**Patient Experience Survey Results 2013**

The practice, with the support of the PPG, conducted its annual Patient Experience Survey between September and November 2013.

A total of 129 questionnaires were completed - not everybody answered every question.

Below are the questions and responses received:

Q1 How do you normally book your appointments with nurse/doctor?

In Person 30

By Telephone 86

Online 13

Q2 How easy was it to get an appointment for the time you wanted?

Very easy 46

Fairly Easy 79

Not very easy 4

Q3 If you have been able to get an appointment to suit your needs what did you do instead?

Visited a pharmacy 9

Visited walk in centre 24

Called NHS direct 6

Self-treated 15

Does not apply 75

Q4 How clean did you find the surgery when you last attended?

Very clean 114

Fairly clean 14

Not clean 1

Q5 In the past 6 months how easy have you found the following?

Getting through on the telephone Very Easy 46 Easy 58

 Difficult 18 Never Tried 7

Obtaining test results by telephone Very Easy 36 Easy 42

 Difficult 7 Never Tried 44

Speaking to a nurse/doctor on the telephone Very Easy 33 Easy 52

 Difficult 1o Never Tried 34

Q6 How long after an appointment time do you normally have to wait to be seen?

Normally seen on time 13

Less than 5 minutes 16

5-15 minutes 58

15-30 minutes 39

More than 30 minutes 3

Q7 How satisfied are you with the opening hours of the surgery?

Very satisfied 64

Fairly satisfied 47

Neither satisfied nor dissatisfied 12

Quite dissatisfied 4

Very dissatisfied 1

Don’t know the surgery’s opening hours 1

Q8 Which of the following minor illnesses do you think the nurse can help you with and prescribe?

Chest infections 75

Insect/animal bites 79

Wound care 91

Ear infections 84

Coughs & colds 91

Emergency contraception 64

Skin condition/rashes 76

Urine infections 71

Sickness & diarrhoea 72

Q9 Did you know you can now book telephone consultations with the GP?

Yes 103

No 26

Q10 How helpful do you find the receptionists at the surgery?

Very helpful 96

Fairly helpful 35

Not very helpful 2

Not at all helpful 0

Q11 How would you prefer to find out about the services we offer?

Ask the receptionist 48

On the back the prescription 28

Practice website 37

Practice leaflet 62

Newsletter in waiting room 50

Q12 Did you know that we have a Patient Participation Group known as ‘Friends of Highgate Surgery’? The aims of this group are to provide feedback to the practice about its service and act as a support and resource for patients.

Yes 71

No 51

Q13 In general, how happy are you with the care you get at the surgery?

Very happy 80

Fairly happy 42

Quite unhappy 2

Q14 Would you recommend the surgery to your family and friends?

Yes 115

No 5

Gender Male 37 Female 84

Age Range 16-34 25 35-64 47 65-74 22 75-84 18

 Over 84 4

Ethnic Group White British 111 White Irish 2 White and Asian 1

 Indian 4 Pakistani 2 Bangladeshi 1

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Comments taken from the patient experience survey 2013

‘*Practice has always been helpful and understanding’*

*‘Mental health issues not taken seriously…told to pay for private care’*

*‘Very good’*

*‘Dr Lakhani highly praised by patient and family’*

*‘Not good with dealing with mental health probs’*

*‘Very satisfied’*

*‘Difficulty getting a smear test appointment’*

*‘Delays in prescriptions going round to the chemist – 3 x requested – ran out of tablets’*

*‘Prescription taking 5-7days and not taking 48 hours – ran out of tablets’*

*‘Reception staff highly praised & all that contribute to practice’*

*‘Difficulty if only 10 minutes for appointment and more than one problem to discuss with doctor’*

*‘Nurses care and attitude is exceptional compared to other surgeries’*

*‘Some access to skeleton staff on Thursday’*

*‘Don’t particularly like being triaged over phone by receptionists and would like a few more school children friendly hours’*

*‘I’ve always found the surgery to be excellent in every aspect’*

*‘Surgery clock is incorrect! Very happy with care and respect I have received for over 26 years. May God bless our doctors and nurses’*

*‘Very good in all areas of care’*

*‘Time keeping’*

*‘I would like Dr Eynon to be there more – surgery to be open on Thursdays and to be able to get same day appointments’*

*‘I have always been looked after by the surgery staff and particularly Dr Lakhani’*

*‘Years of wonderful care to myself and family, Grateful thanks’*

*‘Current appointment system is not good for working people. Essential to be seen on time. Unacceptable to wait over 30 minutes and surgery clock is always slow’*

*‘When managed to get adult appointment great but sometimes a week away. Children’s appointments and care fantastic’*

*‘Supreme service’*

*‘Never get to see Dr on time full time worker – it’s very frustrating’*

*‘New patient immensely pleased with move so far’*

*‘Everyone here is so obliging and helpful’.*

*‘Well satisfied with all parts of medical centre’*

*‘Waiting times depend on whether you are seeing nurse or doctor’*

*‘Friends have changed surgery since I told them about Highgate’*

*‘You know you have to ring early to get same day appointment’*

*‘You have to wait too long for your appointment, whilst waiting in reception it rains and the days upsetting’*

*‘Wasn’t very happy but changes made for better. Happy now’*

*‘Don’t like the self-check in service – not personal touch. Enjoyed the Alzheimer’s event very much’*

*‘The various laminated posters in waiting room need to be displayed more prominently. Waiting room walls space could be used to patients benefit’*

*‘I have always found the service at Highgate exceptional and the staff are friendly and helpful’*

*‘I am a Graphic designer and I offer my service to make all surgery notices patient friendly not read at the moment because all jumbled up in lobby.’*