

Practice Survey

In November 2017 the practice retained CFEP UK Surveys to undertake a survey of the patients' views of the practice. Fallodon Way had used this same survey in prior years so we are also able to compare results from the previous survey. These are the results:

	2017 Mean Score	2013 Mean Score	2017 National Mean Score
Q1 Level of satisfaction with opening hours	70	68	69
Q2 Ease of contacting the practice on the telephone	64	63	62
Q3 Appointment timing satisfaction	74	70	68
Q4 Chance to see doctor within 48 hours	62	60	62
Q5 Chance to see doctor of your choice	47	48	58
Q6 Opportunity to speak to doctor on phone	67	58	61
Q7 Comfort level of waiting room	67	66	66
Q8 Waiting time within the practice	58	58	56
Q9 Overall satisfaction with this visit	90	87	80
Q10 Warmth of doctors greeting	91	89	82
90Q11 Doctors ability to listen to me	92	90	82
Q12 Doctors explanations of things to me	90	87	81
Q13 Extent to which I felt reassured	89	86	79
Q14 My confidence in doctors ability	91	89	82
Q15 Opportunity to express my concerns / fears	89	88	80
Q16 Respect shown to me	92	91	84
Q17 The amount of time for this visit	88	85	79
Q18 Doctors consideration of my personal situation	89	85	79
Q19 Doctors concern for me as a patient	91	88	80
Q20 Extent to which doctor helped me take care of myself	88	85	79
Q21 Recommendation I would give friends / family	91	88	81
Q22 Manner in which you were treated by reception staff	76	76	76
Q23 Respect for your privacy / confidentiality	77	75	76
Q24 Information from practice about its services	76	70	73
Q25 Opportunity to make complaints/compliments	71	67	66
Q26 Information provided on illness prevention	72	65	69
Q27 Availability and administration of reminder systems	72	66	68
Q28 Respecting seeking of a second opinion / complementary medicine	70	68	67
Overall score	79	76	73

We are delighted by this feedback as we have been working really hard to try to meet patient's needs across all these parameters. In all but 1 parameter, Fallodon Way exceeds the national mean score and in all but 1 parameter we have held or improved our scores since the last survey. The only area where we have not improved is the chance to see the doctor of your choice. All of doctors have some sessions each week where they are not available to patients. Their duties include tasks such as visiting nursing homes, training new GPs or minor surgery and whilst they are undertaking these roles, they cannot also be consulting in a normal clinic. In addition, in anticipation of her retirement, Dr Farnall is planning to reduce the time she works at the practice: in view of this, we do hope that this score doesn't further deteriorate when we re-survey in a few years' time!

The Survey also asked patients to feedback specific comments on how we might improve our service. This is what you told us:

Appointments:

- Would like to see my regular doctor a little sooner, fairly long waiting time for appointments, sometimes!

- It's easy to book urgent appointments, however, non-urgent appointments (or appointments with a particular doctor) can only book for more than three weeks later. Also not many appointments available online.
- If a doctor wants to see you again in a weeks' time, etc, they should book your appointment while you are in their room.
- More online appointments for routine appointments (next week) not two months' time.
- I know it's difficult, but being able to book to see the same GP would be helpful. Often the GP has to book you in with them themselves. Opportunity of slightly longer consulting time when needed. If a complex issue for example.
- Increase the availability (more staff?) of appointments for samples, etc. In my experience it is more difficult to see a nurse than a doctor!
- Hard to get early morning appointments, very booked up. Would have been a two week wait, but alternative appointment was found which was helpful.
- Appointments starting at 3pm is too late!
- GPs need more training in treating particular issues. Check research on levels not just 'in range'. Weekend appointments too?
- Reception should not ask the nature of the problem when making an appointment. I am under the impression that important details of a patient's medical record (operations, medication) are not listed as a 'front page' on the GP's PC display. If ever I see a GP it is necessary to state that I have had a heart operation and have a pacemaker installed despite the information being stated on an application form for registering with the surgery. Several years later, a GP was surprised when I stated that an MRI scan could not be performed.
- Appointment 20 minutes late, but it was a Monday morning and I had time at my disposal.
- Ongoing medical conditions should be highlighted so new doctors can be aware of initial approach to patient.
- Availability of online bookings, more quickly.
- Have more appointments available, I had to book four weeks ahead.
- My only grouse is that one has to wait so long for an appointment. I know that recruiting extra doctors is difficult and this is a problem for all practices. Otherwise I am pleased with the service and find reception staff and medical staff to be very good.
- Only frustration is booking with chosen doctor to give continuity with problems, only possible if can wait over three weeks.
- More appointments available at short term notice. Change wording of 'is this a medical emergency' as this is off putting when requesting on the day appointments.

Our comments:

We spend a lot of effort trying to balance the demand for urgent appointments, which might keep someone out of hospital, with the need to offer routine appointments at times that are convenient to our patients. Fifty per cent of the doctors' routine appointments are available as online bookings, so if you are not already registered for online bookings, please contact us to arrange this.

The standard NHS GP appointment is of 10 minutes duration. During this time the patient needs to walk from the waiting room to the consulting room, explain the nature of the problem, possibly undress for an examination, a diagnosis needs to be made and the management plan discussed and agreed, potentially a prescription printed, the medical record updated. And then we repeat this process with the next patient, in the next 10 minutes. We hope that you understand that this can lead to delays building up.

This is the reason that we try to move as many non-clinical tasks, such as booking the next appointment, away from the GP to someone else who can undertake this task whilst the GP is dealing with the next patient.

The GPs do require reception to ask patients for a brief description of the problem to be consulted.

This is to ensure that each patient is directed to the most appropriate clinician. We have had

examples of people who have refused to identify the issue seeing a GP, only to find that their issue requires a nurse rather than a doctor. Not only does this waste a GP appointment but inconveniences the patient as they need to rebook another appointment.

Telephones

- No music on the telephone. Quick answers like it used to be, i.e. what number one is in the queue!
- Sometimes waiting a long time for phone to be answered, obviously busy.
- Two receptionist at all times, one to answer the phone, the other to speak to patients at the desk. Phone recording to tell you what number you are in the queue when waiting for your call to be answered. New music while waiting for phone to be answered
- I was on hold (listening to the phone music) for over 30 minutes, then once I got through to the receptionist to book an appointment, I was told I couldn't book an appointment until 3pm, could've been an announcement on the phone while waiting.
- More phone lines so you don't have to hang on for more than 10 minutes.
- Quicker response on answering the phone.
- If only there was a message on phone to say how many in-front of you. I waited over five minutes and number of patients waiting would help.

Our comments:

We currently have a telephone system which comprises 4 dedicated inbound telephone lines. We have three reception staff on duty, two dedicated to answering the phone and one on the front desk, to assist patients attending the practice, as well as taking phone calls. Our admin staff also operates as 'overflow' capacity to take calls when reception need assistance. At our busier times we process about 160 incoming calls an hour. Our phone lines are quietest at about noon and after 4pm. If your call is not urgent, we suggest you try to reach us at those times of day.

The newly installed telephone system did not initially have the facility to advise where a caller was in the queue. A software upgrade undertaken in December re-introduced this facility. The telephone system was chosen as part of a Bristol-wide upgrade to promote "resilience" which permits calls to be moved to other practices if so needed. For example, if Fallodon Way lost power, its calls could be answered by, say, Westbury-on-Trym Primary Care Centre or Greenway Community Practice, both of which have access to our appointment books. Whilst we have not yet had the need to use this facility, it has indeed been used by other neighbouring practices.

Opening hours

- Open all day on Fridays. Open during weekend.
- Opening on a Saturday morning.
- Maybe consider Saturday morning surgery every other week?
- Open during the weekend.
- Open on Saturday.
- Friday lunchtime closing not good.
- Weekend appointments.
- Weekend opening please!
- Only longer opening times and weekends for people working full time/shifts.
- Practice so big, cannot always get one's own doctor on appointments. Would be helpful if practice opened on Saturday for a few hours.
- If they can open at least half a day on Saturday, would be fantastic.

- Longer opening hours/weekends.
- I would like to see my doctor more often.

Our comments:

Our "core" contractual hours are from 8am until 6.30pm Monday to Friday. In addition, we provide about 250 "extended hours" each year. These provide evening appointments with both doctors and nurses, as well as one Saturday morning each month. There is no funding for Falldon Way itself to undertake more 'extended hours' dedicated to its own patients, so the only way this could be achieved would be to reduce Monday to Friday core-hours resources, with a consequent knock-on to waiting times for those days.

However, there is a scheme for groups of practices to jointly offer more hours as a 'cluster'. This is where a group of practice work together to offer more non-core hours. Falldon Way does this through the "Affinity" cluster. Affinity offers early morning, later evening and Saturday morning appointments. The GPs and nurses are drawn from local practices (Falldon Way, Greenway, Helios, Monks Park, Sea Mills and Westbury practices) and if you book one of these appointments, the consulting clinician will have full access to your medical record. In 2017 the Affinity cluster was the lead cluster in Bristol in offering "improved access" appointments.

Facilities

- To get test results, etc., directly from the doctor rather than the receptionist on the desk would respect my privacy and confidentiality.
- The check in screen at the practice doesn't give accurate waiting times.
- Very difficult to make an appointment with doctor of my choice.
- Possibly improve the reception area.
- No. Reception is much improved, far more welcoming and pleased to help. Thank you!
- Have pharmacy onsite or a better arrangement with the local pharmacy to be open until after last surgery.
- All available space is put to the best use, there is no room for a chemist department.
- Seems as good as it could get in the situation as it is.
- Improve confidentiality in the reception area. All patients waiting can overhear conversations with reception staff.
- Practice is good, so is the parking.
- Send text messages for inviting flu jabs.
- Joined the practice relatively recently so cannot answer some of the questions, but what contact I have had, has been good. Thank you.
- Signing up to the IRIS service, domestic violence training and advocacy support program for general practice.
- Screen could be bigger, some of the print rather small and weak in colour making it difficult to read.
- Reception is not very private for confidential information.
- The waiting area is too small and doesn't have enough to keep children from bothering other patients. Last time I was here for 40 minutes and it was very difficult with two small children
- If missed appointments, the culprit should be fined and irrespective of how far apart they should have the three strikes rule applied.
- Improve admin. I changed address a year ago but the system did not change my children's address! I realised this after waiting for nearly a year for a referral for my son.

- Reception staff are generally lovely but could sometimes be more patient and warm/friendly! Appointments starting from 8 would be great for some days. Difficult to see the same doctor regularly. One of several.
- I felt the reception staff could be more forthcoming in providing information and attentive, friendly service.

Our comments:

Falldon Way would love to have a bigger, brighter, newer building, but at present the parlous state of the NHS is precluding this. At present our policy is to make the best use of existing resources and we are constantly looking at innovations such as more on line access and more communications by text.

Compliments

- All good. Annual review date not organised until I mentioned the need for it. This should surely be automatic.
- Very pleased with the service this practice provides.
Excellent medical centre. Just noticed in the last two months approximately twice impossible to get through on phone to make an appointment.
- Just keep up the good work.
- All ok.
- The practice has vastly improved the screen information on a number of topics. Every visit is extremely efficient and the environment is clean, the checking in system is appropriate. I didn't see any reception staff.
- No! (ie suggestions for improvements)
- Can find no fault.
- I am completely satisfied. Well done!
- I have been with this practice for many years and have always received brilliant care.
- Excellent practice and not currently thinking of anything in particular that this practice needs to improve on.
- I sometimes feel that you do not have to tell the reception why you want an appointment.
- Excellent service.
- We have great care here, can't think of any improvements.
- Everything was fine. Unfortunately, one doctor was not well but reception staff rearranged an appointment with this doctor which was fine.
- Excellent support and help. Great practice. Well done to all of you!
- I am extremely satisfied with all aspects of this practice, I recognise the difficulty of seeing my own doctor within three weeks.
- No improvements necessary.
- Very happy at moment.
- Very satisfied.
- I find it a very proactive practice.
- Have always been treated with respect and helpfulness.
- It was really good.
- I'm very happy with the service.

- Good.
- It's all very good.
- Excellent service.
- I have been registered with the practice for many years. The service by all staff has always been very good. The only thing to improve would be increased availability of doctors/more appointments, but understand this would require more doctors.
- Have no comments as I am very satisfied.
- I consider that it is running efficiently at the present time.
- This is an excellent practice that I have attended over many years and recommended to others. The staff are helpful and supportive with a clean, friendly environment to wait in. Very happy with service.
- Excellent.
- I've used this surgery all my life and have always been happy with the service provided. The only thing that is a little inconvenient is the wait for an appointment; however, I know the staff try hard to give you an appointment that suits you.

Our comments:

Thank you so much for such positive feedback.

Our staff work really hard to maintain a good level of service and, whilst all feedback, good and less good, can only help us improve, such positive feedback is really uplifting – thank you.