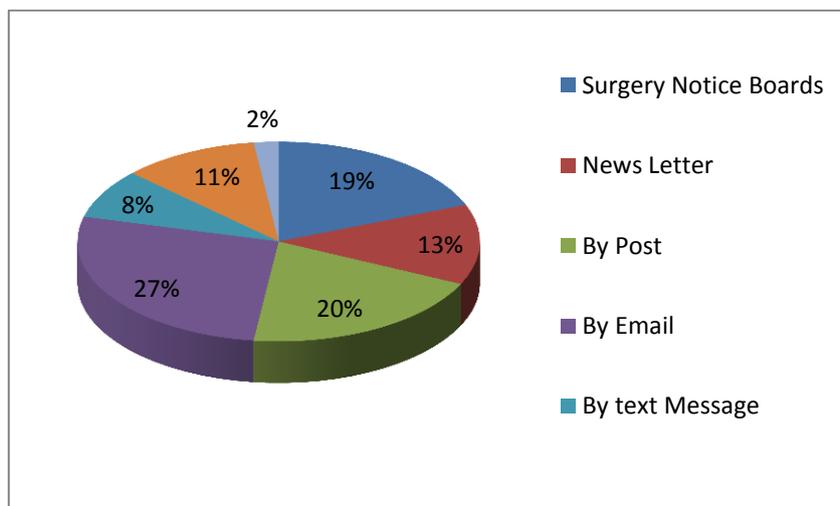
Q26. How would you describe the service we currently provide?



Q27. Would you recommend our surgery to someone else?



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?



COMMENTS

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

- All of the doctors are kind and helpful. They offer a first class service. I am delighted with this surgery.
- Doctors and nurses have been excellent and all caring and thorough.
- I didn't know there were routine or urgent appointments. I generally phone & request an appointment around my work hours. Today I phoned and got an appointment for today. It was not urgent but convenient for me.

- Can't praise the services offered more highly. Any difficulty in getting through to reception by phone is a very small price to pay.
- Please do not rely wholly on online services. Not everyone has or wants a computer.
 - **Surgery Response: We can assure you that we see the online service as an additional aspect of our current service. Although there is an increasing push to provide more online services we will continue to have access for patients by telephone or in person.**
- Both myself and my husband feel we are really lucky to be in this practice.
- My son vomited on the floor and nobody cleaned it, unless myself.
 - **Surgery Response: We are sorry if this was the case. We adhere to infection control and the staff have been trained specifically in this area.**
- I think the Broomhill Surgery must be one of the very best in Sheffield. I have been a patient for 50 years now and have never had to complain about the service.
- No problems with doctors but concerned about difficulty getting appointments and fact that surgery is not open sufficiently frequently.
 - **Surgery Response: Please read our action plan. We currently offer extended surgeries on alternate Tuesday Evenings and 3 Saturday morning clinics a month. We are also in the process of employing additional doctors to provide more capacity and we are going to be trialling a triage service.**
- I think the service Broomhill Surgery gives to patients is excellent, given the constraints the NHS is under. The problems with the NHS lie in organisation, administration and communication. Not with clinicians.
- I will ask reception staff about the online booking system as phoning at 8.30 in the morning when lines are always busy is not ideal for patients who have to work.
- We are happy with all the staff and we have excellent treatment.
- Biggest issue is the waiting time at the surgery. There have been times when I have arrived on time and waited for up to an hour.
- Longer opening hours and contact via telephone preferable to meet current economic needs.
- Listening to other people with young children I feel very lucky to be part of this practice. I have 3 children & have never experienced a problem with any of us being seen by a doctor or nurse.

- The emergency appointments are often very difficult to get when calling over telephone. I feel it is often down to luck if you get through before the available appointments have been taken.
- Will look at online services & probably register.
- My family have been with this surgery for over 25 years. Excellent reception, excellent doctors, excellent help with emergencies. Well done.
- Our service appears, from reports, to be generally much better than in other areas.
- Best surgery I have ever used. Fantastic!
- I wish I had known that I could request a repeat prescription or book an appointment online.
- Best practice in Sheffield
- I really think it is an excellent surgery. All the doctors, nurses and reception are always lovely and even if you have to wait you know it's worth it. All round great!
- To have a more open plan friendly reception area would be nice & more welcoming to be able to speak to receptionist. Otherwise seating area is nice and spacious.
 - **Surgery Response: Both surgeries have been developed from residential properties and our not purpose built. As such we have to work within the constraints of the buildings.**
- Would like to see more appointments available on the online booking service.
- Receptionists always helpful and patient.
- All the staff I have met have been pleasant but as a patient I feel your systems don't work for me. EMIS is nowhere near as good as SystemOne used by some other practices. The online prescription service has failed on all three occasions I have used it. It takes far too long to get an appointment with a specific GP. I am so dissatisfied that I intend to register with a different practice.
 - **Surgery Response: We are sorry to hear that you are unhappy with the EMIS computer system we use. We have recently updated our computer system which has involved some down time with the online booking and prescription service in October and November 2014. This has now been rectified and the system is working normally.**

With regards to difficulty getting and appointment please see the overall results. Clearly there are periods of increased demand and we endeavour to structure our service to meet the needs of a majority of our patients. We are in the process of employing

additional doctors to increase our capacity and developing a doctor triage system.

- I disapprove of patient's details being given to care.data but feel I was not made sufficiently aware of this issue in advance.
 - **Surgery Response: We put notices in the both surgeries regarding the proposed national care.data program. We also put information specifically relating to this on our websites along with clear guidance about opting out of the program.**
- We consider ourselves fortunate to be registered with the practice.
- Being able to leave a message on the phone when the surgery is closed would be very beneficial.
 - **Surgery Response: It is not appropriate to offer a telephone messaging system for clinical and patient safety.**
- The delay in waiting is purely because doctor is so thorough and I have no problem waiting as long as is needed.
- Well done to all members of the team. You have been very helpful and we so appreciate all your care and support. Thanks very much.
- Reception staff could be friendly and have some training in customer service.
 - **Surgery Response: We take staff training very seriously and our reception staff attend regular training and are involved in annual appraisal. Having said this 97% of patients questioned reported they found our reception staff either helpful or very helpful.**
- I normally ask to see a specific doctor & find it strange that he appears only to be at Broomhill for part of the week.
 - **Surgery Response: All our doctors work at both Broomhill and Lodge Moor Surgeries throughout the week as we are a 2 site surgery. As such there will be times in the week where specific doctors are at different surgeries.**