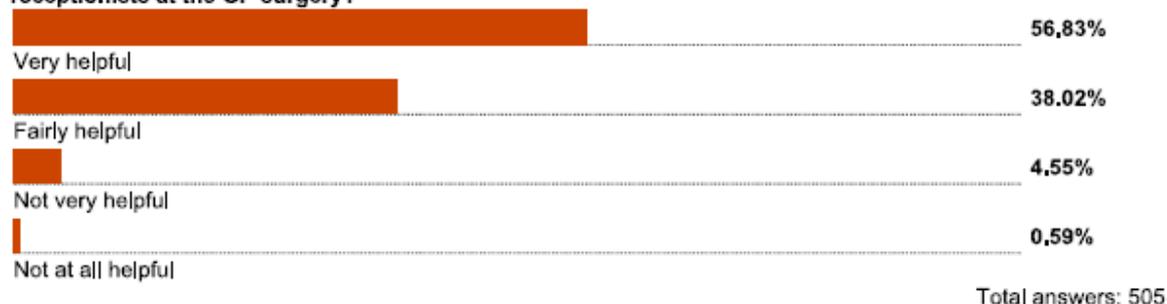


# Yaxley Group Practice Patient Survey and Friends and Family Test

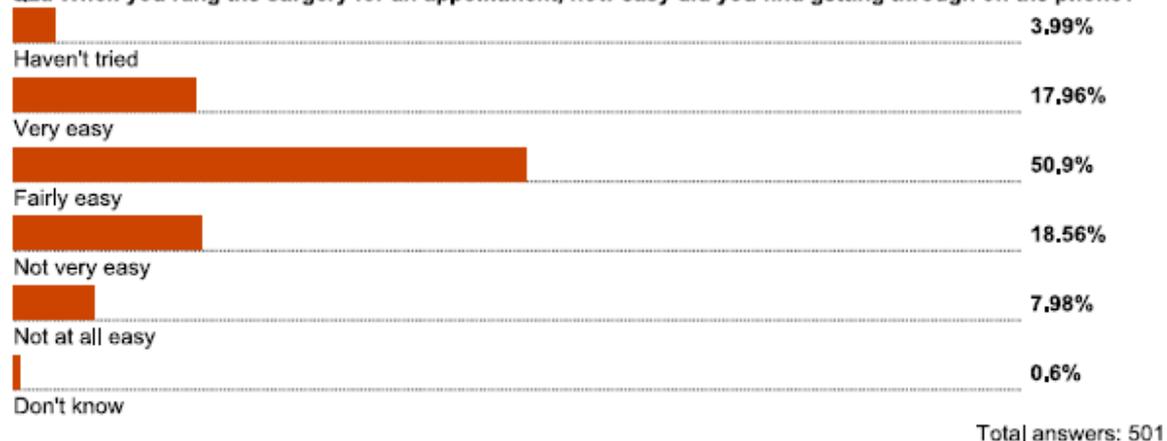
## Results 2015/2016

### Yaxley Group Practice Patient Survey 2016 (Total Votes: 509)

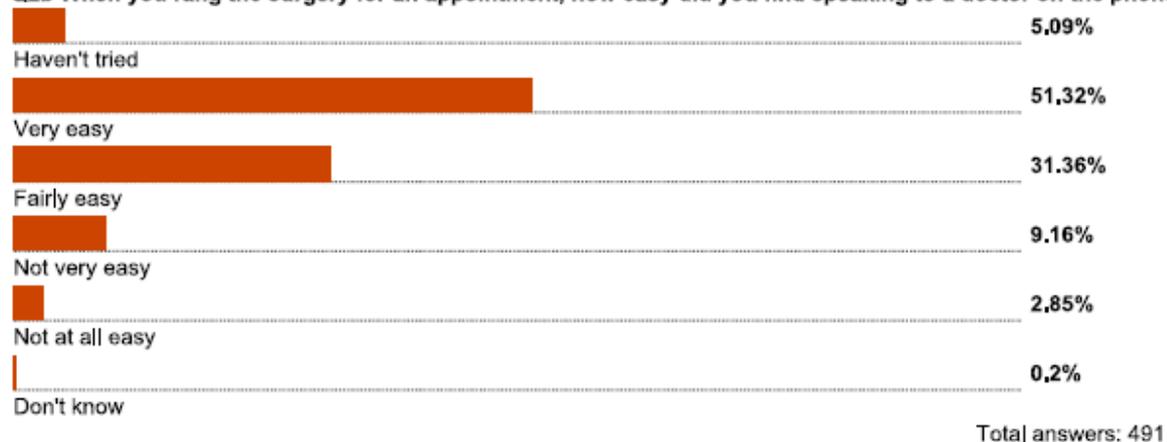
As part of our efforts to improve our services to patients, the Patients Association is encouraging patients to give their views about how the practice is doing. They would like to be able to ask the opinions of as many patients as possible, We will keep your answers completely confidential. Q1 How helpful do you find the receptionists at the GP surgery?



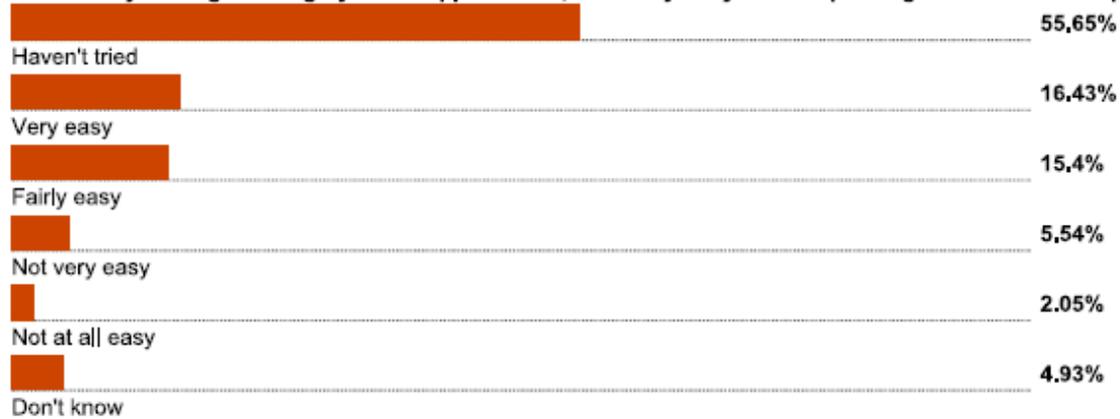
#### Q2a When you rang the surgery for an appointment, how easy did you find getting through on the phone?



#### Q2b When you rang the surgery for an appointment, how easy did you find speaking to a doctor on the phone?

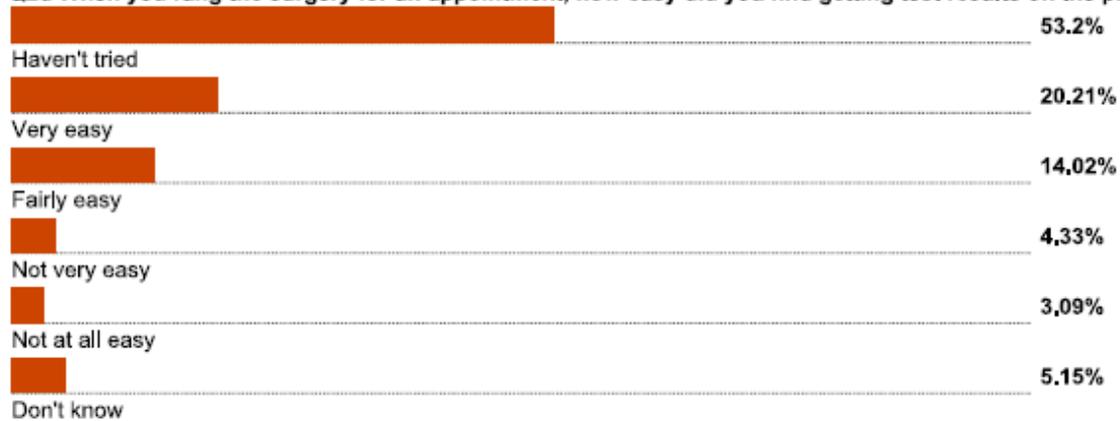


**Q2c When you rang the surgery for an appointment, how easy did you find speaking to a nurse on the phone?**



Total answers: 487

**Q2d When you rang the surgery for an appointment, how easy did you find getting test results on the phone?**



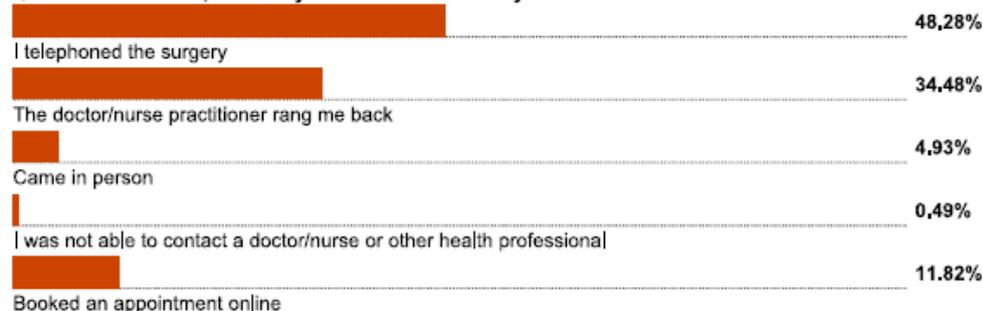
Total answers: 485

**Q3 Have you tried to access a doctor or a nurse quickly? (by quickly we mean on the same day or within two days that the GP surgery was open)**



Total answers: 498

**Q4 On that occasion, how did you make contact with your doctor or nurse?**



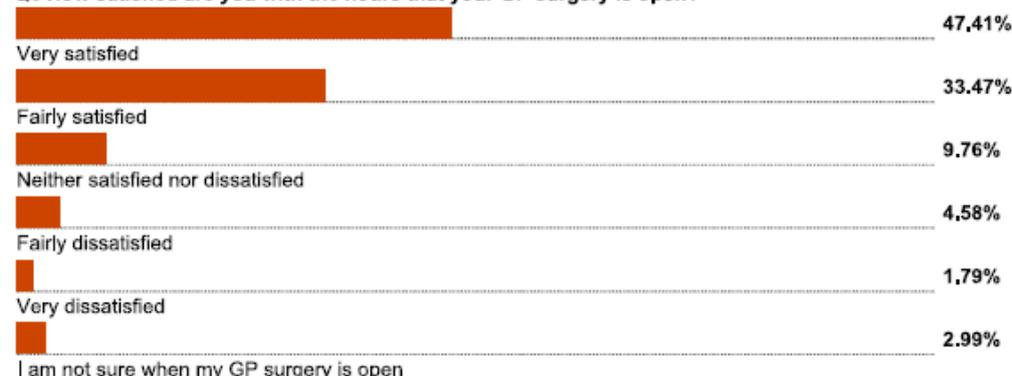
Total answers: 406

**Q5 Is there a particular doctor you prefer to speak to or see at your GP surgery?**



Total answers: 501

**Q6 How satisfied are you with the hours that your GP surgery is open?**



Total answers: 502

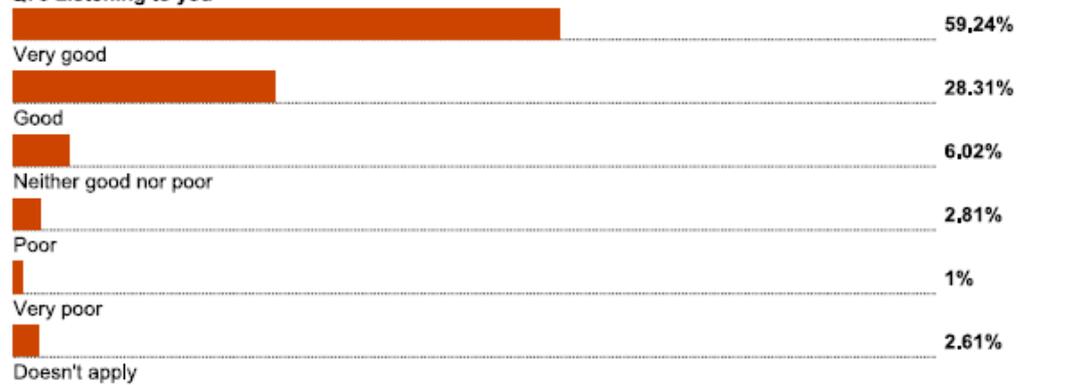
Please answer the next questions about the last time you saw a doctor at the surgery. Q7 GP appointments are booked to last 10 minutes, although longer appointments can be arranged, Thinking about the last time you saw a doctor at your GP surgery, how good was the doctor at each of the following? Q7a Giving you enough time



Total answers: 501

**Q7b Asking about your symptoms**

Total answers: 501

**Q7c Listening to you**

Total answers: 498

**Q7d Explaining tests and treatment**

Total answers: 494

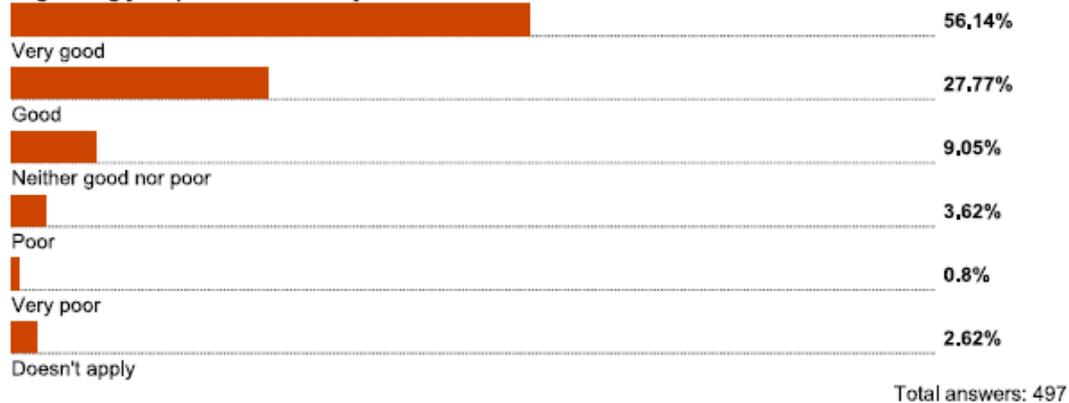
**Q7e Involving you in decisions about your care**

Total answers: 493

**Q7f Treating you with care and concern**



**Q7g Taking your problems seriously**



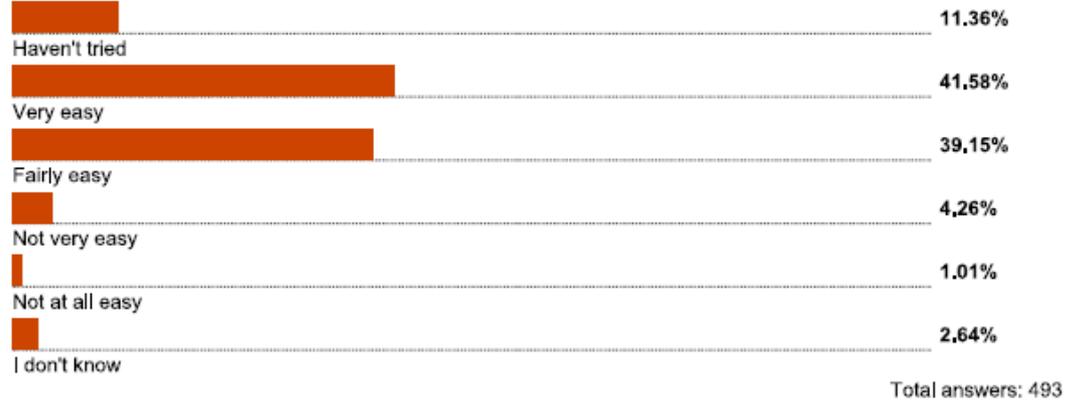
**Q8 Did you have confidence and trust in the doctor you saw? If the answer is no, would you like to add comments?**



**Q9 Have you seen a practice nurse at the surgery?**



**Q10 How easy is it to get an appointment with a practice nurse at the surgery?**



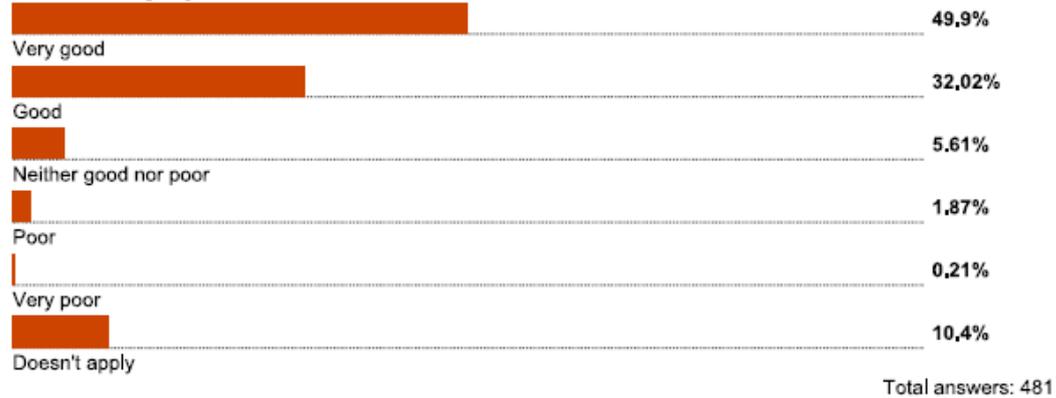
**Q11 Thinking about the last time you saw a practice nurse at your GP surgery, how good was the practice nurse at each of the following?brbr Q11a Giving you enough time**



**Q11b Asking about your symptoms**



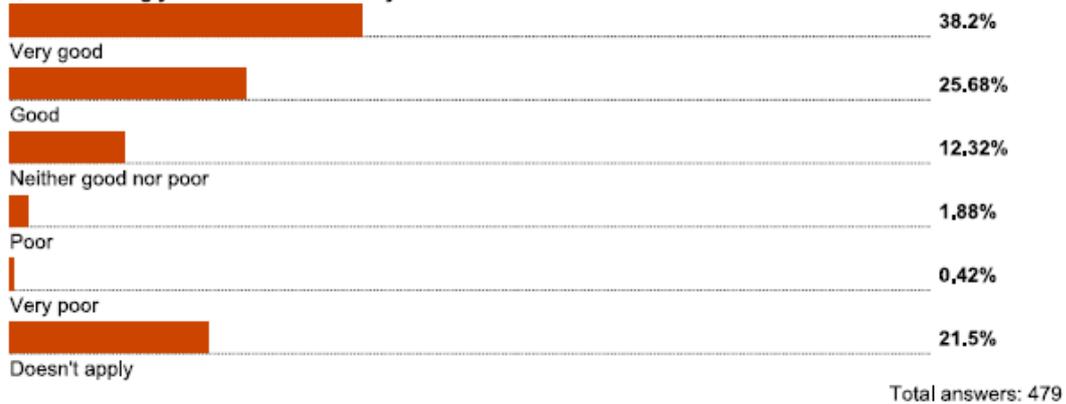
**Q11c Listening to you**



**Q11d Explaining tests and treatment**



**Q11e Involving you in decisions about your care**



**Q11f Treating you with care and concern**



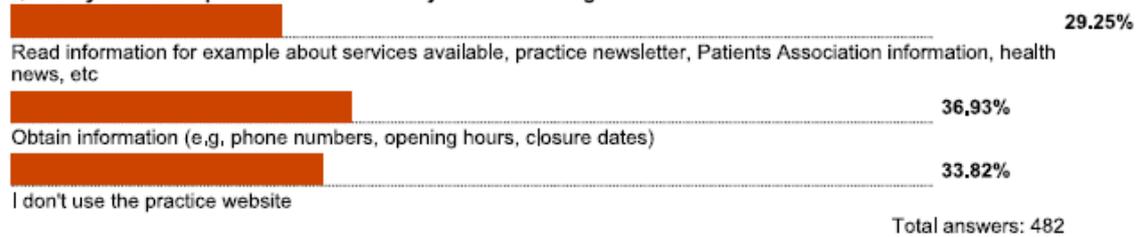
**Q11g Taking your problems seriously**



**Q12 Is it easy to order repeat prescriptions?**



**Q13 Do you use the practice website for any of the following:**



**Q14 Would you like more information about the Patients Association?**

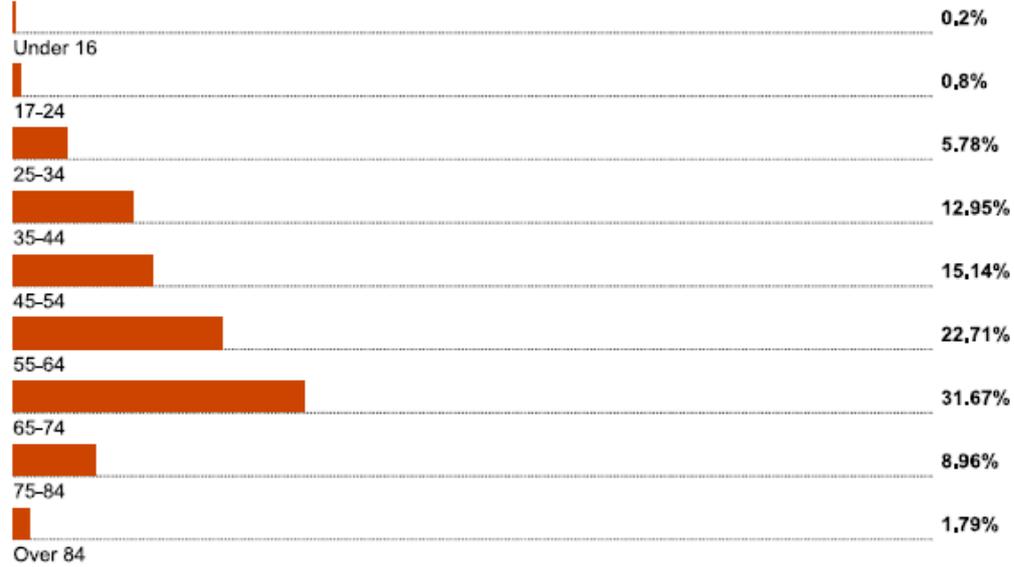


This additional information will help to make sure we try to speak to a representative sample of the patients who are registered at this practice.



Total answers: 496

**Q16 What is your age?**



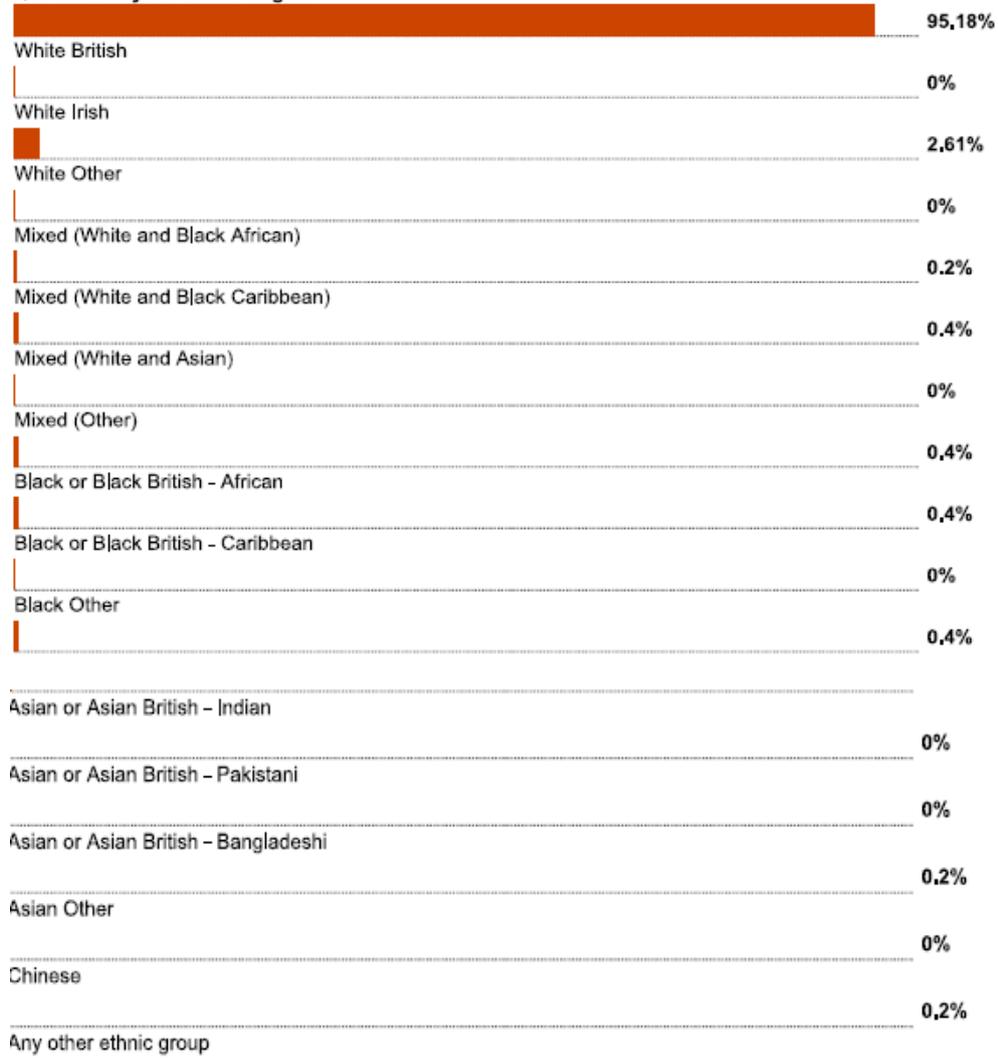
Total answers: 502

**Q17 Do you consider yourself to have a disability?**



Total answers: 491

**Q18 What is your ethnic origin?**



Total answers: 498

## Patient Survey Comments 2016

**Q, If you would like to comment on the hours that your GP surgery is open please do so in the box below.**

### **Answers:**

- Fine for me.
- When I was working, due to the unpredictable hours it would have been good to see someone after 1800hrs or Saturday/Sunday.
- Earlier opening hours for people who need to work away and leave the house before 7.00am. Or later hours maybe till 9.00pm.
- Work some distance from the surgery so would benefit from an occasional late evening option.
- Thankfully don't use enough to worry about.
- Satisfactory.
- I'm very satisfied with the opening hours, being seen on the day is extremely convenient.
- The GP is open sufficient hours already. I know how to access care in an emergency. Hunt's 24:7 proposal is utter nonsense.
- Good opening hours.
- It is ok.
- Would like surgery to be open later in the evenings, and more availability on Saturday morning.
- Generally satisfied but a brief spell on Saturday would be good.
- Satisfied.
- When I used to work, the surgery opening hours did not suit my working hours. Now I have retired the opening hours are no longer an issue.
- The hours are perfect. The issue is with the ever increasing non indigenous size of the UK populous.
- Waiting times at the walk in centre are horrendous at weekends when minor accidents tend to happen and surgeries are closed.
- Very satisfactory and I have used 111 on the occasions I had a problem out of hours. This worked very well.
- Ok.
- I do not know the full surgery hours. I feel there should be a visible notice of hours at the reception desk.
- I am retired. Hours fine for me.
- Why don't they open on a Saturday.
- Quite happy.
- Yes. They could extend hours between doctors.
- This has always been a problem for people working full time like myself. Late nights are useful but having to take time off work for blood tests/ doctors' appointments can affect your working life. Weekends should be open. Most companies offer shift work to cover. Doctors should do the same.
- 1 late evening per week would be helpful.
- Few hours over the weekend if possible.

**Q, If you find ordering of repeat prescriptions difficult, please explain your concerns in the box below.**

**Answers:**

- No, never had a problem.
- Ordering a prescription is generally very easy with SystemOnline, but medication dosage does not line up with what I was told for one medication - it is lower, so I run out sooner than when I am allowed to re-order. This leaves me without medication for almost a month.
- Usually give at least 72 hours but prescription rarely ready for collection.
- I would like to order prescriptions online but need access also when I am in Germany and this is NOT possible - I would like this facility to be made available.
- Very easy to do online at a time convenient for me.
- I went on website to order a repeat prescription recently and thought I had been successful. Screen gave no indication that because the item was not on "repeat prescription" I was unable to do this. Wasted trip to surgery to collect as a result. Website needs to be clearer and not allow "unauthorised" requests.
- Sometimes repeat prescription requests are not placed in the right place to them be found to hand over to the patient. Administrative systems must be improved; these are people's lives and quality of life.
- At times repeat prescriptions seem hit and miss. Link up with pharmacy could be more efficient.
- Occasionally the system does not 'right' itself allowing one to re order for the next time.
- I would like to be confident that I can order my monthly prescription on line.
- No problems.
- I keep getting different brands of medication which give me side effects.
- The whole process surrounding the collection of prescriptions at the pharmacy within the practice has been dire until recently. I now use System Online and although there was a teething problem with my log-in, things appear to be working well now.
- They are never ready when I come in to collect them.
- I don't find the process difficult, but I keep putting a comment to the effect that it would really help me if more than one month's medication (statins) could be prescribed at a time, as it is difficult for me routinely to get to the surgery in opening times. Does anyone ever read the comments attached to the prescription request? If there's a reason for not doing prescribing less frequently, perhaps someone could tell me, and I won't keep asking.
- I never need repeat prescriptions.
- Nothing wrong with the system. The problem is remembering.
- in the past an awful experience, last few time very efficient
- I get two repeat prescriptions put in the box at the same time but have been so that I go twice to get them
- With such an overload of patients I think the pharmacy does an outstanding job.
- Great system, only minor teething problems during change over to online service.
- Time taken to prescribe varies a lot. Sometimes very quick sometimes ages.
- Prescriptions are never ready; they are always behind reception even if left more than 72 hours.
- No problem ordering. The main problem is sending the wrong medication on many occasions.
- To complement the black box on the wall - a secure letter box open all hours would be useful.
- You are meant to get two full months of medicine per line of prescription. That is therefore 3 off things that have 28 pills, or 25 doses not 2. Please ensure people are not short changed.

- Order prescriptions have been very easy online now. Previously having to go into doctors or being treated over the phone with medication and not being seen worries me.

**Q, Is there anything you would like to see on the practice website? Please specify what information you would like to be able to access.**

**Answers:**

- I like the website, it's easy to search for things and doctor availability page is particularly helpful.
- list other forms of treatment from acupuncture to stopping smoking if they exist perhaps launch paid treatments
- Happier more caring and friendly receptionists is my only concern.
- Website is pretty good; I find there is something new nearly every time I visit. I like the new Facebook page too.
- 'Ticker tape' news line is annoying; better to have a coloured box to help visitors see news items. Very old fashioned site. Have given up on online booking system and i work with computer systems for a living. Confusing.
- I cannot use a computer.
- Would like to see a provision to be able to submit my self-tested INR results more easily on line for inclusion onto my medical records. Maybe there is and I have not found it yet?
- I am happy with the website content.
- I had some blood tests done recently and I would like to be able to access the results online.
- Not used.
- If for example my mother needs medication that she can be connected to me at this address while a temporary patient so I can order her tablets for her online via your website if necessary.

## Q, Is there anything else you would like to add?

### Answers:

- Good practice, can't fault care they are providing.
- I've not had to see a doctor since I have been registered with the surgery but I have seen a few nurses and they have all been excellent.
- Yes, I do not like being diagnosed over the phone - it is very wrong. I was told by one doctor, when I asked for a face-to-face consultation, that I was welcome but the diagnosis would not change.
- Make access to own records easier.
- Your ■■■■■■ lady receptionist is the best by far! Professional, friendly and extremely helpful. The others are polite, but she is the best!
- SOME doctors can be a little blunt at times making a stressful situation worse!
- Although I know you can book a double appointment I don't think I would know whether I need one or not. I sometimes feel rushed because I know I have a limited amount of time.
- All is fine, but somewhat unhappy receptionists need cheering up. Especially the ■■■■■■ lady, who is very loud and overbearing. She needs to be kinder to people and listen.
- No. satisfied with the service bearing in mind all concerned are human.
- Doctors, nurses and secretaries I have come across are all very professional, caring and helpful. The same cannot be said about some of the receptionists, they would benefit from basic customer care training. I would not employ them as face of my business.
- I think that the service offered by Yaxley Group practice is exceptionally good.
- As far as I am concerned I receive excellent care from GPs and other staff. Shame about the unclear and clumsy online system.
- My problems have been very difficult and taken a very long time to diagnose, but everyone has been great and helped me as much as possible along the way. I have nothing but praise to give especially to Dr Gela, he has made a big difference in my life so thank you very much, still a long way to go and I'm sure you will still help me with the rest of this painful journey.
- Please may we go back to a proper appointments system? It's a crazy idea to have to phone, ask for an appointment, be refused, then be called back by a doctor, which as a working person I can sometimes miss, then you have to try calling them back, and they're busy. Madness. PLEASE may we also have an assigned doctor. I have been to so many, they NEVER spend enough time looking at my records and either miss stuff I have to remind them about or ask me the same questions, over and over, or offer the same, previously discounted treatment. Thank you.
- I need to develop a relationship with one doctor. I have seen so many, I am confused, and so are they. English is a second language, I have been here for 50 years and can communicate well, but I am tired to explain the same things to different doctors who are impatient with me. I want to see a doctor not a nurse even though they are kinder, they do not have the same amount of information and understanding as doctors auto medicine. I sometimes feel that because I am seen as a foreigner, I am not good enough to be seen by a doctor.
- I have been using Yaxley Group Practice for many years and have always found the it , the doctors and the service superb. Thank you.
- I feel we are lucky to have ygp when I hear comments from friends and family away from this area who have real difficulty in getting appointments to see their GP. Thank you and well done.
- It is very difficult to get to see a doctor face to face. They only want to deal with telephone appointments. The telephone appointments are very quick and you don't have enough time to get

questions or worries asked or answered. Sometimes I have spoken to a doctor on the telephone and they haven't answered all my questions and have cut me off mid conversation as the call has taken longer than expected. It is difficult to speak about some issues on the telephone and sometimes it would be nice to get some reassurance from a doctor face to face. It is also very difficult to hear what the doctor is saying on the phone. Their voices are sometimes very quiet as if they are not talking directly into the phone and you often miss what they have told you but you don't have time to ask them to repeat it because they end the call. I feel I can't contact the doctors unless it is an extremely serious problem. They make me feel as if I am wasting their time and then I spend weeks worrying that a problem will go away and not get any worse.

- I do not call to attend the surgery very often partly because I find the system awkward in that when I do ring it is because I consider I may need to see a doctor. At times it is not possible to pick the call back and then the process becomes difficult. For this reason some of the time I don't bother and just try to sort things out myself. I find the call back very short and sometimes have the impression that I am on a tick list and the sooner the call is over the better. I try hard not to waste NHS time as I know everyone is busy and so I do understand it must be frustrating. I do like call back system as a way of talking to a Doctor to gain reassurance that you are doing the right things to add recovery useful and so meaning that you do not have to attend the surgery or take up their appointment time.
- Please get back to the old system of phoning to get an appointment and not having to wait in for a doctor to phone you and diagnose your symptoms over the phone because they don't want to see you.
- We registered with the practice Oct 2014 and I have yet to see any doctor let alone the name on my repeat prescription. I handbook states that my husband & I would have an initial consultation. I have wanted to discuss an on going health problem with a doctor.
- Some of the receptionists don't belong at a doctors practice. Attitude and manner are just appalling.
- Dr Hamilton is an amazing Doctor who made me feel so reassured and cared for when I brought my baby in to see her.
- I have been on the same medication for anxiety for a few years now with no follow up from the practice. it seems that once you are out of the surgery that is it.
- I believe that all our Doctors deserve far better conditions and much less stress. Judging by a recent informal procedure, the Doctors lateness (1 hour without apology) and stoic approach, he must be under too much stress. I tried hard to find a way of explaining this attitude and this is my thoughts.
- I've found that requests for referrals have taken significant time to be acted on.
- I am happy with everything. My friends and colleagues are always complaining about their doctors. I have nothing to complain about.
- Standard procedures of referral to a physio then on to musculo-skeletal then pain clinics before an xray/scan are far too lengthy and non-productive in many cases. there is still a tendency for referral to nurse-practitioner rather than seeing your doctor.
- My husband had a letter before his birthday regarding an annual check - I did not is this because he is under 60 and I am over?
- Whilst appreciating the triage system of phoning 1st and then getting an appointment the same day if necessary there appears to be no allowance whatsoever to book an appointment in advance to discuss overall concerns. For example i wish to make an appointment to discuss non-urgent aches and pains and possibility of HRT/menopause symptoms etc with a GP but there is no facility to do so. I work full time and cannot just wait in for a doctor to call whenever with the possibility later the same day. i want to see a female doctor who specialises in womens health yet cannot do so.
- The service is appalling- the doctors refuse to deal with patients other than on the telephone which isn't always appropriate. If I could swap to another practice I would, however I have been told I have to remain registered here. I prefer to use the walk in centre or A&E if I need to see a doctor.

- Waiting for a call back is not helpful when you work full time. Was disconcerting being told by the doctor to look online for info about my problem and the drug I was told to take, rather than said doctor giving me the information.
- I am thinking of changing doctors due to the fact that you can not call and get an appointment you have to call then wait all morning for the doctor/nurse to call and I do not like the reception team asking "what do you need to see the doctor for" they are not medical trained also the matter could be private. I love the doctor I see he is fantastic and I like the location and hrs of the surgery but I would like to be trusted that if I am calling to make an appointment I am actually in need of seeing a doctor/nurse. Please Please change this policy if possible.
- I appreciate Yaxley is a very busy surgery but I feel not enough time is taken by the GPs to actually listen and build a rapport. I personally feel this is most important especially to patients like myself who are not as young as they would like to be and think they are just one of a number. I am quite new to the area and miss the more personal approach and friendliness I experienced at my previous surgery. I would willingly pay for private consultations if I could experience the same service, although I do not think this should be necessary.
- After speaking to the Doctor of my choice, I am always passed over to the Nurse Practitioner or Registrar for the appointment. Never get to see the Doctor of my choice.
- I don't like having to give symptoms over the phone to a doctor especially when I am at work and also it's a bit like I am self diagnosing. I do understand though that this keeps unnecessary visits down but I worry that I haven't explained myself properly and therefore something could get missed.
- I'm not a fan of having to make appointments on the day if the consultation is non-urgent. It is hard to plan around it, and non-medics can be busy too.
- Very satisfied with care and treatment.
- I think this GP practice is run very well. Great.
- You presume everyone has access to a computer. This is not so. Many older people do not even know how to operate one.
- Always very professional when I have been in the surgery.
- I am very happy with the service I receive.
- I do not think YGP is as good as in the past few years.
- I have no complaints about the practice. I have always been seen when needed. Good job well done!
- Suggest an online travel vac information sheet and online request for vacs.
- Excellent surgery, no complaints.
- Unfortunately the practice is not as good as it used to be. I guess things change but no doubt it is down to finance.
- Do think service care by Dr Gela is wonderful, 2nd to none.
- Some of the receptionists are extremely rude!!
- I think YGP is an excellent surgery with good professional doctors and staff, well done!
- Why when I phone to speak to a doctor they make an appointment with a nursing practitioner.
- We have an excellent practice with little to criticise.
- The treatment and care I have received at the surgery has always been good and caring.
- We are fortunate to have such caring healthcare professionals@ YGP.
- Keep up the good work :)
- Waiting times on the telephone to make an appointment. This could be better.
- Generally Yaxley Group Practice is excellent and should spread best practice to all the other pathetic practices.
- We are very satisfied with the good service the practice provides, and with the dedication of the staff.  
Thank you

- I have always been treated with the greatest care at Yaxley Group Practice and have recommended them to my friends.
- I am very happy with the service and care at Yaxley Group Practice. Thank you.
- Only that I consider Yaxley Group Practice to be excellent.
- I am happy with everything from Yaxley Group Practice.
- I am happy with all services.
- I would like to have access to systmonline when I am abroad as I travel frequently. Thank you.
- Dr Gela is the most caring fantastic doctor. Can always rely on him. Our family just love him 😊
- I realise it is tough given the number of patients and guidelines for times allowed for each patient to be seen, but when cursory phone calls are not sufficient, or are felt to be insufficient by the patient, they should not be treated abruptly in order to try to reduce the number that need to become proper appointments. The system is inhumane and can only lead to mistakes, suffering and potentially death.
- The reception and trying to call/get through to a doctor has greatly improved since we first started using YGP. Everyone has been very pleasant and helpful. When a doctor or nurse practioner gives you time its worth a thousand times for a person that feels unwell and unwanted. Some force themselves to go to a doctor, so its not an easy task! Thank you YGP.
- This is a excellent surgery, well done all.
- im not white british im white ENGLISH
- Reception Staff behave as doctors and are not always polite or helpful.
- There are times when I wish to see a Doctor face to face rather than a phone call.
- More information about the patients association.
- Everyone is friendly and helpful.
- Excellent Surgery with good staff.
- I have no concerns or worries about this surgery.



## Yaxley Group Practice Results Breakdown

Extremely Likely

Likely

Neither Likely nor Unlikely

Unlikely

Extremely Unlikely

- 53% of patients who took the Friends and family Test were happy with the service they received
- 9% were neither neutral about the service
- 38% were unhappy with the service they received

### The Positive Feedback included:

- Always able to speak to or see a GP, friendly efficient staff all round excellent service.
- Would definitely recommend this surgery!
- Easy to get appointments and record of excellent care
- I think the ladies you have working on reception, particularly the ones that have been there a long time are brilliant.
- I have always been able to speak to a GP at any time of the day. The care and help provided is always consistent. Best GP practice I've ever been registered with.
- Always able to get an appointment, staff are all friendly and helpful, I feel confident coming to you with any issues.
- Telephone consultations are provided very quickly and I'm always offered a same-day appointment if it's needed. The quality of care from my GP is excellent.
- The women who I had didn't have a fully solid answer and brought in a second more qualified doctor and together they sorted my problem which ended up being very simple to fix.
- Very helpful
- Extremely happy with call back system and blood work appointment
- We are totally happy with Yaxley Group Practice
- Always receive excellent care especially Dr Hammersley, always feel she cares and has time for you, never have a problem should I need an appointment, with any Dr
- A first class practice who have always been there when I needed them The telephone consultation system is very efficient and I have never been let down when I needed advice.
- I have always received good care from YGP.

- The "doctor first" system works brilliantly. A doctor will always ring you back on the day you call the surgery, and will make an appointment to see you that day if necessary. The service given by the GPs is excellent.
- The service is excellent, all staff are willing to help and respond to any requests promptly and with commendable tolerance. The appointment system, with Doctor/Staff call backs is very good and works very well for me.
- No problem with the online system quick and easy to do.
- I am satisfied overall with the treatment I have received. At times I find it frustrating when attempting to contact Reception for test results, Could these be made available on line?

**The Negative Feedback included:**

- Care at the practice has gone down hill since doctor first was started.
- Persistent inaction , refusal to refer even on a private basis. Telephone triage a means to simply ignore issues, made to feel unable to ask to be seen due to superior and arrogant attitude of doctors, a culmination of this has now lead to both of my closest family members being hospitalised and seriously ill I am looking at options for other GP care
- Wont let me make an appointment in advance when I work full time.
- Total lack of communication between different groups
- The refusal to give face to face appointment and insisting on any diagnosis being done over the telephone. This is rather difficult when you have hearing issues and is on contradiction of equality and diversity policies Poor service when trying to obtain a repeat prescription- lack of communication means it invariably goes to the wrong place against my wishes if it has been processed at all.
- Because it is difficult to phone, get an appt and be expected to discuss health over the phone when at work with colleagues listening in, very embarrassing. difficult to plan an appointment, and to achieve seeing a doctor is a miracle which is why the surgery is nigh on empty when you get there, my last appt the nurse practitioner was running 25 mins late. I feel fobbed off being sent to a Nurse Practitioner who asks me "so what do you expect me to do to help!" I'm not the medical expert and it takes a lot before I now even think about getting treatment. Service has gone down. Evident don't want to spend money diagnosing when they can give anti inflammatories a a quick solution. Feel let down.
- Disgusting reception response times for answering calls Doctors rush appointments Appointments very hard to get and are often very late Under resourced for catchment area
- Too hard to make an appointment. When an appointment has been made, the quality of care delivered was poor.
- don't like the phone clinic

## Action Plan

In response to the feedback received from the patients via the Friends and Family Test and Patient Survey (both have shown similar trends) and in consultation with our Patients' Association representatives, the Practice has put in place the following measures to improve patient experience and services provided:-

- Further training has been put in place for the Reception Team in telephone techniques. One of the major points there being education about patient personal information not being essential for booking the calls.
- All clinicians have been made aware that they are able to book patients in ahead, when required.
- The Practice has a plan in place for "peer to peer" observation training for Doctors, to observe various Doctor First Telephone Techniques and ways of working to expand their skills.
- We have actively been mapping supply and demand to provide better access at various times of day. This is an ongoing long term project, however, we have made some changes to improve access already:-
  - We are deploying staff from Administration Team to assist with high call volumes in the mornings and especially so on Mondays and after bank holidays.
  - We try hard to manage our staffing levels to meet the predicted call volumes. Our analysis shows there is an extremely low volume of calls after 18.00 and very few of these are ever of an urgent nature. We have therefore decided to make a change to our opening times.
  - In addition to this our analysis has also revealed that from 2.00pm is best time to call for test results, this is due the timing of the results arriving on our system and also telephone lines being less busy.

We are actively promoting SystmOnline online services in various ways – website, Facebook, leaflets, newsletters, internal TV system, etc. We believe this system empowers patients to have more of an ownership of their own health record, enables them to book/cancel appointments and request repeat medication at a time convenient for them. SystmOnline also reduces congestion on the telephone lines at peak times.