

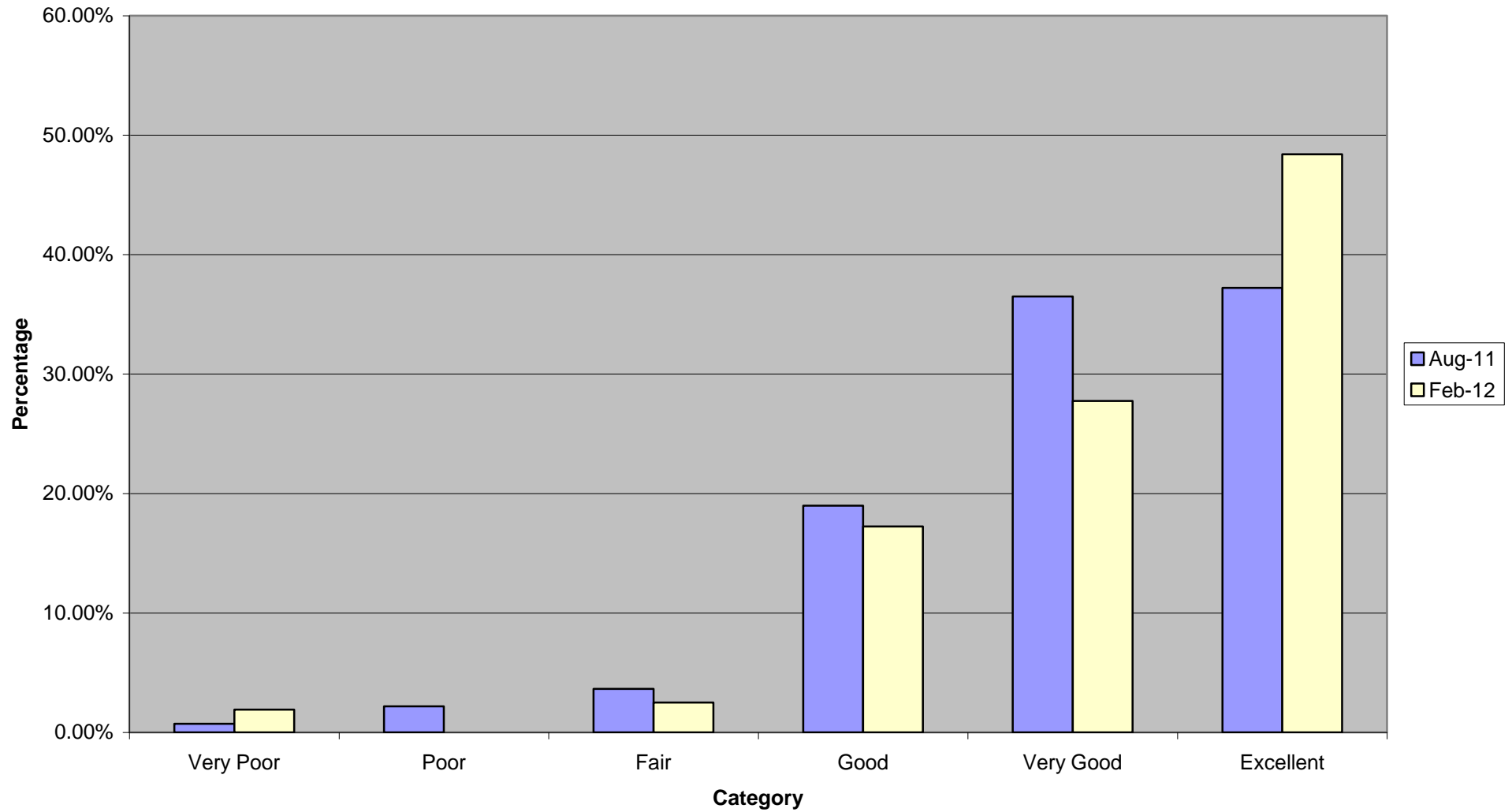
# **Havelock Grange Practice**

## **Patient Survey Results**

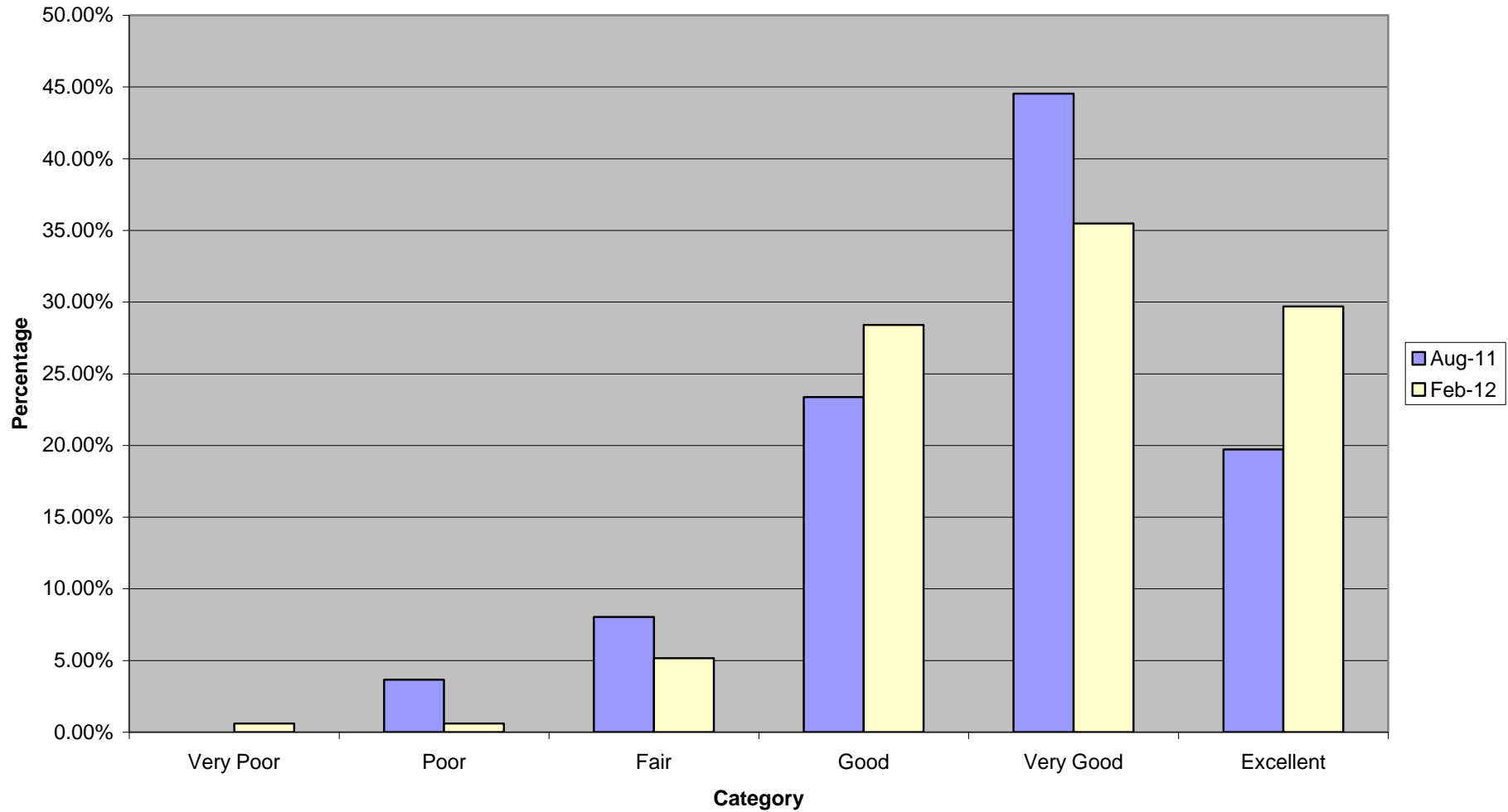
**February 2012**

**Appendix 3**

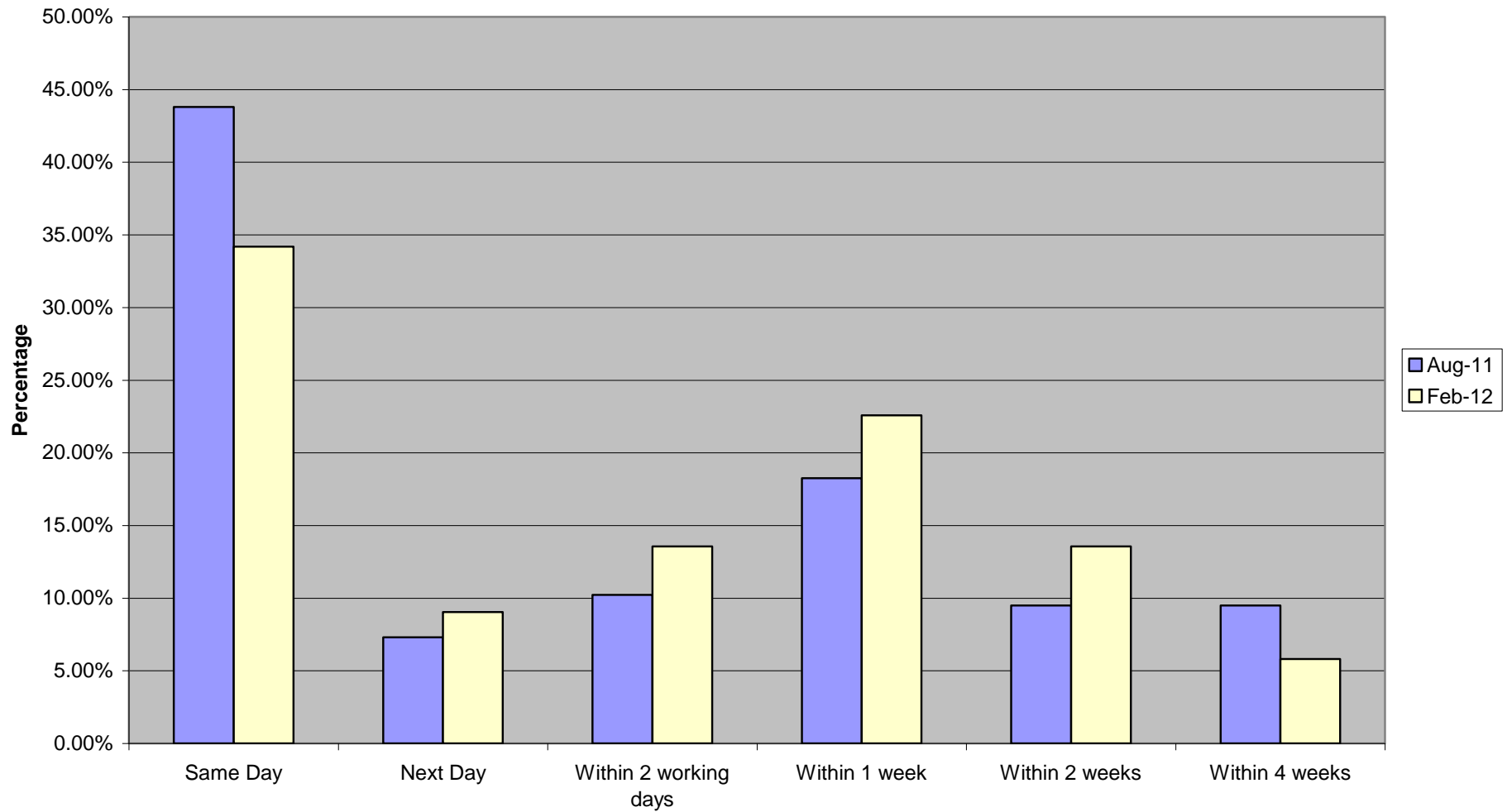
### How do you rate the way in which you were treated by Receptionists at the Practice?



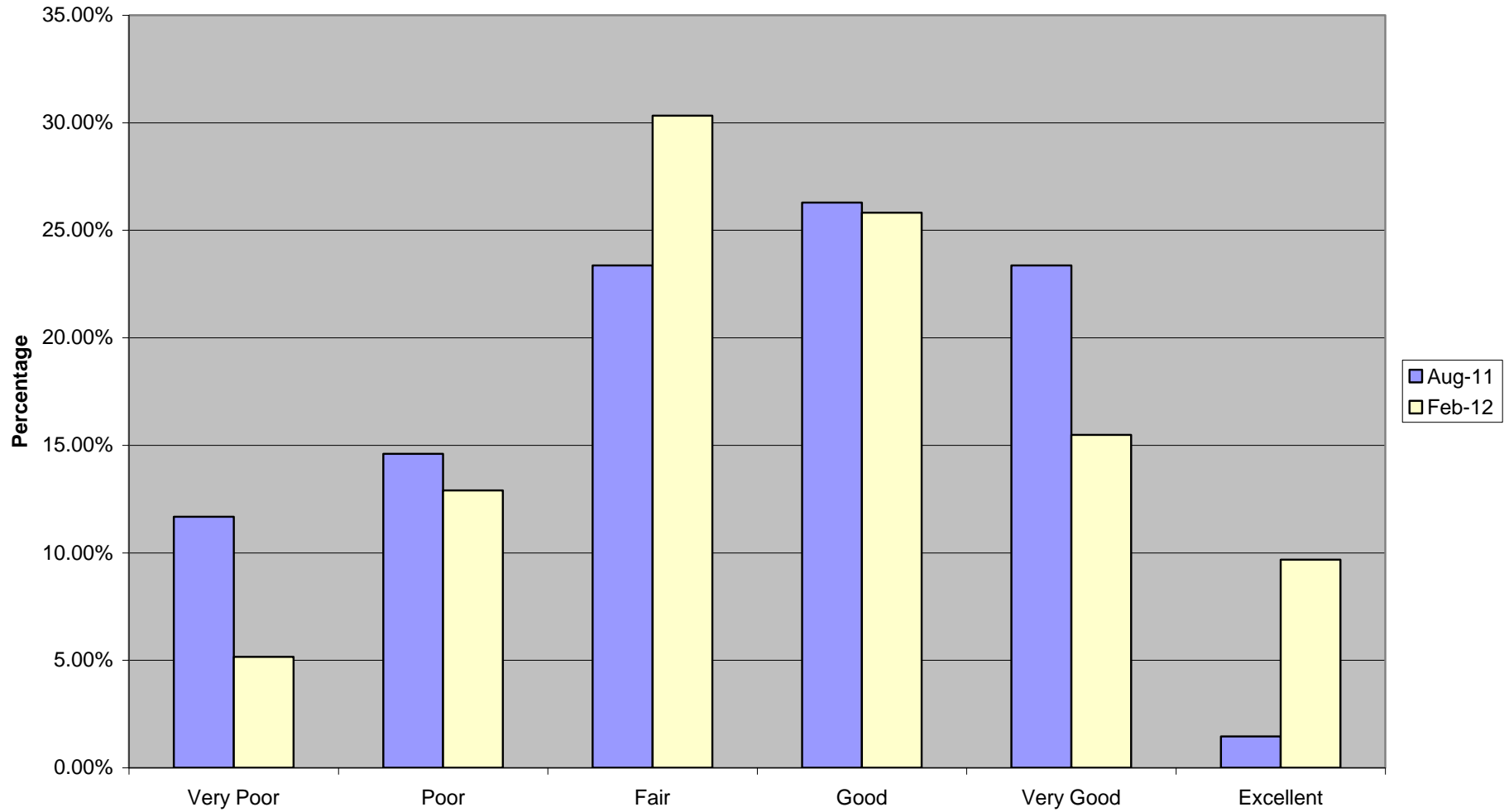
### Practice Opening Hours



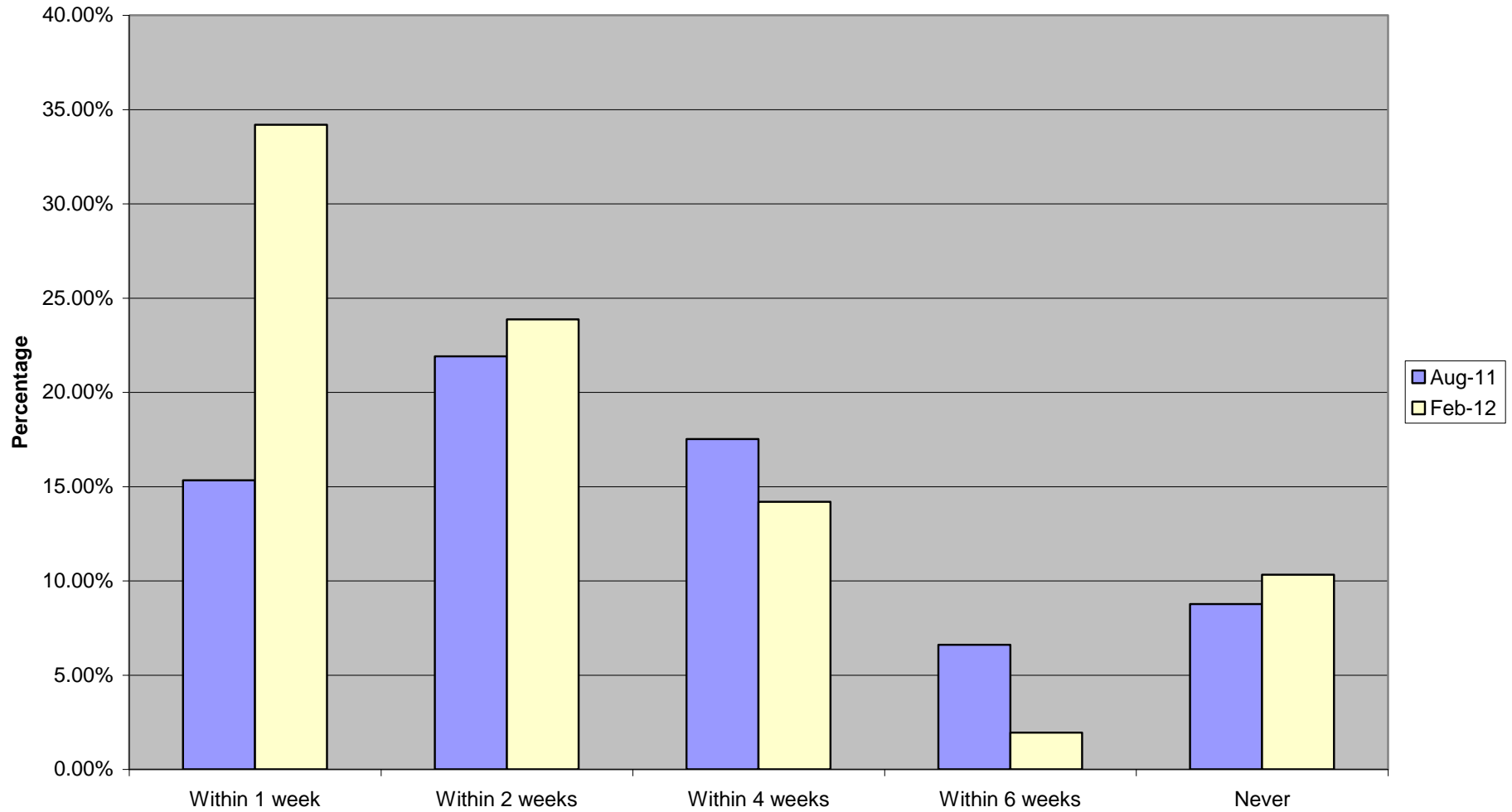
### Thinking of times when you want to see a doctor, how quickly do you usually get seen?



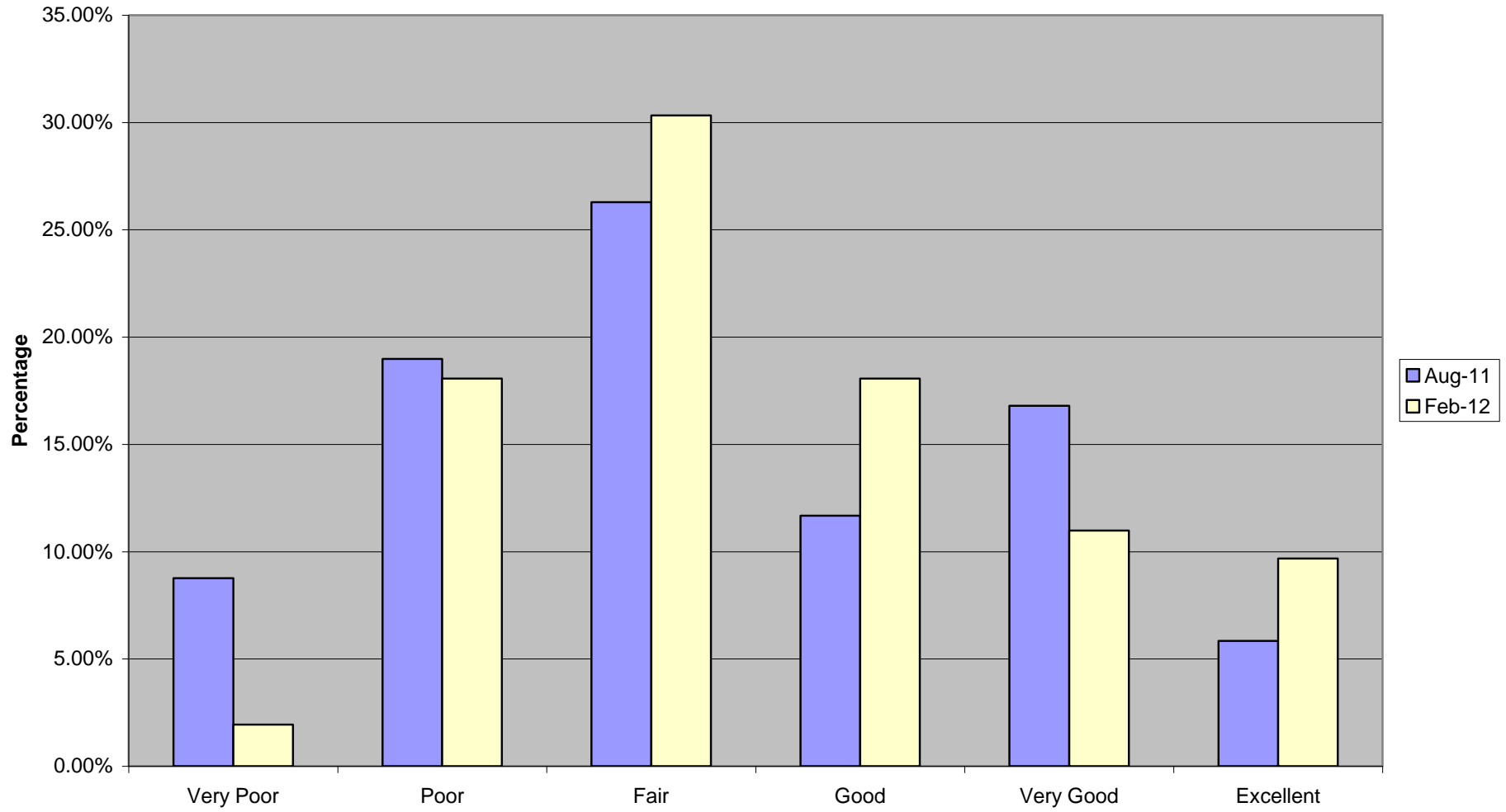
### How do you rate the ability to get through on the phone?



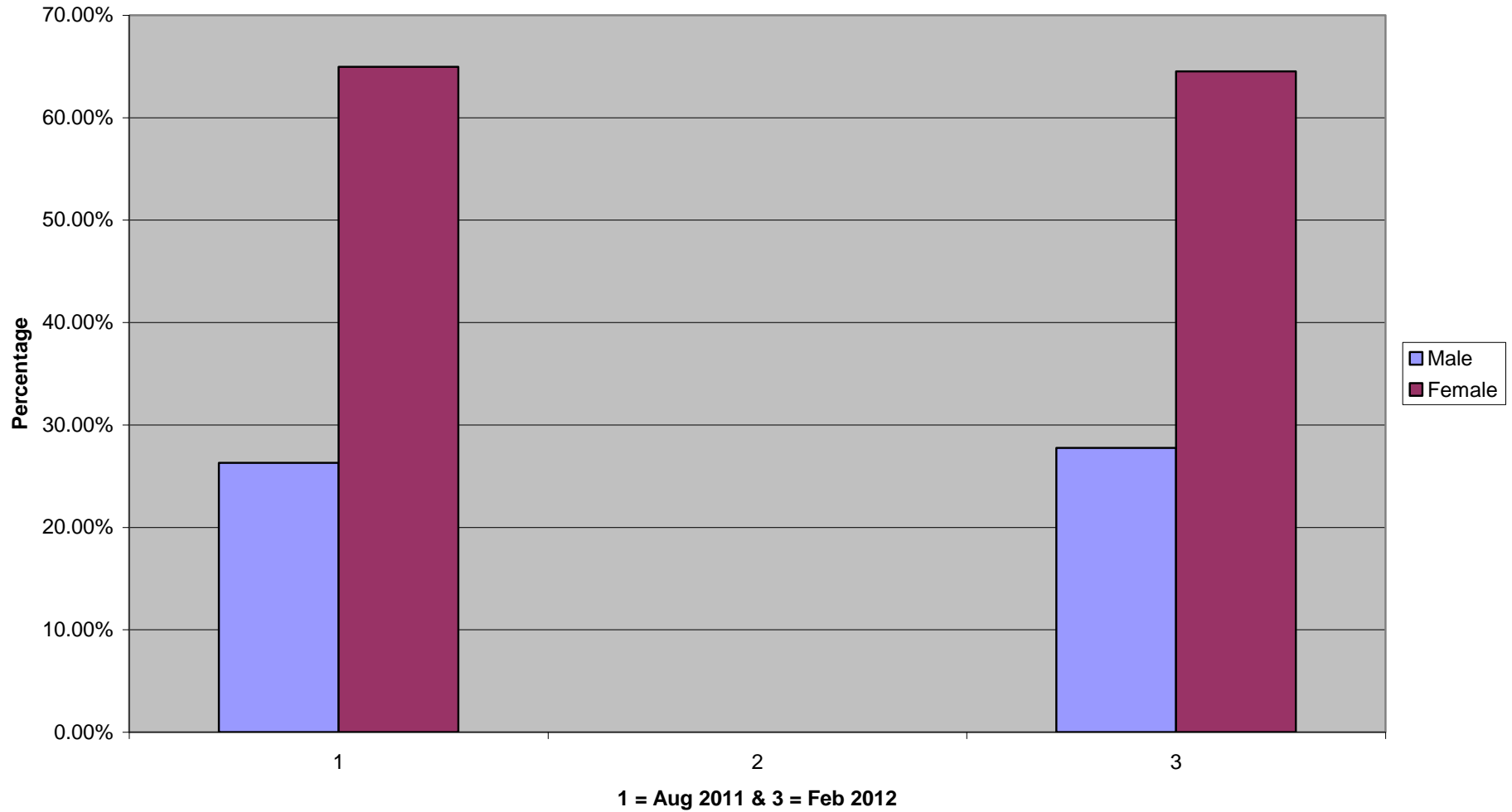
### How long do you wait to see your usual doctor?



### How do you rate this?

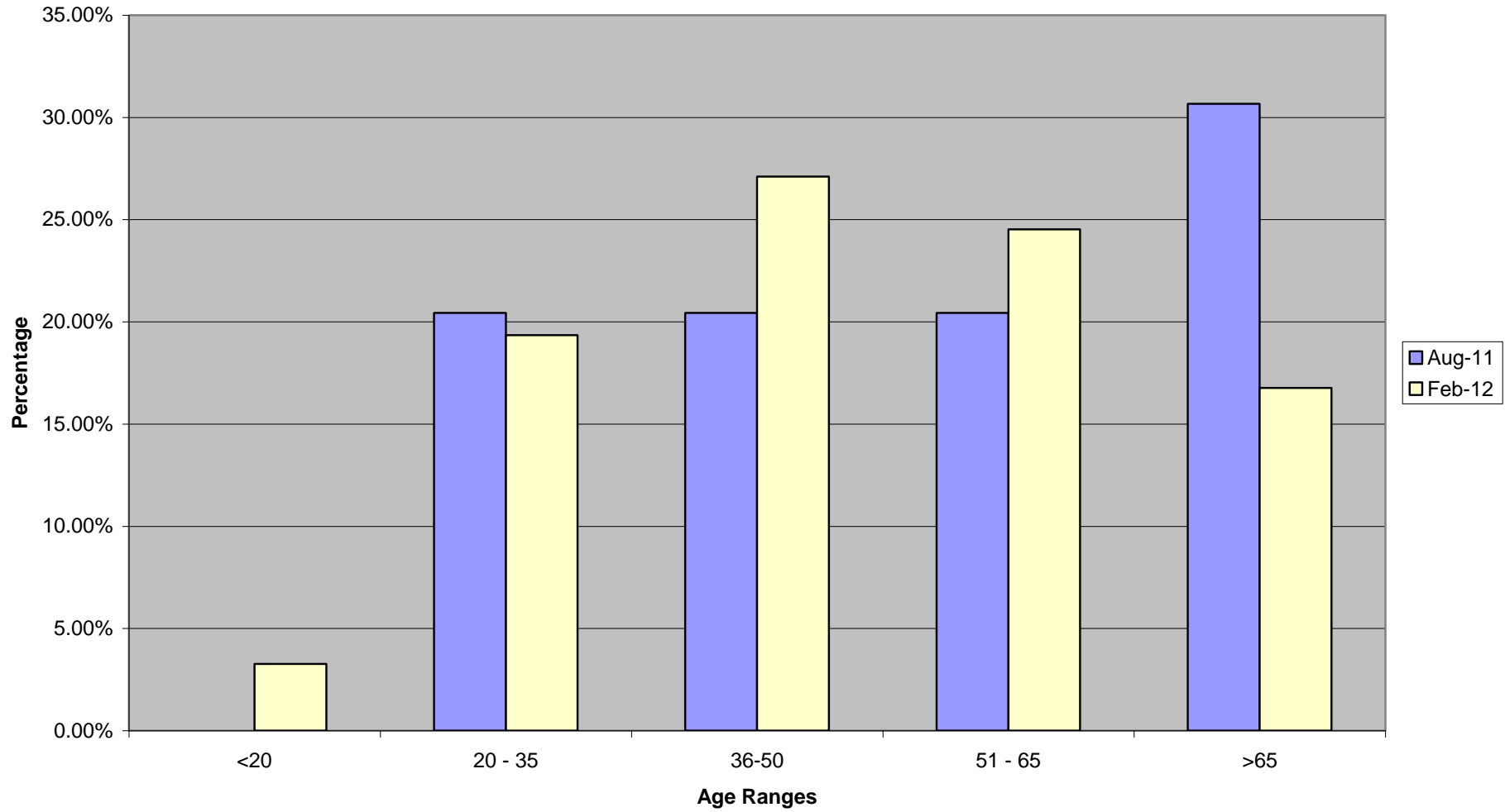


# Gender





### Age Range



## Responses

Q3 – What additional hours would you like the Practice to be open?

- Saturday morning for appointments
- Thursday Late
- Start at 0800
- Appointments from 7.30 particularly for bloods
- Evenings as getting time off work is a nightmare and it took two months to see a GP on an evening
- I am happy with hours between One Life & Brierton Surgery
- 7.30 as I work at Middlesbrough
- Out of work hours for people who work only. Hard to get appointment after 5pm
- Later on tea time
- I think the hours are already suitable
- Later on a night weekdays
- Hours ok
- When phoning up for an appointment you can't get one – need more on the day appointments
- Whichever suits the GP/Nurses – we try to be flexible and use Park Road too.
- The above hours are fine for us
- Till 7 would be better
- I am happy
- Maybe until 18.00 hours all week
- None
- From 7.30 am
- I think the hours are pretty good. Only extended hours on other days perhaps
- Maybe open at 8 am
- None
- Extra late nights
- Early morning hours for people to see a GP before going to work
- Hours are fine
- Happy with opening hours at present
- Happy with opening hours
- Not bothered
- Earlier starts so can be seen before work
- Open enough for everyone – couldn't open anymore
- Happy with everything

## Feedback opportunity

- I have been in this surgery for a very long time and I think it is great; I have never had any problems. The staff and GPs do a fantastic job

- Since I have been coming here the service has been excellent
- Re question 6a – sometimes I have to wait two weeks, today I got to see my usual GP on the same day
- Often get through on the telephone at 8.40 and get told there are no appointments left. Sometimes this happens a few days in a row. I need an urgent/emergency appointment as the problem is now worse
- Very good practice
- Would like to see a certain GP. I find it very hard to pre-book her
- Opening hours need extending for people who work. Phone calls on a morning are terrible and when you do get through all appointments are taken. You need to know you are going to be ill at least four weeks in advance to see a GP of your choice or pre-book an appointment – so you need a crystal ball
- Being able to see the same GP would be appreciated, as a patient I would feel like my treatment would be more consistent
- First time visiting at One Life – love the new place, much more inviting and organised than Victoria Road
- I find everyone very kind and helpful
- Trying to make an appointment at 8.30, not being able to get through for ages, then finding I'm not able to get appointment that day because they have all gone is quite annoying
- Don't need to see a GP too often myself but do contact the surgery on behalf of family. Have always found your reception staff extremely helpful, in fact, the young lady manning the appointments line on two particular occasions recently was wonderful. Thank you for all your efforts, it is very much appreciated
- I find it easier to use the Brierton Surgery rather than One Life
- I find it disappointing to listen to the recording on the telephone and would prefer to go straight to holding rather than the information being given out
- I do not agree with having to queue to see a GP straight away when feeling ill. However Havelock is a brilliant surgery and the staff are excellent and helpful
- I think we should be able to ring Brierton Surgery to make appointments there instead of having to come at 8.30 to wait outside
- Never able to book same day or next day appointment. You ring at 8.30 and by the time you get through at 8.45 there is no appointments. I have never been offered or told about Saturday morning surgery. I also am not happy with the way you have to wait nearly a month to get in with your regular GP. I do not know why the appointments are very few, but I do hope one day it will be easier to get in to see a GP of your choice. Time waiting after your appointment was due is not acceptable, if they are running late it would be nice to be informed of this. I do not like that when you are booking or need to book an appointment that everyone can overhear – this should be enclosed
- The phone should be still in use at Brierton. The doors at Brierton should be made more wheelchair friendly
- As a family we do not visit the practice often. It is normally when one of the children is unwell, so use the same day service, which trying to

ring at 8.30 for appointment and also trying to get other children to school is difficult

- Sometimes it is difficult to see your own GP
- To be able to ring and book an appointment and not have to ring up everyday to see if there any appointments left
- Don't like the way the results are given out over the phone, when I was pregnant the receptionist told me I needed a GP to tell me my results but I would have to wait 4-5 hours. This left me worried and upset at 30+ weeks pregnant. If patients had a specific time i.e. between 3-4pm and a Nurse was available it would be a better system
- We are very happy with the service from all staff/Nurses & GPs. Thank you all
- More reception on the phone – waiting time really long – 20<sup>th</sup> in queue this morning and some people can't hold that long
- I find that the GPs are ok. Could do with feeling ok to see GP and they should put you at ease but I don't feel this – I feel on edge when I see GPs
- There should be same day appointments if you go down or phone. I am unable to get appointment with own GP in a reasonable time
- I would like to be able to pre-book appointments after seeing a GP if he says he needs to see you in a certain amount of time. Unfortunately this is not always possible and you have to ring on the morning of the due date and hopefully receive an appointment that day but this is not always the case
- You should only be able to get an out of work hours appointment if you can prove you are employed as you cannot always get out of work without using holidays
- The unit is beautifully clean and tidy in the consulting rooms. GPs give you time to express concerns and are receptive. How lovely. The only think I dislike is if I want to come before work for a very early appointment. You have to "hover" near the door to get in which seems awful as some people have a disability. Number system (like cooked meats a good idea). Always a pleasant experience with kind professional people. We (in our family) recommend you to all our friends. Thank you.
- GPs and staff are lovely. Hate that you can't phone for appointments. Hate that can't see GP of choice for weeks or months at a time
- Make it easier to make appointments in advance rather than on the day
- Lovely staff. Excellent GPs. Good direction going with on-line appointments
- When ringing first thing on a morning at 8.30 you should be able to get an appointment but very rarely can on the same day due to patients queuing at surgery to get them as well. Due to working I am unable to queue only ring
- Love to be able to see "my" GP but not always possible. Told to phone at 8.30 when you do this "on the dot" all appointments are gone. Been to see Dr Al-Mashharawi a few times – brilliant GP but appointment times are always 40mins + late

- The One Life Centre is an unfortunate venue. The Brierton Centre however has easy access and is patient friendly
- I have always found the staff and GPs to be both helpful and friendly