

# TRINITY & BOWTHORPE MEDICAL PRACTICE

## Patient Experience Survey – Trinity Street Surgery

Results are based on 246 responses between 1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016

### Q1 How satisfied are you with the opening hours at the surgery?

Very	108	44.3%
Fairly	106	43.4%
Neither satisfied nor dissatisfied	18	7.4%
Not satisfied	8	3.3%
Don't know open hours	4	1.6%
Number of responses	244	

### Q2 How clean is the GP Surgery

Very clean	197	80.1%
Fairly clean	47	19.3%
Not very clean	1	0.4%
Not at all clean	0	0.0%
Don't know	1	0.4%
Number of responses	246	

### Q3 In the Reception area, can other patients overhear what you say to the receptionists?

Yes, but don't mind	212	86.5%
Yes and am not happy about it	18	7.4%
No, other patients can't overhear	4	1.6%
Don't know	11	4.5%
Number of responses	245	

### Q4 How helpful do you find the receptionists at the surgery?

Very	200	81.6%
Fairly	44	18.0%
Not very	1	0.4%
Not at all	0	0.0%
Number of responses	245	

### Q5 How easy was it to get an appointment for the time you wanted?

Not very easy	50	20.6%
Fairly easy	131	53.9%
Very easy	62	25.5%
Number of responses	243	

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### Q6 How easy was it to get an appointment with the GP you wanted to see?

Not very easy	45	19.7%
Fairly easy	127	55.7%
Very easy	56	24.6%
Number of responses	228	

### Q7 How easy was it to get an appointment with the nurse?

Not very easy	12	5.7%
Fairly easy	108	51.4%
Very easy	90	42.9%
Number of responses	210	

### Q8 How important is it to you that you see a specific GP when coming to this practice?

Prefer not to say	4	1.6%
Not at all important	64	26.2%
Fairly important	114	46.7%
Very important	62	25.4%
Number of responses	244	

### Q9 How easy is it to speak to a GP on the telephone?

Not very easy	30	17.0%
Fairly easy	107	60.8%
Very easy	39	22.2%
Number of responses	176	

### Q10 How long after your appointment time do you normally wait to be seen?

I don't normally have appts at a specific time	14	6.3%
I am normally seen on time	53	23.7%
Less than 5 minutes 5 to 15 mins	108	48.2%
15-30 mins	42	18.8%
More than 30 mins	6	2.7%
Can't remember	1	0.4%
Number of responses	224	

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### Q11 How do you feel about how long you normally have to wait?

I don't normally have to wait long	148	66.4%
I have to wait a bit too long	51	22.9%
I have to wait far too long	6	2.7%
No opinion/doesn't apply	18	8.1%
Number of responses	223	

### Q12 Are you happy with the services provided at the surgery?

Yes	218	96.0%
No	9	4.0%
Number of responses	227	

### Q13 Do you feel your wishes regarding consent are appropriately respected?

Yes	76	96.2%
No	3	3.8%
Number of responses	79	

### AGE

Under 16	1	0.8%
17-24	13	10.9%
25-34	24	20.2%
35-44	18	15.1%
45-54	26	21.8%
55-64	12	10.1%
65-74	15	12.6%
75-84	5	4.2%
Over 84	5	4.2%
Number of responses	119	

### GENDER

Male	39	32.5%
Female	81	67.5%
Number of responses	120	

### How would you describe how often you come to the practice?

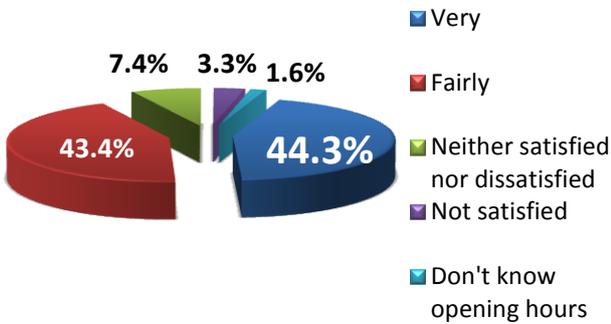
Regularly	28	22.6%
Occasionally	84	67.7%
Very rarely	12	9.7%
Number of responses	124	

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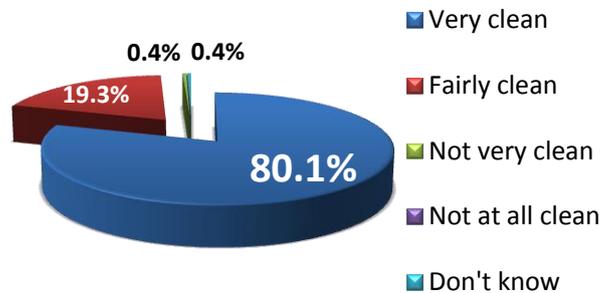
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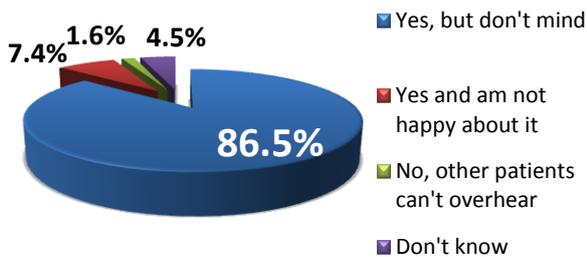
**How satisfied are you with the opening hours at the surgery?**



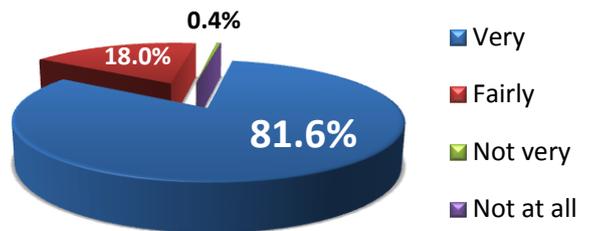
**How clean is the GP Surgery?**



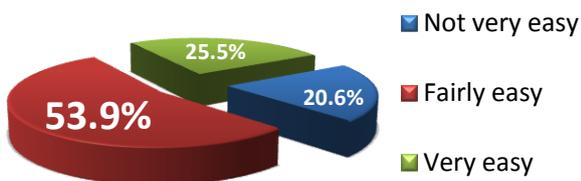
**In the reception area, can other patients overhear what you say to the receptionists?**



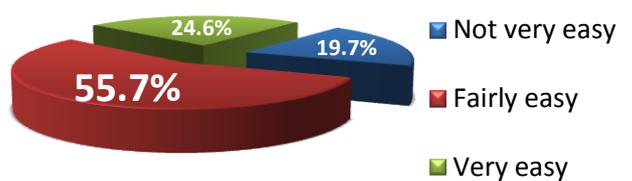
**How helpful do you find the receptionists at the surgery?**



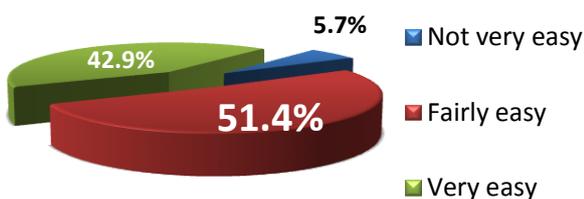
**How easy was it to get an appointment for the time you wanted?**



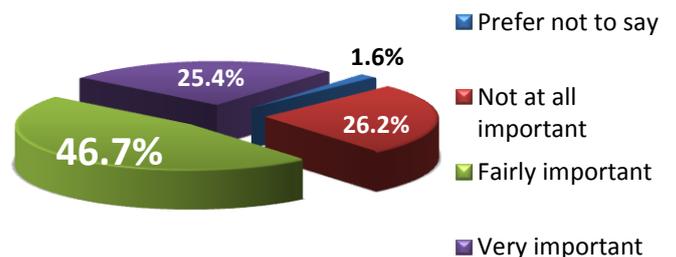
**How easy was it to get an appointment with the GP you wanted to see?**



**How easy was it to get an appointment with the nurse?**



**How important is it to you that you see a specific GP when coming to this practice?**

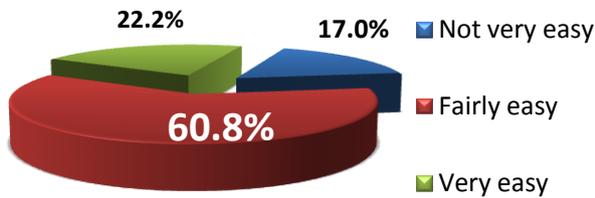


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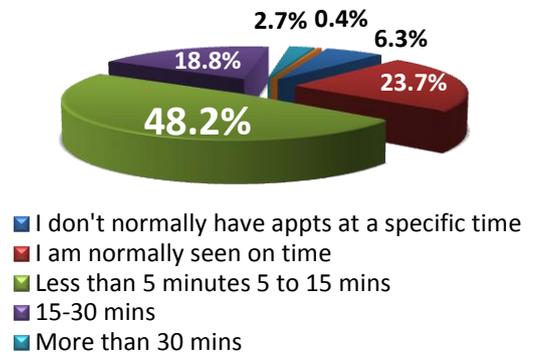
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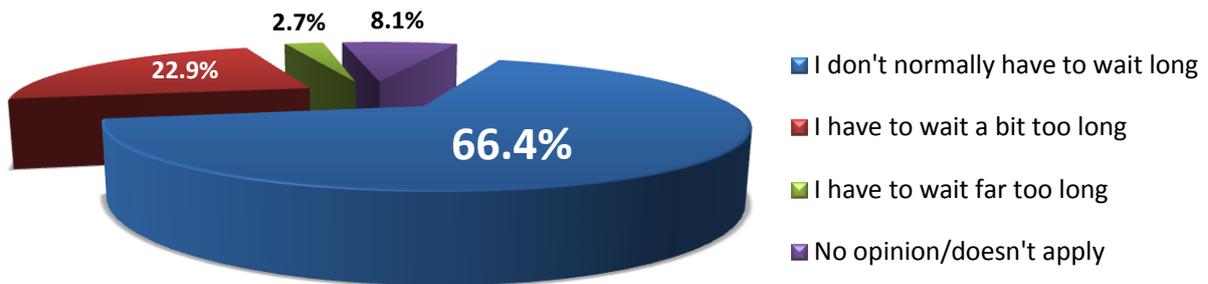
How easy is it to speak to a GP on the telephone?



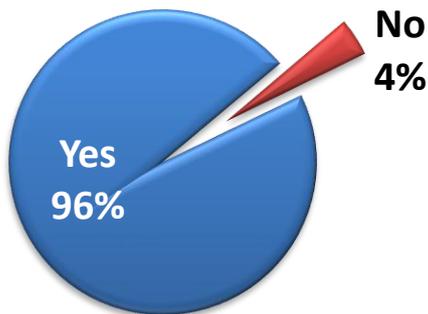
How long after your appointment time do you normally wait to be seen?



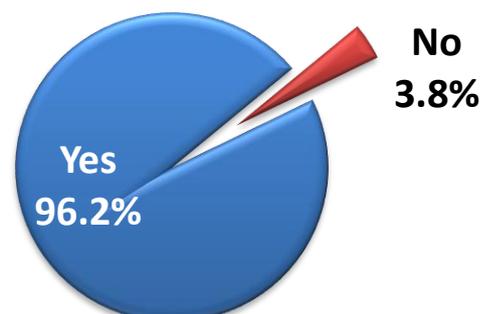
How do you feel about how long you normally have to wait?



Are you happy with the services provided at the surgery?



Do you feel your wishes regarding consent are appropriately respected?



See comments to 'No' response.

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# COMMENTS

*Are you happy with the services provided at the surgery? If answered 'No'*

Cannot see the GP when I need

Very long wait for appointments and generally run late

Having to phone at 8.30am to get an appointment not good

I feel GPs are generally overstretched so I hesitate/delay in making an appointment

It feels too busy i.e. not enough doctors. So many are part-time and the emphasis seems to be on the Bowthorpe Clinic. Is it necessary to have a half day closing every week?

Unfortunately I often have to call for multiple days at 8.30 to ensure I get an appointment due to appointments only available on the day.

I would rather be able to make an appointment than phone up in the morning

Finally, please add any other comments you would like to make about your GP practice:	Suggestion/ Good/ Negative	Theme
Comparing with comments on news etc of other surgeries I seem to be fortunate in my choice	G	
All staff and GPs are very good.	G	GPs/Staff
It's the best I have ever had!	G	
Convenient and friendly	G	
Always a very good and professional service. Always willing to help if there is a problem i.e. prescription errors	G	
I am very grateful for the service you have given myself and my family over the decades.	G	
Excellent - very happy	G	
Very good service	G	
I am very happy with the service provided by this practice. All those with whom we have had contact have been extremely supportive - GPs, nurses and the receptionists. I am very grateful to have such a caring practice.	G	
Really like the GPs I usually see and know who to avoid.	G	GPs
Reception staff very helpful and friendly with a professional attitude	G	Reception staff

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Wish Dr Barber was on longer than she is. She seems to understand what is wrong with me, and get right to the point. She is great but only works part time.	G	GPs/Staff
This GP practice is very good and I am grateful for all the assistance they have given me and my family. I simply adore Dr Barber and Pam as they care. Very friendly, open and honest!	G	GPs/Staff
Everything seems to be working fine	G	
Have always found all the staff - receptionist, nurse, doctor, phlebotomist very helpful and polite	G	GPs/Staff
Every time that I have come the doctors have been excellent, and if there was an urgent problem, would immediately sort it out and send me up to the hospital. I do not come to the GP very seldom but when I do it's been an excellent service	G	GPs
Good old fashion cottage style in a modern environment. Staffed with friendly, caring people. Would not change it. Thank !!!	G	GPs/Staff
This is an excellent practice with caring GPs and phlebotomists	G	GPs/Staff
Overall and over a period spanning two decades, I can say this surgery has provided a good service	G	
No problem. Been a patient for years.	G	
Beres is a lovely lady and good nurse. Dr Simper has been a good listener today, helpful and put me at ease.	G	GPs/Staff
Don't mind appointment time wait because rest of service so accommodating. Dr Barber always manages to squeeze me in. Can't thank her enough for this. Receptionists are always very excellent.	G	GPs /Staff
Thank you !!	G	
I think everyone is first class, very helpful and kind 11/10	G	
It is a very friendly practice and the doctors listen to what you have to say	G	
Fairly helpful. Very polite & friendly.	G	
Very easy to get appointments on the day if you ring in morning	G	
The practice appears to be doing a good job in a tough and ever-changing environment. In an ideal world earlier/later appointments would be useful (8-6) but I know that face to face appointments are the tip of the ice-berg of a GPs job.	G	Opening times
Love it	G	
Always good natured staff and doctors. Good professional service.	G	
We are generally really happy with this surgery. The GPs are knowledgeable and helpful and will take extra time if necessary.	G	GPs

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I think it is lovely. I like the fact that you are a teaching surgery and engage patients in this.	G	
Good. Like to see they participate in student education	G	
Best service I've had so far. Very good.	G	
I have been registered with this surgery for many years now and have always received excellent care. The receptionists are friendly and always helpful. Dr Simper is my GP and she has treated me and supported me so well over the years, through some complex health issues. I love the fact that this surgery train new student doctors (medical students) and I am very happy to be part of this training process.	G	GPs/Staff
Everyone is polite however busy and very helpful	G	
Some days it is hard to see a GP but that is purely volume of people requiring GP services. Not the fault of this practice.	N	Appointments
Don't like the fact that you shut one (or 2?) afternoons per week. I find this strange.	N	Opening times
I had to phone about 20 times to get an appointment. Information on alternative ways of getting an appointment would be great.	N	Appointments
A little disappointed on the wait time for a midwife appointment	N	Midwife appt
Very friendly. Thursday afternoon closing can be awkward at times.	N	Opening times
Not being able to get an appointment on the same day if one doesn't ring first thing. I'd like to be able to book an appointment for next day.	N	Appointments
Main point is difficulty of getting through to make an appointment for the same day (or any day) in the morning	N	Appointments
Wish Dr Barber was on longer than she is. She seems to understand what is wrong with me, and get right to the point. She is great but only works part time.	N	GPs working hours
Only quibble would be the 8.30-9.00 appointment window - can be difficult booking in appointment that day	N	Appointments
I wonder if the system could include a few appointments that could be booked in advance i.e. for non-urgent consultations. I would like to say that despite my above comments, the doctors never make me feel rushed although I know they are under pressure to keep consultations short.	N	Appointments
I really don't like the big screen in the waiting room	N	Reception area
Availability of appointments in evenings or weekends would be useful.	N	Appointments
Would like to be able to book appointment days/week in advance to fit in with work/family commitments.	N	Appointments
It is comparatively small and some doctors are therefore only part-time at this surgery	N	GPs working hours

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Reception always feels too warm and therefore likely to be a breeding ground for others germs. Also currently REALLY struggling with not having a designated midwife. Seeing a different one each visit isn't good service - unsettling. Though realise this isn't surgery caused.	N	Reception area/ Midwife
I will be changing my GP practice as there have been regular occurrences I haven't been able to be seen regardless of how many times I've called and I've ended up having to call 111.	N	
Would like phone appointments to take priority over people waiting outside re: booking same day appointment	N	Appointments
I don't get the appointment system really if you want to make an appointment in advance you have to make a phone call the day your doctor is in. So, in fact, I can't make an appointment in advance, say the day before.	N	Appointments
Sometimes difficult to get through at 8.30 despite constantly ringing, get engaged tone and then appointments have gone. Sometimes difficult to see the doctor you want / need to. Also difficult when working to ring at 8.30 as I have classes starting 8.25, but I do appreciate getting a same day appointment.	N	Appointments
It usually takes me a number of mornings - calling in unsuccessfully and just reaching the 'engaged' line before I can actually book an appointment. More call receivers or a better up to date online booking system would improve the practice a lot (eg. not for booking a week in advance online as one normally requires something asap)	N	Appointments
Great Service, excellent care but extremely difficult to get an appointment. Waiting times are a bit too long.	N	Appointments
Online booking login not useful if you lose/forget the login details as re-setting the passwords means you have to go to the surgery anyway (even though email is provided).	N	Online booking
Consistently - difficult to get through and book same day appointment if required.	N	Same day appt
Would be very helpful if evening appointments were available and also weekend, even if just Saturday morning. My only negative experience at surgery is that on two occasions of having a blood test, my identity and dob not confirmed before sample taken. Puncture site not swabbed and nurse did not wear gloves. As a health professional myself, I know these are simple but important steps that should be taken.	N	Opening times
There doesn't seem to be a full compliment of GPs at Trinity Street. Very often only 1 doctor available, so not always easy to get an appointment. Had to go to Bowthorpe on a number of occasions. Also would be good to be able to book a few days ahead for non-emergency appointments.	N	GPs
It is not always possible to get an appointment	N	Appointments

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Appointment time is all dependant on your own working hours. Appointments on the day is a crazy system - if you work and everyone phones at 8.30 and can't get through.	N	Appointments
Maybe an email service for this GP surgery might save an unnecessary GP spot being taken up. Sometimes a simple question can save a GP visit.	S	Email service
It would be helpful to have surgery opening at the weekend.	S	Opening times
It would be easier if some of the surgeries worked later for full time 9-5 person. Generally very happy with service.	S	Opening times
I don't mind waiting as maybe something urgent has come up - but it's not fair that my appointment is hurried in order to catch up (which happens). I'd like to be able to request a longer appointment so I could possibly deal with 2/3 things - which may be related. Also seems efficient to me from your point of view. The main problem is enormous difficulties getting an appointment. This is especially problematic as I sometimes see a different GP but am advised to see my own GP (I also use online services for surgery)	S	Longer appointments
It would be nice to have more pre-booked appointments especially for people who work. Early & late appointments would be good too.	S	Appointments
Would be nice if morning Saturday slots at Trinity Street.	S	Appointments
Longer opening hours outside 9-5 would be useful as it impacts on the time I have to wait to see the GP - organise it around work.	S	Opening times
Practice nurse not available outside 9-5 - would be useful if they did an evening or Saturday morning session.	S	Practice Nurse
System for getting appointments on the same day not very good. Would be better if there was a "hold" function on telephone so people are spoken to in the order they call rather than who is luckiest to ring at the exact second someone else has finished their call.	S	Appointments
Often very hot in reception area. Would like some toys available in reception for toddlers	S	Waiting room
I wish that the information leaflets do not cover most of the walls, would be good to have pictures instead, much more restful	S	Waiting room
I'd like to be able to pre-book more appointments instead of having to call at 8.30 - with work commitments this isn't always possible	S	Appointments
This is the second survey I have been asked to complete!		
Although I have visited rarely (thankfully) in the last 20 years my wife has been a frequent visitor following a traumatic brain injury in 2011. There is often a small wait (about) 5-7 mins after appt time. This is not inconvenient. Seeing specific doctors for her again has not been difficult. p.s. sorry for handwriting, nothing to lean on.		
I was a bit confused to start with about the repeat prescription system but think I've got the hang of it now.		Repeat prescriptions
Prefer having a named GP rather than seeing different ones		
Rarely use it, so have little experience to base an opinion on		

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