**Patient Experience Survey Results 2015**

The practice, with the support of the PPG, conducted its annual Patient Experience Survey during September and October 2015.

A total of 86 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 8

By Telephone 72

Online 6

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

Very easy 23

Fairly Easy 56

Not very easy 6

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

Visited a pharmacy 3

Visited walk in centre 11

Called NHS 111 2

Self-treated 11

Does not apply 54

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

Very clean 66

Fairly clean 18

Not clean 0

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

Getting through on the telephone Very Easy 21 Easy 42

Difficult 13 Never Tried 7

Obtaining test results by telephone Very Easy 15 Easy 30

Difficult 2 Never Tried 25

Speaking to a nurse/doctor on the telephone Very Easy 12 Easy 20

Difficult 4 Never Tried 16

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

Normally seen on time 9

Less than 5 minutes 15

5-15 minutes 44

15-30 minutes 13

More than 30 minutes 1

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

Very satisfied 27

Fairly satisfied 48

Neither satisfied nor dissatisfied 5

Quite dissatisfied 2

Very dissatisfied 0

Don’t know the surgery’s opening hours 1

Q8 Are you aware that the surgery offers extended opening hours on Monday and Wednesday Mornings from 7:30am?

Yes 44

No 38

Q9 Which of the following minor illnesses do you think the nurse can help you with and prescribe?

Chest infections 53

Insect/animal bites 62

Wound care 68

Ear infections 63

Coughs & colds 70

Emergency contraception 63

Skin condition/rashes 60

Urine infections 57

Sickness & diarrhoea 63

Q10 Did you know you can now book telephone consultations with the GP?

Yes 62

No 20

Q11 How helpful do you find the receptionists at the surgery?

Very helpful 66

Fairly helpful 14

Not very helpful 1

Not at all helpful 0

Q12 How would you prefer to find out about the services we offer?

Ask the receptionist 30

On the back the prescription 10

Practice website 33

Practice leaflet 32

Newsletter in waiting room 32

Q13 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 49

No 35

Q14 In general, how happy are you with the care you get at the surgery?

Very happy 58

Fairly happy 24

Quite unhappy 1

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

Yes 82

No 2

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Gender Male 22 Female 43

Age Range 16-34 years 17 35-64 years 32

65-74 years 13 75-84years 7 Over 84 2

Ethnic Group White British 79 White Irish 0 White and Asian 0

Indian 0 Pakistani 0 Bangladeshi 0

Black/Black British 1

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Comments made by patients as part of the survey

Me and my family always get wonderful care from Dr Lakhani and all his staff – they are amazing

The midwife team have been very supportive during my pregnancy so far

Always received good treatment. Excellent surgery. Thank you

Midwife Lesley is fantastic as is Dr Lakhani, couldn’t ask for a better service from them

Will be pleased when services are available at weekends. Very satisfied with the practice and wouldn’t risk changing doctors

Thank you for ongoing care given to all of my family

I feel very lucky to be a patient at Highgate medical Centre. Their care is excellent , I couldn’t ask for anything better, such caring people.

I have found Dr Lakhani to be very good – he will always call even if this is past closing time. However, I have had varied and no so positive experience with the other doctors. The nurse Amanda is excellent. thank you.

Thursday afternoon closing is sometimes a problem if my little boy is ill. Saturday morning surgery was a brilliant idea.

Lot better surgery. Much better than Barrow who had rude receptionists and unhelpful doctors

Recently moved from Barrow – the difference is huge. Great surgery.

Moved from the Banks – generally don’t have to wait for an appointment

Wait times in the past have been long. I once waited over an hour past my appointment time

Excellent in all areas

Everything about the surgery is very good. The doctors and other staff are always very helpful. No complaints whatsoever.