

## Thank You

Thank you to everyone who took part in our survey.

We have listened to what you told us: the good things and the not so good.

We work hard to provide the best service we can especially when we know you need us most, and we are continuously looking to improve.

That's why we have developed a plan in response to the survey.

We are always grateful for your comments, particularly if there are issues you feel the survey has not addressed.

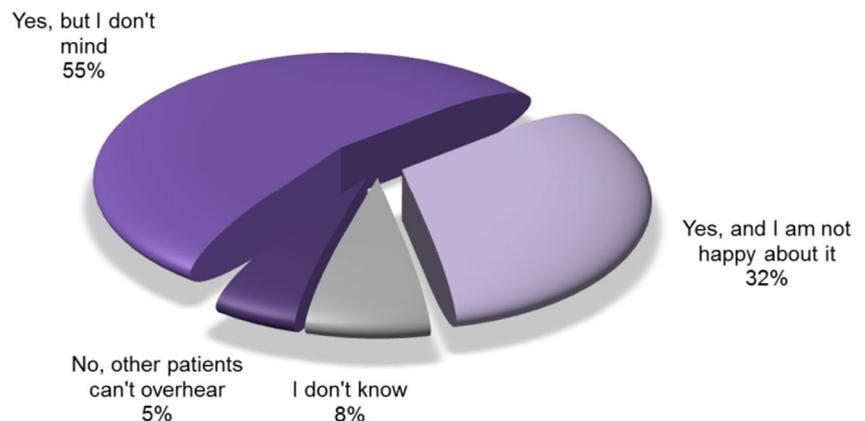
You can Email me at [leona.charity@nhs.net](mailto:leona.charity@nhs.net) or in writing to:

Leona Charity  
Practice Manager  
Hampton Health  
6B Serpentine Green  
Shopping Centre  
The Serpentine  
Hampton  
Peterborough  
PE7 8DR

## About your GP surgery

We are pleased that the majority (94%) of respondents told us that they find it easy to get into the surgery and that you find our receptionists helpful (97%).

### Q3 In the reception area can other patients overhear what you say to the receptionist?



## Reception desk

Your privacy is very important to us, but limited space has meant telephone calls and conversations at the reception desk can be overheard in the waiting area.

We have looked at options to manage the telephone system differently, and even to move the reception desk somewhere else. But the lack of space has meant these options are not practical.

## On the move

The good news is that our plan to move to a new purpose built surgery has been approved for funding by the Peterborough Primary Care Trust (PCT). Our aspiration is to

move in during the summer of 2014.

In the new building there will be much more space; the telephones will be away from the reception desk; and there will be a private room available for confidential discussions.

**“The reception staff are fabulous and the doctors are excellent, as are the nurses.”**

## Access

Q1. When visiting your GP surgery, how convenient is it for you to park your car?

You said:

- 58% very easy.
- 19% fairly easy.
- 5% not very easy.
- 3% not at all easy.
- 15% I haven't tried.

Q2. How easy do you find it to get into the building at your GP surgery? You said:

- 78% very easy.
- 16% fairly easy.
- 5% not very easy.
- 1% not at all easy.

## Reception

Q4. How helpful do you find the receptionists at the GP surgery? You said:

- 74% very helpful.
- 24% fairly helpful.
- 2% Not very helpful.
- 1% Not at all helpful.

## Registering for a GP

Q5. Have registered with the practice within the last 12 months. You said:

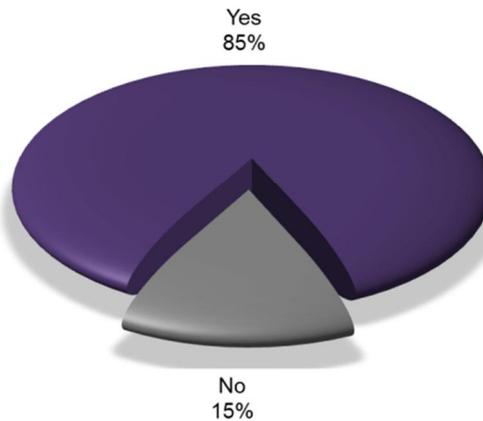
- 24% yes.
- 76% no.

Q6. How easy did you find the registration process? You said:

You said:

- 79% very easy.
- 18% fairly easy.
- 3% Not very easy.
- 0% not at all easy.

### Q7. Do you feel you received sufficient information about the practice when you registered?



## Information

In **question 8** of the survey, we asked you to comment if you thought you had not received sufficient information about the practice and our patient services when you registered, and how this should be made available e.g. leaflets or via our website at [www.hamptonhealth.co.uk](http://www.hamptonhealth.co.uk).

You told us that you wanted clearer information when you registered about opening and clinic times; and a general guide to what services we provide how to access them, and who to contact.

In response to this we are reviewing the information we provide in leaflets from the surgery and on our website.

We will make a commitment to:

- Include more information in our registration pack about the

services we provide, such as Health Visitors or the Family Centre for those with children.

- More information in the surgery and on our website about how to access the services we offer.
- To ensure the information we provide in the surgery and on our website is clear about what our opening and clinic times are, and how to contact us.

**“I would have liked more info’ on facilities available and how to access them e.g. the asthma clinic.”**



PROPOSED FRONT ELEVATION TO NORTH (SILVER HILL)

## On the phone

Q9. When you rang the surgery for an appointment, how easy did you find the following:

Speaking to a nurse on the phone?

- 11% very easy
- 18% fairly easy
- 10% not very easy
- 5% not at all easy
- 56% haven't tried or don't know

Getting test results on the phone?

- 23% very easy
- 24% fairly easy
- 12% not very easy
- 3% not at all easy
- 38% haven't tried or don't know

Q10. Does your practice operate an automated telephone system?

- 95% yes
- 5% no

Q11. If yes, is it easy to obtain the correct department that you require?

- 94% yes
- 6% no

## Access to a doctor or nurse

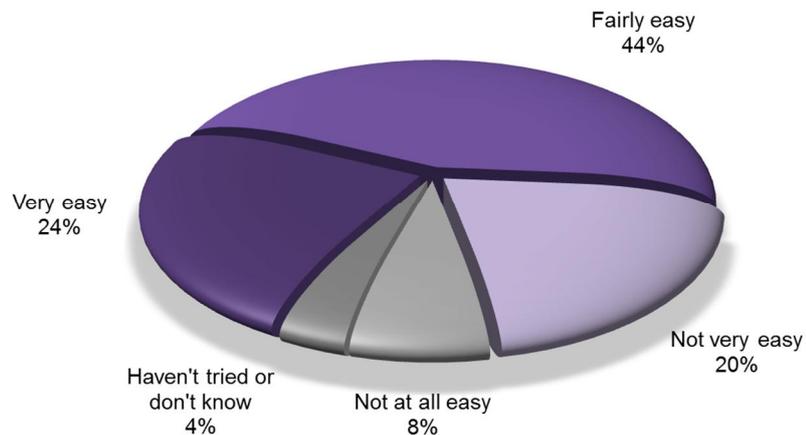
Q13. Have you tried to get access to a doctor or nurse on the same day or within 2 days that the surgery was open?

- 79% yes
- 21% no

# Getting through on the phone

24% of respondents said it's very easy getting through on the phone, and the majority (44%) said it's fairly easy to get through on the phone. This is less than last year and more of you told us it is not very easy getting through on the phone.

Q9. How easy did you find getting through on the phone?



## Call management

We are discussing with our telephony provider if there is a better way to handle the calls we receive, and to see if we can make the automated menu choices clearer so you can choose the right option.

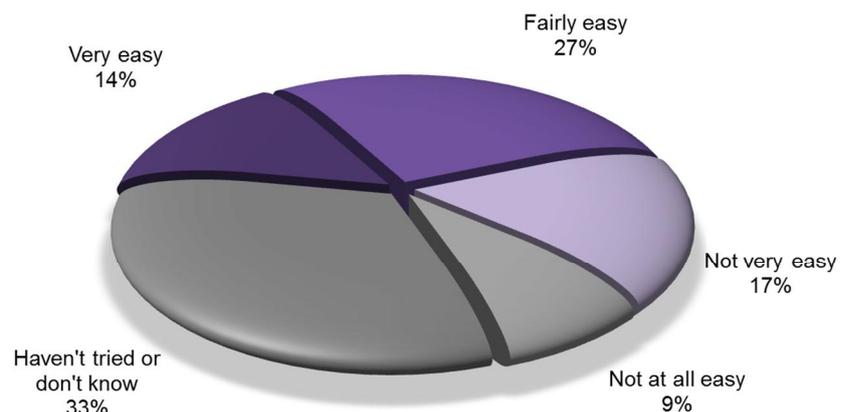
There will be a new telephony system when we move to the new building, and the system will not be managed at the reception desk. This should make your experience phoning us a lot easier.

We are looking at the option to provide someone from the clinical team who can answer your calls when the GPs are with patients.

We will also look at set times when a member of the clinical team can be available to contact for test results.

**“I'm not always sure what number I should press.”**

Q9. How easy did you find getting through to speak to a doctor on the phone?



## Appointments

Q15. Have you tried to book ahead for an appointment with a doctor more than 2 full days in advance? You said:

- 77% yes
- 17% no
- 6% can't remember

Q16. Last time you tried, were you able to get an appointment with a doctor more than 2 days in advance?

- 44% yes
- 45% no
- 11% can't remember

Q17. How long after your appointment do you normally wait to be seen?

- 12% I am seen on time
- 8% less than 5 minutes
- 46% up to 15 minutes
- 22% up to 30 minutes
- 10% more than 30 minutes
- 2% can't remember

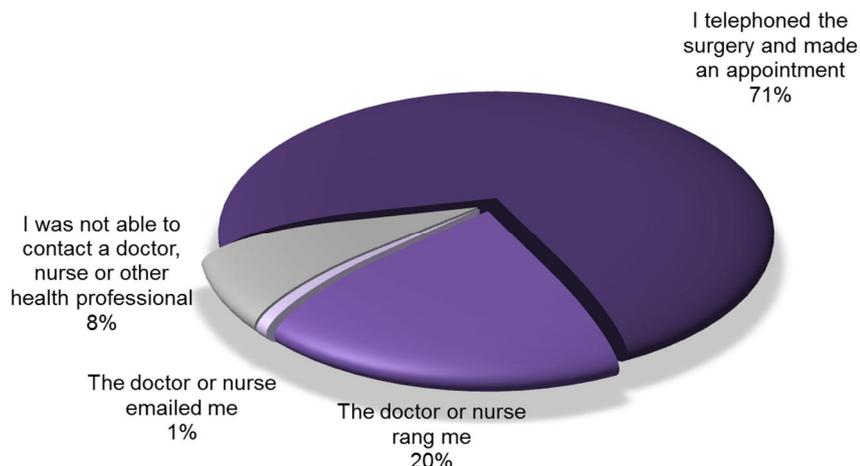
Q18. If you have to wait would like to be kept informed?

- 10% I am kept informed
- 71% yes
- 13% I don't mind
- 6% no

# Appointments and opening times

79% said they have been able to get access to a doctor or nurse within two days. However, there does seem to be a problem experienced by some booking GP appointments in advance or at convenient times.

### Q14. How did you make contact with your doctor or nurse?



## Early and late clinics

Respondents' comments indicated that some of our patients don't know we already offer::

- Early appointments between 7am and 8am on Thursdays and Fridays.
- Late appointments between 6:30pm and 8pm on Thursdays.

At these times we try to give priority to patients otherwise unable to make appointments during the normal working day. These appointments can be booked ahead.

## Saturdays and lunchtimes

Your comments also included requests for more days when we offer early and late appointments, and for lunchtime and Saturday opening.

Current resources and facilities mean we would struggle to support

extended opening times any further.

We are open at lunchtime but occasionally close for staff training. We do try to give fair notice of these occasions on our website. Opening times are subject to review as we expand with the increasing local population,

We have also amended our system to offer more bookable rather than emergency appointments. We now provide 81 bookable appointments per week per 1000 patients, exceeding the Government guideline is for 72 appointments per 1000 patients.

The good news is that we plan to offer Saturday clinics after we move to our new building in 2014. In the meantime we will work to improve the service we offer within current constraints.

**“Really appreciate the ‘before work’ appointments.”**

## Opening hours

Q21. How satisfied are you with the hours that your GP surgery is open?

- 44% very satisfied
- 4% fairly satisfied
- 4% neither satisfied or dissatisfied
- 44% fairly dissatisfied
- 1% very dissatisfied
- 3% not sure when the surgery is open

## Seeing a doctor

Q19. Is there a particular doctor you prefer to see at your GP surgery?

- 63% yes
- 37% no

Q20. If yes, how long does it take to the doctor you prefer to see?

- 5% I don't have to wait
- 17% 1 to 5 days
- 27% 1 to 2 weeks
- 51% more than 2 weeks

Q24. Did you have confidence and trust in the doctor you saw?

- 76% yes, definitely
- 15% yes, to some extent
- 3% no, not at all
- 7% Don't know/can't say

Q25. If you have an ongoing health condition, do you feel there is continuity of care i.e. information is shared so you can see any doctor?

- 72% yes
- 28% no

# Seeing a doctor or nurse

Thank you to the majority of respondents who think our doctors and nurses are very good, and for your positive comments.

We had a lot of comments about how well information was shared between doctors and nurses for those patients with long term or ongoing health conditions.

Many of our clinicians work part-time so ensuring information about

patients' conditions is exchanged is a challenge.

We appreciate that this is an important aspect of our patients' experience and can be a frustration. We are looking at how we can improve our performance in this respect.

## Q23. Thinking about your last GP appointment how good was the doctor at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Does not apply
Giving you enough time	56%	34%	7%	1%	1%	2%
Asking about your symptoms	53%	39%	2%	3%	0%	2%
Listening to you	55%	34%	7%	2%	0%	2%
Explaining tests and treatment	53%	35%	5%	1%	1%	6%
Involving you in decisions about your care	48%	34%	9%	2%	1%	6%
Treating you with care and concern	56%	33%	8%	1%	0%	3%
Taking your problems seriously	55%	31%	6%	3%	2%	3%

## Q29. Thinking about your last appointment how good was the nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Does not apply
Giving you enough time	65%	29%	3%	2%	0%	2%
Asking about your symptoms	63%	27%	4%	3%	0%	3%
Listening to you	63%	28%	3%	3%	0%	3%
Explaining tests and treatment	58%	28%	5%	4%	0%	4%
Involving you in decisions about your care	56%	28%	9%	3%	0%	5%
Treating you with care and concern	62%	26%	5%	5%	0%	2%
Taking your problems seriously	63%	25%	5%	3%	2%	2%

“Each doctor saw my appointment in isolation and did not see the overall picture.”

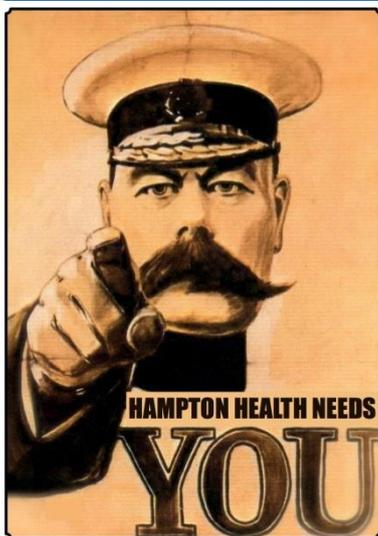
### Seeing a nurse

Q27. Have you seen a practice nurse at your GP surgery?

- 93% yes
- 7% no

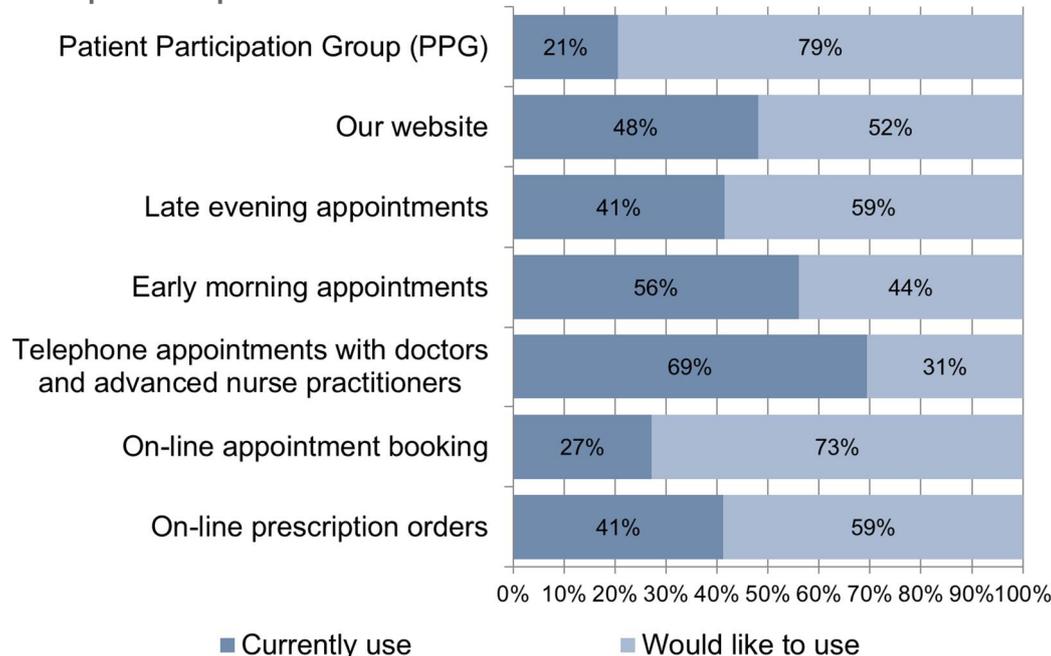
Q28. How easy is it to get an appointment with a practice nurse at your GP surgery?

- 40% very easy
- 44% fairly easy
- 5% not very easy
- 1% not at all easy
- 10% Haven't tried or don't know



## Services offered by the practice

In response to your comments we will soon be providing more clear details of our services on our website and in leaflets from the practice, such as on-line prescription orders.



### Our response to some of your comments

“Why can't we come in and wait to be seen?”

We have no plans to reintroduce open access clinics. This service was withdrawn after complaints about waiting times and difficulties coping with a large volume of patients.

“Why doesn't the practice offer blood tests on site?”

Lack of space means we can only provide a phlebotomy service to patients with chronic diseases or are unable to travel to the City Care Centre. This will change after we move

to the new building in 2014.

“What about other services like acupuncture?”

This is not currently supported as a free primary care service. Services like acupuncture would have to be provided privately and paid for by patients.

“Will you have a chemist in the new surgery?”

There are no plans for a pharmacy in the new building. This is because the area is already well provided with pharmacies, and it is unlikely we would be granted a license.

## Hampton Health needs you!

### Patient Participation Group (PPG)

You can have your say and make a difference by joining our PPG, and representing Hampton Health at the South Peterborough GP practice consortium's Patient Forum.

To find out more visit our website or contact Leona Charity, Practice Manager, by calling 01733 556910 or by email to:

[Leona.charity@hamptonhealth.nhs.uk](mailto:Leona.charity@hamptonhealth.nhs.uk)