

CHURCH STREET PARTNERSHIP

SURVEY RESULTS

The Patient Reference Group (PRG) carried out a patient survey over a two week period in November/December 2012. The original aim had been to cover all clinics at all three surgeries in the practice during one week, however, this proved impractical in terms of time availability of the PRG members.

NUMBER OF PATIENTS SURVEYED

	HAYMEADS	CHURCH ST	THORLEY	
Week 26-30 Nov	113	105	81	299
Week 10-14 Dec	-	53	32	85
Total Patients	113	158	113	384

While 384 questionnaires were returned not all were fully completed. The analysis of the results is given below with additional text putting into context the views and opinions of those interviewed. In compiling the questions for the survey the PRG deliberately chose not to have a tick box type Questionnaire but to gather opinion from practice users. The aim was to capture the essence of views/feelings about the practice as freely expressed to the Group. All the participants were happy to answer our questions and welcomed the opportunity to give their views in quite forthright terms.

Across all three sites for the duration of the survey the actual number of questionnaires completed, compared to the number of appointments available in the time frame volunteers were able to be present, was a 72% return.

Main Points deduced from the survey:

Overall patients in the practice on all three sites expressed their satisfaction with the service provided by all staff once they were in the surgery and sitting opposite the doctor or nurse. They were, however, frustrated and unhappy with the appointment system although a small proportion had not experienced any difficulties.

The fact that the practice has three sites appears to be beneficial overall, for varying reasons and the walk-in surgery at Haymeads Health Centre is very much appreciated.

Patients would prefer an improved amount of continuity in terms of seeing the same GP or nurse and also felt that time is wasted when medical staff need to brief themselves of a patient's history and/or of previous visits to the practice.

QUESTION 1

What do you like about this practice and the services provided?

The comments on this question were overwhelmingly complimentary. Respondents cited the professionalism of the doctors, nurses and practice staff in all three locations. Many appreciated the three site option particularly the Open Access facility at Haymeads. Other observations included opinions on the automated and internet booking system which some patients liked using; the evening and Saturday morning surgery sessions at Haymeads; flu jab reminders; the prescription service and those attending Thorley preferred that surgery as it was local, had free parking, the availability of the nearby pharmacy and shops.

The comments with the highest number were:

• Doctors good	• Nurses good	• Local / convenient location
• 3 sites good	• Haymeads Open Access	• Staff Friendly/helpful

Full Survey comments/opinions for Question 1 provided at the end of Report.

QUESTION 2

Are you aware that the nurses are highly skilled and can be seen for certain conditions?

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 9	No answer = 3	No answer = 4
Responses = 104	Responses = 155	Responses = 109
Not sure = 1	Not sure = 1	Not sure = 0
NO = 5	NO = 16	NO = 14
YES = 98	YES = 138	YES = 95
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 104 (113-9)	Responses = 155 (158-3)	Responses = 109 (113-4)
Not sure (= 1) = 1%	Not sure (= 1) = 1%	Not sure = 0
NO (= 5) = 5%	NO (= 16) = 10%	NO (= 14) = 13%
YES (= 98) = 94%	YES (= 138) = 89%	YES (= 95) = 87%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 368 answers to this question.		
Not sure (= 2) = 0.5%		
NO (= 35) = 9.5%		
YES (= 331) = 90%		

Most patients (90%) were aware that nurses in the practice are highly skilled and most of those interviewed had been treated by them. The one common criticism was the patient's inability to book a nurse using the on-line system. There was a high level of satisfaction with the nurse interface with patients.

QUESTION 3

What don't you like about this practice and the services provided, and do you have any suggestions for improving it?

The majority of adverse comments related to the appointment system, some commenting on the length of the telephone message, the fact that by 8.05am all appointments had gone for the day, long waits on the telephone up to 15 or 20 minutes, also some patients had not been happy with the weekend locum service. A significant number of patients complained about their inability to book 2 appointments on the internet system for a doctor and nurse and also the lack of continuity of seeing the same doctor or having a choice of doctor. The Church Street surgery drew particular comments regarding access problems with a baby buggy and lack of privacy when talking to receptionists. In relation to the Haymeads site patients were unhappy at having to wait outside the hospital in the very cold weather. It was also felt that children should be fast tracked at Haymeads to avoid stress to parents and children and also in the interest of other waiting patients.

The comments with the highest number were:

<ul style="list-style-type: none">• Appointment System	<ul style="list-style-type: none">• Can't get through on phone - long wait on phone	<ul style="list-style-type: none">• Lack of continuity seeing same doctor / or choice of doctor
<ul style="list-style-type: none">• Can't book appointments in advance	<ul style="list-style-type: none">• All appointments gone by 8.05	<ul style="list-style-type: none">• Some Receptionists rude/abrupt/unhelpful

Full Survey comments/opinions for Question 3 provided at the end of Report.

QUESTION 4

Which surgery do you normally attend and why?

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 7	No answer = 9	No answer = 5
Responses = 106	Responses = 149	Responses = 108
Any = 7	Any = 18	Any = 11
Church Street = 21	Church Street = 57	Church Street = 19
Church Street or Haymeads = 1	Church Street or Haymeads = 8	Church Street or Haymeads = 1
Church Street or Thorley = 2	Church Street or Thorley = 7	Church Street or Thorley = 1
Thorley = 29	Thorley = 43	Thorley = 64
Thorley or Haymeads = 3	Thorley or Haymeads = 4	Thorley or Haymeads = 4
Haymeads = 43	Haymeads = 12	Haymeads = 8
MAIN REASONS = Nearest to home. THORLEY - Free parking, shopping, pharmacy. HAYMEADS - Know will be seen.	MAIN REASONS = Nearest to home. THORLEY - Free parking.	MAIN REASONS = Nearest to home. THORLEY - Free parking / Pharmacy
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 106 (113-7)	Responses = 149 (158-9)	Responses = 108 (113-5)
Any (= 7) = 7%	Any (= 18) = 12%	Any (= 11) = 10%
Church Street (= 21) = 20%	Church Street (= 57) = 38%	Church Street (= 19) = 18%
Church Street or Haymeads (= 1) = 1%	Church Street or Haymeads (= 8) = 5%	Church Street or Haymeads (= 1) = 1%
Church Street or Thorley (= 2) = 2%	Church Street or Thorley (= 7) = 5%	Church Street or Thorley (= 1) = 1%
Thorley (= 29) = 27%	Thorley (= 43) = 29%	Thorley (= 64) = 59%
Thorley or Haymeads (= 3) = 3%	Thorley or Haymeads (= 4) = 3%	Thorley or Haymeads (= 4) = 4%
Haymeads (= 43) = 41%	Haymeads (= 12) = 8%	Haymeads (= 8) = 7%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 363 answers to this question.		
Any (= 36)	= 10%	
Church Street (= 97)	= 27%	
Church Street or Haymeads (= 10)	= 3%	
Church Street or Thorley (= 10)	= 3%	
Thorley (= 136)	= 37%	
Thorley or Haymeads (= 11)	= 3%	
Haymeads (= 63)	= 17%	

The majority of patients questioned preferred to attend Thorley surgery, mostly on grounds of being local, free parking, close to pharmacy and shops. Some patients commented on the difficulty of getting an appointment at Thorley and some asked whether there could be open access at the Thorley surgery. Second favourite was Church Street, again on grounds of being local although it was commented that nearby parking was expensive. More late evening appointments were needed at Church Street to accommodate people after work. Other specific comments related to the internet booking system not being user friendly.

QUESTION 5

If you cannot attend your preferred surgery does it present difficulties for you?

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 10	No answer = 10	No answer = 4
Responses = 103	Responses = 148	Responses = 109
Yes/Yes Sometimes = 32	Yes/Yes Sometimes = 50	Yes = 27
No/Not really = 71	No/Not really = 98	No/Not really = 82
MAIN REASONS for difficulty = Parking. No Car. Prefer Thorley.	MAIN REASONS for difficulty = Parking. No Car. Don't like Haymeads.	MAIN REASONS for difficulty = Parking. No Car. Don't like Haymeads. Church Street stairs.
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 103 (113-10)	Responses = 148 (158-10)	Responses = 109 (113-4)
Yes/Yes Sometimes (= 32) = 31%	Yes/Yes Sometimes (= 50) = 34%	Yes (= 27) = 25%
No/Not really (= 71) = 69%	No/Not really (= 98) = 66%	No/Not really (= 82) = 75%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 360 answers to this question.		
Yes/Yes Sometimes (= 109) = 30%		
No/Not really (= 251) = 70%		

While Haymeads was not necessarily the first choice surgery the vast majority attending that surgery did not experience any difficulties. However, patients did comment on having to wait outside the hospital particularly in the cold weather. Patients were pleased that at least they knew that they would be able to see a doctor or nurse on the day when they or their children became ill. They commented favourably on the availability of the café and felt the seating was comfortable although there was some concern that the information indicator board over the receptionist's desk was not visible from all angles in the waiting area.

Other comments regarding Haymeads related to the cost of parking, people queue jumping and not knowing how long they would have to wait. Many patients were unaware of the Wednesday late night appointments at Haymeads, the afternoon sessions and the Saturday morning appointments.

QUESTION 6

Which method did you use to book this appointment? [NOT APPLICABLE AT HAYMEADS]

a) BY TELEPHONE i) using automated 'phone appointment system

OR ii) spoke to a receptionist on the 'phone

b) INTERNET appointment booking system

c) IN PERSON at the surgery

HAYMEADS	CHURCH STREET	THORLEY
N/A as Open Access	Out of 158 Questionnaires	Out of 113 Questionnaires
	No answer = 5	No answer = 7
	Responses = 153	Responses = 106
	A. Phone - receptionist = 79	A. Phone - receptionist = 36
	A. Phone - automated = 3	A. Phone - automated = 10
	B. Internet = 34	B. Internet = 31
	C. In Person = 36	C. In Person = 27
		GP made appt = 2
	Responses as percentages	Responses as percentages
	Responses = 153 (158-5)	Responses = 106 (113-7)
	A. Phone - receptionist (= 79) = 52%	A. Phone - receptionist (= 36) = 35%
	A. Phone - automated (= 3) = 2%	A. Phone - automated (= 10) = 9%
	B. Internet (= 34) = 22%	B. Internet (= 31) = 29%
	C. In Person (= 36) = 24%	C. In Person (= 27) = 25%
		GP made appt. (= 2) = 2%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 259 answers to this question - Haymeads not applicable as it is an Open Access clinic.		
A. Phone - receptionist (= 115) = 45%		
A. Phone - automated (= 13) = 5%		
B. Internet (= 65) = 25%		
C. In Person (= 63) = 24%		
GP made appt. (= 2) = 1%		

Most patients had booked their appointments on the phone with 45% via a receptionist and 5% using the automated telephone booking system. 25% had booked using the internet with a similar number booking in person (24%).

internet. There was however very considerable criticism of the appointment system whichever method was used; in particular an inability to make follow-up appointments as requested by the doctor following a consultation. Patients found this especially irritating.

QUESTION 8

What are your views on the waiting areas? How would you improve them?

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 19	No answer = 11	No answer = 12
Responses = 94	Responses = 147	Responses = 101
POSITIVE Comments (eg. OK/good/adequate) = 93	POSITIVE Comments (eg. OK/good/adequate) = 120	POSITIVE Comments (eg. OK/good/adequate) = 84
NEGATIVE Comments = 1	NEGATIVE Comments = 27	NEGATIVE Comments = 17
MAIN POSITIVE OR NEGATIVE COMMENTS = Need more magazines / toys for children / ? TV / like the café at Haymeads / chairs don't face noticeboard / like noticeboard info.	MAIN POSITIVE OR NEGATIVE COMMENTS = more children's books & toys / bit drab / more comfy chairs / more magazines / water machine / better signage at Church St / Church St stairs a problem / Thorley small / antibacterial gel often empty.	MAIN POSITIVE OR NEGATIVE COMMENTS = Thorley & Church Street needs decorating / bit shabby / better signage at Church Street / need better chairs / Church Street stairs a problem / noticeboard needs sorting out.
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 94 (113-19)	Responses = 147 (158-11)	Responses = 101 (113-12)
POSITIVE Comments (eg. OK/good/adequate) (= 93) = 99%	POSITIVE Comments (eg. OK/good/adequate) (= 120) = 82%	POSITIVE Comments (eg. OK/good/adequate) (= 84) = 83%
NEGATIVE Comments (= 1) = 1%	NEGATIVE Comments (= 27) = 18%	NEGATIVE Comments (= 17) = 17%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 342 answers to this question.		
POSITIVE Comments (eg. OK/good/adequate) (= 297) = 87%		
NEGATIVE Comments (= 45) = 13%		

Overall (87%) of patients were satisfied with the waiting areas. However, there were some negative comments at both Thorley and Church Street as being drab and shabby and at Thorley a need for redecoration. The antibacterial gel container is often empty. Signage at Church Street needs to improve and the stairs were mentioned as a problem for some people, including pregnant women with small children in tow. The following suggestions for improvement included: provision of toys and magazines at Haymeads and Church Street; information on Notice Boards needing to be rationalised and the toilet at Thorley should have the hand towel removed and paper towels or heated dryer installed.

QUESTION 9

How long have you been registered with the practice?

Less than 1 year 1-5 years 6-10 years More than 10 years

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 10	No answer = 8	No answer = 6
Responses = 103	Responses = 150	Responses = 107
Less than 1 year = 2	Less than 1 year = 19	Less than 1 year = 5
1-5 years = 20	1-5 years = 29	1-5 years = 18
6-10 years = 13	6-10 years = 32	6-10 years = 16
More than 10 years = 68	More than 10 years = 70	More than 10 years = 68
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 103 (113-10)	Responses = 150 (158-8)	Responses = 107 (113-6)
Less than 1 year (= 2) = 2%	Less than 1 year (= 19) = 13%	Less than 1 year (= 5) = 5%
1-5 years (= 20) = 19%	1-5 years (= 29) = 19%	1-5 years (= 18) = 17%
6-10 years (= 13) = 13%	6-10 years (= 32) = 21%	6-10 years (= 16) = 14%
More than 10 years (= 68) = 68%	More than 10 years (= 70) = 47%	More than 10 years (= 68) = 64%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 360 answers to this question.		
Less than 1 year (= 26)	= 7%	
1-5 years (= 67)	= 19%	
6-10 years (= 61)	= 17%	
More than 10 years (= 206)	= 57%	

Most patients had been with the practice for more than 10 years with several for over 45 years. The number of new comers was low at just 7% for those with less than one year's experience of the practice.

QUESTION 10

Could you tell me what age group you or the patient is in?

Under 5	6-18	19-24	25-34	35-44
45-54	55-64	65-74	75-84	85 or over

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 9	No answer = 5	No answer = 4
Responses = 104	Responses = 153	Responses = 109
Under 5 = 1	Under 5 = 4	Under 5 = 3
6-18 = 6	6-18 = 8	6-18 = 5
19-24 = 4	19-24 = 8	19-24 = 2
25-34 = 11	25-34 = 24	25-34 = 9
35-44 = 18	35-44 = 37	35-44 = 14
45-54 = 26	45-54 = 26	45-54 = 19
55-64 = 10	55-64 = 13	55-64 = 11
65-74 = 12	65-74 = 16	65-74 = 28
75-84 = 13	75-84 = 15	75-84 = 17
85 or over = 3	85 or over = 2	85 or over = 1
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 104 (113-9)	Responses = 153 (158-5)	Responses = 109 (113-4)
Under 5 (= 1) = 1%	Under 5 (= 4) = 3%	Under 5 (= 3) = 3%
6-18 (= 6) = 6%	6-18 (= 8) = 5%	6-18 (= 5) = 5%
19-24 (= 4) = 4%	19-24 (= 8) = 5%	19-24 (= 2) = 2%
25-34 (= 11) = 11%	25-34 (= 24) = 16%	25-34 (= 9) = 8%
35-44 (= 18) = 17%	35-44 (= 37) = 24%	35-44 (= 14) = 13%
45-54 (= 26) = 26%	45-54 (= 26) = 18%	45-54 (= 19) = 17%
55-64 (= 10) = 10%	55-64 (= 13) = 8%	55-64 (= 11) = 10%
65-74 (= 12) = 12%	65-74 (= 16) = 10%	65-74 (= 28) = 26%
75-84 (= 13) = 13%	75-84 (= 15) = 10%	75-84 (= 17) = 16%
85 or over (= 3) = 3%	85 or over (= 2) = 1%	85 or over (= 1) = 1%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 366 answers to this question.		
Under 5 (= 8) = 2%		
6-18 (= 19) = 5%		
19-24 (= 14) = 4%		
25-34 (= 44) = 12%		
35-44 (= 69) = 19%		
45-54 (= 71) = 20%		
55-64 (= 34) = 9%		
65-74 (= 56) = 15%		
75-84 (= 45) = 12%		
85 or over (= 6) = 1%		

QUESTION 11

Male / Female

HAYMEADS	CHURCH STREET	THORLEY
Out of 113 Questionnaires	Out of 158 Questionnaires	Out of 113 Questionnaires
No answer = 12	No answer = 9	No answer = 7
Responses = 101	Responses = 149	Responses = 106
M = 33	M = 41	M = 36
F = 68	F = 108	F = 70
Responses as percentages	Responses as percentages	Responses as percentages
Responses = 101 (113-12)	Responses = 149 (158-9)	Responses = 106 (113-7)
M (= 33) = 33%	M (= 41) = 28%	M (= 36) = 34%
F (= 68) = 67%	F (= 108) = 72%	F (= 70) = 66%
TOTAL PERCENTAGE ACROSS ALL THREE SITES		
Out of 384 Questionnaires there were 356 answers to this question.		
M (= 110) = 31%		
F (= 246) = 69%		

Interestingly, more than twice the number of patients who completed the survey were females.

It should be noted that although some patients had commented that they had not been happy with the weekend locum service, the weekend cover is commissioned by the PCT with Herts Urgent Care providing the service and the surgery is not responsible for this "Out Of Hours" service.

RESPONSES AND COMMENTS TO QUESTION 1 AND QUESTION 3 OF THE QUESTIONNAIRE

Question 1 WHAT LIKE ABOUT THE PRACTICE CHURCH STREET SURGERY - ANSWERS FROM QUESTIONNAIRES

Staff Friendly/helpful	16
Doctors good	41
Receptionists good	12
Some receptionists good	4
Good Service	16
Nurses good	11
Staff good	6
Thorley receptionists friendlier	1
3 sites good	19
Local / convenient - good	24
Haymeads Open Access	22
Parking at Thorley convenient	5
Appointments - can get easily/quickly	11
Like Automated Phone system	5
Like appointment options	2
Like Internet booking system	8
Like automatic booking-in screen	5
Like repeat prescription process	2
Prescriptions	2
On-line prescription service	1
Call back on phone by doctor	1
OK	10
Clean / well lit	2
Like "out of hours"	1
Like holiday jabs	1
Nice person doing the questionnaire	1
NONE	4
NO REDEEMING FEATURES	1
NOT MUCH	2

**Question 1 WHAT LIKE ABOUT THE PRACTICE
HAYMEADS HEALTH CENTRE - ANSWERS FROM QUESTIONNAIRES**

Doctors excellent	1
Doctors good	46
Reception staff helpful	4
Generally good doctors	2
Nurses good	14
Friendly staff	12
Good service	47
Everyone helpful	5
Efficient	2
Staff professional and polite	1
Receptionist Thorley helpful	1
Like On-line booking system	5
3 sites	11
Local / convenient location	13
Saturday mornings at Haymeads	2
Haymeads Open access	47
Parking at Haymeads	3
Repeat prescriptions	1
Clean comfortable waiting area	3
Clean modern building	1
Café at Haymeads	4
Clean	1
NOT MUCH	1
NOTHING!	1

**Question 1 WHAT LIKE ABOUT THE PRACTICE
THORLEY HEALTH CENTRE - ANSWERS FROM QUESTIONNAIRES**

Doctors good	28
Nurses good	14
Receptionists good	10
Staff friendly	7
All staff good	2
OK service	32
Receptionist at Thorley good	2
Receptionist at Church Street good	2
Receptionist at Haymeads good	2
Very good treatment	2
Good service	3
3 sites	19
Local	3
Parking	6
On-line booking system	4
Internet booking system	5
Phone booking	2
Can get appointment	6
Haymeads Open Access	9
Haymeads evening surgery	1
Doctor ring back good	2
Reminder flu jab	2
Repeat prescription service good	2
Clean	2
Out of hours service	2
Variable treatment	1
Not much	4
Receptionists Rude/Abrupt	2
Receptionist Church Street not good	1
OTHER COMMENTS:	
Noticeboards cluttered	
Haymeads afternoon open access would be useful	

Question 3 WHAT DON'T LIKE ABOUT THE PRACTICE
CHURCH STREET SURGERY - ANSWERS FROM QUESTIONNAIRES

Some doctors not good	3
Receptionists - some unhelpful and abrupt	6
Some receptionists rude	7
Lack of privacy when talking to receptionists	2
Practice Manager unhelpful	2
Appointments - can't get when required	32
Can't get through on phone - long wait on phone	41
All appointments gone by 8.05	10
Can't get appointment for same day	10
Difficult to phone in at 8am because of work	5
Automated phone system rubbish / no appointments left	10
Can't book far in advance	7
Difficult to get appointment at Thorley	1
Not enough late evening appointments	2
Automated phone system confusing	5
Can't book 2 appointments on internet system (Dr/nurse)	4
Can't book NURSE on internet system	3
Don't like Internet booking system / don't have Internet	4
Lack of continuity seeing same doctor / or choice of doctor	27
Difficult to get doctor who is specialist	2
Appointment time slots too short if difficult problem	1
Appointment times not kept to in clinic	3
Thorley - difficult to get appointment there	1
Church Street difficult access with baby buggy	3
Church Street stairs a problem	3
Church Street parking poor / difficult	5
Church Street - don't like TV (irritating noise)	1
Haymeads crowded	1
Haymeads - long wait	4
Don't like Haymeads	1
Children should take priority at Haymeads	2
Haymeads - doors should open earlier when cold	1
OTHERS COMMENTS:	
Long time to get referral to specialist	1
Frequent change of staff	1
Difficult to get appointment with nurse	1
Long wait for call back by doctor	2
Reception closes too early in evening	1
Need full time midwife / More midwife appointments needed	2
Little preventative health care offered	1
Doctor didn't read discharge summary from hospital	1
Doctor wouldn't take blood pressure - had to see nurse	1
Would like TEXT reminder for appointment	1
Website link difficult to find	1
Would be good if could take blood tests at surgery	1
Should have Out of Hours in B/Stortford	1
Doctor should be able to book a follow-up appointment	1
Offered an appointment for 10 mins later - couldn't get there	1

Question 3 WHAT DON'T LIKE ABOUT THE PRACTICE
HAYMEADS HEALTH CENTRE - ANSWERS FROM QUESTIONNAIRES

Unhelpful receptionists	5
Receptionists rude	5
Receptionists rude at Church Street	2
Appointment system	49
Long wait on phone	50
Can't book far in advance	6
All appointments gone by 8.05	2
Drip release of appointments frustrating	3
Appointment system a joke	1
Can't get through on phone	38
Don't like automated system	4
Don't like Internet booking	3
Don't like music on phone	1
No position in queue on phone	1
Lack of continuity seeing same doctor / or choice of doctor	19
Haymeads - have to drive to get here	2
Haymeads - don't know how long will have to wait	7
Haymeads - Long wait	19
Haymeads - Having to wait outside if arrive early morning	3
Haymeads - People jumping the queue	1
Haymeads - Waiting with children stressful	1
Haymeads - Expensive parking if quick appointment	2
OTHER COMMENTS:	
Difficult to get to another site	1
Can't do repeat prescriptions over phone for later collection	1
Wait for letter for some examinations	1

**Question 3 WHAT DON'T LIKE ABOUT THE PRACTICE
THORLEY HEALTH CENTRE - ANSWERS FROM QUESTIONNAIRES**

Appointment System	64
Appointments - can't book in advance	7
Difficult if working to book appointment	3
Time takes to get an appointment	3
Confusing phone message	1
Phone takes too long to answer	1
Internet system not user friendly	1
Can't see specific Dr. / lack of continuity	11
Parking at Church Street	1
Church Street - difficult access / stairs	3
Receptionists rude/abrupt/unhelpful	7
Receptionists at Church Street abrupt	2
Weekend locum not good	3
OTHER COMMENTS:	
Fast track babies and small children at Haymeads	
Open access would be good at Thorley	
Keep few emergency appointments free each day	
Repeat prescriptions take too long	
Can't pre-book immunisation appointments	
Receptionist couldn't book appointment to see Dr even though just given out test results	