

Patient Reference Group Supplementary Report 2012/13

Background

Dr Darbyshire and partners established a patient reference group in 2011 with the intention of providing a 'voice' for our patients specifically to:

- Identify patients' needs, concerns and interests.
- Facilitate patient feedback.
- Improve communication with the wider practice population.
- Contribute towards the development and provision of services.

The patient reference group currently has nine members who have met on several occasions since March 2011 (see Appendix 1 for minutes of meetings).

The group has worked effectively and one of its first achievements was its contribution towards the development of a practice local patient questionnaire and practice newsletter (see last year's report for detailed actions). This year we have been consolidating last year's work and building on the enthusiasm of the patient reference group to ensure it forms an integral part of the practice dynamics.

Activities

The group has met three times this year to review objectives generated from the initial patient questionnaire, discuss the progress made with the associated tasks and to build on our current action plan. The group also had the opportunity to meet with Tim Wilkinson who presented plans of our proposed new build. The site, in particular, generated a lively discussion!

As a result of the initial meetings and feedback from the patient questionnaire the group has been responsible for;

- The development of a quarterly practice newsletter
- Improved communication of our services through publicising our practice website, updating our practice leaflet, de-cluttering of notice boards.
- Staff training on confidentiality
- New chairs and signage at Church View Surgery

➤ Revised patient questionnaire

To further audit the changes implemented the group felt it pertinent to obtain further feedback from our patients. It was agreed to send out another questionnaire and that the content should remain the same to facilitate comparison of results. It was agreed to add a box for 'other comments' and a further section on the awareness of our website, opening times and how to make an urgent appointment. (see appendix 2 for questionnaire). It was agreed to distribute the questionnaire in September 2012.

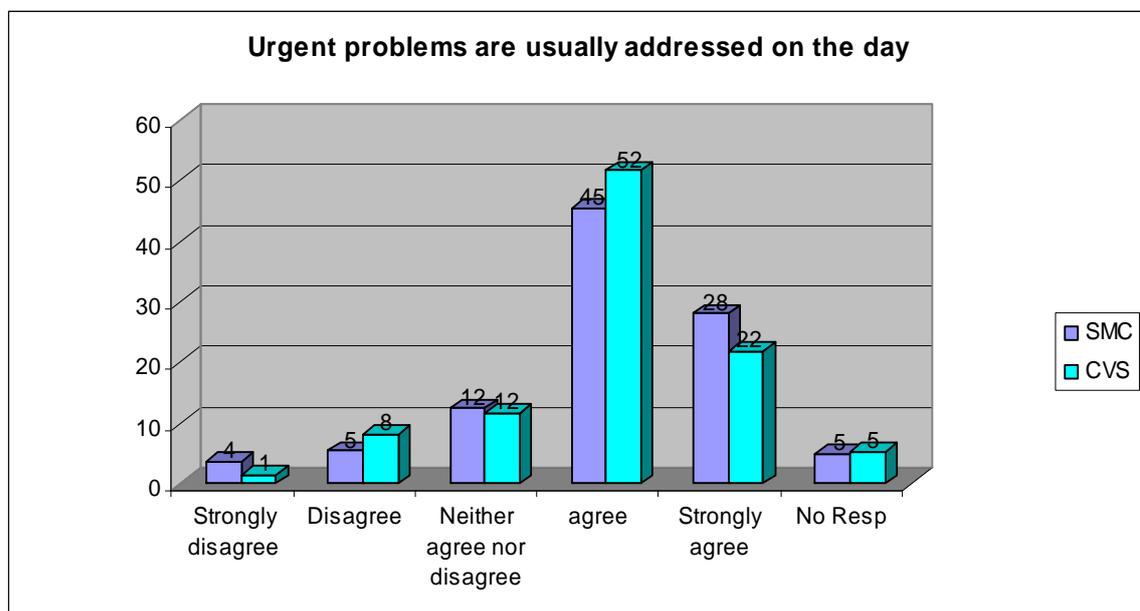
Questionnaire

Questionnaires were distributed the beginning of September. 400 were issued per site and these were split into 200 postal and 200 per surgery. Postal survey patients were identified as those patients who had not consulted in the practice for the last six months. A random selection of 200 patients per surgery site was made and questionnaires were posted with a stamped addressed enveloped included to facilitate their return. Concurrently 200 questionnaires were handed out to patients at each site during September.

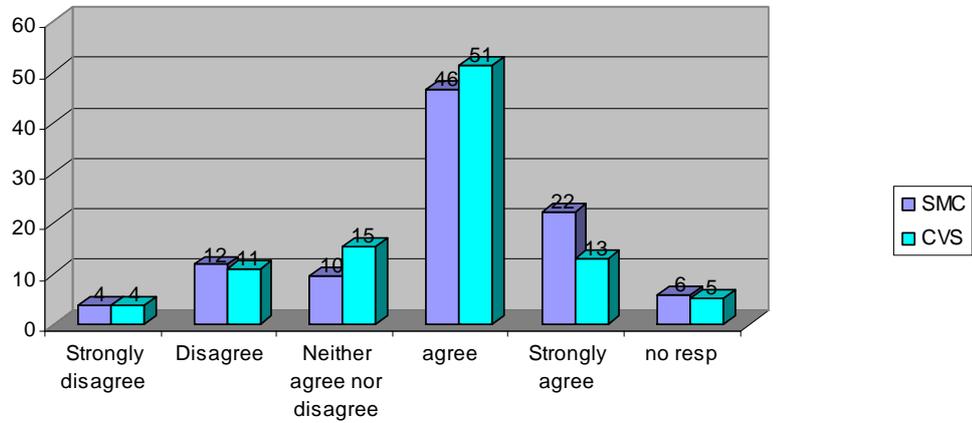
Results were collated at the end of October, allowing ample time for the postal results to be returned. From the 800 questionnaires distributed, 392 were received back (49%). This is another amazing response for us and nearly 100 more than the previous survey! Disappointingly the amount received from the postal survey was only 71 (18%), something to bear in mind for further surveys.

Results

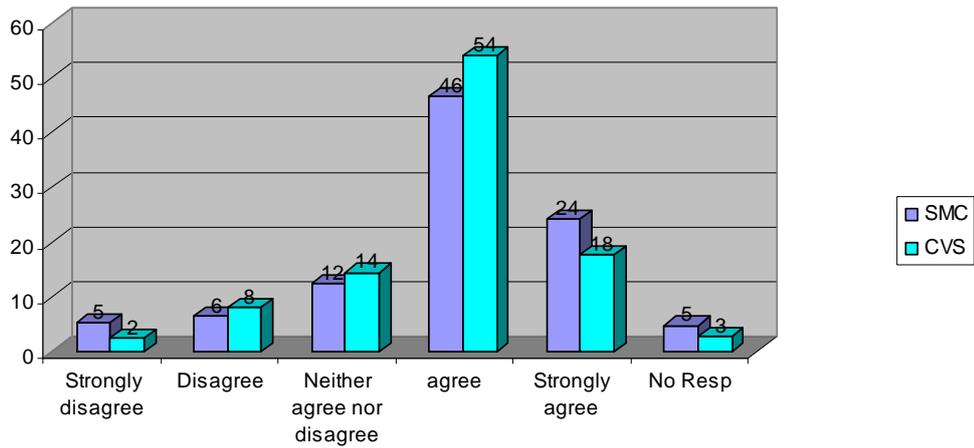
The results below show the comparison of responses between each site. A copy of the comments made can be found in Appendix 3.



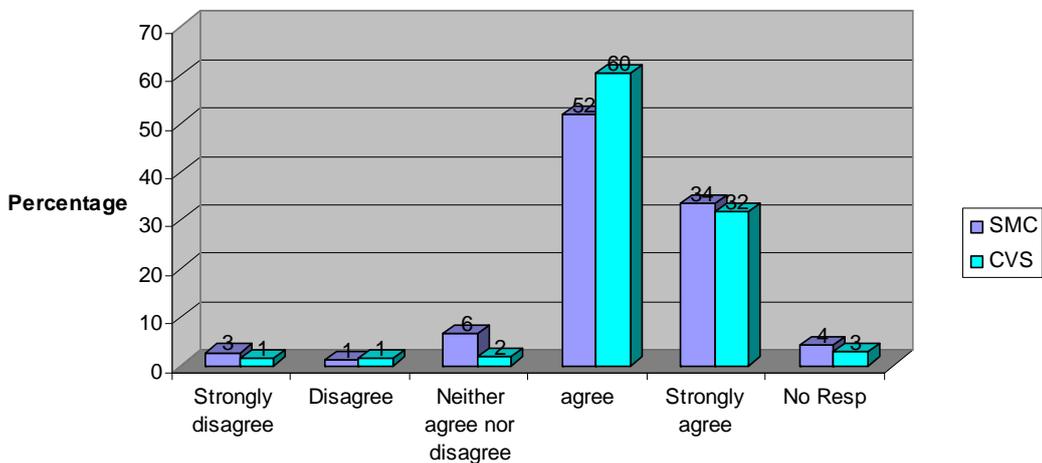
When I need a non urgent appointment I am usually seen within a week

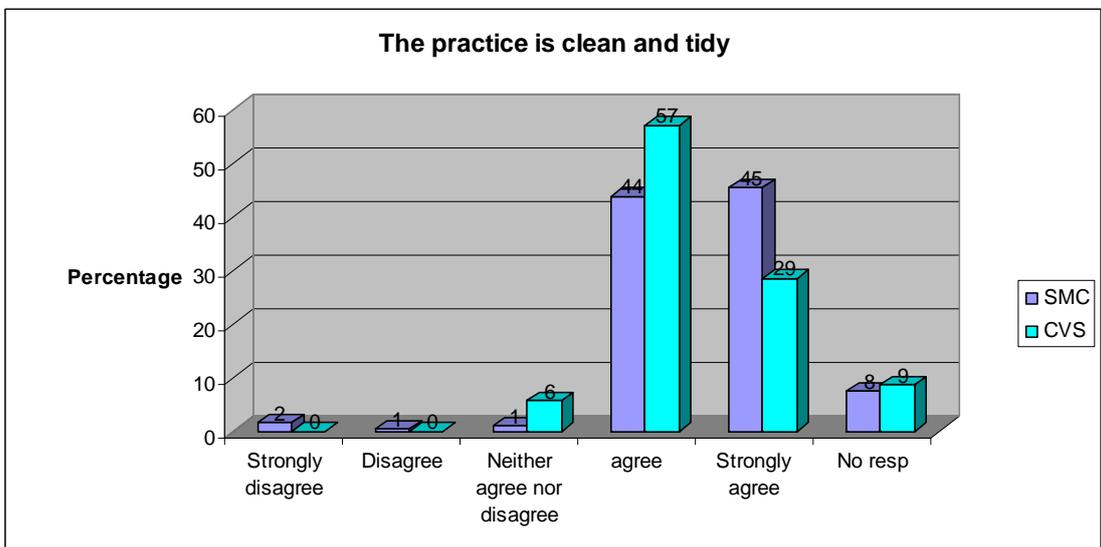
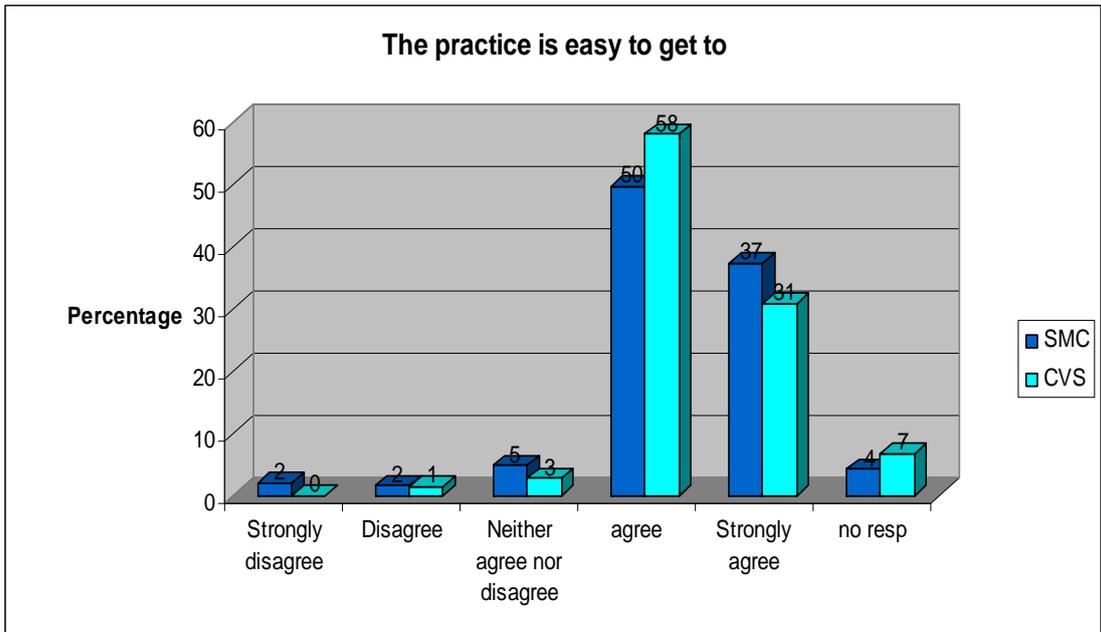
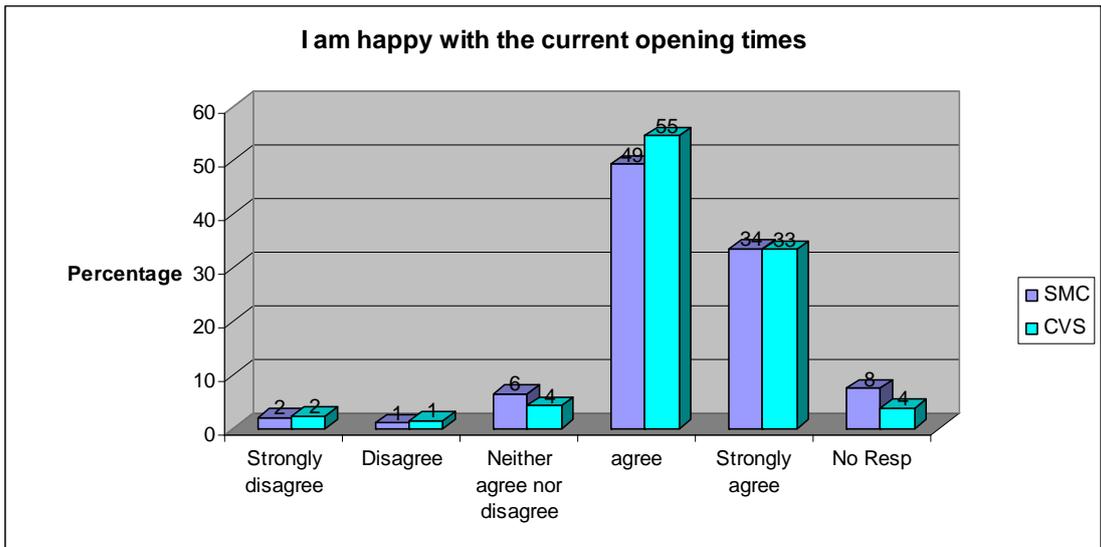


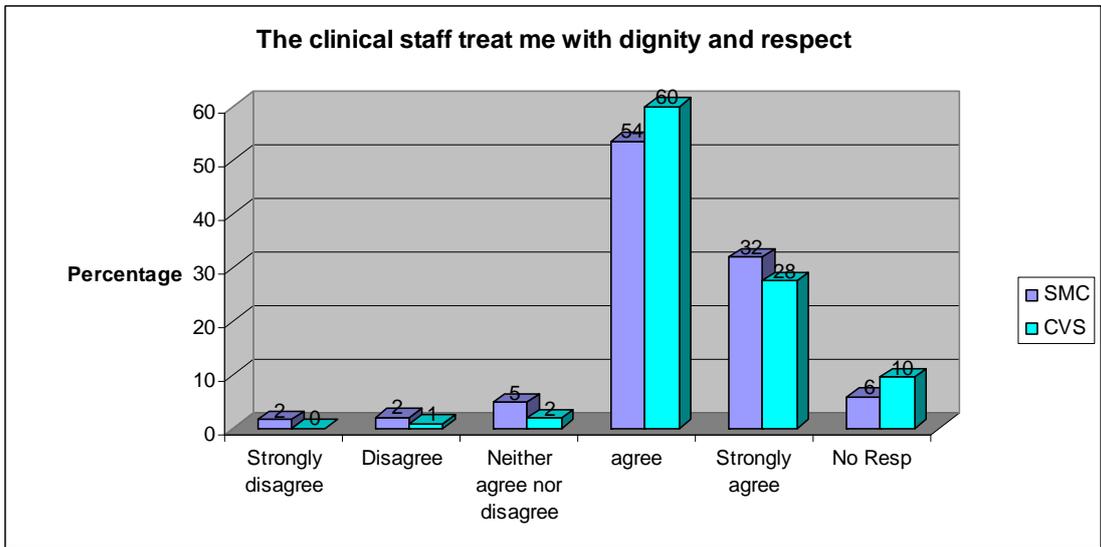
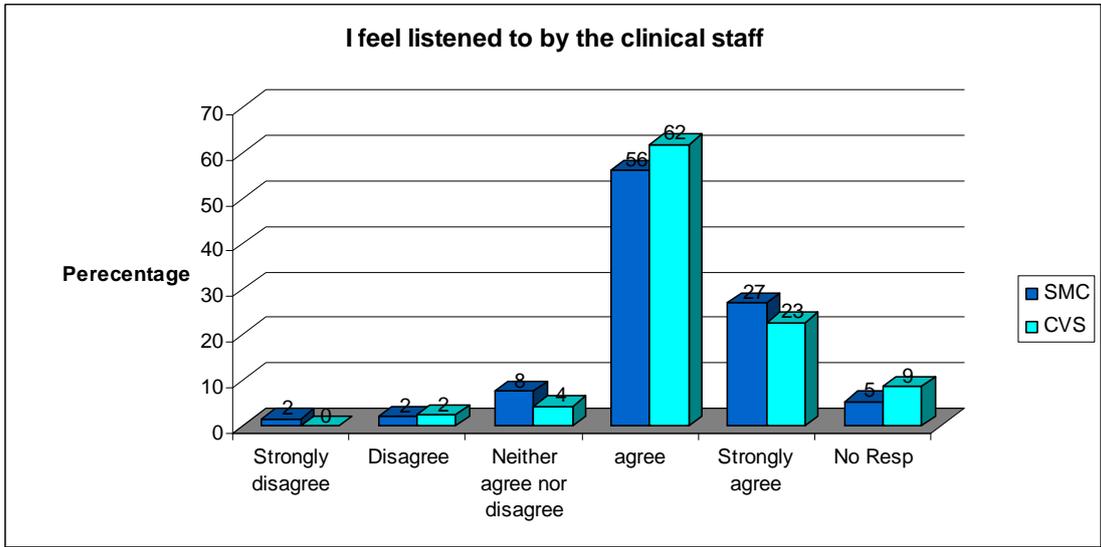
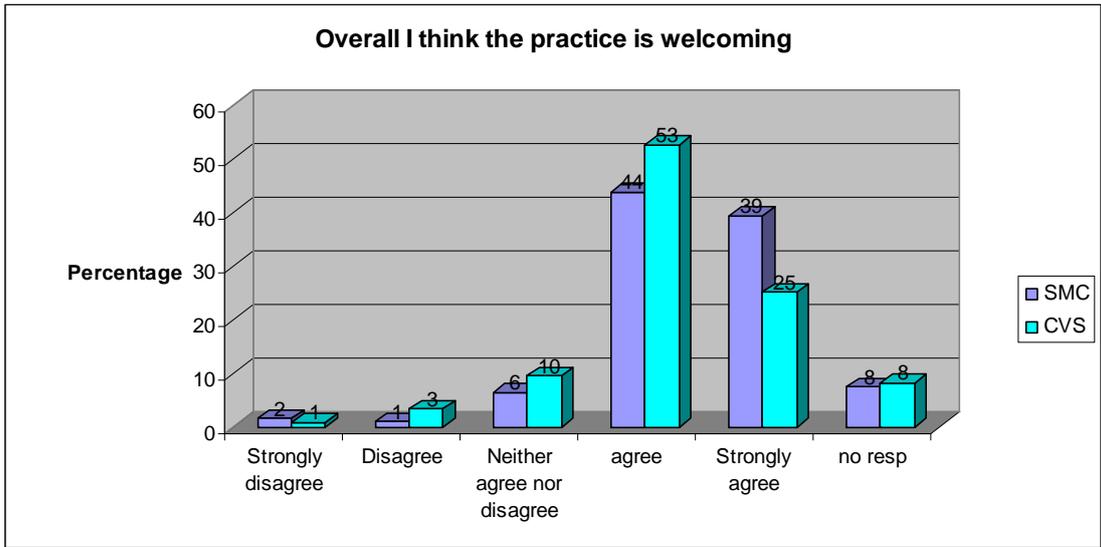
I am happy with the current appointment system

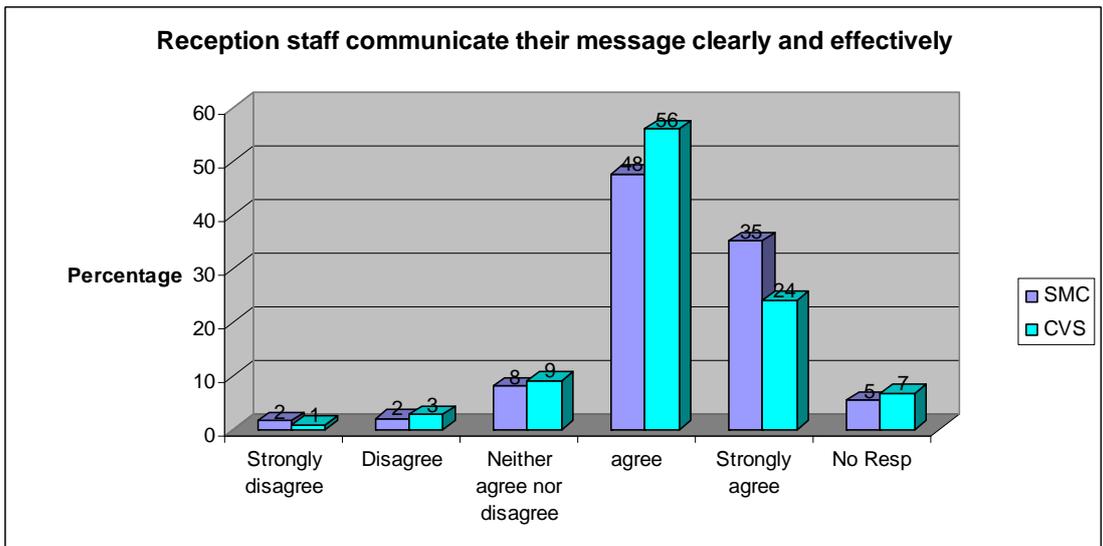
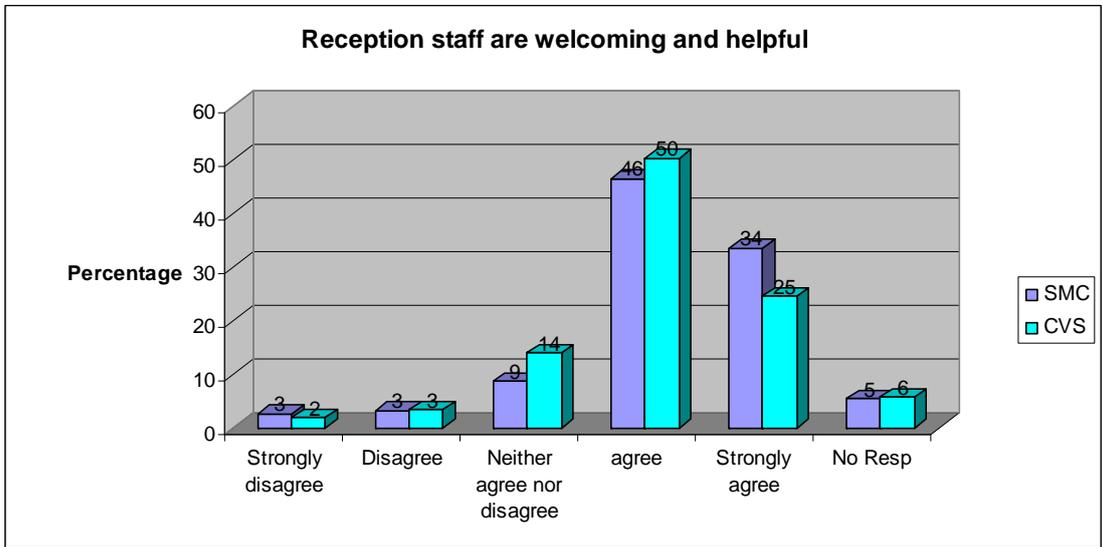
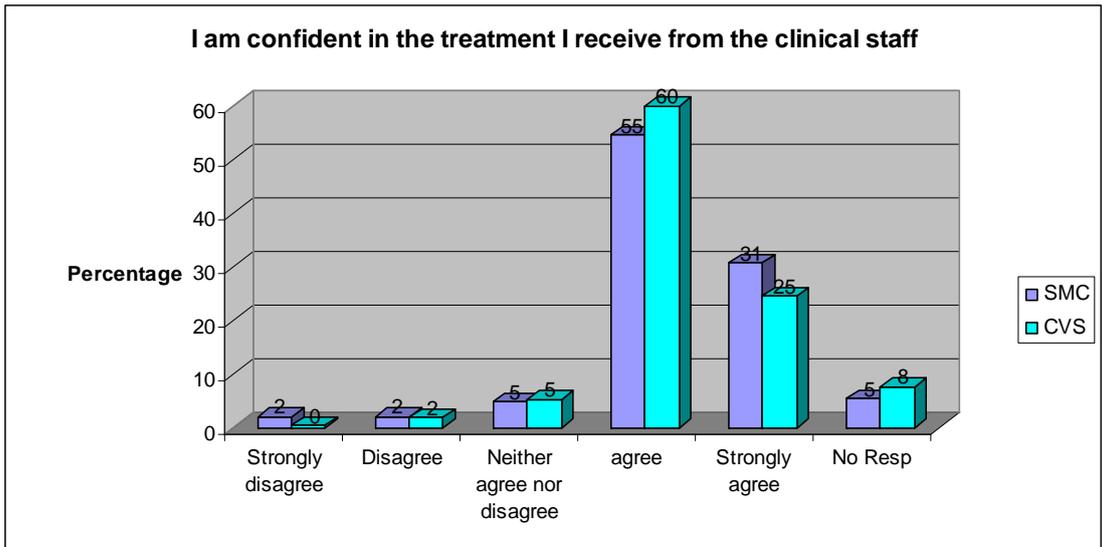


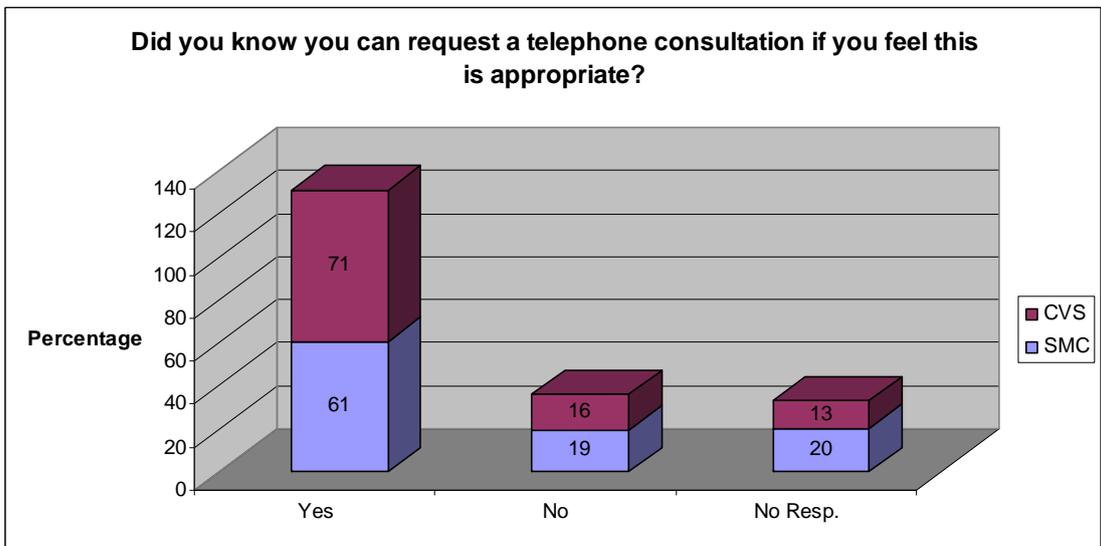
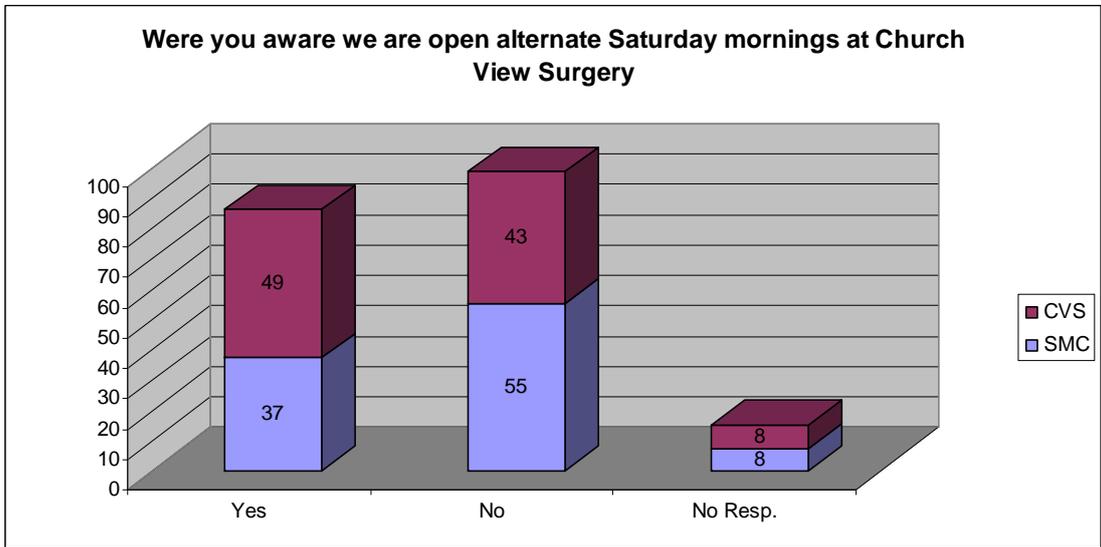
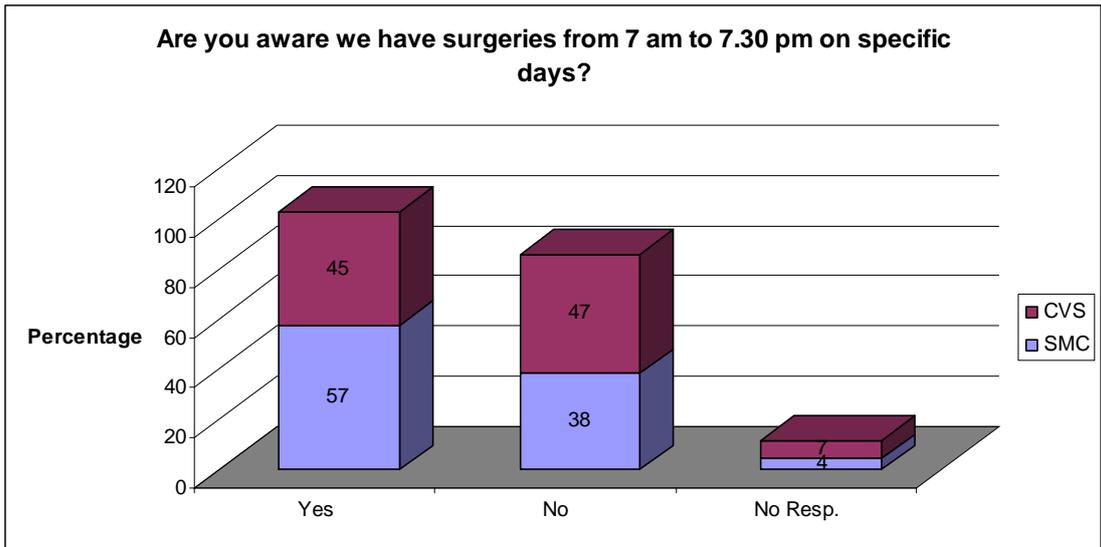
The practice is open at times when I can attend an appointment

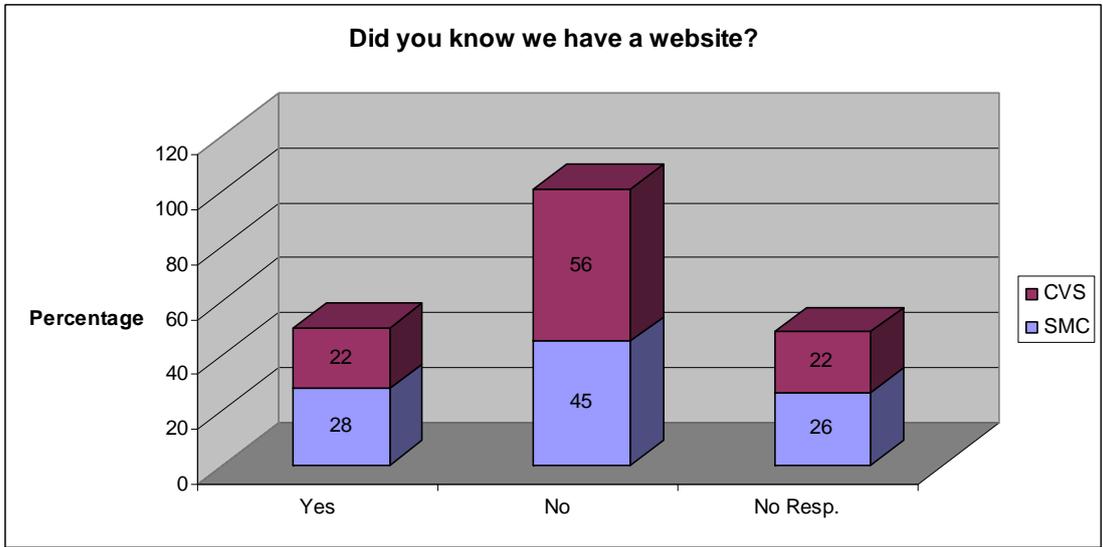
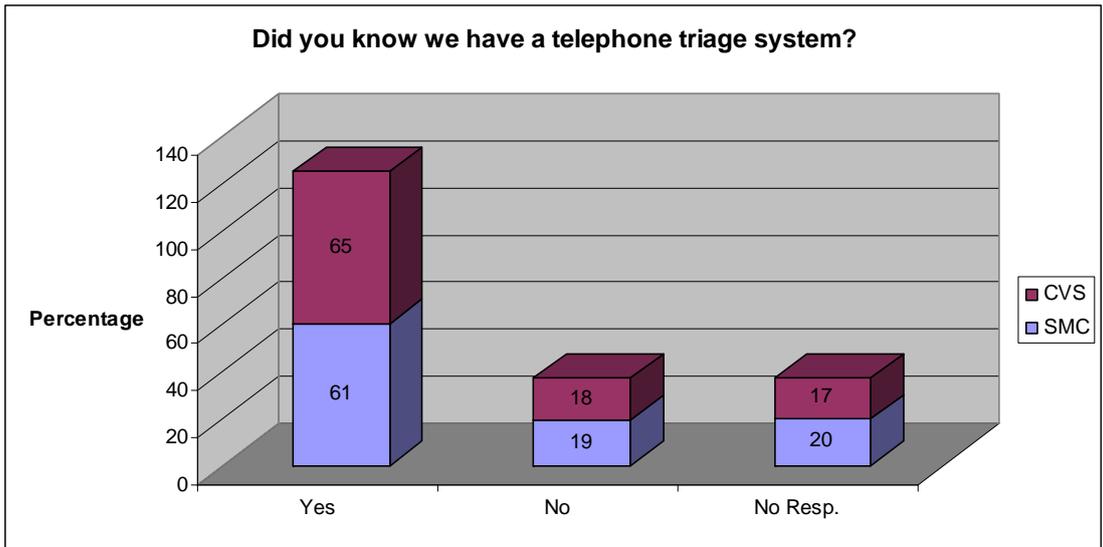




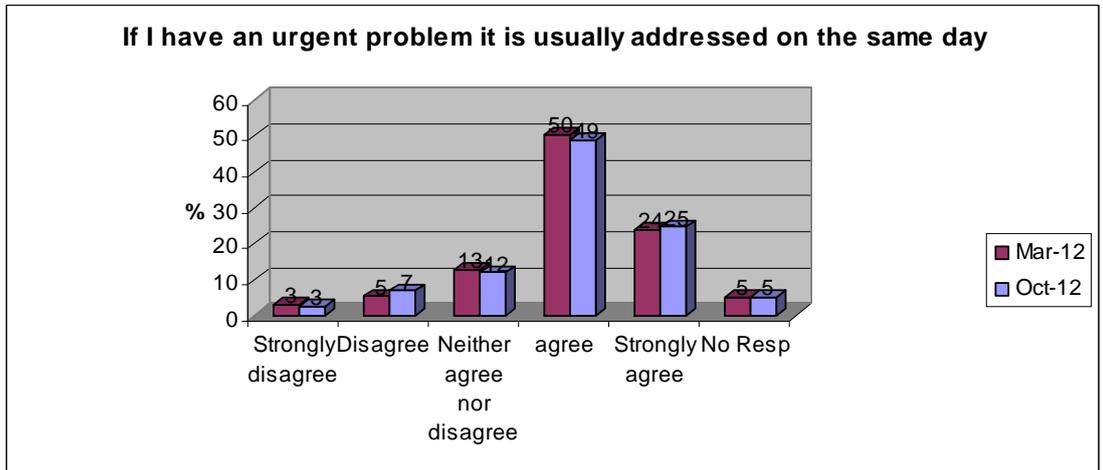




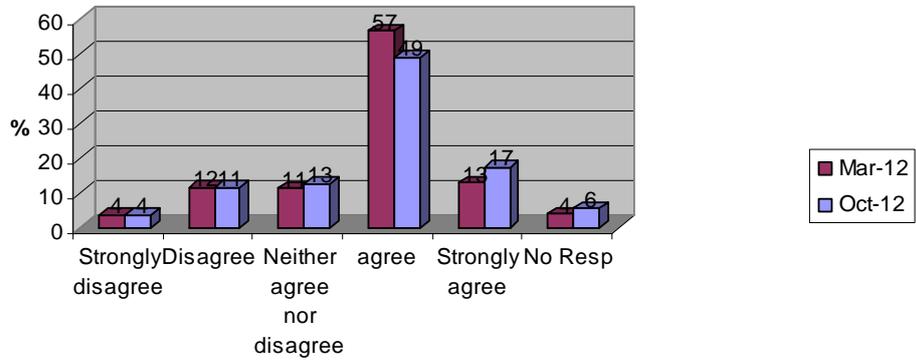




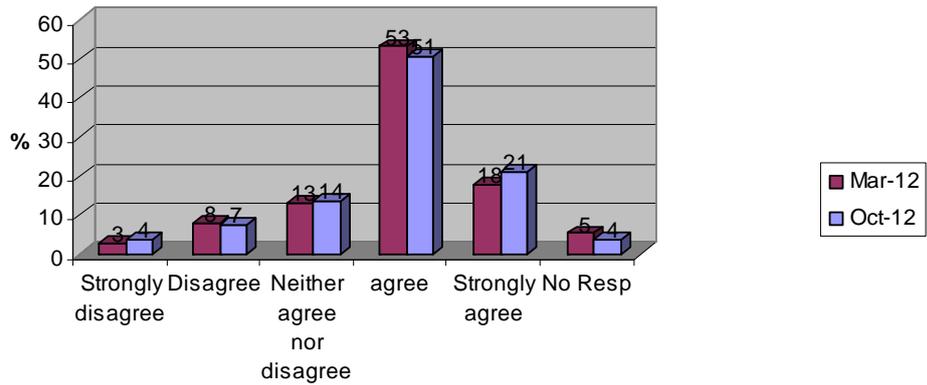
Comparison of March 2012 and September 2012 results



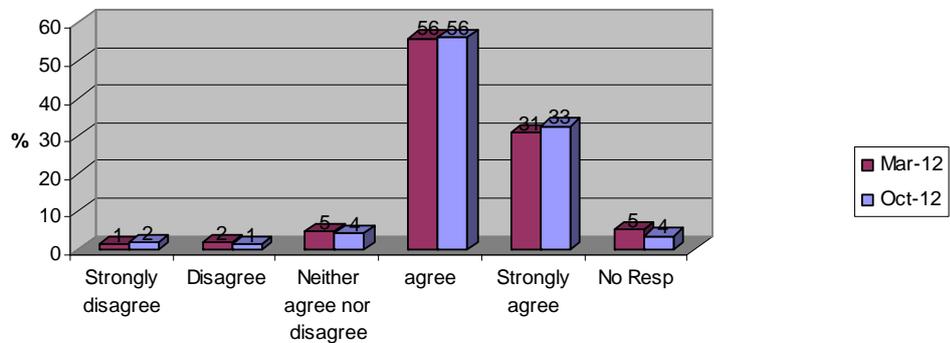
If I need a non urgent appointment I am usually seen within one week

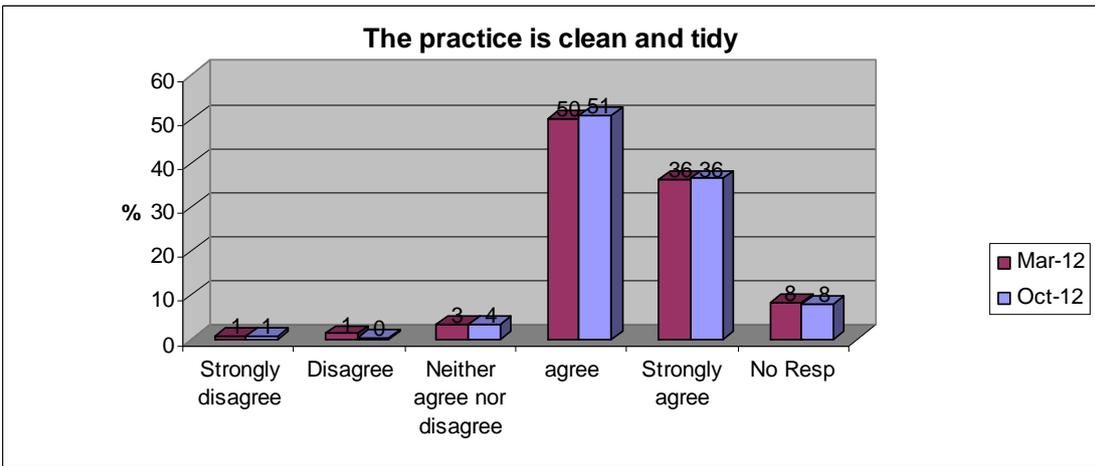
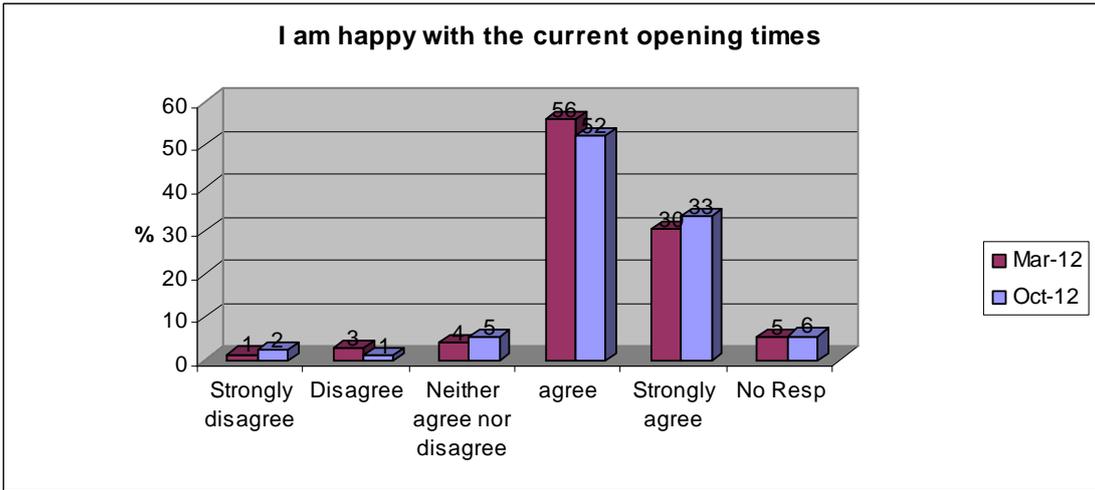


I am happy with the current appointment system

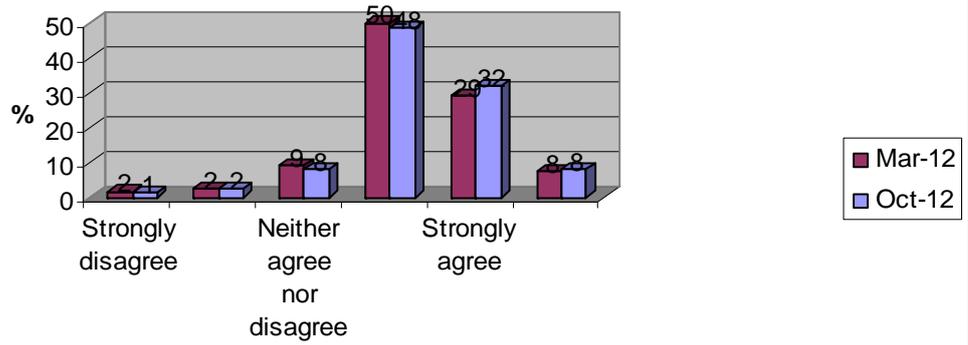


The practice is open at times when I can attend an appointment

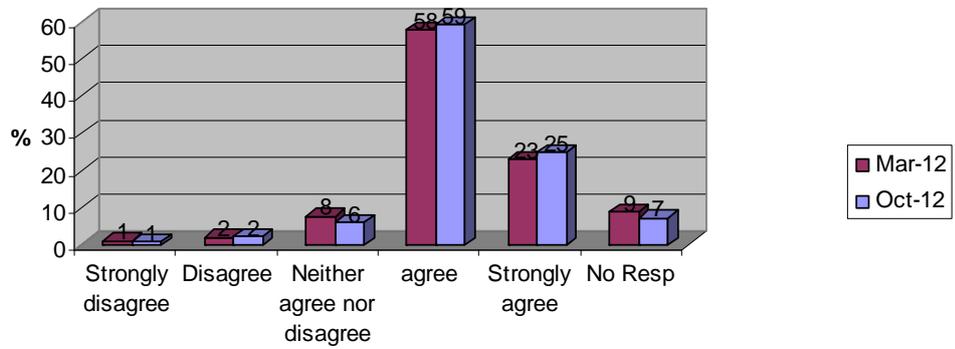




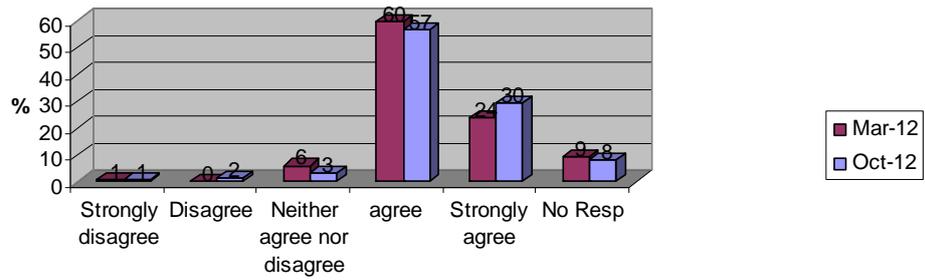
Overall I think the practice is welcoming



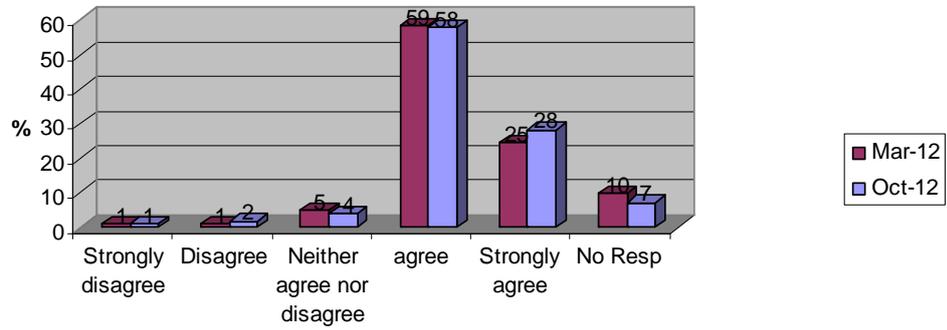
I feel listened to by the clinical staff



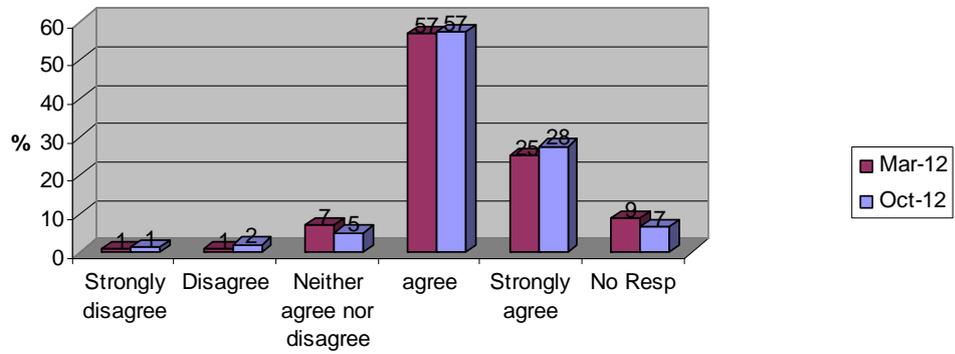
The clinical staff treat me with dignity and respect



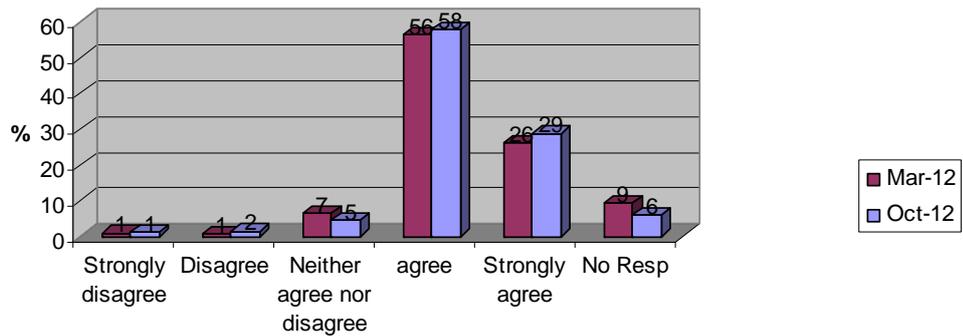
The clinical staff communicate their message clearly and effectively

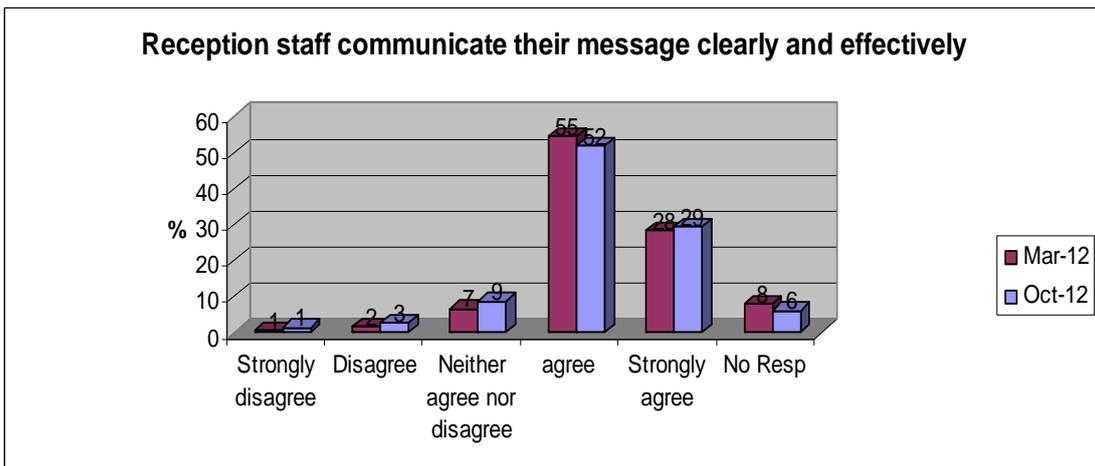
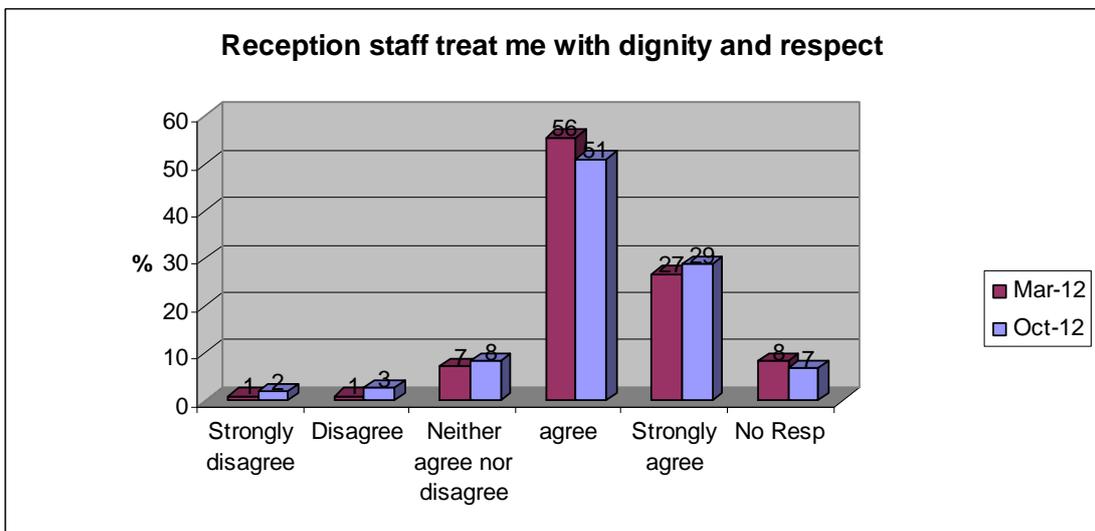
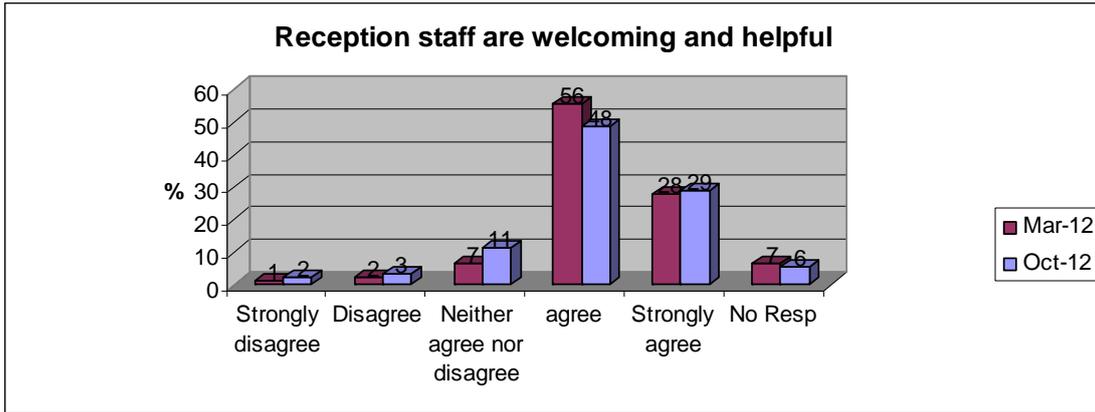


I am confident in the treatment I receive from the clinical staff



I am happy with the clinical care I receive

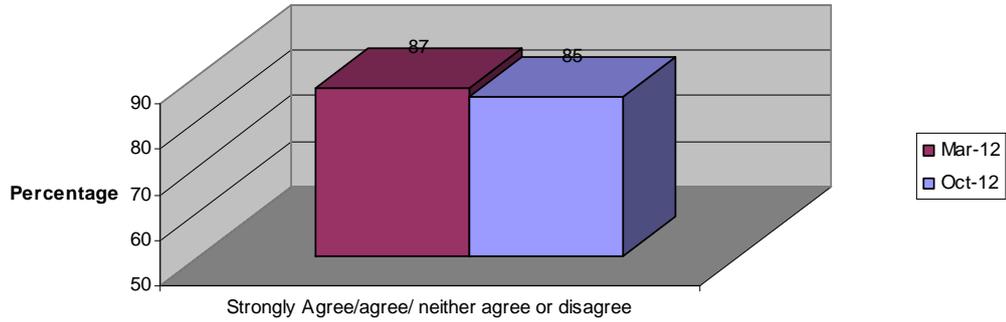




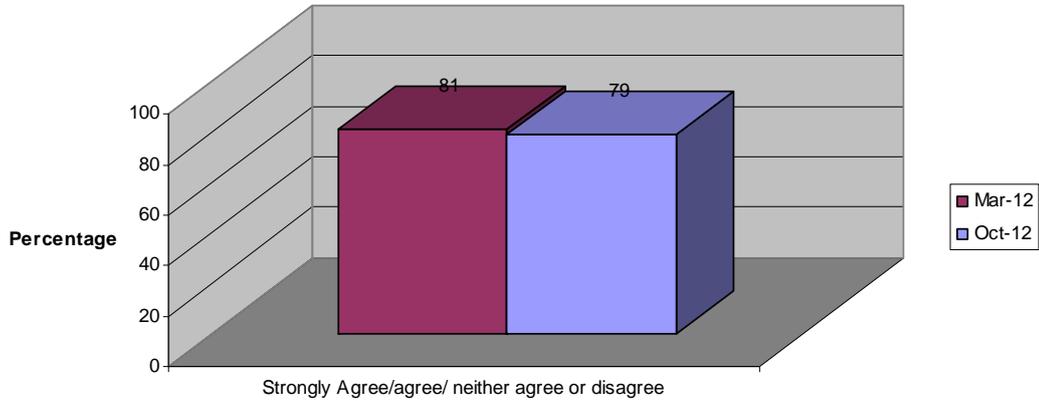
Summary of Results

The following is a comparison of last year's summary results with September 2012.

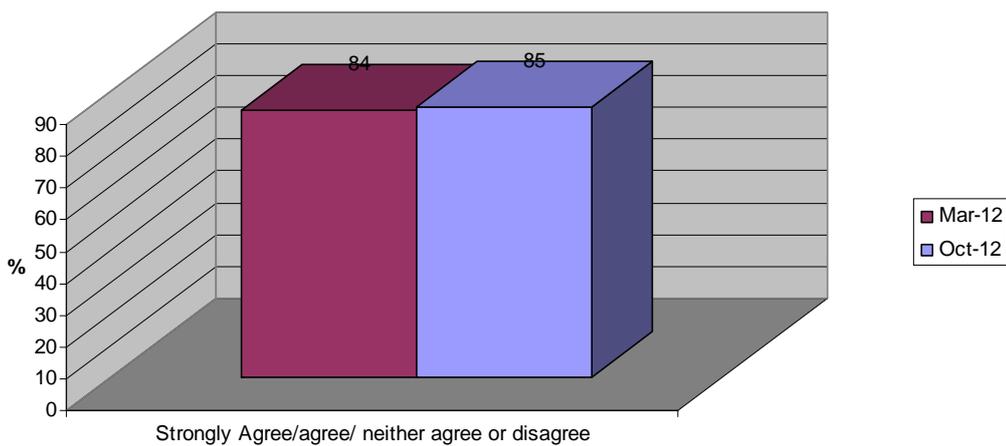
If I have an urgent problem it is usually addressed on the same day



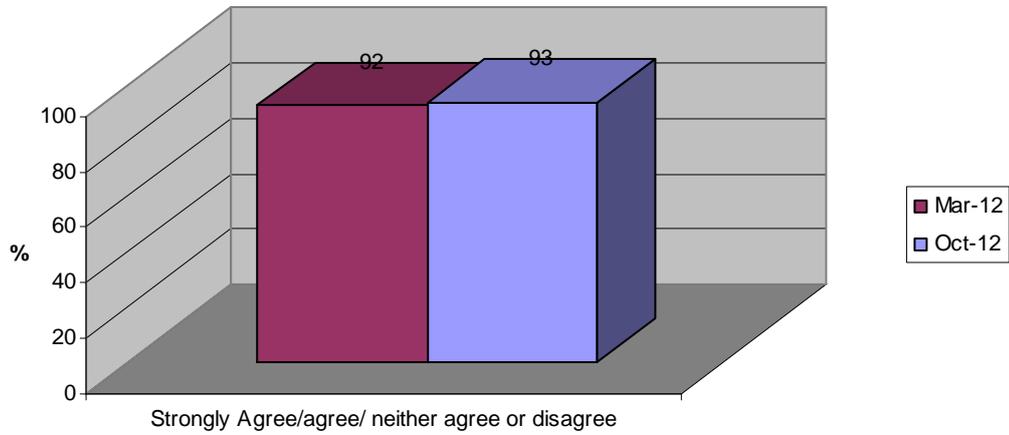
If I need a non urgent appointment I am usually seen within one week.



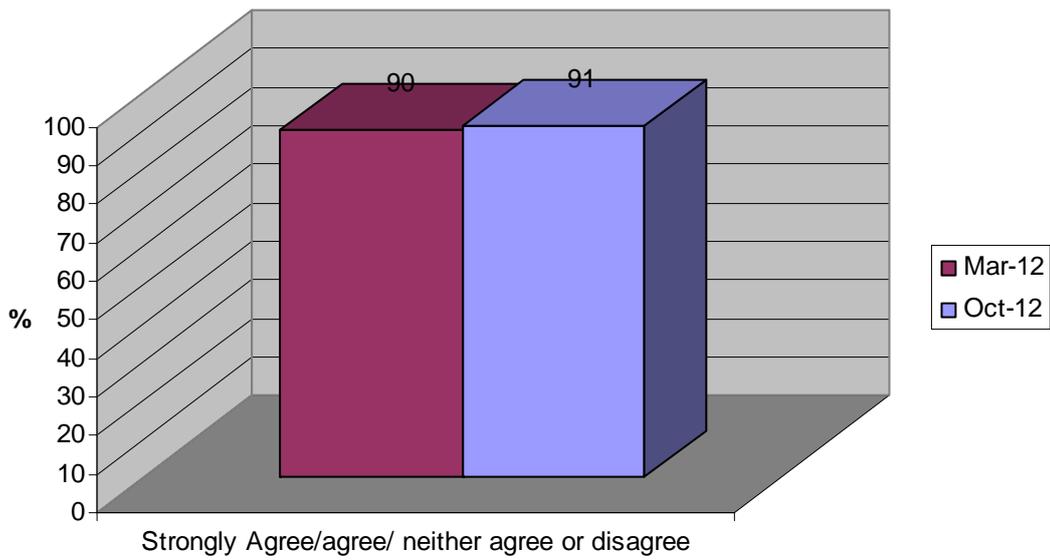
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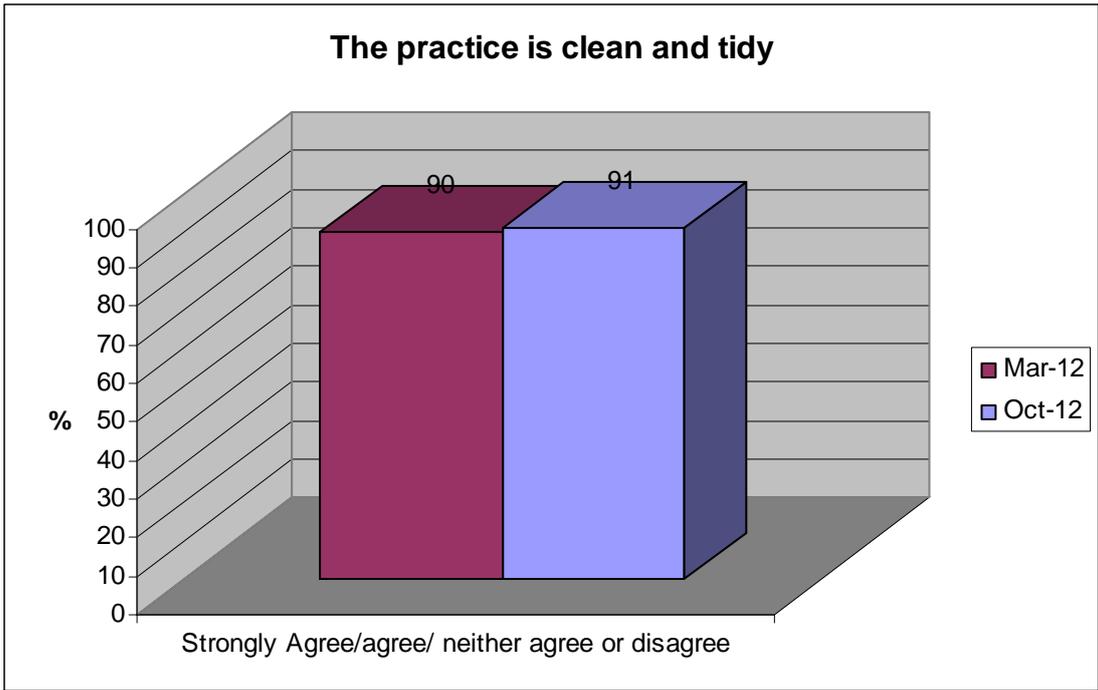


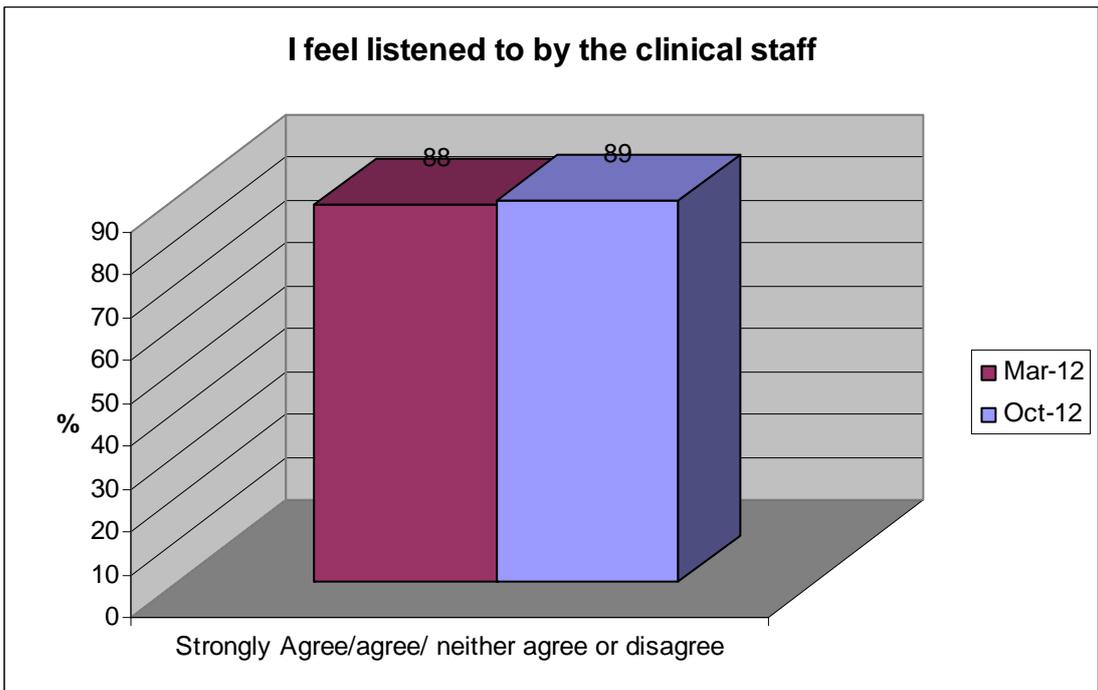
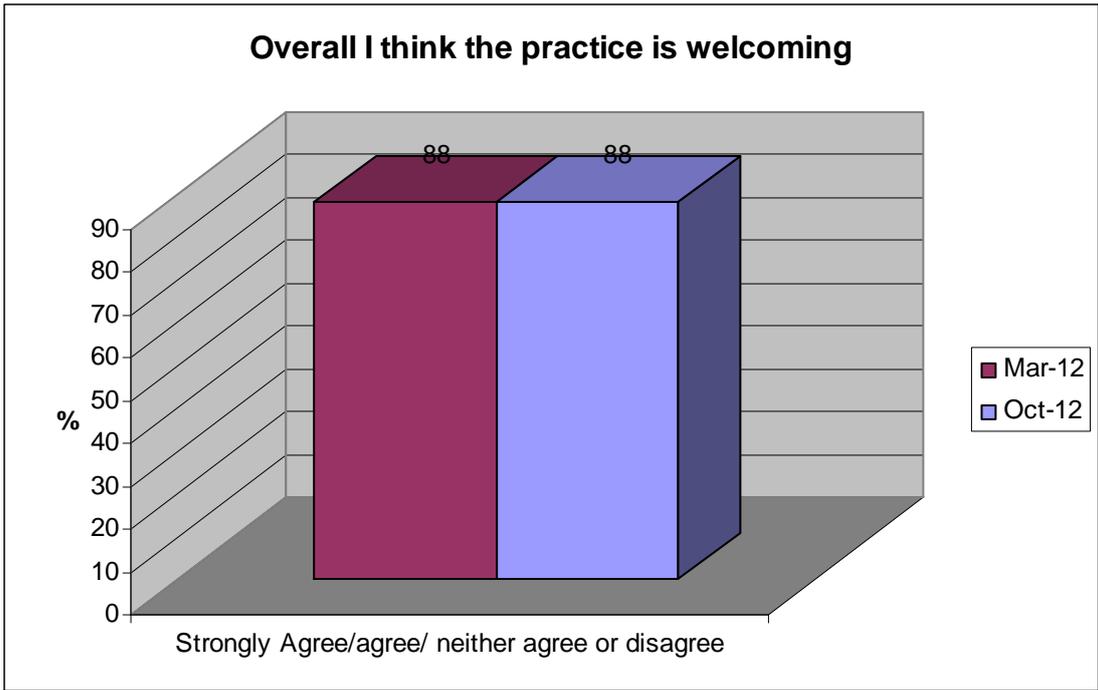
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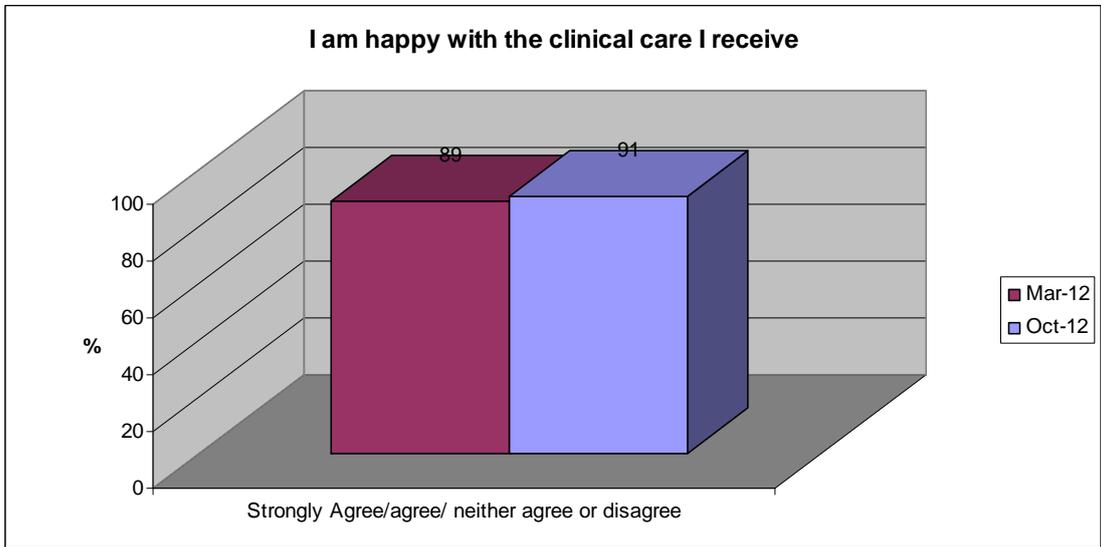
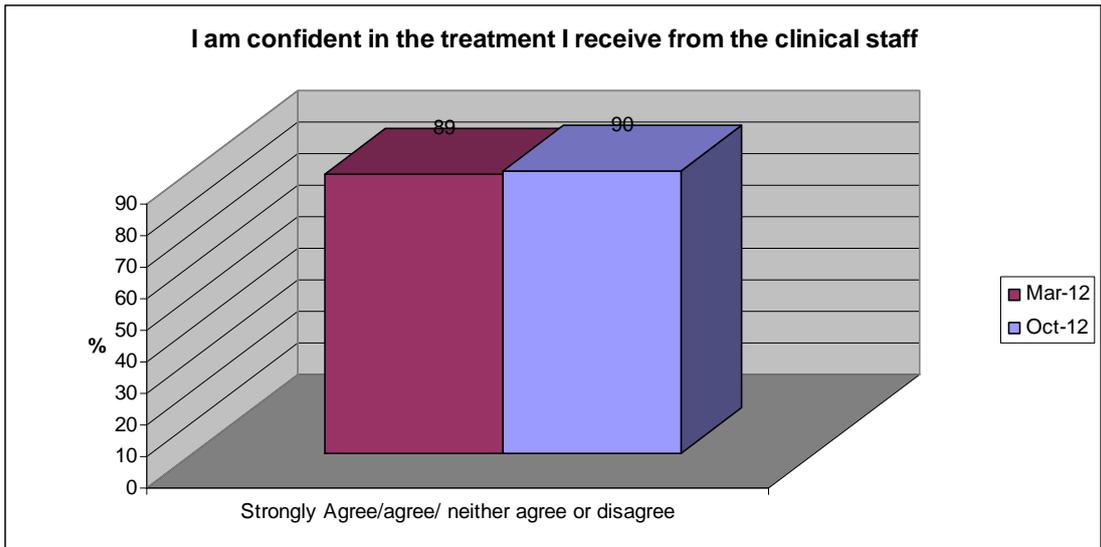


I am happy with the current opening times

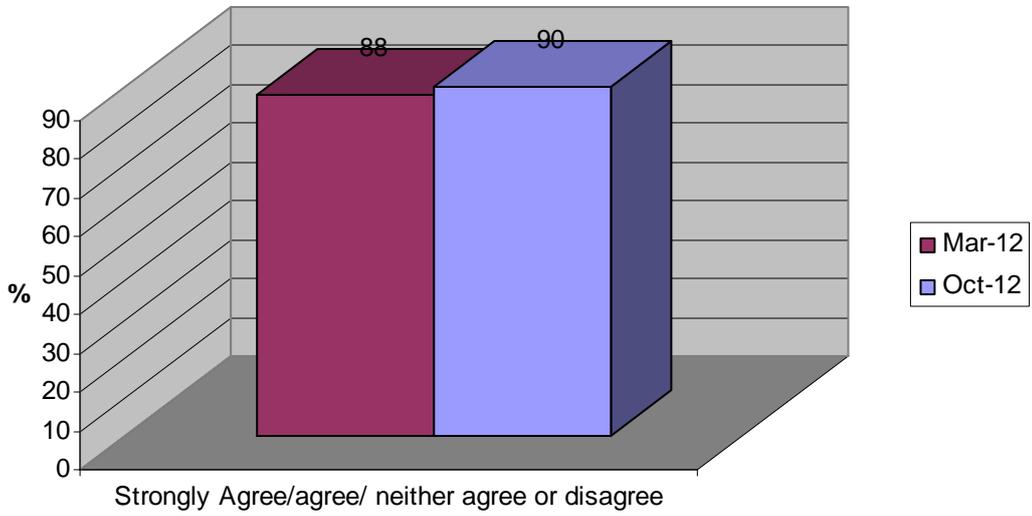




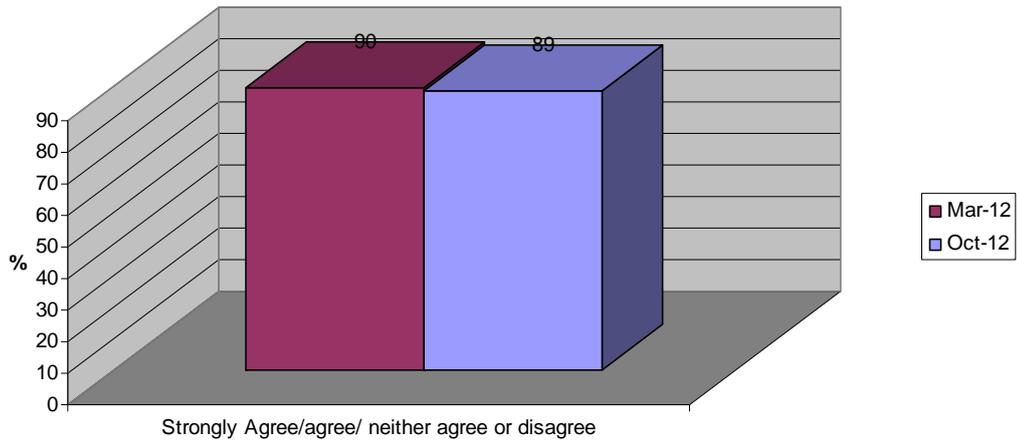




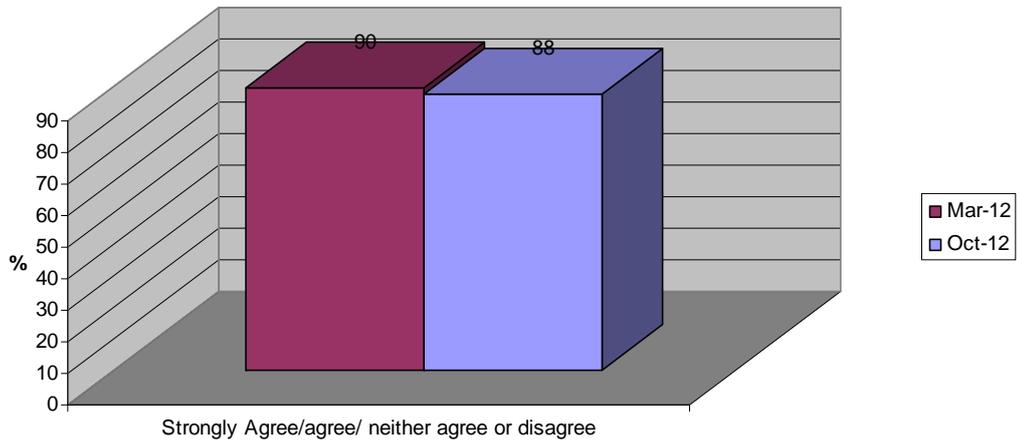
The clinical staff communicate their message clearly and effectively



Reception staff are welcoming and helpful



Reception staff treat me with dignity and respect





Discussion

One of the points raised by the previous questionnaire was that receptionists were perceived as more friendly at Shaftesbury than Church View. This is interesting because all staff work across both sites. However, this was fed back to the reception team at the time and we had a training afternoon to discuss why this should be. The results from the questionnaire this time suggest we have addressed this issue as receptionists were rated equally at both sites and most favourably with 89% at Church View and 89% at Shaftesbury being rated as neither agree or disagree/agree/strongly agree the receptionist is friendly.

More work needs doing on raising awareness of our services as only 22% of Church View patients and 28% of Shaftesbury patients were aware of our website. Only 36% of Church View patients and 42% of Shaftesbury patients were aware you could book an appointment six weeks in advance. Approximately two thirds of the responders were aware of our telephone consultation service and telephone triage service but there is still room for improvement.

What next?

The next meeting has been arranged for 16th April at 6.00 pm to discuss the findings of the survey and to further formulate our action plan.

Appendix 1

Dr Darbyshire and partners

Patient Reference Group

Minutes of the inaugural meeting

28th February 2012

Present: Julie Sutcliffe, Dr A Harris, Jenny Taylor, Dr J Vila, Mr S XXXX, Mr S XXXX, Mr M XXXX, Ms C XXXX, Mrs M XXXX, Mr J XXXX, Ms J XXXX

Apologies: Mr P XXXX, Ms H XXXX

Introduction

Jenny welcomed everyone to the first meeting and thanked everyone for giving up their time. She confirmed that this was a new venture for the practice and hoped that the group would work together to improve the services the practice offers patients. Many things cannot be changed because of financial and clinical constraints but we were keen to improve and change the things we can to meet the needs of the patient population.

Getting to know you

We had a round table introduction giving some basic information about ourselves. It transpired that the split of patient representatives was 50:50 between Shaftesbury and Church View.

Ground rules

We discussed setting some ground rules for the group and the following were agreed:

- This is not a forum to discuss individual issues or complaints
- All views are valid and will be listened to and considered
- There should be no phones on or other disruptions
- We advocate an open and honest discussion
- To facilitate the latter, confidentiality will be maintained at all times

Brief history of the practice

Jenny gave a very brief history of the practice. If anyone would like to see the full version, please contact Jenny.

Proposed patient survey

The draft survey was tabled and after a time to consider, comments were requested. Overall all were happy with the format. It was agreed that the frequency of visiting the practice should be clearer. This will be changed before distributing. Distribution will be:

By post – to 400 patients who have not attended surgery in the last six months

By hand – to the first 400 patients attending the surgery from tomorrow morning

Where to now?

It was agreed that the group will evolve over time. The first project is to analyse the results of the patient survey and to develop an action plan. This will drive the agenda of the next meeting.

Any other business

We had a general discussion about the services the practice provided. There were some very positive comments about the triage system we operate. Also very positive feedback about the opening hours but it seems that this might not be publicised sufficiently and we will explore this at the next meeting.

Date of next meeting

20th March 2012 at 6.30 p.m. in the Training Room at Shaftesbury Medical Centre.

Actions

To distribute the minutes	Jenny
To alter and distribute the survey	Julie
To send out agenda prior to next meeting and ask for items for inclusion to be submitted	Jenny/Group
To collate and analyse results of survey	Jenny/Julie

Dr Darbyshire and partners

Patient Reference Group (PRG)

Minutes of a meeting held on 20th March 2012

Present: Dr Vila, Jenny Taylor, Julie Sutcliffe, Ms J XXXX, Mr J XXXX, Ms H XXXX, Mr XXXX, Mr S XXXX, Ms C XXXX, Mrs M XXXX

Apologies: Dr A Harris, Mr M XXXX

- 1 Minutes of the last meeting were agreed.
- 2 The meeting was updated on the distribution and analysis of the questionnaire. As agreed at the last meeting 400 questionnaires were sent to a random sample of patients who had not attended surgery in the last six months and 400 were handed out to patients attending surgery. Both methods were split equally between the two sites. Of the 800 questionnaires 302 were returned. This was agreed to be an excellent result.
- 3 A summary of the analysis of the data is attached to these minutes (Appendix 1). The results for agreed/strongly agreed ranged from 70% for “if I need a non-urgent appointment I am usually seen within one week” to 89% for “the practice is easy to get to”. For agreed/strongly agreed/neither agreed or disagreed these results were 81% and 90% respectively. It was agreed that the former was the better measure to consider. The results were excellent overall but did show some surprising responses. “If I have an urgent problem it is usually addressed on the same day” showed only 74% agreed/strongly agreed – this is unexpected because all patients requiring help or advice on the day are triaged by a GP and given an appointment the same day if agreed between GP and patient. Similarly “If I need a non-urgent appointment I am usually seen within one week” showed only 70% agreed/strongly agreed. Again this is unexpected because there are appointments available within 48 hours but there are difficulties in booking with a specific doctor because all doctors work across both sites. In addition, appointments are available early morning and late evening at Shaftesbury and alternate Saturday mornings at Church View which are available to all patients. This raises the issue of whether patients are aware of the services the practice provides and that we need to improve communication with patients, particularly those who do not attend the surgery often. It was suggested that we should contact a sample of patients who mildly disagreed with this question to try and ascertain what their view is of this service. It was agreed this would be an interesting exercise that we should undertake.
- 4 The final action plan is attached to these minutes (Appendix 3). We will improve communication with the wider patient population by:
 - Ensuring the website address is incorporated into all practice documentation, i.e. letter headings, prescriptions, newsletter, scrolling on call in screen, on noticeboards in the waiting areas

- Seek opinion from a sample of those patients who disagreed with the questions “if I have an urgent problem it is usually addressed the same day” and “If I need a non-urgent appointment I am usually seen within one week”
- Provide a quarterly newsletter which will be available for patients in reception at both surgeries, published on the website and will investigate whether it is ethical to have this available in public places such as libraries

Other issues:

- Declutter the noticeboards in both surgeries
 - Provide chairs with arms for the waiting area at Church View
 - Ensure patient confidentiality is maintained in reception where staff might be discussing issues in the hearing of patient
 - Discuss with staff why the patient perception might be different at Church View from Shaftesbury in relation to the welcome they receive from reception staff
 - Look into the signposting to consultation rooms at Church View
- 5 The results of the questionnaire and the action plan will be cascaded by all the methods in the action plan and with a display in both waiting areas
 - 6 We discussed the feasibility and value of a stand manned by members of the PRG and it was agreed that this would be a possibility and that it would be useful. We will look into this further at future meetings.
 - 7 We discussed the need to establish a virtual patient group in order for us to opinions from a wider patient population. It was agreed that this would be valuable. It would enable the practice to target questions at specific groups, ie those with a long-term condition to gain their opinion on specific service provision. We will contact those respondents to the questionnaire who expressed an interest in being part of a wider group. It was agreed that the current membership of the PRG was optimal and that it would not be useful to increase the membership of this group at present.
 - 8 Frequency of future meetings – the next task will be to devise a follow-up questionnaire which should go out in September 2012 to allow 2 months to receive them back. The results would then be available by January 2013. In order to achieve this it was felt that the next two meetings should be in May and July 2012. Jenny to forward dates to the group.

Dr Darbyshire and partners

Patient Reference Group (PRG)

Minutes of a meeting held on 23rd May 2012

Present: Dr Vila, Jenny Taylor, Julie Sutcliffe, Ms XX, Mr XX, Ms XX, Mr XX, Mr XX, Ms XX, Ms XX, Mrs XXX

Apologies: Dr A Harris

9 Minutes of the last meeting were agreed.

10 Matters arising:

- Mrs XX reported two circumstances when she had had to contact the surgery urgently and on both occasions had been dealt with efficiently and quickly. She said the service was excellent and could not understand why any patient should be dissatisfied.
- Julie reported back on the project to telephone patients who had responded that they were dissatisfied with aspects of the service we offered and ask them in more detail why that was the case. Of the nine people we contacted, five had either ticked the wrong box, were having a bad day when they completed the questionnaire or were generally happy with the service but had not been aware of the range of services we offer. It was a very interesting exercise and shows the questionable validity of patient service. However, it is a very time consuming exercise and it would not be feasible to extend it to a wider group of patients.

11 Update on action plan

We reported on the progress made on the action plan.

- Improve communication to patients regarding the service we offer for accessing urgent same day problems. We have updated the practice leaflet, put information on right side of scripts and on the practice notice boards. We have added the website address to all practice correspondence. We have contacted a sample of patients (see above).
- Improved communication of our appointment system for routine appointments in the same way as above. We have a newsletter ready to be distributed (see report later in these minutes). We have not yet investigated the possibility of circulating the newsletter in public buildings. We have run a staff training session on promoting extended hours and offering alternative site appointments. We are in discussion with reception and clinicians on signposting patients to the correct services.

- New chairs are now in place at Church View that meet infection control criteria, some with arms and an increase in the number available. The notice boards have been decluttered and re-arranged. Signage to the consulting areas has been improved.
- Training sessions on confidentiality guidelines have been held. Staff have discussed why the patients' perception of reception is less favourable at Church View than at Shaftesbury. A reminder of customer service was included.
- **Outstanding actions:**
 - Circulating newsletter in public areas
 - Signposting to services

12 Next patient questionnaire

We discussed the format of the next patient questionnaire that is due to be sent in September. We had a long discussion about the content of the document but decided that the questions should remain the same in order that we could directly compare the results. We agreed we should add in a box for "other comments" and a question at the end asking if patients were aware of the website, how to make an urgent appointment and our opening times.

The revised questionnaire to be brought to the next meeting for agreement.

13 Newsletter

The newsletter is ready and will be available in the waiting areas tomorrow. We will organise for it to be published on our website.

14 Date of next meeting

Tuesday 3rd July 2012 at 6.30 p.m. in Training Room at Shaftesbury Medical Centre

Dr Darbyshire and partners

Patient Reference Group (PRG)

Minutes of a meeting held on 24th July 2012

Present: Dr Vila, Jenny Taylor, Ms XX, Mr XX, Mr XX, Mr XX, Ms XX, Ms XX, Mrs XX

Apologies: Dr A Harris, Julie Sutcliffe

15 Minutes of the last meeting were agreed.

16 Matters arising:

- a. Newsletter – Jenny confirmed that the newsletter had been circulated in areas where it was available to a wider audience such as the local good neighbour schemes. It is now available in the waiting areas at both surgeries and is now on the website.

17 The revised questionnaire was tabled at the meeting and was agreed as shown and it will be distributed during September. A further meeting will be arranged when the results have been analysed and an action plan will be drawn up for discussion.

18 Any other business

- a. Jenny asked the group if they would be interested in attending a presentation by the developers of the proposed new build at Crossgates. There was general agreement that this would be of interest to the group

19 Date of next meeting

TBA

Dr Darbyshire and partners

Patient Reference Group (PRG)

Notes of a meeting held on 23rd October 2012

Present: Dr Vila, Julie Sutcliffe, Jenny Taylor, Ms XXX, Mr XXX, Tim Wilkinson (One Medical)

Apologies: Dr A Harris

Tim Wilkinson presented the plans of the proposed new building. The site, in particular, generated a lively discussion! It was agreed that the practice did need to have premises fit for purpose from which to deliver primary care to the community that matched their expectations.

We are aware that the proposed site has some challenges but were clear that access issues would be addressed in the medium term.

The meeting came to an amiable conclusion.

Dr Darbyshire and Partners Shaftesbury Medical Centre Autumn 2012 GP Practice Patient Survey

We value your views because they help us provide the services you need in the way you need them. Please take a couple of minutes to fill in this form and tell us what you think. The survey is confidential and you don't need to fill in your name.

Name

Email

Address

Postcode

Telephone number

Appointments

If you need to be seen **urgently** we will ensure that you can speak to a doctor. You and a doctor can decide what further action is needed and if you need to be seen, the doctor can make an appointment for you the same day. This may not be with the doctor of your choice. If you need a **non-urgent** appointment we will try our best to give you an appointment within a week of your call.

Considering this appointment system, please tell us how much you agree with the following statements

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
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If I have an urgent problem it is usually addressed on the same day	<input type="checkbox"/>				
If I need a non-urgent appointment I am usually seen within one week	<input type="checkbox"/>				
I am happy with the current appointment system	<input type="checkbox"/>				

Opening times

We appreciate that many patients need flexible opening times. Our current opening times are:

Mon	Tues	Wed	Thurs	Fri	Alternate Sat	Sun
7am – 6pm	8am – 7.30pm	7am - 6pm	8am - 6pm	8am - 6pm	8.30am – 10.30am	Closed

Considering our opening times, please tell us how much you agree with the following statements

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The practice is open at times when I can attend an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am happy with the current opening times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our surgery

We want to make your visit to the surgery as pleasant as possible. Please tell us how much you agree with the following statements

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The practice is easy to get to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The practice is clean and tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall I think the practice is welcoming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Clinical care

Providing excellent clinical care is our priority. Please tell us how much you agree with the following statements					
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel listened to by the clinical staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clinical staff treat me with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clinical staff communicate their message clearly and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident in the treatment I receive from the clinical staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am happy with the clinical care I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reception

Our reception staff are there to help you access the most appropriate care. Please tell us how much you agree with the following statements					
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Reception staff are welcoming and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception staff treat me with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reception staff communicate their message clearly and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Awareness

We do our utmost to inform our patients of any changes to existing services or new services introduced. Please tell us if you were aware of the following services BEFORE completing this questionnaire.	
Yes	No

	Aware	Unaware
Were you aware we have surgeries from 7 am and until 7.30 pm on specific days ?	<input type="checkbox"/>	<input type="checkbox"/>
Were you aware we are open alternate Saturday mornings at Church View.	<input type="checkbox"/>	<input type="checkbox"/>
Did you know you can book a doctor's appointment up to six weeks in advance?	<input type="checkbox"/>	<input type="checkbox"/>

	Yes Aware	No Unaware
Did you know you can request a telephone consultation (speak to a doctor or nurse about a medical problem over the telephone) if you feel this is appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Did you know we have a telephone triage system. This means if you need to be seen urgently we will ensure that you can speak to a doctor that day to be given advice or an appointment.	<input type="checkbox"/>	<input type="checkbox"/>
Did you know we have a website (www.doctors-leeds.com)	<input type="checkbox"/>	<input type="checkbox"/>

Getting involved

We are currently setting up a Virtual Patient Opinion Forum, a group of volunteer patients who we will contact from time to time, by email or letter, seeking their views on existing and proposed services relating to their specific health needs. If you are interested in finding out more about our Virtual Patient Opinion Forum tick the box below and make sure you have filled in your contact details on the front of this form.

I would like to find out more about the Virtual Patient Opinion Forum

Comments

We are always interested in the views of our patients. If you have any other comments to add please enter them below.

.....

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In the past 12 months how many times have you visited our surgery for any reason?			
Never <input type="checkbox"/>	Once or twice <input type="checkbox"/>	3-5 times <input type="checkbox"/>	6 or more times <input type="checkbox"/>

Please return this survey using our 'comments box' or post to Shaftesbury Medical Centre, 78 Osmondthorpe Lane Leeds LS9 9EF. Your comments are confidential.

Thank you for taking the time to fill in this survey. We will be feeding back the results of this survey in the next few months. If you would like to know what other people think of our practice look out for the displays in the waiting room or visit our website at: www.doctors-leeds.com.

Below is our equality monitoring form. By filling in this equality monitoring section you will help us ensure that we get feedback from all the different communities in our area. Filling in this section is optional. All information is strictly confidential.

Appendix 3

Comments

On a number of occasions I have tried to book an appointment and despite the surgery being open I have got a voice message telling me the surgery is closed. An online booking service would be preferable.

Make sure the hand gel is either full or has something in it because it always seems to be empty (in the waiting room)

Thank you for your hard work and the efficient service that you offer to all your patients.

I work away from home I called in to get my flu jab I was told I couldn't have till 19th Oct it's the 2nd Oct today surely I should have one before 19th as I work away from home - I happened to have this week off.

Because I do not need to visit the surgery often I feel I am unaware of any changes taking place.

During the five years I have been a patient at this surgery I have never seen a doctor. One telephoned after I broke my wrist 2.5 yrs ago and prescribed my current medication. The only other treatment I have received is annual flu jab. There are questions I would like to ask about the medication I am taking. I see from this form that I could possibly speak to a doctor on the telephone. However, the cost of using your 0844 phone line is far too high for me. The only time I rang this number to arrange an appointment for a flu jab I was charged 71 p I now visit the surgery to make an appointment.

Thankfully I rarely need to visit you - but I have answered the questions I could on past experience!

I am deaf, my parents help with telephone or if I am ill but not serious I can come to surgery.

I attend when asked to re asthma clinic and bp and cholesterol check. It's a pleasure to have an appointment with Katherine (don't know second name) She is very kind and caring.

when a child is ill and doctor phones back is it not easier just to give appointment as doctor always needs to see the child - saves time.

When I visited the GP I would like continuity of care and to be seen by different GPs every time. I have had to wait over 4 weeks to see the same GP which is wrong. There is a reason why we want to see certain GPs as some of the GPs are very rude and are not interested in you.

I find the reception staff very rude, when you go to them with a problem they look at you like something under their shoe. They talk to you like dirt. They need customer service training.

I dislike the use of an 0844 number. This number costs me extra money from my landline and mobile because they aren't included in my call package. Surgeries are local by their nature so there is no need to have a 0844 number. You should also publish the standard 0113 number for people who prefer to use it.

Change the telephone number to local rate number.

Advised by one of your doctors to visit a private consultation at Spire by a certain doctor and when rung Spire the consultant had left years ago so the CVS doctors should be kept up to date which doctors are available to visit privately.

Keep up the good work I am pleased to be one of your patients.

I feel the system is lacking at the moment for obtaining prescriptions. I think you should be able to phone for repeat prescriptions and not have to either email or go into the surgery to request this.

I do not think it is easy to get an appointment within a week and even when you get an appointment cause they say there is no appointments there is hardly anybody in the waiting room.

The only problem I have with Shaftesbury Medical centre is that when I ring in for an appointment I always get appointment after 2 or 3 days which is not right please change telephone number to local number as this 9845 is chargeable. Thanks.

0844 phone numbers can work out costly as there is a connection plus fee per minute regardless to which phone company one belongs.

Sorry unable to answer questions I never and hopefully in the future never need a doctor.

Would like to see more black British staff i.e. reception staff and nurses.

Very good

I find it difficult to see the same doctor, so a lot of the time my appointment is spent explaining my medical history. However I do find I am listened to and this helps immensely.

Completed on behalf of my mother who has dementia so I am not aware of all your services.

I am very happy with the surgery and options available.

Hardly use the doctors, but when I do always friendly and helpful.

Satisfied with mostly everything.

Happy with attention I have received.

I have tried several times to book a healthcare check and have not been able to book

Doctors give service and are polite

I am very happy with my doctors and staff as well.

All staff are pleasant and very understanding always get seen as soon as possible.

Very good all round service.

All in all, I am happy with the service I get from this surgery the reception staff are especially very good at their jobs.

You should be able to order repeat prescriptions over the phone instead of trailing all that way.

Just to add I have recently had a traumatic experience in my life, this is ongoing, I have had full support from Dr Koslowsky. I appreciate all the ongoing help and support received by him and I feel I could not have gone through this without this support. Not only through appointments but he has always returned telephone calls. Many thanks.

I find the service and staff very competent and polite

I have always found the practice very satisfactory when needed appointments and treatment or to discuss with doctor over the phone.

Overall I'm very satisfied with the services from all parties concerned.

I think this surgery/staff are brills. I moved here from Sea croft and wouldn't change doctors again.

I am satisfied.

The Shaftesbury centre is very helpful all the time.

I have always found I get early morning appts which I prefer because of work, but maybe have to wait longer to be seen.

Not keen on Dr Nicholas

The reception staff can sometimes be unsympathetic and unhelpful (not all of them) some are very helpful.

I have not answered all questions as I am a new patients and have not used surgery before today.

All staff working well except Dr Bishop who chatting to my children in office. Please in future don't let me see him neither my children.

I moved from Rookwood doctors because there was no one to one talking since coming here I am more than happy with your service - great job - Thanks.

I feel my health worries are treated seriously and efficiently by all staff in the practice.

I feel every thing is important there. We know what is going on and really great everything you do.

When I rang up for appointment I had to wait a week.

Usually excellent service, patient centred care. Very helpful when chasing up hospital referrals/reception and dealing with prescription requests for my elderly relatives

Lovely modern practice setting and very friendly staff. Opening hours good for full time working especially early opening.

Just wishing surgery open till 8 pm and Sunday opening times

Appointment times need to be flexible for people working

I'm pleased with the treatments I get and also the choice for the doctor to ring me back - takes me more seriously as illness varies within patients.

Very welcoming and always helpful

The doctors and nurses are always helpful and most of the reception staff although I have had two bad experience one where my prescription was wrong and the other where I was told an appointment that wasn't booked.

Could you please inform me if the doctors are qualified to carry out small operations at this or the future surgeries i.e. new site on station road - thank you.

I don't agree with the 08 number used by this medical centre. You should have a local number and not make money from the patients. This is bad practice and looks bad. You make enough money.

Parking can be a problem (CVS)

I see Dr Koslowsky, I wouldn't be alive today if it wasn't for him.

I don't think we would find other drs than the ones we know - in simple terms they are the best - won't find any better.

I am quite happy with this doctors as it has out of hours appointments and I work full time.

I have always had excellent treatment from medical personnel and receptionists - over many years.

The practice clearly has an administration problem. Referral letters for, say, physio etc are still not written weeks after GP referral. It is clear the secretary is overwhelmed and another is needed. It is always necessary to chase up the typing 2,3, or 4 weeks after GP appointment - this results in weeks of waiting simply for a letter typing.

Sometimes you have to wait too long for an appointment.

Parking can be a problem as if you can't get on the road or will be more than an hour your have to park in the arndale which you have to pay for.

Great surgery and staff

In your list of religions you should have specified Church of England and catholic you don't offend the other fringe ones.

If you can open on every Saturday. I had a very good visit today and received excellent service.

I would prefer morning appointments.

Church View surgery is quite small. I fully support a new modern surgery being built next to M and S (or somewhere else)

Do not always feel the triage system works effectively. Think patients should be offered appts to see the doctor instead. Some conditions cannot be diagnosed over the telephone. Think prescriptions should only be issued if seen by a GP.

Doctors could listen more if I say something is wrong something is wrong its not normal and shouldn't have to mention it four times.

Very happy with service and treatment I have received.

Have not visited surgery except for registration - just moved to the area. Cannot comment on some questions

Need online booking system. Much easier.