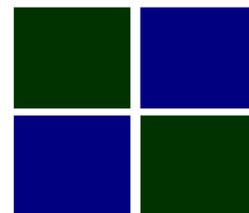


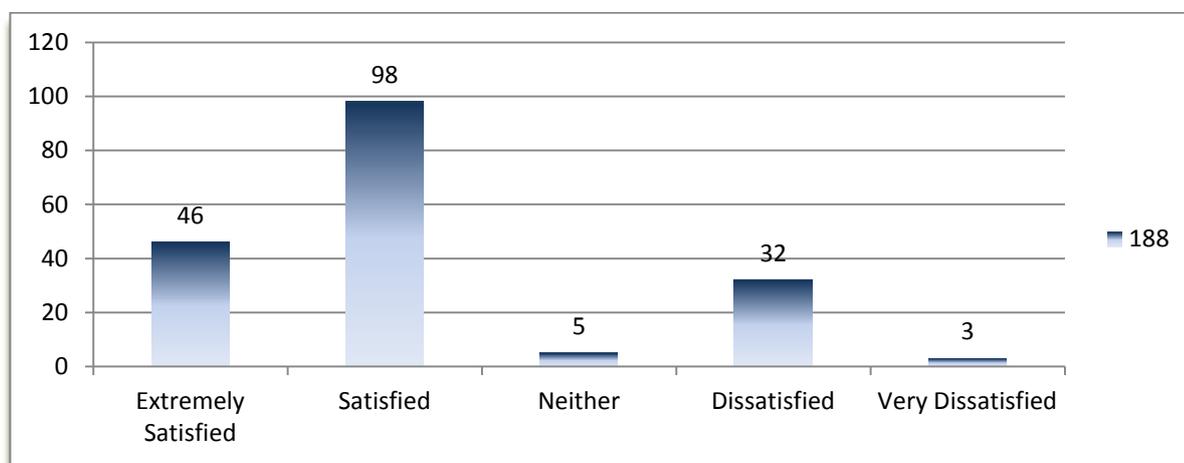
# Macklin Street Surgery – Practice Survey 2017



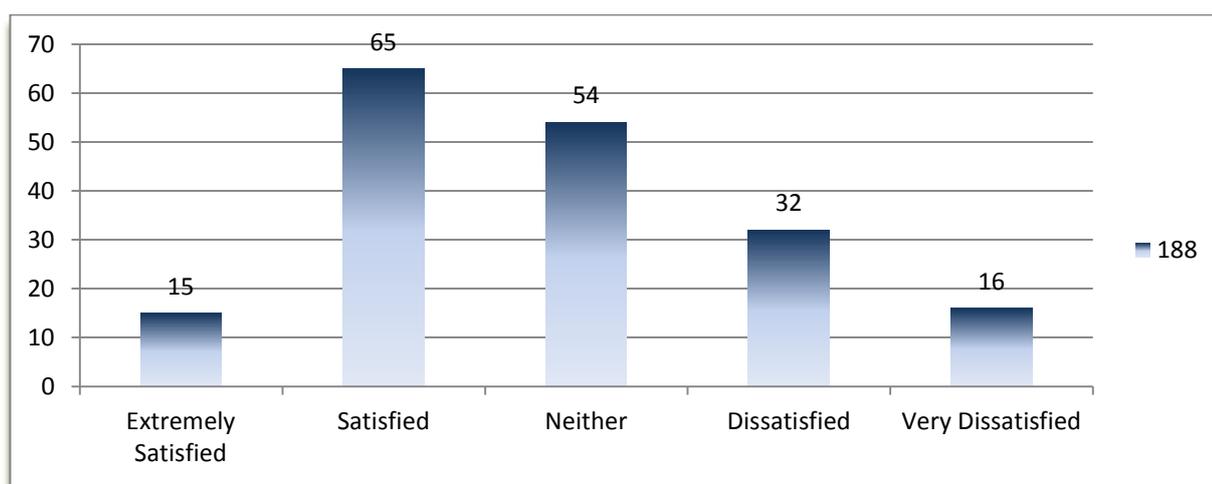
Surveys were available at both branches in addition to PPG members volunteering their time to assist patients in completing the paper based questionnaires during the week beginning 23<sup>rd</sup> January 2017.

These are the results.

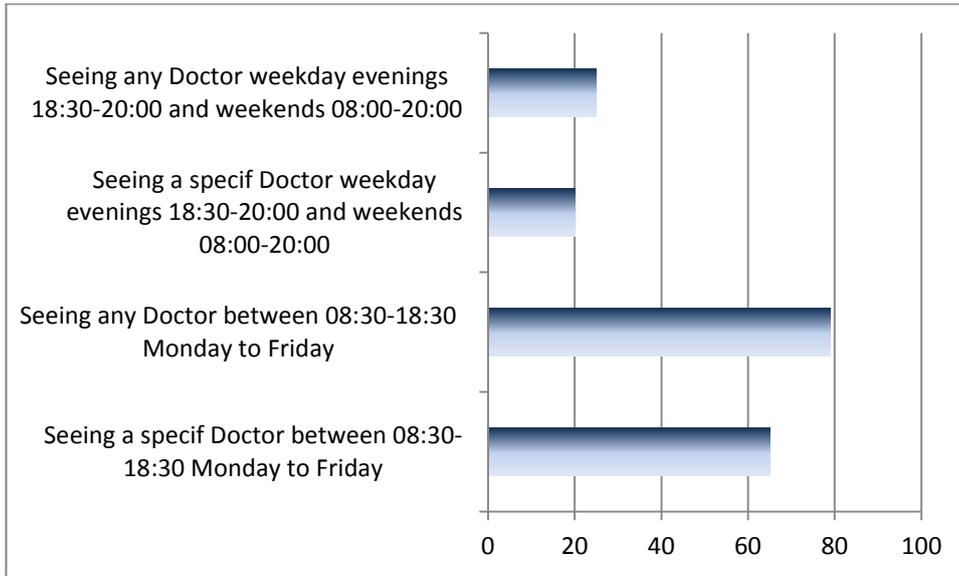
How satisfied are you with the opening hours?



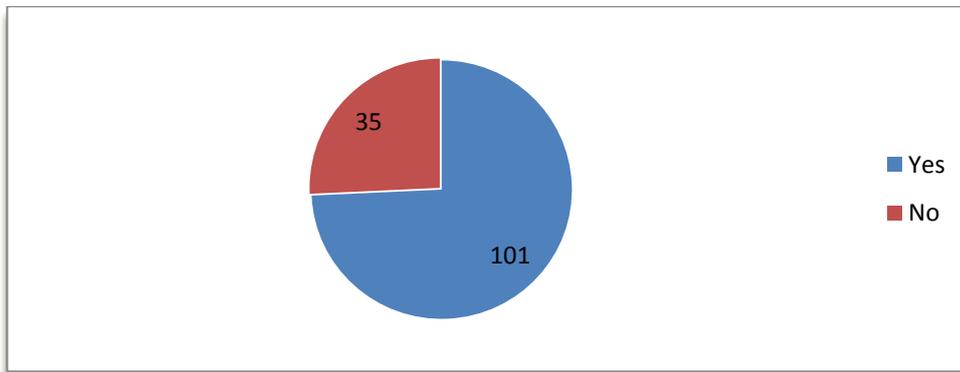
How satisfied are you with the availability of seeing the Doctor of your choice?



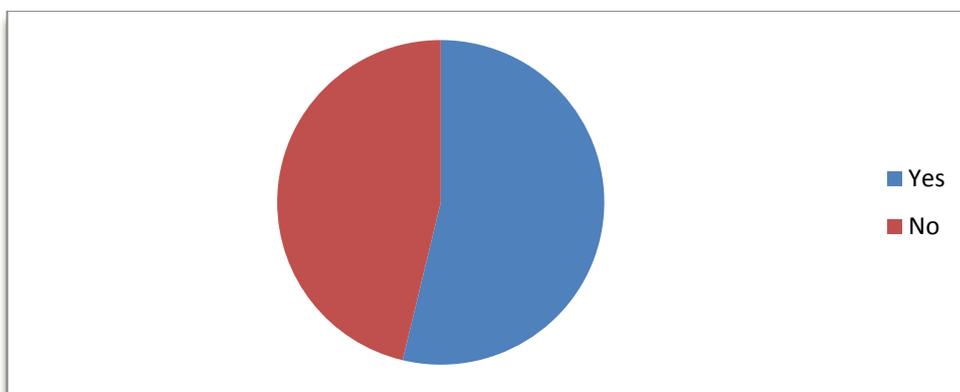
How you ranked the following statements in order of importance to you:



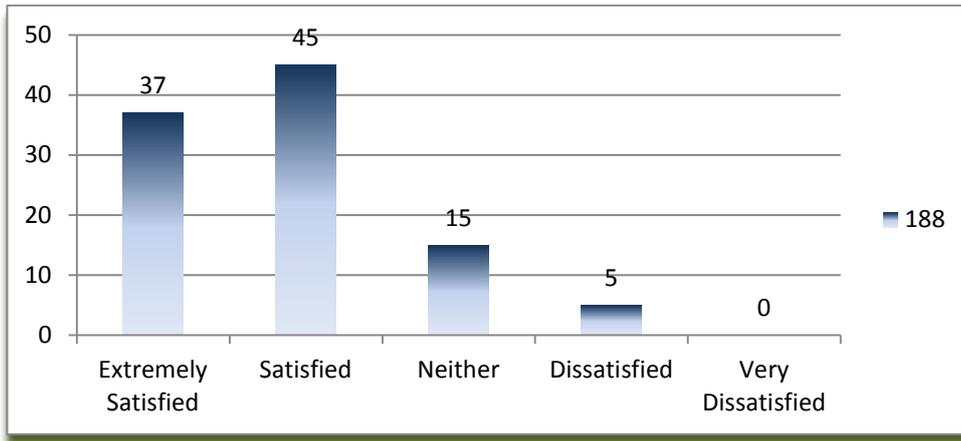
Are you aware of how our appointment system works?



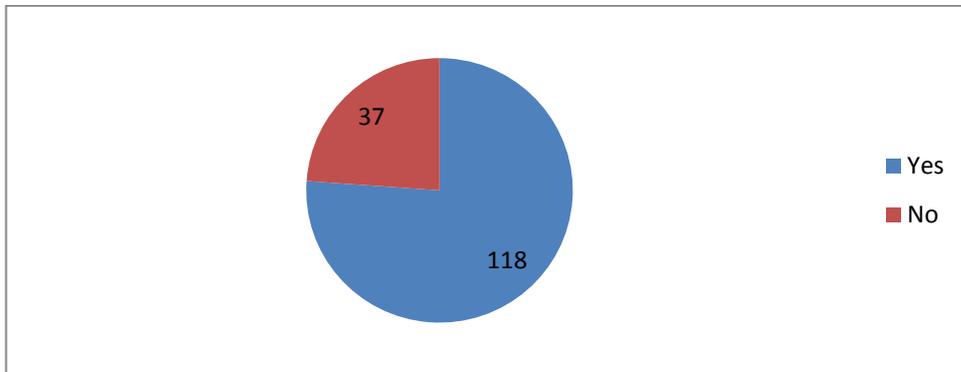
Have you ever been referred to or had a telephone consultation with our Triage clinician.



If so, how useful did you find the telephone consultation?

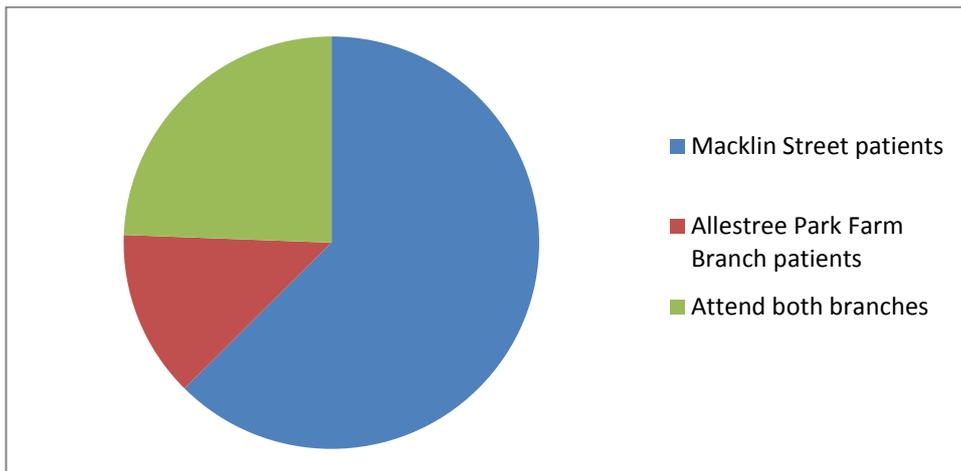


Do you have access to a computer connected to the internet?

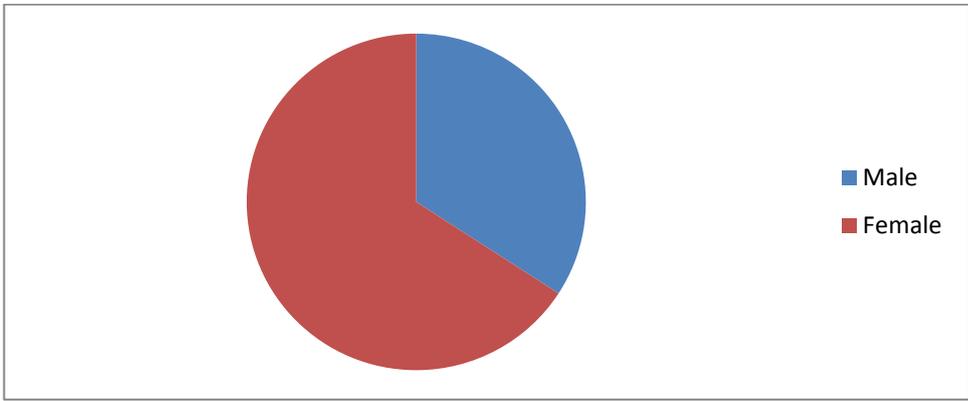


**Analysis of respondents:**

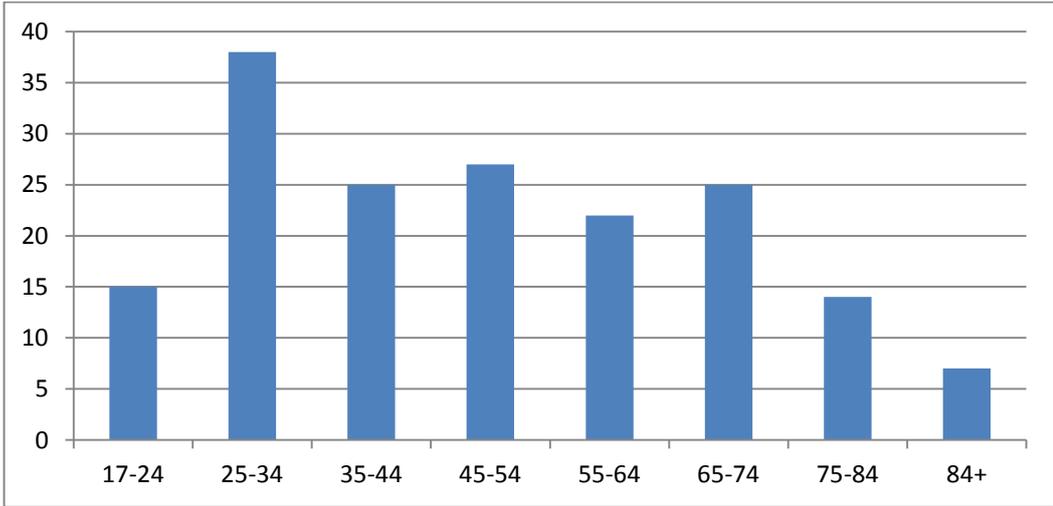
Which of our Surgeries do you use?



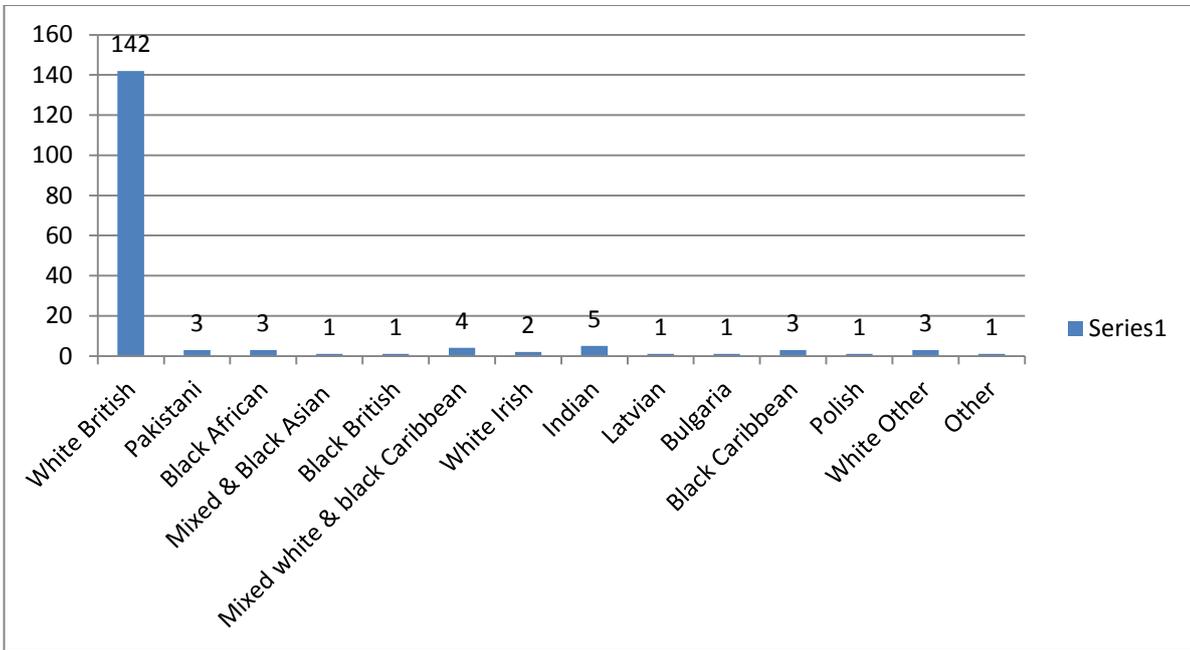
Are you male or female?



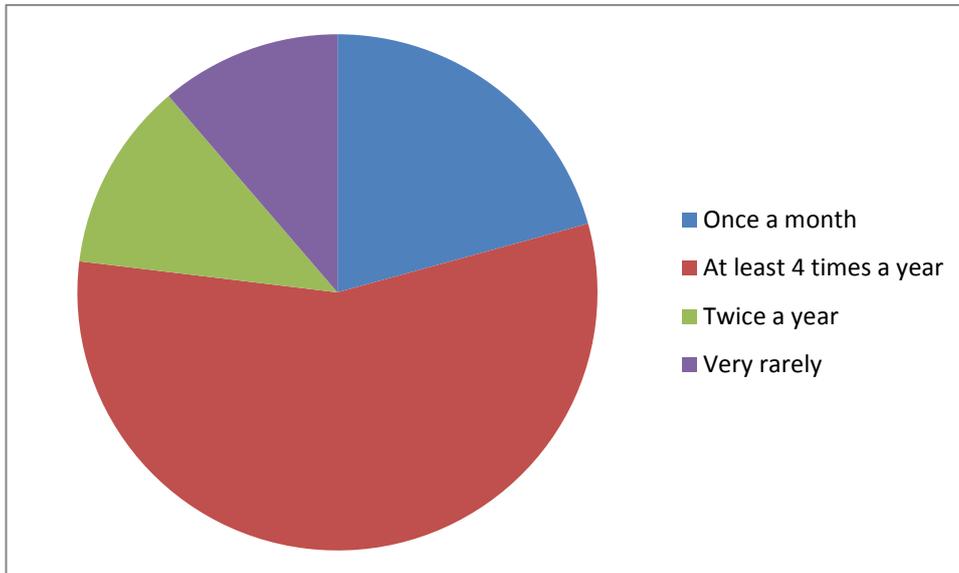
What is your age range?



What is the ethnic background with which you most identify?



And finally, how often do you come to the surgery?



The Partners and staff would like to thank PPG members for their valuable time and support both in helping patients complete this survey and in collating the results.

### Feedback from our patients.

- Hard to see same doctor for follow up
- I'm not too concerned with seeing a particular doctor
- Working outside of Derby makes it difficult to get appointments without taking time off.
- No leaflets to help with smoking and drinking
- If you want to make an appointment usually takes a week in order to see.
- As an Allestree patient I appreciate the Macklin St hours – I would like the Allestree surgery to be open more extended hours.
- Answer machine is not helpful, left hanging on.
- Not dissatisfied but would prefer more access to Dr of choice.
- Due to son's special needs I have preferred doctors that I think cope better with his behaviour.
- Never had a problem coming here.
- Car parking is a major problem. It is very difficult to see the same doctor throughout your investigations and/or treatment due to not being able to book ahead.
- Its not always easy to get appointment at short notice, but otherwise I use the online appointment service mostly. If you log in at 8am you can get appointments but usually 2 weeks later.
- We are really happy with the service and I think Dr Hasan is brilliant – I feel that he has gone above and beyond.
- N/A – don't currently have a doctor of choice.

- I always see a different Dr but this isn't a problem.
- Not always easy to get the doctor you want to see.
- Very difficult to get an appointment.
- Is very expensive to call the surgery as I am on Pay as you Go and the call takes approx. 25 mins.
- Phones at 10.30 for an appointment for 9 weeks old, had one at 11.30.
- Depends if emergency then any doctor anytime. If general appointment then specific doctor anytime up to 8pm as work during the day.
- Being told at 8.30am all appointments gone.
- Receptionist asked why I wanted to see doctor. It should be private with doctor. Its all on your answer machine we phones 21 times between 8.00 – 8.30 kept telling me to phone back, got them at 8.30 – told us can't see doctor we wanted its shocking he had a major op due to cancer Dr said to see him today this needs to change.
- Never get to see a GP I know.
- Takes a while to get an appointment.
- Being able to see the doctor of your choice is beneficial if it's the same doctor you see regularly and it's for the same illness however not necessary.
- I really don't mind who I see since Dr Rowan-Robinson retired.
- Telephone consultations (i.e. for test results) may be beneficial.
- Different doctors/nurses.
- Cannot always see same doctor.
- Best practice in Derby bar none but to see a doctor of choice is awful. Need to see same for continuity.
- Being able to see my own doctor.
- Difficult to see doctor of choice and continuity almost impossible.
- Never see same doctor twice.

## Analysis of results and action plan:

- **Appointment availability: below is how we operate our appointment system we feel by advising our patients on how our system works it helps you to understand the best way to get an appointment.**

When you telephone the surgery the receptionist will take some brief details about yourself including the reason for your appointment. This helps our trained staff decide the best person to deal with your query. Please be assured that our receptionists are under the same confidentiality laws as the doctors and nurses. Their role is to assess the problem and guide you to the best person to help you.

54% of our GP appointments are available to book two weeks in advance and online.

46% of our GP appointments are available to book on the same day.

Once all our appointments are booked we offer a limited number of urgent telephone appointments where a GP or a Nurse will call you to assess what the problem is and try and resolve it over the telephone or they may wish to see you. These are for urgent issues that cannot wait for a normal routine appointment or until the following day. If the GP wishes to see you following an urgent

telephone call this may be at either Macklin Street or Park Farm Surgeries dependant on where the On Call GP is based that day.

We try very hard to satisfy Patient demand however once we have no appointments or telephone slots left we may refer you to other healthcare providers such as The Walk in Centre. We have to ensure are appointments are managed so the Doctors can work safely.

All of our Patients can be seen at either surgery if an appointment is available.

Demand is high and patient numbers are rising however our Doctors do need to work safely. We try and operate a system that is fair to all patients and offer telephone consultations, online booking, appointments on the day and in advance.

- **Being able to see the same Doctor.**

The surgery has been trying to recruit a Salaried GP for over 12 months. As is widely published there is a shortage of Doctors so we have to use locums (Doctors who work for agencies who do not want an employed job). This is not ideal for continuity of care however to meet the demands of our patients we have no alternative to continue to do this until we find a suitable candidate. We are actively recruiting and hope to advise of a new GP in the near future.

- **Receptionist asking why I need to see the Doctor**

Our trained receptionists ask why you want to book an appointment to try and ensure you seen by the right clinician to try and make your visit to the surgery as convenient as possible. We have a Pharmacist, Nurses, Health Care Assistant, Triage Nurses, District Nurses, Care Co-ordinator all who have specialised skills who may be better placed to deal with your problem than a GP which helps to free more GP time for patients who need to see a GP.

All our receptionists are under the same confidentiality laws as the Doctors and Nurses and are fully trained in all aspects of the law relating to data protection.