



The Glenfield Surgery PPG Survey

January 2020

Between the 13th January and the 31st January 2020, the PPG carried out a survey to get patient feedback to the telephone system that was installed in November 2018. 553 patients completed the survey which is the highest number in the past 6 years and we would like to thank those patients for taking the time and for their comments.

From an analysis of the responses, 69.8% of the patients feel that there has been an improvement in the time taken to answer the telephone. Patients have raised numerous comments and made suggestions some of which will be best addressed by meeting with the Practice. However, we asked the practice to respond to the following in the first instance.

- Q1. There is a strong feeling that the automated message could be shortened and that the reference to repeat prescriptions could be removed. Patients want to speak to someone as quickly as possible. What can you do to make this happen?
- A1. The reference to repeat prescriptions will be removed.
- Q2. Can you consider introducing an 'option menu' so that patients can get through to someone who deals specifically with their query? If so what option menu would you suggest?
- A2. The Practice has asked the telephone system supplier to see if an option can be provided so that the patient does not have to listen to the recorded message, but instead goes straight into the queue to be dealt with. The Practice will also consider whether other options can be introduced to enable the patient to get to the information they need more quickly, e.g. test results.
- Q3. How many staff do you have 'manning the phones' at the busy period before 10am to reduce the 'Not very easy' figures. Can you increase the number of staff answering calls before 10am?
- A3. In the busy period before 10am, the maximum number of staff is being used to answer calls.
- Q4. Extend online bookings to include clinicians other than doctors.
- A4. Some extension to clinicians other than doctors has been made and appointments can now be made for Blood tests and the Smear Clinic. The Practice will consider if appointments with other clinicians can be made available online.
- Q5. Establish a protocol with doctors (don't all have to be the same) to guide patients on approximate time for telephone consultations.
- A5. After some considerable discussion with the PPG, the practice is unable to offer any more specific times for telephone appointments than they currently do.

Additionally, the practice has made 'you are at position x in the queue' available.

We asked patients if they would be interested in 'Awareness Sessions' and if so on what topics. A number of topics have been suggested with most interest being shown for Diabetes and Heart issues. We will investigate what we can do in these areas and keep you informed of progress. If you suggested a topic and can't see it in the survey responses, it is likely that when analysing the responses some topics such as Dementia have been included under Mental Health. A note of all the topics raised has been kept.

We asked for comments at questions 2, 4, 5 and 8. The same comments were made by a number of patients about the same issues e.g. 'the recorded telephone message is too long', so a representative sample of the comments has been left in the survey report to avoid the report being lengthy repeating the same information.

Thank you once again to all patients who completed the survey

Glenfield Surgery PPG Phone System Survey 2020

1. How do you usually book appointments to see a nurse or a doctor?

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
In person	7.2%	40	22	18
By telephone	76.3%	425	351	74
Online	16.5%	92	79	13

If you don't make telephone appointments, please go to Q6

2. Have you found an improvement in the time taken to answer the telephone?

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
Yes	69.8%	309	260	49
No	30.2%	134	102	32

If No, why hasn't it improved?

Online responses

Annoying recorded message before you get to speak to the receptionist
Early morning is an impossible time to ring
I haven't had any problems with time taken to answer the telephone, have always found it a good service.
I find that I'm not waiting as long, but it's still not being answered in good time for a reception.
Just find it difficult to make an urgent appointment which is frustrating. Especially when after pushing to see someone it turned out I had pneumonia!
Poor time it takes to get appointments
They have registered more people than their resources
The message is very off putting when one is short on time, especially when calling from work.
I have never had any problems getting through and getting an appointment
It appears to be the same as usual, which is okay

Always answer within a few rings
I don't make many calls. There may have been a small improvement but that is all I have noticed.
Always been ok

Print copy responses
Waiting time to get through
Usually call when surgery opens, so it is very busy
Usually very good, never had an issue
Please put in a system where we are told where we are in the queue to save repeated dialling time and cost to the patient. Or have additional receptionist
Always relatively quick. Although did take 32 attempts at 8:30am

3. By telephone, how do you find getting through?

	Easy	Fairly easy	Not very easy
Before 10am	36	107	221
10am-12pm	42	127	19
12pm-2pm	53	83	13
After 2pm	107	93	20

4. Do you think the answerphone message is clear?

	%	TOTAL
Yes	91.0%	406
No	9.0%	40

If 'No' how can it be improved?

Online responses
Far too long
Too long all I want to do is make an appointment
It does seem rather long, but I appreciate you need to give all the information.
It's a bit long as a triage.
Takes too long to keep hearing the same info each time you call.
Shorten it
Outdated and too long.
It's kind of clear but it sounds like the voice is chewing on a sweet so it can be off putting but it is fairly clear to understand.
Although it takes some time to listen to this before speaking to someone.
It's too long. You should have press 1 for emergency appointments, 2 for cancellations, 3 for results, 4 for any other questions.
It's clear, but too long.
It's not time specific so tells you to ring back for test results after a certain time even if that time has elapsed
Too long if you can't get through have to dial again and hear it all again

Be nicer
I think it's ridiculous you are asked to call back at certain times for enquiries, results etc. That does not fit in to people's lives, especially at work
Reduce options menu and give indication of where you are in the que for example: 'you are third in the que' or 'waiting time is 5 minutes'

Print copy responses
Too long
Clear, but too much info. Should be updated now as the content is old hat
Need to have a queueing system

5. Do you think the content of the message is too long?

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
Yes	33.6%	149	117	32
No	66.4%	294	245	49
If Yes, what needs to change?				

Online responses
Let people choose an option first THEN give the specific info.
Sometimes frustrating when you need to speak to someone quickly or have limited time, but appreciate the information needs to be given.
No need to ask what is wrong...that is why I am phoning the doctor
Majority of people phoning for an appointment in the morning don't need to hear that test results will Only be given out at a later point in the day.
Just a lot of information to take in when you aren't expecting it and possibly feeling quite poorly
Just slightly... I like the fact that you encourage the patient to briefly identify their need for an appointment as I have always been signposted correctly and achieved an appropriate, professional and speedy appointment. Excellent reception staff and feel very lucky to be registered with you
Thank you for calling the Glenfield Surgery Press 1 for a doctor Press 2,for a nurse Press 3 to change/cancel an apt Press 4 anything else
Hold the line is sufficient
Short and brief just to leave a message
Just give essential info
It is long but it seems necessary. I can't think what could be left out.
Shorter time waiting in a Queue
The length just say for doctors' appointments press 1 nurse appointments 2 all other please ring back after 11.00
Most people just want to speak to a practitioner so reduce the options.
Optional lines for appointments, results and any other calls
It is rather lengthy, but does give a lot of information which is useful. However when you're in a rush, for example trying to call when at work it can feel like an age.

Print copy responses
Maybe an options list to shorten the message
Different numbers for different things

To be given an option if you want to listen to the long version
Only if in a hurry. Generally clear, no issue

6. If you have minor ailment, do you first visit pharmacist for advice/treatment before making a surgery appointment?

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
Always	39.3%	216	195	21
Often	24.2%	133	109	24
Occasionally	28.4%	156	111	45
Never	8.0%	44	36	8

7. The PPG is considering arranging awareness sessions and asking organisations such as Diabetes UK and British Heart Foundation to be at the surgery to speak with patients. Would you be interested?

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
Yes	36.5%	199	154	45
No	63.5%	346	292	54

If Yes, please indicate which topics would be of interest to you

Online responses
Diabetes (73) BHF (62) Mental Health (12) MS (1) Arthritis (8) Prostate issues (5)
Strokes (3) Lifestyle/Diet (13) Menopause (5) Wellbeing (5) 60+ wellbeing (2) Cancer (3)
Thyroid hormone treatment (1) Chronic pain self-management (2) Defibrillator training (1)
Medication (22) Women's health (3) Transgender (1) Cholesterol/Blood pressure (8)
COPD (1) Depression (1) Back pain (1) Polycythaemia (1) Myeloma (1) Sleep (1)
IBS/food intolerance (2) Weight Loss/Control (5) Skin tag removal (1) LPA (1) Asthma (2)
Anxiety/stress management (1) Incontinence (1) Wellman clinic (1) Personality disorders (1)
Hypothyroidism (1) Allergic rhinitis (1) Sports injuries (1) BAM (1) Liver (1) Vertigo (1)
Sexual health (1) CS (1) Childbirth (1) Mast cell activation syndrome (1) EDS (1)
Fibromyalgia (1) Joint disorders management (1)
Not relevant to me, but it is an excellent idea.

Diabetes, 73 patients expressed an interest

Heart, 62 patients expressed an interest

8. If you have any other comments you would like to make, please enter them in the box below.

Online responses
Always a good experience. Too many people complain. You have a hard job but personally I've never had any issues
I have so far found surgery staff helpful and pleasant.
I have always found Glenfield surgery staff helpful and responsive.
Late night appointment for people working full time

I think it is fantastic that the surgery has a Mental Health specialist. My daughter had to see Chris recently and she was so relieved to find somebody who really knew what she was going through.
Doctor S Tejani is absolutely amazing, he listens talk with you and has been absolutely brilliant with my issues.
Would like to see a lot more appointments available on line.
I haven't been a patient at the surgery for ever so long but am extremely happy with the service I have received. Everyone has always been kind, helpful and pleasant from reception to practice nurses and doctors. Thank you
A Chiropodist would be useful.
Don't neglect appointments booked online. It has happened to me twice: last-minute cancellations with a silly excuse. Not acceptable. I book online in advance because I'm a busy person and try to do my homework properly. I ask you to do yours too and treat your customers, including your online customers, with respect.
I appreciate the fact that having worn hearing aids for some 10 years now, and have associated earwax problems, when I ring for an appointment, I can usually be seen within a few days.
Getting an appointment with GP is not easy. Whenever call they have no slots available.
They send text messages out to call the surgery and then no one knows why the message was sent. The physio is excellent Receptionists speak so loudly that the whole waiting room can hear patient information! The doctors or nurses never introduce themselves Doctor x is very rude and dismissive. Has lost touch with patient care and seems as if he is resentful to patients
Lovely surgery, very nice receptionists - keep up the good work.
Friendly staff always helpful
I occasionally use the telephone system in an emergency. Always manage to speak to a GP even when a face to face appointment isn't available for weeks.
Be better to see a doctor than the nurses when you are making an emergency appointment. You need to see a doctor as its emergency and you are really ill to be making that appointment. Seeing the nurses the last two time did not work for me and ended up another appointment with the doctor. So in my opinion that's two wasted appointments!
I find it very hard as an employed person to get afternoon / evening appointments... This means I have to take time off work for appointments.
I have been very happy with how the surgery staff have helped me when I have seen them.
My mum has Dementia and I am her carer. We have been pestered at the end of year to come in for a review. We turn up to the appt and each year the doctor says to my mum " What can I do for u today, what is the problem?" It's so frustrating!! It should be flagged on Ur system u have called her in and especially as she has Alzheimer's, if I wasn't with her she would be so confused and upset.
A lot of information about the surgery is available to see on the TV screen but this depends on sitting in the right area of the waiting room. I feel a lot of patients are unaware, as a result, of useful information. News letters or emails could be used to remedy this problem.
Waiting time usually runs over- can't be helped at times, but not good if you've nipped out of work.
Not enough parking anymore needs improving
A really well run practice and staff are friendly, professional and appropriate. I would be interested to join the PPG when a vacancy arises
I would like to see the surgery open at weekends and later in the evening , so that it's easier to make appointments
Making appointments for people who work and can't leave work so you have a flexible time available and this can be booked online. (I didn't know you could book your appointments online or is it only for pensioners , mothers with children and benefit persons
Would like to be able to see the same doctor, especially if it's an ongoing problem.
Thank you for great service you provide already, it's so appreciated.
I'm happy with the care I receive when I seek it. I feel continuity is very important if you have an ongoing condition and this can be tricky to facilitate at times. One general comment would be on the environment. I think it could be more welcoming. For example, who chose blue as a colour scheme it's a cold colour. Descent plants in nice matching containers plus modern prints on the walls would add interest help distract nervous patients and make it more welcoming. Please stop sticking any kind of notice to walls etc. with sellotape (it looks unprofessional and leaves grubby marks on walls and the front reception desk). There are plenty of notice boards and the flip chart board that could be used instead.
Enable making appointments with the nurse online
Excellent practice. Reception staff and Drs are very courteous and want to help.

I am reluctant to visit the surgery as I find it uncomfortable having to explain/justify why I would like to see a doctor. I currently have a pain in my hand but it's so much hassle trying to get past the receptionist. I would like to point out that this isn't the receptionists fault as they are only delivering the message issued from the management team at the surgery!!! I would question patient confidentiality is a concern.
No issues really. Perhaps prioritise those who do not use the doctors that often and don't drain resources. If I haven't been doctors for 2 years shouldn't I be able to get in quicker than someone who goes every month?
I am very happy with the surgery I can honestly say most staff are happy to help they always try and accommodate appointments. All doctors and reception staff have been absolutely fantastic with both of my children when they have been poorly by making sure they get an appointment on the same day and seeing a doctor whom I know in other surgery's this would not always be an option.
I think Glenfield Surgery is excellent - I can always get an apt & the services for diabetic nurse etc. are good too
Less waiting times to get an appointment and less waiting time at the surgery to see the Dr as sometimes I have had to wait over 45 mins after my appointment time
My husband has type 2 diabetes. It would be useful for him to have six monthly reviews instead of twelve monthly.
Overall the telephone system is reasonable.
I think the waiting times when you got to the surgery are ok and the electronic signing in is really good idea.
Your services are very good. However doctors are not as good as I hoped
If there was more appointments on line I would book them way
It would be helpful if the full list of doctors and availability were shown when going to book an appointment online
I get a good service when I need it for example my painful knee took two days for an appt and a further six days from that consultation to treatment. I know from speaking to friends that the service I get is better than theirs.
Fab surgery
Excellent service for my knee phoned surgery doctor rang back with 1.5 hours same day doctor arranged to see me sent for X-rays surgery contacted me they arranged to see same doctor gave me a an injection all done in one week excellent service very very impressed not A1 yet but I think it's going in the right direction told to go back in two weeks if I still have the problem. Paul Edwards
The majority of reception staff are kind and friendly. Staff member x is not so. Abrupt and unhelpful. Which is a shame. Most people attending a doctor are under some sort of stress, anxiety or worry. It would be good for reception staff to have empathy and understanding. This isn't difficult. Additionally there are not enough staff on reception. Now the auto check in is operational those queueing hand queries and can wait, standing, for 15 mins or more Receptionists have to leave the desk to make enquiries which results in a long queue to see nobody. Other staff walk by, look at the queue and, seemingly, ignore it.
More evening appointments and longer nurses times
Very good surgery, never really had any issues with getting appointments straight away, home visits for my elderly parents, urgent appointments in the afternoon for children although I am flexible as to times I can attend so guess people who aren't disabled and work struggle sometimes to get appointments.

Print copy responses

Brilliant surgery
Excellent surgery, fantastic doctors
Always find receptionists most helpful and kind
Very quick, kind and caring service. Would always come back here
The telephone staff are very polite and well done for that
Nutritionist would be useful
I like the fact that we are kept informed about changes etc. in our practice via the PPG. I pick up the newsletter when I'm in the surgery, thank you.
Satisfied with surgery
Physiotherapy-led exercise sessions for people with joint disorders would be helpful.
Could I have the same doctor for my family (disabled, wheelchair-bound) please? It is exhausting to explain from the beginning each time. Continuity for patients with long term conditions is critical. Thank you.
Keep up the good work
I wish I could have longer with Dr so I have TIME to discuss my issues. I feel I am on a timed appointment so in a rush.

The service/support/treatment I have received from the Nurse Specialists has been absolutely EXCELLENT. They have empathy, great listening skills and follow through considering all avenues. A big thank you to Mary and Pamela.

Cannot fault the surgery as a whole, but telephonic communication HAS to improve. It recently took me 3/4 hr to get an answer between 8:30-9:15 and I was quite poorly.

The reception staff are always helpful and kind. They really listen. Really impressed with waiting times and appointments available. Thank you.

9. Gender

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
Female	66.2%	366	300	66
Male	31.5%	174	143	31
Prefer not to say	2.4%	13	8	5

10. Demographics

	<u>%</u>	<u>TOTAL</u>	<u>Online</u>	<u>Printed</u>
Under 16	0%	0	0	0
17-24	3.6%	20	17	3
25-34	6.4%	35	32	3
35-44	14.7%	81	70	11
45-54	20.7%	114	99	15
55-64	21.1%	116	103	13
65-74	20.7%	114	86	28
75 +	12.9%	71	45	26

