**Results of patient survey December 2013**

**200 patients surveyed at random**

**Results**

Poor 1 (patient over 90)

Fair 16

Good 46

Very good 77

Excellent 55

**The findings were:**

On line booking appointments and ordering prescriptions:

 131 were fully aware of this service

 67 were not aware, but the majority of these use the chemist to order prescriptions

**Individual Comments**

**General**

* Top class service, much appreciated
* Never had any complaints about the practice, first class service, staff attentive and friendly
* Very pleased
* Very satisfied
* A well run practice, good location, satisfied, thank you
* Great service
* Thanks to you all
* Huge improvement in all areas over the time I have attended
* Very good all round
* Patient would like the opportunity to speak to the GP on the phone, thinks our system is poor – patients need to give details to receptionist and GP will decide if telephone call necessary.
* A lot of patients would like the receptionist to give them more information when they ring for blood test results – practice policy is that the receptionist only tells the patient what comment the GP has recorded on the result i.e. satisfactory.
* Obtaining a home visit when necessary is poor – GPs may triage and ring patient instead.
* Home visits to the very elderly/infirm need to be addressed more easily, especially as Lakeside is very difficult for elderly patients with mobility difficulties. – If patient is frail or housebound the GPs are more than happy to visit. Practice is disability friendly as all on one level.
* Lost paper work from hospital consultant (administrative black hole as described by GP) another sent by hospital, only for original to be located, a waste of time and money – original letter may not have arrived at time of appointment, hospitals can take several weeks to send post out to GP practice.
* Sometimes can feel like just a number and not a name

**All Staff** - Including clinicians

* Praised members of staff at Grappenhall
* It is really helpful and confidence inspiring to always see the same doctor
* I would single out Dr Beattie as one of the best doctors in the practice, she gives time and listens
* Very pleased to have Lakeside as my surgery, especially with new doctors
* Most of my visits have been about my children and all involved have been very good at making sure their health is of utmost importance
* Very upset re prescription error, receptionists don’t listen / condescending, changing GP
* Dissatisfied with GP, uninterested, no information re condition
* Speed of picking up telephone poor
* Staff in person very helpful but not the same over the phone
* Reception staff at Lakeside, are sometimes unhelpful
* The manner and response from reception staff is very varied
* All the nurses have been very good and very helpful at both surgeries, however the reception staff at Lymm have given very poor service on multiple occasions, including being very rude and unhelpful about paying for private scripts, I avoid coming into Lymm surgery even though I live there

**Telephone System**

* Get a better telephone system

**Appointments**

* I have recently joined from Stockton Heath and I can now get an appointment
* I am a happy patient at this practice, as many friends have to wait weeks to secure an appointment with their practice. I am always lucky to get an appointment within 2 days 90% of the time or even on the same day
* Have never had trouble getting an appointment however another late night would help those that work full time
* Patient would like to be able to book a double appointment with the GP – we do not book double appointments but the GP gives every patient the time required at each consultation
* Length of time waiting to see a GP or nurse – a lot of patients felt this was “fair”, which is not that good, but we do not know if they mean waiting in the waiting room at time of appointment or waiting for the appointment day
* Difficult to book appointments as cannot book in advance – 12 weeks appointments are always available to book for both doctors and nurses
* Phone engaged in the mornings
* Greater clarity on when appointments can be made would be helpful
* Not happy with on the day appointment system, had to wait at least 2 days a week for appointment
* My main concern is the challenge of phoning at exactly 8am to get an appointment on the same day and the inability to book an appointment in advance. In the past if no appointments available that day I have been told the ring the next day at 8am
* Not able to get through on phones and all appointments gone by 8.30
* Appointment system is very hard as have to ring up on the day and phone is always engaged
* It is very stressful ringing for appointments and sometimes I have had the phone on re-dial for thirty minutes, otherwise a very good service
* Booking on the day is difficult when booking around work and childcare arrangements
* I understand that the practice has grown so much over the years and everyone is stretched, however, frustration when unable to get an appointment and having to phone at 8am for over 20-25 minutes
* More appointment time is required between 4pm -7pm for after work/school appointments – 1 GP works until 6pm each day, 2 work Thursday evening until 8.30pm
* Just difficult to phone at 8am for appointments, everyone ringing at the same time, always engaged
* Main concern is the length of time getting to see a doctor, (which was very good this time, but not always so quick)