

Comments from patients attending Flu clinic 12th October 2019

50 patients were surveyed: some completed the questionnaire independently and others discussed the questions with us and we recorded their views.

Questions

What do you like about the surgery?

What do you think could be improved?

What help/suggestions could you give us to improve things?

Summary

- 21 patients (42%) were very happy with the surgery and its services and could think of nothing that could be improved.
- 28 (56%) patients were generally happy with the surgery and staff but **also** identified some issues for improvement (see below).
- 1 patient was less satisfied and rated the surgery as 'fair'.
- 20 patients (40%) raised issues regarding booking appointments. Many appeared not to be fully aware of what options are already available.

Positives- examples of comments

1. Friendly, understanding and efficient staff
2. Very supportive with my long-term condition
3. No problem getting an appointment (5 people)
4. Text messaging - very useful.
5. We are very lucky to have this surgery!
6. Nothing seems to be too much trouble, or my health concerns too small.
7. Nothing could be improved
8. 10-star service!
9. Best surgery I have ever used.
10. Just moved here - surprised at how welcoming and friendly everyone is!

Issues and possible solutions

Number of patients raising issues in connection with:

Appointments (see below)	Parking-problems getting a space	Communication-wasted visit to pharmacy - prescription had not been approved by surgery.	Midwifery Services - problem getting call answered	Health Visitor services -Lichfield difficult to get to.	Future demand from new housing - how will the surgery cope?
20	5	1	1	1	2

Surgery environment				
Radio - too loud. Soothing/meditation music instead?	TV- confusing, print is too small.	Lack of wi-fi	Chairs – more with arms would be helpful.	Automatic doors shut too quickly
1	2	1	2	1

Booking appointments:

1. Have we thought of offering online booking?
2. Need more online appointments.
3. Need improved online access for non-urgent appointments.
4. All appointments are gone even when I phone early.
5. No appointments available even when you have waited outside from 8:15.
6. Patient Online - can't book far ahead enough.
7. Provide help for older residents to book appointments – can't queue up or use internet/be on the phone for a long time.
8. 7 day a week service would help those who work outside normal hours.
9. Extended opening hours would be useful.
10. More pre-bookable appointments please.
11. More doctors.
12. 'Open surgery' sessions - just turn up and be prepared to wait. Other surgeries do it.