

**Results analysis****101 patient questionnaires returned****Practice**

1) How easy do you find getting into the building? [∞ 0%]		
Very easy	Fairly easy	Not very easy
86%	10%	4%
2) How clean is the practice waiting room? [∞ 0%]		
Very clean	Fairly clean	Not very clean
81%	19%	
3) The number of monthly missed appointments is displayed on the notice board. Do you find this information useful and informative? [∞ 1%]		
Yes	No	Somewhat
81%	15%	3%
4) How helpful do you find the receptionists at your surgery? [∞ 0%]		
Very helpful	Fairly helpful	Not very helpful
60%	28%	12%

**Appointments**

5) When booking your appointment, which method do you use? [∞ +12%] <i>more than 1 option chosen</i>		
In person	Automated telephone	On line
44%	54%	14%
6) How easy is it to get through to reception, at your GP practice on the phone? [∞ 1%]		
Very easy	Fairly easy	Not very easy
13%	47%	39%
7) How often do you get to see your own GP/Nurse? [∞ 5%]		
Always	Sometimes	Not often
31%	41%	23%

**Doctors**

8) Referring to your face to face / telephone consultation with the Doctor/ Nurse, how highly would you score the Doctor/ Nurse at each of the following?				
Giving you enough time? [∞ 4%]				
Excellent	Good	Fair	Poor	
41%	41%	12%	2%	

Make you feel at ease? [∞ 4%]			
Excellent	Good	Fair	Poor
40%	40%	14%	1%

Listening to you? [∞ 3%]			
Excellent	Good	Fair	Poor
39%	44%	12%	2%

Explaining treatment and tests? [∞ 4%]			
Excellent	Good	Fair	Poor
38%	44%	12%	2%

Involving you in decisions about your care? [∞ 9%]			
Excellent	Good	Fair	Poor
33%	44%	12%	2%

How much confidence and trust did you have in the GP/Nurse you last saw or spoke to? [∞ 4%]			
Excellent	Good	Fair	Poor
53%	36%	6%	1%

9) How easy have you found it to arrange home visits? [∞ 75%] <i>N/A answers, services not used</i>			
Very easy	Easy	Not very	Difficult
6%	12%	3%	5%

#### Patient Experience

10) Overall, how would you describe your experience of your GP practice? [∞ 1%]			
Excellent	Good	Fair	Poor
34%	53%	16%	2%

#### Pharmacy

11) How efficient do you find the pharmacy services [∞ 12%]			
Excellent	Good	Fair	Poor
35%	40%	8%	5%

12) Do you experience problems queuing for your meds / prescription? [∞ 20%] Should we install a priority ticket dispenser system? (5% install tkt dis)		
Yes	No	Don't know
12%	63%	

13) Do you find the special clinics beneficial to you? (CHD / Diabetes / Asthma / COPD) [∞ 61%] <i>not used</i>			
Very	Ok	Sometimes	Not at all
<b>25%</b>	<b>7%</b>	<b>1%</b>	<b>6%</b>

14) Would you be interested in joining the Virtual Patient Reference Group? Would you like more information? [∞ 28%]		
Yes	No	Don't know
<b>18%</b>	<b>54%</b>	

Comments

Q1

- Automated doors for patients in wheelchairs
- Difficult with a pushchair on your own

Q3

- Feel that some of these people should be fined as its increasingly difficult to actually get an appointment, when genuinely needed, because of these selfish people
- Those who miss appointments should be charged. Those who miss appointments on a regular basis, without an excuse, should be struck off the patient list.
- People should let you know in plenty of time
- Look into it more – maybe send a letter or warning and take them off the list
- Fine folk who miss appointments
- Very bad
- Find it very sad that people don't cancel, if they are ok
- Strike them off list after 3 misses
- Not good/fair, other folk could use the time
- If you cant make the appointment, let them know
- Agree with MP suggestions that they should pay a fee for lost time
- My first visit for 10 years
- Very rude of people not to turn up
- Disgrace
- Pay a fine of £5
- Could be made clearer, board very cluttered
- No action for those missing appointments
- Could be made clearer – writing on the day
- Board not clear
- Make them pay
- Not good enough
- Disgusting
- Not helpful. Patient more concerned with waiting time
- Find it shocking
- I always comment on it, they should be charged
- They should ring and cancel. Would like the option to reply when having been sent a text reminder
- Quite angry – because I could find one of these appointments useful myself
- I think its disgusting – ring up and cancel
- Ring up and cancel – x4
- Name and shame or bring in a penalty system or a period of walk-in-waiting
- Need a system to reduce – fines?

- £5 for making appointment, patient refunded if turns up

Q4

- Some of the receptionists need lessons on how to speak civilly to patients – have empathy. (not all of them I would add)
- Friendly & very professional
- One is very rude
- Needs improvement
- Not very, but recently improved

Q6

- Although not always 08.30ish
- Waiting on phone for ages
- Depends on time you call
- Auto system doesn't always progress call i.e. repeats questions
- Not easy in morning
- I get annoyed when I ring on the day, after re-ringing for about 15mins I find all the appointments are gone
- A lot depends on time of day

Q7

- Happy to see anybody
- Whoever is available
- Happy to see any GP

Q11

- Sometimes very stretched and overworked – they cant help that
- No mistakes, just slow. Appear disorganised.
- A bit slow. Tkt machine might work
- Not very. Blister pack for 2 wks, not 4 wks
- Takes time to find the bag of meds
- Need better system of retrieving packages
- Twice waited over ½ hour for prescription to be found
- Waited for a week for prescription. It should be ready for patients.
- There is normally a queue and it should be easier to get a repeat and not wait 3 days
- 1 out of 5 times wrong or missing meds
- Very often cant find my meds. A frequent occurrence
- Mistakes now and again, but soon rectified
- V Good, but over worked
- Have had two mistakes with tablets
- Have had a bag of somebody else's medication delivered.
- Wrong number of tablets. Difficult y sometimes in finding prescription/meds
- Sometimes a communication problem between surgery and pharmacy
- Two or three times recently
- Once tablets out of date
- Meds not ordered at least twice
- Often dispenses meds after two days/48 hours

Q12

- Priority tkt system would help

Q13

- Nurses are excellent, sympathetic, helpful and informed

### Regarding Practice Services

- Waiting time in surgery far too long
- My only complaint is when you have an appointment you don't get seen on time. I had to wait nearly an hour on my last appointment
- Car parking very poor
- Not enough doctors per patient
- Sometimes doctors don't speak clearly
- Car Parking – to avoid non Blackwater patients, provide a clamp for shoppers
- Difficult to get lady doctor for lady things
- Need more doctors. Need more evening appointments
- If you need to book an appointment on the day the line is always busy from 07.59 When you then manage to speak to a receptionist, they are normally very rude and ask if its an emergency, often no free spaces and have to wait for another day
- I have never experienced any difficulty in seeing a GP on the same day or whenever I wish to make an appointment some days hence However, I cannot understand how the `government can possibly conjure up 5000 more GPs. Few students have the aptitude or ability to go into medicine. With the avalanche of paperwork and pressure of league tables, good GPs are leaving.
- Could do with a larger surgery with more doctors. If possible an underground carpark to save space. Could do with a water machine in waiting room.
- Don't like the way the system is run. I should be able to get an appointment any time of any day
- Would consideration be given to having blood tests at surgery?
- Walk-in Centre would be useful or ad hoc clinic
- More hours for Heybridge would help
- Listen to patients more and not be so text book e.g. not reading history. No continuity, needs improving. Not listening. Very bad experience with daughter's illness, not properly diagnosed for 13 years
- Would benefit from out of hours
- GPs are well paid and could provide a better service. Don't let patients know about changed appointments
- Cannot book nurse on automation. Frustrating for regular on-going nurse appointments