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PRACTICE SURVEY

(Using nationally accredited questions developed by CFEP)

2015 - 2016

***Survey undertaken by: Christina Fielding
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Participating Doctors

***Dr F Sargen
Dr M Green
Dr W Nixon
Dr R McShane
Dr C Shephard
Dr R Singh
Dr H Tabberer
Dr C Turner
Dr A Gillibrand
Dr J Calne
Dr S Lines
Dr L Francis
Dr B Cant
Dr H Jones***

**SURVEY DATA COLLECTED BETWEEN NOVEMBER 2015
AND FEBRUARY 2016**

40 sheets filled in for fourteen doctors = TOTAL OF 560 SHEETS REVIEWED

LENGTH OF REGISTRATION

Sample size - 442 – 118 failed to answer

			<i>Last year</i>
Registered 0 – 2 years	- 247/442	= 56%	55%
Registered 2 – 5 years	- 136/442	= 31%	28%
Registered more than 5 years	- 59/442	= 13%	17%
Question unanswered	- 118/560	= 21%	

There is a considerable reduction (4%) in the number of patients who have been registered for more than 5 years who have completed this form. Well over half of all registered patients now have been registered for less than two years.

Unsure why so many people failed to answer this question this year – this has never happened before.

SUMMARY

The practice is very relieved with the results of this year's survey as the demand on services in the last year has put pressure on availability and there was concern that this would be reflected within the figures. Scores were already very high overall and therefore hard to improve upon but most have been maintained and some have increased.

Reception and administration need to be commended as the main increases in scores are in these areas. Satisfaction with reception staff has increased to its highest ever level with an extremely high score of 90%. Patients are also generally happy with practice opening hours, (our continuation with extended hours working) but would like more pre-bookable appointments available after 5 pm. The comfort level in the waiting room and the receptionists respect for privacy and confidentiality has also improved as has satisfaction with the information provided about how to access services, health information and how to complain.

Scores have been maintained and there are fewer negative comments regarding phone access and availability of phone consultations and this is a reflection of more availability of telephone appointments and the possibility of many services being accessible online as well as on the phone which as relieved pressure on the phone lines.

The main areas of criticism and lower scores relate to the lack of appointments within a quick/reasonable time-frame, particularly for patients to see their favoured doctor of choice. This is especially difficult in a practice with many part-time doctors who only work one day a week.

The practice acknowledges that the demand is exceeding supply at many times of year and despite adding many extra sessions to the rota, the practice is finding it difficult to provide enough appointment availability under the current funding levels.

Overall this year there have been far more negative comments and less positive comments. Most negative comments are about this lack of appointments within a reasonable time frame with booking 2 – 3 weeks ahead a frequent occurrence

The lowest scores of 67% continues to be for seeing a doctor quickly for a routine appointment and the length of time waiting in the waiting room for a doctor who is running late. This score has decreased 2% from last year and many comments relate to this issue. Where patients have mental health problems, they do tend to take longer and it is difficult to keep appointments running to time.

The practice suffers from an extremely high turnover of patients (56% have been registered for less than 2 years) so establishing relationships between clinical staff and patients is always going to be difficult, as is trying to provide relevant information to patients about the practice, its services and structures without overloading new patients. This is especially relevant to foreign patients who are often not familiar with NHS systems and possibly explains why many patients still do not realise we have weekend and evening opening hours and are unaware of many of the other services that we provide.

The results below show the practice achievements this year compared to the last four years for each individual question.

There has been a considerable drop in the numbers of patients who have been registered more than 5 years (17% down to 13%). This increased turnover of patients means this practice therefore loses out on the loyalty vote. Newer patients do tend to score lower due to less history or experience of the practice.

SECTION 1 – ABOUT THE PRACTICE

1. Are patients satisfied with the practice's opening hours?

Sample size = 553 - (7 NN) – (never needed to know)

2016	81.5%	2251/2765max
2015	81%	2103/2585max
2013	79%	2005/2555max
2012	78.5%	1877/2390 max
2011	79%	2060/2600 max

EXCELLENT SCORE – Increased again by 1/2% and is our highest score ever. The practice has always stayed open all weekday lunchtimes and for many years now has opened for Saturday morning clinics and evening clinics on a

Tuesday. These have proved popular with patients (especially between 5pm – 7pm) and nurses have also agreed to work later on a Tuesday evening to support the doctors.

It is clear from the survey comments that despite a lot of advertising, and providing this service now for nearly 9 years, some patients are still not aware that the practice does open on Saturdays and during an evening. The media interest in weekend opening has raised patient expectation and there are quite a few requests for availability of urgent appointments at the weekend which we are not contracted for.

Overall though very few criticisms in this area out of 560 forms

Comments

- Weekend hours are all but non-existent. The few times I have been sick on a weekend (chest infection) I couldn't even get out of bed, the practice was closed, thus useless
- Weekend opening hours?
- Open at weekends
- Could open on a Sunday
- Have some emergency appointments at the weekend and evening more available as lectures mean daytime appointments are difficult
- Maybe open on the weekends
- Perhaps reserve Saturday appointments or after 5pm appts in exceptional cases. As a medical student we have long contract hours per week, we had placement from 8-6pm so this made it difficult for me to see a doctor during these weeks.
- Open on Sundays. Open at the weekends for emergencies e.g. the morning after pill
- Longer/extended hours for the opening times – weekends should be longer
- Increase opening times + length of time you can book appointments in advance. Improve ease of online booking.
- I would love to extend the practice opening hours. There are many students living on campus and nearby families that could really benefit from this (including weekends) I feel that opening hours aren't enough.
- More evening/weekend appointments for students on placement - waited 2 1/2 weeks to see Dr as on placement 9-5 Monday-Friday

2. Ease of contacting the practice on the telephone.

Sample size = 521 (39NN – never needed to phone the practice)

2016	79%	2069/2605max
2015	79%	1871/2355max
2013	80%	1867/2325 max
2012	82%	1754/2140 max
2011	80%	1880/2345 max

GOOD SCORE – Managed to maintain the same percentage as last year despite a huge increase in demand on the services.

Prompt phone access is important to patients and the practice continues to score very highly and maintain this. The increased demand from patients is difficult to manage but increasingly more the workload is diverted away from the phones as patients increase their use of on-line booking and ordering of

repeat prescriptions. This is actively promoted to new patients. The practice also allows patients to cancel appointments on line by email and the text message reminder has been changed so that patients can 'reply' to cancel an appointment no longer required. All this diverts patients away from the phones.

We do have increased the number of staff answering phones during early morning and have devised systems to encourage patients to phone later in the morning to book routine appointments, allowing easier access first thing for those patients who need to be seen on the same day

We do not use a call queuing system as many of our patients only have mobile phones and this would be very expensive for them. We also find them very aggravating to patients.

There were surprisingly few comments of dissatisfaction in this area .

- Very good – had no problems apart from trying to contact the medical centre by telephone
- More doctors and receptionists would help to get through on the phone
- More available staff to answer the phones
- Phone system with a call queue
- Have a telephone queue system
- A queue system for telephone would let me know I was going to get to speak to someone - had to ring 17 times. Also possibly a triage system
- When waiting to speak to reception on the phone you could have something that lets people know which number they are in the queue instead of the line cutting out.
- Make it easier to contact over the phone. Waiting time can sometimes be lengthy.
- Phone lines always busy

3. Satisfaction with the date and time arranged for the appointment

Sample size = 554 (6 blank)

2016	75%	2076/2770max
2015	77%	1959/2550max
2013	76%	1938/2580max
2012	77%	1849/2395 max
2011	77%	1992/2575 max

DROP IN SCORE – Decreased 2% from last year.

The practice has managed to maintain a consistent score over many years but the huge increase in demand from patient has put a lot of pressure on services and it is not matched by funding, doctors and therefore appointment availability. Frequently the practice is now booking 2 – 3 weeks ahead whereas previously we never let it get past 1 – 2 weeks ahead.

The pressure on the urgent doctor clinic required a second doctor provide support and therefore more appointments have been made same day, reducing the availability of pre-booked appointments even further. This is by far the area of largest number of comments of dissatisfaction. Many comments refer to groups of patients all wanting to attend at similar times linked to the university timetables and patients wanting appointments with a

particular doctor who only works part-time and therefore has limited availability.

Comments

- I don't have (or know) my named GP... have now seen 6+ different doctors and even then have a 3 week wait for an appointment
- I feel the whole practice has been fantastic. However, more appointments could be available in the morning.
- No complaints, everyone does a good job! It usually takes at least a week to get an appointment, but that's a countrywide issue.
- More flexible appointment/priority for student nurses. Also have to wait for weeks or an appointment and then wait longer in the waiting room to be seen this is annoying if you're on your break or placement.
- More appointments outside 9 – 5. If you have a busy course it is hard to get an appointment
- More days with later hours
- Difficult length of time I can book an appointment. I feel usually 3 week wait is too long.
- My only complaint is really the wait times but I understand that's a little out of your control - the attention/level of care received from the doctor makes the wait worth it. Oh, but I hate having to wait weeks to see my doctor.
- Takes about 2 weeks to have a GP appointment for your specific doctor available.
- 2½ weeks for a routine appointment is appalling
- Sometimes the wait for an appointment can be a long time - which can lead to deterioration in health.
- Long waiting times to see specific clinics/and/or doctors. I appreciate this is difficult as services are already 6 days a week. But 2-3 weeks to see someone is quite poor.
- I did have to book a long time ahead to get this appointment
- Due to full time it can be difficult to get in during the week times and the late afternoon is usually booked so some more after hours would be great.
- More availability of later appointments
- Need more appointment availability x 5
- High waiting times for appointments eg 2 months for physio and 7 weeks for counselling waiting list
- The only thing I would improve is the length of waiting time between appointments, however I understand that's not easy to help.
- Usually the next available appointment is around 2 weeks away, would be better if was a max of 1 week away.
- I think there should be more appointments available to see doctors within 2-3 days of ringing. Duty doctor should be for urgent care. Not acceptable to be told next doctor appointment is 3-4 weeks!
- Hate having to wait 2-3 weeks to see my GP, as my condition changes rapidly and makes it difficult to get everything sorted in one session.
- Reduce times until appointments are available to book
- Waiting time to get a face to face appointment are atrocious - nearly a month wait sometimes!
- On occasions I have had to wait several days for an appointment (not that urgent)
- Currently, you have to wait approx 2 weeks for an appointment due to demand. This seems like a long time?
- Waiting period for an appointment is too long, on average I wait about 2 weeks from booking date.
- Wait time for appointments is way too long. Nerves isn't the cause of all ills.

- To book a GP appointment there is a 2 week wait which is ridiculous.
- Getting appointments earlier than 2 weeks wait, but I understand that this is very difficult to solve!
- Also I would suggest more docs and nurses so that we don't have to wait more than 2 weeks to get an appointment
- Waiting times for appointments is way too long x 2.
- Appointments closer to the booking time would be better
- Ridiculous waiting times to see a doctor/nurse
- Making a blood test should not be an appointment. I have been booking an appointment which was between 1 – 2 weeks here. In Liverpool, I could go anytime to do it during working hours
- More appointments please
- Missed my blood test, then couldn't get one for 2-3 weeks but I needed one for my meds. I suppose my communication could have been better

4. Chances of seeing (an unspecified) doctor within 48 hrs (urgent within 24 hrs)

Sample size = 431 (129 NN – have never needed to see doctor quickly)

2016	67%	1451/2155max
2015	69%	1447/2095max
2013	71%	1414/2005 max
2012	71%	1171/1655 max
2011	72%	1369/1895 max

DROPPED BY 2% - Also dropped 2% last year.

All urgent patients can see a doctor on the same day within hours of making contact with reception as we have a doctor dedicated every day to see patients who need to see a doctor urgently. This doctor does not have booked patients, only sees urgent patients and will see all that turn up (no restriction on numbers).

It is getting increasingly difficult to provide a routine appointment within a week as patient demand increases but funding does not. At many times of the year patients can see a doctor for a routine appointment within 48 hours but not at peak times. Most of our regular patients are keen to see 'their' usual doctor and would like to see that particular doctor within 48 hours. This is very difficult when many doctors work part-time and physically aren't in the building within the following 48 hours. It seems patients would still rather wait to see their regular doctor rather than see an alternative.

Comments

- When ringing for an emergency appointment more help & advice, rather than being told to ring back at 11am
- Reduce time to see urgent doctor
- I think just a lack of judgement on the front desk. The woman I saw today was lovely but before when asking for an emergency appointment because I'd had over 10 fits in 1 day, someone on the desk was quite condescending because I didn't look unwell - she clearly thought i was wasting time & made me feel quite uncomfortable and embarrassed.
- It could be made clearer how to access the urgent doctor

- Allow emergency appointments to be made faster, for sooner times and via telephone
- Some priority appointments for babies/children
- Can often be hard to book an appointment for the same or next day without getting lucky with cancellations.
- Make it more clear when to ring for 'on the day' appointments

5. Opportunity to speak to a doctor/nurse on the phone if required ie more telephone consultations.

Sample size = 321 (239NN – never needed or wanted a phone appt)

2016	74.5%	1200/1605max
2015	75%	1062/1415max
2013	74%	795/1080 max
2012	74%	660/895 max
2011	76%	781/1025 max

SIMILAR SCORE – Down ½% from last year

It's gradually becoming known to patients that the practice provides regular phone slots and most appointments (except requiring examination or immunisation) can be booked as a phone consultation if the patient wishes. All doctors now offer additional phone slot appointments during every routine clinic. NB. 1/3 of patients have never required/requested a telephone consultation but many working patients do enjoy the option. Last year, 2/3 of patients had never requested a telephone appointment so this is a considerable change

Comments

- Had problems with a phone appointment over the Christmas period

6. Comfort level of the waiting room

Sample size – 554 (6 Blank)

2016	81%	2237/2770max
2015	80%	2066/2570max
2013	79%	2029/2575 max
2012	79%	1870/2005 max
2011	79%	2012/2535 max

EXCELLENT SCORE – INCREASED 1% Gradually increasing

We now have Wi-fi in the waiting area which has been a hit with the students and removed one area of negative comments from last year.

Comments

- More toys and books for children/siblings in the waiting room
- Nothing for children in the waiting room
- Waiting room can get quite hot

- Very sunny waiting room – would blinds help?

7. Respect shown by reception staff for your privacy and confidentiality

Sample size = 551 (9 Blank)

2016	86%	2372/2755max
2015	85%	2170/2545max
2013	84%	2078/2500 max
2012	84%	1977/2345 max
2011	83%	2092/2510 max

EXCELLENT SCORE – HIGHEST EVER SCORE

Attempts to improve privacy over the last few years in the waiting room are clearly helping to make people feel more comfortable. We have far fewer comments in this area than previous years suggesting that our efforts have been successful. We also have a comprehensive induction plan that for 4 recently trained receptionists has emphasised discretion. The fact that from 560 forms there are only three comments regarding privacy is good reflection of the work that has taken place.

Comments

- More privacy for reception area
- More privacy is needed at the desk and also to reduce queues
- I wasn't happy when I first arrived in Nov 15. I was asked by the receptionist to fill in the alcoholic questionnaire - the results showed I was apparently 'hazardous drinker' I didn't think the receptionist was being non-judgemental nor was she being quiet about it.
-

8. Length of time spent in waiting area in the practice to see the doctor

Sample size – 483 (37 blank)

2016	67%	1779/2660
2015	69%	1674/2415
2013	67%	1618/2415 max
2012	69%	1651/2395 max
2011	69%	1764/2555 max

POOR SCORE – DECREASED 2% Lost the gain we made last year and are now at worst ever level.

This is a continuously weaker area at the practice for some of the 14 doctors. Many doctors are very good at running to time but we have a few doctors that consistently run late and the majority of the comments relate to only these few doctors. Acknowledging this problem, we insist that slower doctors increase the number of 'catch up' slots so that they do not keep patients waiting and this has worked to a certain extent. We also resolved to keep

patients better informed of any delays. It is still an area where improvements need to be made. We do particularly need to keep patients informed of long waits and improve waiting times where possible.

Comments

- Amazing staff on every occasion. However the practice is always running late (up to an hour) no faults otherwise.
- If wait time for your appointment is known to be long you could be told how many people are in front of you and the approximate wait
- Warn me if doctor is running late on all occasions and how long. Even if a rough warning of how long - sat waiting for 50 mins. If emergency doctor is being seen, inform of how long wait - sometimes it feels like you've been forgotten.
- I it possible to contact a patient if appointment running more than 10 mins late (or say at reception)?
- Give patients advanced warning, ie a text, about delayed appointments if doctor is running late.
- Need to see a doctor quicker. I waited 30 mins for my appointment
- When needing to see the urgent doctor, please notify the patient if the doctor in question happens to be on their lunch hour. It gives the patient the opportunity to make arrangements for their absence at work etc.
- Waiting period on appointment date is too long, the quickest I've been seen is 20-25 minutes after scheduled appointments. That's unacceptable.
- Am often waiting 10 mins or more for an appointment. On my last appointment I asked to see a doctor and was seen by a nurse
- Occasionally, waiting times in the practice are quite lengthy
- Waiting times have been longer for a while. Often have to wait 30 mins or more (appointment at 12:30 – seen at 13:00 for example)
- Did wait a while after my appointment time to see the doctor

The tables below shows timings for individual doctors for routine clinics:

1. Average length of wait prior to consultation
2. Average length of consultation

Length of Wait	2015-2016	2014 - 2015	Length of Consultation	2015-2016	2014 - 2015
	2.31	2.29		9.76	9.8
	6.67			9.8	
	6.79			11.69	12.06
	7.09	6.92		12.55	11.71
	8.45	9.55		13.52	13.81
	8.96	6.92		13.67	12.66
	10.18	10.01		14.19	13.84
	10.47	10.17		14.3	
	10.49	9.35		14.41	
	12.61	10.77		14.55	13.10
	12.63			14.58	13.40
	14.10	12.79		15.63	14.86
	15.65	14.19		15.80	16.41
	17.87	18.13		16.56	16.29
	21.12	19.86		20.78	18.37

SECTION THREE – ABOUT THE STAFF

9 – 18

Doctors

Doctors' questionnaires have been reviewed individually for each doctor and distributed for each doctor for use in their appraisal in line with national guidance.

EXCELLENT SCORES - Average overall satisfaction with doctors has been maintained at 90%. These are incredibly high scores and have been steadily increasing over the last few years.

Average overall scores range from 96% to 82.6.6%, very slightly decreased from the last survey and previous years but extremely consistent and brilliant considering the increasing pressures on doctors caused by the demand levels.

2016 = Scores for doctor questions results ranged from 82.6% - 96%

2015 = Scores for doctor questions results ranged from 83.6% - 96.1%

2013 = Scores for doctor questions results ranged from 83.1% - 96%

2012 = Scores for doctor questions results ranged from 85.9% – 97%

2011 = Scores for doctor questions results ranged from 85.1% - 95.7%

19. The manner in which patients were treated by reception staff.

Sample size – 559 (1 Blank)

2016	90%	2510/2795max
2015	88%	2270/2575max
2013	87%	2231/2590 max
2012	87%	2083/2390 max
2011	86%	2223/2590 max

EXCELLENT SCORE – Best ever and increased this year

This section of the survey usually generates a lot of comments despite the high scores. There have been less comments overall about reception and barely any that are negative. Given the volume of work and the pressures of demand for appointments, this is an astonishing result – well done to the reception staff

Comments

- The receptionists are the best and friendliest I have seen in a medical practice
- Lovely receptionist
- Lovely doctor, very helpful, same for receptionist
- When ringing for an emergency appointment – more help and advice, rather than being told to ring back at 11am
- On Saturday there seemed to be only one receptionist working
- Some confusion about annual reviews and reception booking appointments
- Some reception staff could be more polite
- Reception – 'what seems to be the problem' – better confidentiality at desk

20. Information provided by the practice and about its services (eg repeat prescriptions, test results, costs for private work)

Sample size = 498 (62 NN)

2016	81.5%	2031/2490max
2015	80%	1817/2260max
2013	80%	1715/2165 max
2012	79%	1583/2005 max
2011	80%	1701/2130 max

EXCELLENT SCORE - Best ever score – a jump of 1.5%

A lot of effort has been made during the last couple of years to improve methods of communication to patients and a great deal more information is available electronically through the website and through a termly e magazine. Next to the reception desk, the details/photos/working days of all doctors are clearly displayed to assist patient choice and the intranet has been developed to ensure information to doctors is very easily available during consultations.

Comments

- If unable to cut waiting times – if someone suddenly needs to see a doctor regularly and their own doctor is too busy– please advise changing to a doctor who has less patients and is not taking leave in the near future.
- Unsure about how to get an acute prescription of something you really don't need to see a doctor about.
- It would be good to book appointments with the nurse online
- In addition to the number of DNAs/wasted hours sign, you should also estimate how much this has cost the surgery/nhs to emphasise how valuable you all are
- Consider allowing email consultations for simple matters with your usual GP. (Do I really need to see the doctor when I have another sinus infection and just need treatment)
- Information about online services could be improved, and the ease of using it. When I didn't know about it I felt that my only choice was to call up or stand in a long queue. Also other information about when I should book a doctors' appointment or when I should see the receptionist should be clearer.
- Overall I am satisfied with the service provided by the practice. The practice can further improve by sending emails to patients with blood test results.
- More information/explanation by doctor about treatments available and maybe also about repeat prescriptions and online bookings
- If possible, could you send by emails, if the appointment information needs to be changed. The text sometimes I could not receive.
- A system of calling people for their appointment if there are in the toilet (I missed an urgent doctor appointment before due to vomiting and then had to wait for another 30 minutes.

21. The opportunity for making compliments or complaints to this practice about its service and quality of care.

Sample size = 483 (177NN)

2016	83%	1588/1915max
2015	80.5%	1380/1715max
2013	81%	1202/1500 max
2012	83.5%	1011/1210 max
2011	81%	1080/1340 max

EXCELLENT SCORE – Big increase from last year.

The practice has received more complaints in the last year, many to do with delayed access to services. Clearly, this large increase shows that the practice is accessible to complaints and patients are clear how to complain and receive a prompt and sympathetic response to complaints showing that we take them seriously.

Comments - None

FINALLY – OTHER STUFF.

22. The information provided by this practice about how to prevent illness and stay healthy (eg alcohol use, smoking, diet etc)

Sample size = 452 (108NN)

2016	81%	1828/2260max
2015	79%	1690/2145max
2013	78%	1622/2080 max
2012	79%	1407/1780 max
2011	77%	1416/1830 max

EXCELLENT SCORE – Increased by 2% from last year – best ever
The practice provides additional sexual health information within practice leaflet and information on common conditions and best places to receive treatment is available clearly on the website. The practice sends representatives to attend student welfare events at the university and attends specific meetings for groups of students travelling abroad who need specific advice. The practice also does twice yearly talks to groups of international students to help them understand the NHS and how to stay healthy

Comments - None

23. The availability and administration of reminder systems for ongoing health checks is....

Sample size =476 (84 NN)

2016	85%	2021/2380max
2015	88%	1764/2000max
2013	84%	1773/2125 max
2012	84.5%	1585/1875 max
2011	83%	1764/2120 max

BRILLIANT SCORE – Decreased by 3% from last year but consistent with previous years

It appears that we had a very positive blip last year. Still an extremely high score compared to 2011 – 2013. The practice has a personal recall system in place operating for various conditions as well as a dedicated recalls administrator. Also popular is the text messenger reminder service which now operates for most clinics. It has reduced the DNA rate considerably. The practice sends prompt email reminders for recalls for all other review appointments. The use of email for practice contacts continues to be increased and this seems to go down well with most patients. Annual recalls are sent out for all conditions requiring annual review.

Comments

- Implement email notification when prescriptions are ordered online and are ready to be picked up
- Text reminders on the day as well as the day before, because its easy to forget in 24 hours
- Advanced warning (ie texts) about delays in appointments
- Text alerts 24 hours before appointment

24. The practice respect the right to ask for a 2nd opinion

Sample size = 270 (290 NN)

2016	82%	1105/1350max
2015	80.5%	936/1160max
2013	82%	930/1140max
2012	81%	717/885 max
2011	80%	824/1025 max

EXCELLENT SCORE – highest score ever matching 2013. Two thirds of people have never felt the need to consider this question. As there are 14 doctors working within the practice, a 2nd doctor opinion is always available and a 2nd review is often offered for dermatological conditions.

Comments - None

25. Overall satisfaction with the practice

Sample size – 551 (9 Blank)

2016	85.5%	2355/2755max
2015	86%	2209/2565max
2013	86%	2199/2580 max
2012	85.5%	2026/2370 max
2011	86%	2221/2590 max

EXCELLENT SCORE – EXTREMELY HIGH SCORE AND CONSISTENT OVER LAST 5 YEARS. Lost half a percentage from last year which is better than hoped given the increasing workload demand and lack of available appointments.

General comments on overall satisfaction not relating to any of previous questions

Positive

- The best care and service I have ever experienced in the UK for 21 years. They are brilliant
- Everything is good/excellent – no changes needed
- One of the best practices I have been at x 2
- Very good practice – the best I have been at
- I couldn't improve it. One of the most important factors in our considering a new house is whether we are within this doctors catchment area.
- Very pleased with the practice and its care of me
- Have branches in other parts of the city – so its nearer to me
- I have always been very impressed by the service at this practice. So much that I have now registered my baby and my partner has also joined the practice.
- I have been registered since 1994 and the service has been of the highest calibre from reception staff, nurses and doctors.
- No improvement necessary – I think you are all super lovely, with great abilities – but I haven't used a lot of your services yet
- It is by far the best practice I have been registered with. Keep up the service thank you
- You can't buy this level of kindness - thank you
- I feel very lucky to be registered at this practice
- Overall fantastic service
- Lovely visit thank you
- Fantastic practice x 2
- Brilliant thank you x 2
- Excellent service x 2
- Carry on the good work
- No improvements necessary x 8
- Satisfactory
- I'm very new to this practice so unable to answer many questions sorry

Areas for improvement

- When a doctor leaves, patients should be referred to another primary doctor
- There is always a sense of rush but this is not down to the doctors. It's the 10 min appointment that is implemented
- Consistency for follow ups and contraception discussions

- Don't bother with forms like this
- More parking needed
- Drivers could check in with their number plates rather than running out with a pass

All data available on request CVF