



Linden Medical Group – Patient Survey 2015

Background

The 2015 Patient Survey is an 'in house' survey which was designed following input from the Patient Participation Group and LMG staff. It was decided to offer patient's the choice of completing an 'on line' version, which could be accessed via the Practice website. However the take up was poor with only one respondent choosing to use this method of completing the survey. The survey was launched on Monday 2nd November and ran for 4 weeks, concluding on Friday 27th November.

Several members of the Patient Participation Group attended the Practice during surgery hours and handed out copies of the survey to patients. This proved to be very successful yet again, as it was noticeable that the numbers of survey forms completed on days when PPG members were unavailable were significantly lower than on days when members attended the Practice. Many thanks to all the PPG members who assisted in this way.

The following topics were covered in the survey: -

Appointment booking system and Reception

The Practice

Urgent Care

Consultation

Practice website

Survey Content

13 Questions were asked and a total of 564 Patient's took part, which is considerably better than in 2014, although still fewer than in 2013. Taking into account the practice registered patient numbers of approximately 14,070 the margin for error in this survey is calculated at +/- 4.04%. Where appropriate, the 2014 results are shown on brackets.

Question 1 - In addition to booking appointments in person or by telephone, are you aware you can book your appointment online?

Result -	Yes	72.5%
	No	27.5%

Question 2 - Do you agree that you were treated with respect by the receptionists at this practice?

Result -	Strongly agree	36.0%
	Agree	50.2%
	Neither agree nor disagree	10.6%
	Disagree	3.1%
	Strongly disagree	0.2%

Question 3 - Have you ever missed an appointment without notifying the Practice in advance?

Result -	Yes	13.2%
	No	86.8%

Question 4 - If Yes, why?

Result -	I forgot	39.2%
	I had by then recovered	0%
	Wrong date or time noted	25.7%
	Other appointment	2.7%
	Delayed in traffic	10.8%
	Other	21.6%

Question 5 - Would you agree that the surgery premises are welcoming, clean, tidy and well maintained?

Yes	98.7%
No	1.3%

Question 6 - If you need to see a doctor or nurse practitioner on the same day, have you managed to get an appointment on that day?

Yes	66.5%
No	33.5%

Question 7 - If you were unable to get an appointment, how did you proceed?

Accepted an appointment for a later date	51.4%	(63.1%)
Contacted NHS 111 Service	9%	(9.2%)
Attended Corby Urgent Care Service	0.7%	(4.3%)
Attended A&E (casualty)	6.3%	(4.3%)
Didn't get to see a Doctor or Nurse	30.6%	(11.3%)
Spoke to Pharmacist	2.1%	(7.8%)

Question 8 - Please indicate below who your appointment was with today?

Result - GP	52.8%
Nurse Practitioner	27%
Practice Nurse	13.9%
HCA	1.3%
Other	5.1%

Question 9 - During your consultation, do you feel you were treated with care and respect and were your concerns addressed?

Yes	99.2%
No	0.8%

Question 10 - How would you rate your satisfaction with your appointment?

Excellent	49.9%
Very good	29.1%
Good	18.5%
Poor	1.7%
Very poor	0.8%

Question 11 - How would you rate your overall satisfaction with your visit to the Practice?

Excellent	40.8%
Very good	31.7%
Good	25.6%
Poor	1%
Very poor	1%

Question 12 - Have you viewed the Linden Medical Surgery website in the past 6 months?

Yes	22%
No	78%

Question 13 - If yes, did you find the information on the website useful?

Yes	78.9%
No	21.1%

Patients were also asked to make any comments should they wish to do so. Please see appendix 1 for full details of these comments.

Many of the comments made are positive, although a significant number of respondents mentioned experiencing frustration with booking appointments, especially booking appointments to see a particular doctor. A number of respondents commented regarding delayed appointment times. Some respondents made disparaging comments about Reception staff attitude, yet several others made quite positive remarks. Several respondents objected to being asked by receptionist staff regarding the nature of their illness, when requesting urgent appointments. The lack of on-site car parking was mentioned by a few respondents. Also the fact that there is now a Pharmacy on site was welcomed by several respondents.

In Summary

This survey has highlighted many positive points within the practice as well as bringing to light topics that need to be reviewed by management and/or discussed by the Patient Participation Group.

Nik Hall

22 December 2015

Appointment availability

- I have been diagnosed with type 2 diabetes. I have been trying to see my doctor Dr Shah with whom I am very satisfied with since July. Tried to book mid-October for mid-November still no. Appointment to see diabetic nurse made in error for asthma nurse. Saw new doctor but not impressed now have to come back to see diabetic nurse on 15th December almost 6 months after initial diagnosis.
- My family does get frustrated at not being able to get through to book appointments. More should be done to people who do not turn up for their appointments.
- More GP appointments need to be given rather than nurse practitioner appointments if you request a GP.
- Have been unable to see my own doctor for years, most of the time my appointments are with a nurse not a doctor.
- My only complaint is not being able to get an appointment when I am unwell, normally offered one for weeks later. Also very difficult to get to see my own doctor.
- Unable to get appointments despite ringing from 8.00hrs each day, constantly engaged, when finally through (usually 30 minutes+). All appointments gone, also unable to book in advance I've been trying over 2 weeks to see a doctor. As for getting a prescription review-impossible. Do you risk running out of medication how is this good?!
- It's a shame that when you call up to request an appointment to discuss results from recent tests you are given a date over one month away and advised that was the earliest but miraculously after calling again an appointment was given 3 days later- why not offer this in the first place!
- Not happy that I cannot get into see a doctor within a matter of days (seems to be over a month now). Also don't appreciate being asked my reason for wanting to make an appointment by the receptionist.
- My family find it hard to accept a 4-5 week wait for a routine appointment. This is the longest I have ever had to wait for a GP in all my life (40 years) at 3 different practices. Have you considered a 'sit and wait' at peak times?

- Most of the times we don't get appointments online and we end up getting an appointment through phone.
- Every time appointment when I book they give me appointment after two, three weeks thanks.
- After trying to book the doctors no appointment, why can't people who phone in for an appointment have to book next morning at 8am when they could have booked them in for next day anyway?
- Takes a month to see your own doctor.
- It is always difficult to get the doctor who is dealing with you; the next appointment is January 2016 over 2 months away.
- The visit has been a positive experience; however our previous visits I have been made to feel uncomfortable when trying to get an appointment. I felt this was due to staff being under pressure by having insufficient appointments available. A review of your appointment system would seem appropriate.
- So difficult to get an appointment but treated well by doctors when we do. Infuriating when you need a same day appointment ring at 8am to find all appointments are gone already.
- It is becoming almost impossible to see a doctor only at some days, especially your own doctor.
- Easy access for appointment at French drive.
- It's a pity that it takes 5/6 weeks to get an appointment with Dr Spooner, which I consider is very poor service, otherwise the practice is very good.
- Get in when you want.
- Difficulty in getting same day appointment sometimes easier to go to out of hours or Corby walk in surgery.
- To get an appointment within 6 weeks wait which is happening at the moment.
- The receptionist won't give appointment even though the doctor wants to see you in a certain length of time, e.g. in 2 weeks' time but was told in a month's time.

- Do not have access to a computer so do not want all appointments to be done online, waited over 3 weeks for a blood flow test and condition considerably worsened too long.
- When booking on website unable to book appointments until 5th January. Looking at changing doctors as appointments are impossible to get even for emergency, was told minutes delay but turned out an hour delay.
- Unable to get a routine appointment until 1 month ahead.
- Sometimes difficult to get an appointment.
- You should be able to phone and make an appointment in advance instead of having to phone in the morning as some people are at work and need to plan around work or arrange time off.
- Very hard to get appointment even when the doctor writes to ask me to attend. I work Wednesday Thursday and Friday from 8-2pm and only have Monday and Tuesday off if you phone on the day it's always busy and I have to do school run at 8.15am. I struggle to wait at 8am at the surgery due to childcare for an on the day appointment and many times receptionists diary can't book a routine as completely booked for 6 weeks at a time. It has taken almost 2 months to be seen today even though I am being followed up after hospital treatment and blood transfusions.
- Are there better ways of getting appointment? Online maybe.
- Waiting time to see own GP is far too long. Little point in seeing another GP whom you have never seen before.
- I find it annoying that you can't get to see your own doctor very quickly; my appointment for today was made a month ago.
- I waited 9 weeks for an appointment with my own GP which I think is too long.
- The appointment system is chaos. It is impossible to book an appointment unless you take an emergency one. It is now 6 weeks to book a routine appointment if you are able to get the phone quick enough which not all people are able to do so now have to use emergency appointment when it's not urgent.
- The last time I telephoned for an appointment I had to wait one month for each.

- Sometimes it's hard to get an appointment.
- Just a bit frustrating having to wait 3 weeks for a routine appointment. Dr Bennett is always excellent.
- For an urgent appointment to see the doctor it should be possible to arrange for one say in the next few days rather than having to make numerous phone calls at 8.00am in the hope that you might be lucky and get through and receive one of the few appointments available.
- I find the doctors and nurses very good. However the difficulty is getting an appointment in less than 3 weeks. I would also like a doctor to view my health holistically and not one thing in isolation.
- Brilliant service when here but always difficult to get an appointment.
- I feel it is a nightmare to get same day appointment and always on hold in morning. I don't think you should need to explain info on phone you should just be given an appointment.
- It would be nice to get an appointment with your own doctor without having to wait about 3 weeks (3 days would be better).
- It would help if general appointment was under 4 weeks.
- Would like a sounder beep when name comes up. Appointment always late.
- Would like to not wait 4-6 weeks to get an appointment.
- Seems to be quite difficult to see a doctor when you ring at 8am.
- Long waiting times to get an appointment with a doctor unless you ring on same day. Should be easier to see a doctor without it being an emergency.
- More appointments need to become available especially with doctors.
- Wish there was a way to book non-emergency appointments that are not a month away. There needs to be another level you end booking an emergency appointment for.
- They do not allow you to make an appointment you have to call back at 8.00 the next day. You then start to ring at 8.00 but by the time you get through usually 20-30 minutes all the appointments have gone.

- For a medical review I had to wait over 6 weeks before I can get in so I will run out of everyday tablets and not have any for at least two weeks, apart from that ok.
- Routine appointments are very difficult to book usually wait at least 3 weeks!
- More appointments with a GP of your own choice.
- Difficult to see own doctor.
- I know appointments are difficult but sometimes have waited 6 weeks for a routine appointment, appointments for same day are impossible.
- Hard to get appointment when wanted.
- Impossible to get an appointment online or in surgery, time waiting to get one unacceptable.
- Not always easy to see own doctor shouldn't have to wait so long to book and see doctor. Object to receptionist asking problems it's not their business.
- Difficult to get appointment with own GP, receptionists ask very personal questions when I try to book an appointment.
- General concern about trying to get same day appointments as need to contact at 8am. I work in Bedford which means if I ring at 8am and can't get an appointment then I am late for work. That said reception do try and help but would be better if you could book a few days ahead as last appointment was 3 weeks away, generally happy with service.
- I am very concerned that unless it's an emergency the first GP appointment available to book was in January (7 weeks' time).
- The appointment system is really not good wish it would be like the old days when if you needed to see a doctor you could.
- It took 5-6 weeks to receive the earliest non urgent online appointment.
- I book appointments online but no appointments for 8 weeks!
- Currently there are no appointments available to book online for some weeks, just wondered if this was right or was the system not working properly.

- Sometimes very difficult to get an emergency appointment, can be embarrassing if you have to tell the receptionist why you need your appointment.
- On the website I have not been able to get an appointment on the 3 separate times I have tried.
- Would benefit from more available appointments to save having such a long wait for routine appointments.
- Problems booking online.
- I would like to see my own doctor sometimes, could you give priority to patients seeing their own doctor.
- One cannot get appointments online within a few days, especially the doctor that one wants to see!
- The worst problem is phoning at 8am but getting engaged till 8.30 then no appointments available, otherwise very satisfied.
- Unable to obtain any future appointments at all, had to ring on the day only available.
- Really pleased with the service only one problem is having to wait a long wait for an ordinary appointment due to so many patients. Not enough doctors.
- Emergency appointments need improvement; I feel to get an appointment to see my own doctor a nightmare.
- When trying to book online I often find that there are no appointments.
- More appointments online on the day you need an appointment because a lot of appointments are too long a wait if you need an appointment sooner.
- Only thing that annoys me is you can't pre-book appointments.
- Appointment booking is difficult, would appreciate being able to book a few days ahead.
- Trying to book a follow up appointment subsequent to mri/blood test etc. is absolutely hopeless it can take easily 6 weeks. When making an emergency appointment why should you have to disclose the reason for this appointment surely this is private between the doctor and the patients especially with members of the public listening to the conversation?

- Struggle to get through on busy phone line when making an appointment. Not happy that you are only able to get what's available on the day. Not able to book in advance. Not many available appointments took me two weeks to book this appointment.
- Could not pre-book for next appointment despite GP asking to see in 1 month. Pre booking through reception, offer an appointment by email?
- More doctors' appointments at the end of the day. Hiring more doctors and nurses for the afternoon's shift so all will work better.
- We have to go online daily for 2 weeks looking for an appointment there was none before 4th January 2016 we have ended up coming to the surgery at 8am to get a same day appointment. Receptionist needed to know why I need to see a doctor. This is embarrassing when there is a queue of people waiting behind you. While we were at the surgery the waiting room was not busy so are there not enough doctors available.

Appointment waiting times

- Appointment at 8.30 sat here until 8.45 too long especially for this early in the morning.
- Our appointment was almost 30 minutes late, perhaps an apology as she came out to get the patient, would have been nice especially as I had to entertain a 3 year old for 40 minutes (we arrived early).
- A very long waiting time for an appointment (check-ups), I was 10 minutes late seen today.
- 20 minutes late being in pain waiting on nurse.
- Still waiting, 25 minutes late so far!
- It was over half an hour late from appointment time.
- Whenever I have an appointment I am always late going in.
- I had to wait 20 minutes for an appointment.
- I waited over 30 minutes to see nurse, not happy about it.
- Only just registered to this practice so some questions are not applicable, waited 25 minutes was the only bad part.

- Long delays.
- Had to wait 15 minutes for emergency appointment.
- If your appointment is delayed a bit of information/update would be nice. My appointment has been delayed by 30 minutes without delay not easy with a little one.
- Had to wait 30 minutes after appointment time to see doctor, which I feel is excessive.
- Always running late with appointments.
- My appointment was made 4 weeks prior to the date. I then waited nearly 1 hour. My appointment was purely to get a referral back to my surgeon which I had tried to arrange over the phone. I had to go in for a couple of minute's appointment for referral which is ridiculous.
- Been waiting over an hour since appointment time. GP was free for 20 minutes between calling patients.
- Appointment ran late, probably couldn't be helped,
- Too long waiting for appointments.
- Wasn't seen until 45 minutes after my appointment time but under these things happen sometimes.
- Would be helpful if you could provide emergency appointment in the afternoon as I have found it difficult to attend them. Your always running late which makes it even harder to get them time out of work. I've so far been waiting 20 minutes.
- Sometimes to have wait a long time in waiting room, so they could have a water machine or tea machine and better magazines to read.

Staff attitude

- On most appointments it has been a good visit but on several I have left feeling like I had nothing wrong with me. Brilliant service today though by reception staff.
- The battle axe behind the counter needs a lesson in manners.
- Sometimes we feel receptionist isn't very understanding.

- I actually find booking an appointment very hard, the reception are very rude and constantly question why we need to see a doctor, not friendly at all. I understand you're busy but it's not on at all.
- I have only come across one receptionist who would not let me stand under the light to fill a form in as she was about to service the persons behind me; I was not in her view or way but insisted I moved to other area. (Repeat prescription needed a date only).
- There are a few receptionists who do appear to be rude. However there are some excellent ones also. Longer opening times on a Saturday and maybe open on a Sunday.
- The receptionists are always very good.
- I felt that the doctor I saw today was really good with my daughter and gave me the peace of mind I needed.
- We have always received excellent care from all of the nurses, GP's and receptionists. The diabetic nurses are particularly helpful and always ring when telephone call is arranged. Absolutely no complaints!
- In recent months I have been quite poorly and needed urgent appointments. Dr Waspe, Dr Daudia, Dr Barclay and the practice nurses have all been so helpful and caring. The receptionist has been extremely helpful in fitting in appointments, thank you.
- I have always felt that the doctors, nurses and reception staff have had my best interest at heart and have always been very helpful and understanding.
- Helpful and really supportive as always over the last year. Dr Spooner and Dr Barclay have been amazing to me over the last few months; reception has also improved a lot.
- Great service as normal, practitioner is a real asset to the practice.
- Alison was very helpful, friendly and quick.
- As frequent appointments with practice nurses recently I have been treated with care and respect, plus efficiently by all concerned. We have a wonderful surgery thank you.
- Appointment waiting time, clinics running very late waited 1hr 20 minutes, receptionist helpful

- Need to improve internal communications.
- Instead of doctors having training the staff should be trained in empathy towards fellow human beings
- There is one receptionist who can be unpleasant and unhelpful.
- I cancelled an appointment as there was no thank you from the receptionist, I always cancel but maybe with another patient they may not cancel the next time.
- Think all was ok; we have recently moved to the area and have been very impressed by the friendliness of the reception staff and the layout and cleanliness of the practice. I was with my previous surgery for nearly 20 years and have never been asked to complete any of these before it's nice to have your views listened to.
- When booking routine appointments the waiting times are not acceptable. Receptionist friendly and helpful. Lesley Virgo- seen a few times always efficient, friendly and helpful.
- It is very hard to get to see a doctor, some of the the receptionists can be very unhelpful.

Miscellaneous

- Ongoing problem this is the 3rd visit with the same problem.
- Do not have computer to get onto website.
- Easier to make appointment.
- It would be nice to see the Dr who initially sent you to the hospital for the results of their finding. It is very off putting when you have to see a Dr who does not have the background of your condition.
- Waiting list is too long.
- I would like to see my own GP once in a while.
- Investigate multiple symptoms/tests to progress diagnosis faster. So far 4 appointments 2 tests, timewasting for all.
- Just recently moved to this area.

- Not enough parking spaces for patients sometimes difficult to get parked, good idea to have a pharmacy at the practice.
- More toys for children please in main waiting areas, more books for children of all ages. Appointments can be very delayed when waiting and when you have children it is difficult to keep them quiet.
- In the last 8 weeks I have been visiting the practice regularly to sort out my ongoing problems I feel on several of these occasions I have been left fallen by the wayside!
- Bring back Dr Whitby! Can never get to see same doctor; rarely get same day appointment with a doctor. No privacy at reception-terrible.
- The health visitor team at Linden Avenue aren't very approachable maybe this is because of them not being part of the surgery? Very hard to get in contact with them when you ask reception the reply is just that they are not part of the practice.
- I wanted to see GP but had to see a nurse.
- I often have to re-schedule my appointments due to doctors being off sick.
- The nurses have been so good to me. They have been very patient with me and they know how to treat me cause of mental health issues.
- Happy with both linden avenue and French drive no complaints.
- Accepted an appointment with nurse practitioner rather than doctor.
- Over the past 6 years having a series of major and minor medical and surgical problem I have already received excellent care and attention from all staff and doctors.
- Sensitive support.
- I feel it was very hard to get an appointment to see a doctor especially for my children which one was three months premature. Empathy can be more with the receptionist; it took 40 minutes to get through this morning.
- Happy with the services given.
- To be able to see doctor when needed.

- I would love French drive surgery to be open Monday-Friday. I think people who do not turn up for appointments should be charged unless they have good reason.
- Excellent.
- Fine or refuse appointment for patients who miss appointments without phoning in.
- I have been waiting for four weeks to see a GP regarding blood test results which I feel could have been discussed over the phone. However Dr Ejaz was very helpful and I didn't feel rushed by him.
- Happy with the way the practice is run, friendly and helpful.
- If the issue I am attending for is for the nurse practitioner or GP, when I am asked sometimes who I need to see? What are they able to see me for?
- Very happy with the service when it comes to emergency appointments and repeat prescriptions I never have any problems!
- Very good all round care for elderly patients.
- No comments to be made they do a good job under a big strain.
- Pregnant women and most vulnerable should take priority over existing appointments, how that is determined by a receptionist I don't know.
- It would be nice if there was a way that you could communicate any delays/running late to people both in the surgery and before appointments if the delays are long enough. More parking spaces.
- Keep good work up! Very happy especially with Dr Barclay.
- Fantastic service especially for my partner who has CLL. He is given amazing care as am I, thank you.
- This practice is excellent.
- Wonderful service no complaint, thank you.
- I am always extremely satisfied by the treatment I get at this practice and have been since childhood 70 years ago.

- Appointments on Wednesday's would be preferred for later hours for those who work and unable to attend morning appointments, overall wonderful service.
- Have always found the surgery to be as helpful as they can be and if there are problems they seem to sort them out as efficiently as they can considering all the years I have been with the surgery there have been very few occasions.
- If I wasn't happy I would change practices, have been here for 20 years highly recommended, Alison is fab!
- Exceptional
- Always had a good service.
- Been with this surgery for 44 years and have never had any reason to complain and have always received excellent care.
- Would be nice to see the same GP that you see last week again.
- Excellent service both reception and doctors.
- More car parking needed, I accept that the location is an issue. Very pleased with consultation and information given and supportive thank you.
- Always a very good service.
- Open appointments on Saturdays. On appointment with GP might well have to speak to him about more than one problem.
- Phone lines are always hard to get through on but will use online service next time!
- On the day that I joined the practice there was an open day. I was picked up by a nurse who spotted my clinical need (BP). 2 years later on and my problems have been identified and sorted out. Had the nurse not intervened I wouldn't be the man I am today.
- The only problem I have with this surgery is being asked why I want to see a doctor.
- Often no appointment online for over a month.

- Be honest with patients if you are having problems with staffing levels. Reception has hung up in the past when I've tried to pre-book an appointment.
- All holiday vaccinations available in surgery e.g. hep b, rabies.
- Excellent midwife service (Elaine) and health visiting service. Can always get a same day appointment for children but can never see a doctor on the same day for myself always a nurse.
- Practically impossible to see own named doctor but understand work overload with so many patients.
- Logging in at reception is unhygienic (the touch screen). Anti-bacterial hand gel should be provided. Making a non-urgent appointment is difficult as the wait is too long; this results in the temptation to make each visit an urgent one.
- Overall good clean premise. Ideal with pharmacist on hand at surgery, no complaints.
- Waiting list is too long.
- Haven't been able to book appointments online as I am unsure on how it works and haven't found any information on how to do it.
- Been here 50 years recently unable to see the same doctor twice, would feel happier if I could.
- You need to address the large numbers who missed appointments it's just not acceptable 257- how, why? Doctor cancels appointments, this has happened more than once after booking a routine appointment and waiting 3 weeks again this needs to be addressing not just a text message.
- Hi please change the letters you send out asking patients to book appointment by giving them follow up appointment as it often isn't possible to book one within the time stated this would save time on both ends rather than send another letter out.
- Two times I have needed to book an emergency appointment and a few times I have needed a prescription the surgery has been closed for training, better advertisement of closures needed, keep one person on to answer phones, or an automated voice message. That would save me two hours on the phone to somewhere with nobody there.

- All ok.
- Please make sound on screen.
- More autism awareness!
- First aid, self-medication advice for adults and kids.
- Never had a problem.
- Need more cash for NHS.
- Difficult in pushing a wheelchair in and out of the car park. Owing to deep drain at entrance. A person in a wheel chair by themselves would find it impossible and dangerous.
- Everything is perfect.
- Home visits?
- Always polite and quick treated with dignity.
- Not enough consideration taken to patients with worrying conditions i.e. chest pains- not doing enough to find a solution, the facilities can be as good as they like if the person is not getting answers after multiple appointments that doesn't help anybody.
- Very good.
- Dr Bhat has been a tremendous help.
- Links to support groups.
- Drinking water available.
- All excellent at this practice.
- With the large volume of missed appointments needs to be addressed urgently then names for whatever reason should be recorded and possibly penalised some legal why- could this be changed? Can't they be excluded from the practice? Could this be discussed with the local health authority?