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IAQ

Improving Access Questionnaire Report



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Dear Mrs Nock

Please find enclosed your report outlining your patient feedback from the Improving Access Questionnaire (IAQ) survey. The results have been illustrated in tables and graphs with associated benchmarks where applicable. Supporting documents have been included to help you with the interpretation and understanding of your results.

For easy reference all written comments have been listed together at the end of the report.

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your results.

Thank you very much for participating in this pilot study - we hope that you find the results and feedback of interest.

Yours sincerely



Helen Powell
Data Manager

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Q1 How would you rate the appointment system?

Table 1: Distribution and frequency of ratings

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank
Q1 How would you rate the appointment system?	46	67	95	67	33	3	1

blank and unable to comment responses are not included in the score calculation

Table 2: Mean percentage scores and benchmarks

	Your mean score (%)	Deviation from the national mean%	National mean and quartiles (%)*					
			National mean (%)	Min	Lower quartile	Median	Upper quartile	Max
Q1 How would you rate the appointment system?	48	-	-	-	-	-	-	-

See score explanation for percentage score calculation and quartile information
- data unavailable

Question Q2 What system/s would suit you best?

Table 3: Number and percentage of responses

	Number of responses	% total of responses
Booking by telephone	218	56%
Booking in person at the practice	56	14%
Booking online	112	29%
Blank	4	1%

Question Q3 How far in advance do you usually like to make an appointment?

Table 4: Number and percentage of responses

	Number of responses	% total of responses
One Day	119	38%
Two Days	42	13%
More than two days	83	27%
More than a week	23	7%
More than a month	6	2%
Don't mind	27	9%
Blank	12	4%

Question Q4 When you visit do you usually prefer to see a...

Table 5: Number and percentage of responses

	Number of responses	% total of responses
Doctor	221	71%
Nurse	12	4%
Don't mind	72	23%
Blank	7	2%

Question Q5a Prefer same doctor?

Table 6: Number and percentage of responses

	Number of responses	% total of responses
Yes	248	79%
No	3	1%
Don't mind	56	18%
Blank	5	2%

Question Q5b Prefer same nurse?

Table 7: Number and percentage of responses

	Number of responses	% total of responses
Yes	84	27%
No	10	3%
Don't mind	100	32%
Blank	118	38%

% total of responses may not equal 100% due to rounding

Question Q6 When do you usually prefer to be seen?

Table 8: Number and percentage of responses

	Number of responses *	% total of responses
Before 08.30 Monday - Friday	81	15%
08.30 - 13.00 Monday - Friday	169	32%
13.00 - 17.00 Monday - Friday	94	18%
17.00 - 18.30 Monday - Friday	56	11%
After 18.30 Monday - Friday	44	8%
Saturday mornings	71	14%
Other	8	2%

* The number of responses to this question may be greater than the total number of responses for this survey as more than one option can be ticked

Specified 'other' responses are listed in the patient comments section

Question Q7a Importance of booking on a specific day?

Table 9: Number and percentage of responses

	Not at all important (1) —————> Very important (5)					
	1	2	3	4	5	Blank
Number of responses	34	23	68	55	118	14
Percentage total of responses (%)	11%	7%	22%	18%	38%	4%

Question Q7b How important is it to you to book an appointment at a specific time of day?

Table 10: Number and percentage of responses

	Not at all important (1) —————> Very important (5)					
	1	2	3	4	5	Blank
Number of responses	31	28	64	63	104	22
Percentage total of responses (%)	10%	9%	21%	20%	33%	7%

% total of responses may not equal 100% due to rounding

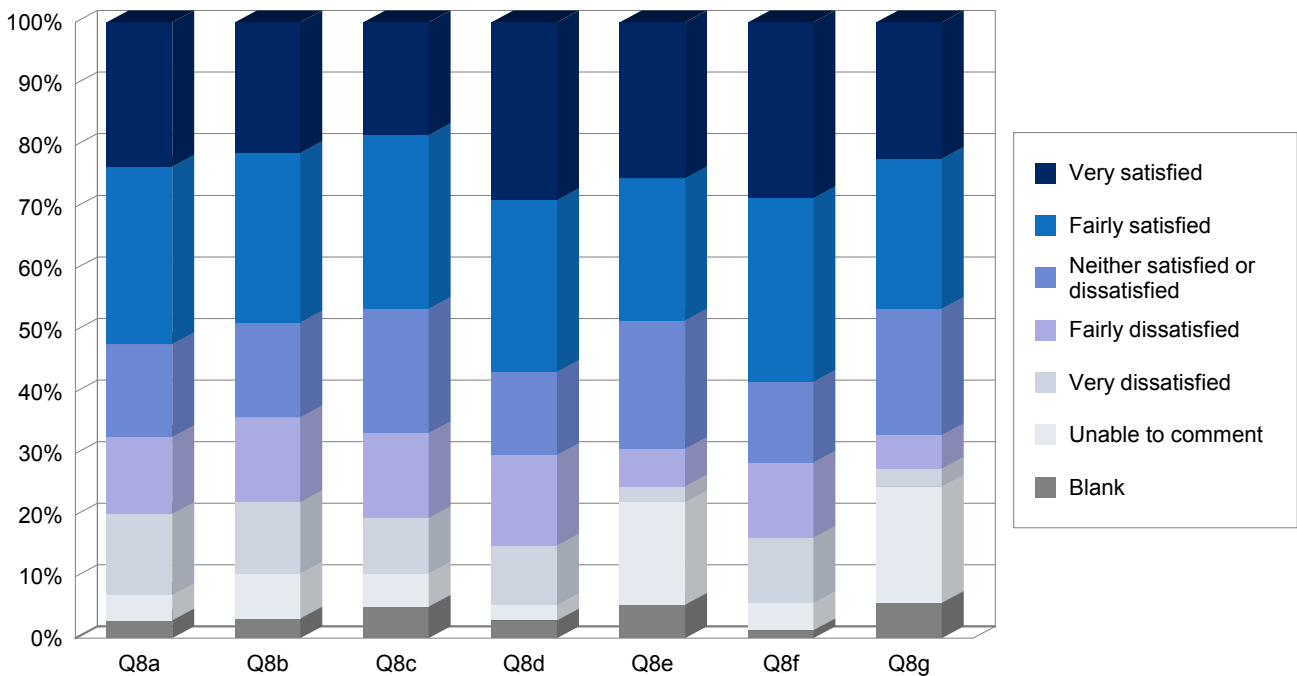
Question Q8 From your experience at this practice how would you rate your satisfaction with the following...

Table 11: Distribution and frequency of ratings

	Very dissatisfied	Fairly dissatisfied	Neither satisfied or dissatisfied	Fairly satisfied	Very satisfied	Blank	Unable to comment
Q8a Book an appointment in advance on a specific day	41	39	47	90	73	9	13
Q8b Book an appointment more than 48 hrs in advance	36	43	48	86	66	10	23
Q8c Book at a specific time	28	43	63	88	57	16	17
Q8d Opportunity to see a doctor of choice	30	46	42	87	90	9	8
Q8e Opportunity to see a nurse of choice	8	19	65	72	79	17	52
Q8f Opportunity to see the same doctor	33	38	41	93	89	4	14
Q8g Opportunity to see the same nurse	9	17	64	76	69	18	59

blank and unable to comment responses are not included in the score calculation

Graph 1: Percentage distribution and frequency of ratings



Question Q8 From your experience at this practice how would you rate your satisfaction with the following...

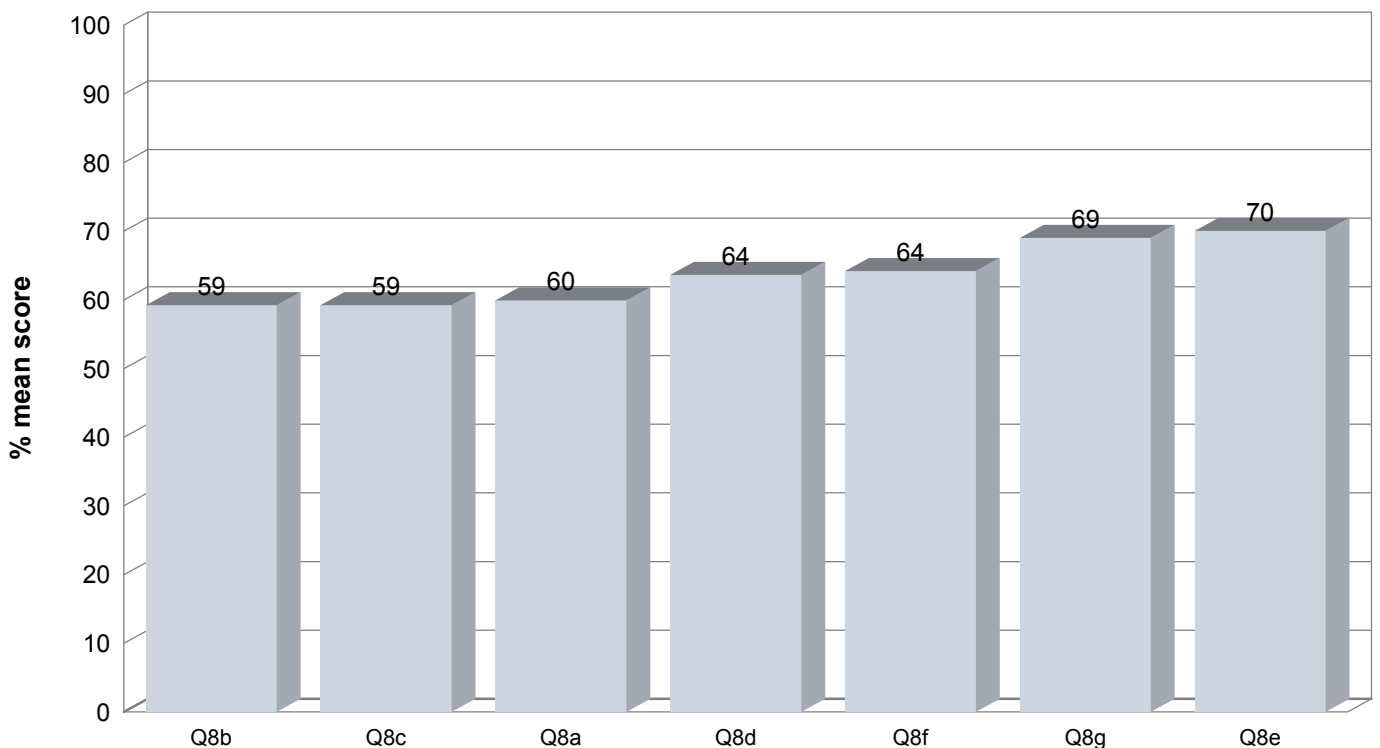
Table 12: Mean percentage scores and benchmarks

	Your mean score (%)	Deviation from the national mean%	National mean and quartiles (%)*					
			National mean (%)	Min	Lower quartile	Median	Upper quartile	Max
Q8a Book an appointment in advance on a specific day	60	-4	64	51	56	70	70	83
Q8b Book an appointment more than 48 hrs in advance	59	0	59	49	52	57	64	76
Q8c Book at a specific time	59	-7	66	50	53	68	74	89
Q8d Opportunity to see a doctor of choice	64	-3	67	50	51	73	74	88
Q8e Opportunity to see a nurse of choice	70	-2	72	63	63	74	75	89
Q8f Opportunity to see the same doctor	64	-5	69	54	54	73	74	87
Q8g Opportunity to see the same nurse	69	-2	71	60	60	73	75	90

See score explanation for percentage score calculation and quartile information

Benchmarks are based on pilot study data from 8 practices surveyed between August -October 2009

Graph 2: Mean percentage scores in ascending order of performance



Q9 When you want to be seen quickly do you usually prefer to see a...

Table 13: Number and percentage of responses

	Number of responses	% total of responses
Doctor	231	74%
Nurse	3	1%
Don't mind	73	23%
Blank	5	2%

Question Q10a When you want to be seen quickly do you usually prefer to see the same doctor?

Table 14: Number and percentage of responses

	Number of responses	% total of responses
Yes	191	61%
No	10	3%
Don't mind	107	34%
Blank	4	1%

Please note there was an error in the wording for questions Q9a and Q9b in the questionnaire used for the pilot. They read 'Each time you want to be seen quickly do you prefer to see a doctor (Q9a) or nurse (Q9b),' instead of the correct questions shown in this report.

Question Q10b Prefer same nurse?

Table 15: Number and percentage of responses

	Number of responses	% total of responses
Yes	54	17%
No	14	4%
Don't mind	150	48%
Blank	94	30%

Please note there was an error in the wording for questions Q9a and Q9b in the questionnaire used for the pilot. They read 'Each time you want to be seen quickly do you prefer to see a doctor (Q9a) or nurse (Q9b),' instead of the correct questions shown in this report.

Question Q11 If you wanted to be seen quickly would you usually

Table 16: Number and percentage of responses

	Number of responses	% total of responses
Turn up at the surgery and wait	49	16%
Ring up and make an appointment that day	220	71%
Speak to a doctor / nurse on the phone	38	12%
Blank	5	2%

% total of responses may not equal 100% due to rounding

Question Q12 If you turned up at the surgery without an appointment how long would you be prepared to wait?

Table 17: Number and percentage of responses

	Number of responses	% total of responses
Up to ten minutes	22	7%
Up to twenty minutes	28	9%
Up to thirty minutes	115	37%
Up to one hour	114	37%
Up to two hours	24	8%
Over two hours	3	1%
Blank	6	2%

Question Q13 If you phoned the surgery would you prefer to

Table 18: Number and percentage of responses

	Number of responses	% total of responses
Doctor	202	65%
Nurse	3	1%
Don't mind	103	33%
Blank	4	1%

Question Q14 How long would you wait to be phoned back?

Table 19: Number and percentage of responses

	Number of responses	% total of responses
Immediately	13	4%
Up to 15 Minutes	21	7%
Up to 30 Minutes	82	26%
Up to one hour	83	27%
Up to four hours	37	12%
The same day	70	22%
Blank	6	2%

% total of responses may not equal 100% due to rounding

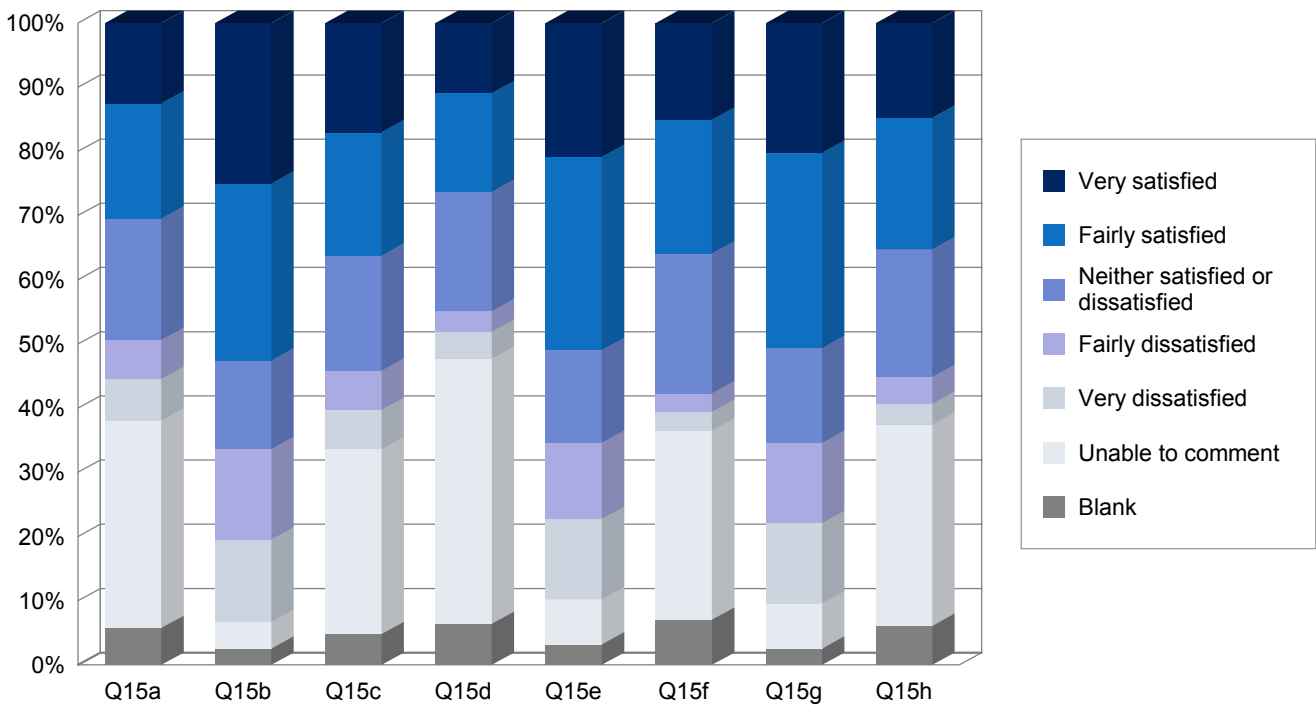
Question Q15 From your experience at this practice how would you rate your satisfaction with the following...

Table 20: Distribution and frequency of ratings

	Very dissatisfied	Fairly dissatisfied	Neither satisfied or dissatisfied	Fairly satisfied	Very satisfied	Blank	Unable to comment
Q15a Ability to turn up and wait to be seen	20	19	59	56	39	18	101
Q15b Ability to ring up and be seen that day	40	44	43	86	78	8	13
Q15c Opportunity to speak to a doctor on the phone	19	19	56	60	53	15	90
Q15d Opportunity to speak to a nurse on the phone	13	10	58	48	34	20	129
Q15e Opportunity to see a doctor of choice	39	37	45	94	65	10	22
Q15f Opportunity to see a nurse of choice	9	9	68	65	47	22	92
Q15g Opportunity to see the same doctor	39	39	46	95	63	8	22
Q15h Opportunity to see the same nurse	10	13	62	64	46	19	98

blank and unable to comment responses are not included in the score calculation

Graph 3: Percentage distribution and frequency of ratings



Question Q15 From your experience at this practice how would you rate your satisfaction with the following...

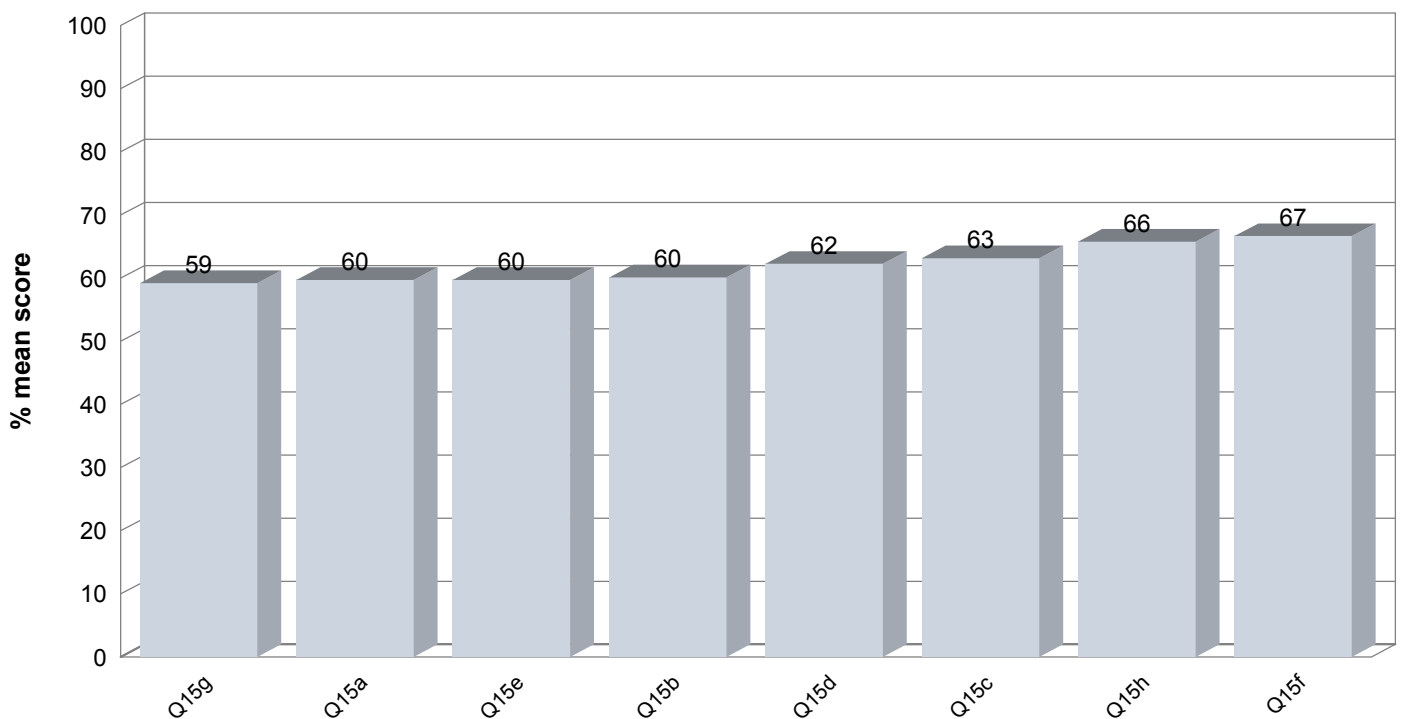
Table 21: Mean percentage scores and benchmarks

	Your mean score (%)	Deviation from the national mean%	National mean and quartiles (%)*					
			National mean (%)	Min	Lower quartile	Median	Upper quartile	Max
Q15a Ability to turn up and wait to be seen	60	-3	63	53	58	59	68	81
Q15b Ability to ring up and be seen that day	60	-3	63	52	54	63	69	77
Q15c Opportunity to speak to a doctor on the phone	63	-10	73	60	61	66	77	89
Q15d Opportunity to speak to a nurse on the phone	62	-11	73	61	65	73	73	81
Q15e Opportunity to see a doctor of choice	60	-2	62	48	50	66	67	81
Q15f Opportunity to see a nurse of choice	67	+2	65	55	58	67	68	83
Q15g Opportunity to see the same doctor	59	-3	62	48	52	66	69	83
Q15h Opportunity to see the same nurse	66	+1	65	57	58	67	70	84

See score explanation for percentage score calculation and quartile information

Benchmarks are based on pilot study data from 8 practices surveyed between August -October 2009

Graph 4: Mean percentage scores in ascending order of performance



Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

It is a nightmare to get through at around 8am to get an appointment. An online system could help ease this. I normally get through in the end, but end up feeling a little frustrated.

Some sort of online booking system.

Very good as it is now. Thank you.

Difficulty to make appointment by phone as either no one answers the phone or the appointments are taken.

I like the nurses best.

More telephone lines first thing in the morning to make appointments on that day or in advance if very urgent.

For it not to be so black and white with the system and for the receptionists to be more polite and helpful.

System perfect. I feel this works very well. I have never failed to see doctor of choice. I would not like to have internet booking as I don't use a computer and phone bookings would be difficult.

I don't think it is possible.

Current system of AM appointment - ring at 08:00, PM appointment - ring at 13:00 does not take into account working people/elderly people. Today phoned at 08:00 exactly - kept tally 11 attempts (engaged). Tried to book with my doctor of choice twice last week, not possible. I am a health care professional and feel that there has to be a system for people to book in advance and plan work/commitments. I have taken a days holiday to allow for fact that yesterday I had no idea whether I would get an appointment and at what time. I love the NHS and support it remaining public. I do not wish to have practice run by Virgin etc. However - redesign of booking system urgently required. Thank you for asking.

Like ability to ring and make appointment with specific doctor on same day, please don't change! Please don't allow internet booking of appointments, as this discriminates against people who can use this method and would make less appointments available by telephone.

Mostly good.

The one thing that I find annoying and inconvenient is not being able to book in advance by phone. You have to ring after a specific time and often then get the engaged tone. When you get through often there are no appointments available. Often it's inconvenient/difficult to keep re-dialling if at work etc.

Very good practice.

I only see one specific doctor!

All is ok - I like everything.

I feel that all doctors and nurses do their very best that they can. Emergencies have to be seen first.

Online booking would be good. Telephone booking is difficult at 08:00am because of engaged tone.

I don't work so I'm able to keep trying the phone line or if need an appointment that day, visit reception when phone lines open. However, for working people this is very difficult and members of my family resort to using NHS Walk In services for that day. I've been at the practice for many years and have never ever been turned away for an appointment if urgent on that day. Being able to pre book in advance is obviously easier to plan and perhaps would then free up the phone booking service for people who need an urgent appointment for that day. Yes, it is nicer to see a particular GP (especially for an ongoing illness) but I'd be happy to see any GP if I was ill and can't thank the surgery enough.

Install a telephone system which allows you to be able to speak to someone in less than an hour.

Booking long range could be improved.

This surgery is very good at arranging same day urgent appointments. For non urgent appointments it is poor. It is difficult to book evening appointments in advance and reception seem reluctant to give information about evening opening - not very good for working people.

More book in advance appointments.

I guess resource is the key! Booking online would help for advance appointments.

On calling to book an appointment being offered several appointment times (if available) to choose from.

Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

Not good for people who work.

Booking online would be a good idea.

All good.

Don't have recorded message until later in the day, calls need to be answered quickly. At times for people to phone for appointments.

As a full time worker when trying to phone for a same day appointment the phone is constantly engaged from 8-9am. When I do eventually get through I am then told back after 1:30 for afternoon appointment which is not viable as no access to phones at that time, am rarely offered an appointment for following days.

It is often difficult to get through which I don't mind so much when I want to be see same day but is frustrating when I wish to book a future appointment.

Getting through on the phone is really frustrating.

Considering the practice size, it is very good, appointments are generally at a time to suit.

Satisfied with present arrangements , although could be improved by booking for an appointment, less than 2 weeks into the future.

Think system is adequate as it is.

I think that this practice is good when compared to my previous, it is not a simple thing to organise.

No comment, things are very good.

Scrap the AM only call - PM only.

I realise the surgery and staff are very busy. I usually enjoy good health so when I decide I need to see a doctor it is usually for a very good reason and do not like to wait too long. This however may be inevitable particularly since I prefer to see one doctor who I have seen and trust for all my adult life.

Online pre bookable appointments (non urgent).

Often a nurse is the preferred option. I have had a long association with one doctor and one nurse at this practice. They both treat me in a highly professional manner and in a dignified was. I have much confidence in their ability to deal with any medical problems I may have (past and present).

Go online.

Why do I have to wait 30 minutes to get through on the phone. When I do get through, there are no appointments left and I am always told to phone back the next day. The phone system is terrible.

Personally I would like to be able to have the option to book online.

I would appreciate being able to forward book to see a specific doctor when you want to discuss a matter that is not urgent.

None, patients need to be more reasonable.

The present system of being able to book an appointment at 8am and 1:30pm works quite well although it is usually impossible to make contact by telephone and sometimes difficult to attend the surgery. More telephone access would help.

Penalise patients financially who fail to attend an appointment and did not cancel/notify.

Firstly to be able to get through more quickly, not kept hanging on the phone. Also it would be more helpful to see any doctor rather than be told - all appointments have been taken for that day, would it be possible to leave a few appointments free either AM or PM for emergencies?

I don't see any room for improvement.

I don't have a problem with actually getting an appointment once I get to speak to somebody. I must admit I find the telephone system frustrating and at times would rather come to reception in person as I only live close by.

Ability to book appointments 3 months in advance. Set up text reminder service like dentists etc. Long queue system with number in queue/expected time. Long term online booking. Ability to book specific doctor for repeat consultation.

Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

Good balance of patient - doctor/nurse ratio enables service.

Just maintain the status quo!

By having extra telephone lines to get through quicker.

Trying to ring up early morning is a waste of time, you can never get through. To wait a fortnight for an appointment with your doctor is unacceptable.

Bad appointment system - can't get through on the telephone.

Online booking for non-urgent appointments would be an advantage. Early morning/late afternoon - evening appointments are important. This is my local practice to where I live but I work further away.

It has not been possible to book in advance, nor by booking in person at the practice. Phoning for an appointment is very unsatisfactory - and cannot always make connection. Also, if all morning appointments have been taken, it is not acceptable to ask for an appointment later in the day on that same call. A further call has to be made for an afternoon appointment after 1pm.

When trying to ring up to make an appointment at 08:00am we have had a great deal of difficulty in getting through, and have found the best way of making an appointment is by attending the surgery in person which can be difficult when you are ill. We would like to say we feel we have always been well looked after by F.O.M.C.

We are very happy with the present arrangements.

I do seem to have trouble in booking in advance.

When working it is usually very difficult to pre-book times so it has to be left until a day is available that one can see a doctor - usually months after ailment.

Fortunately I do not "visit" you very often, on previous occasion appointment line busy, I had to keep ringing.

At the moment very satisfied.

As I worked in the NHS I am not quite as inflexible as some of these questions suggest e.g. If I want to see a particular doctor I wait until I can - unless it is an emergency.

More "book in advance" appointments i.e. 2-3 days ahead would be an advantage, although this would obviously restrict the "phone up and get an appointment" opportunities. Possibly phone late morning for an afternoon appointment, when the telephone are less busy than at 08:00am.

There doesn't appear to be enough people taking calls. When I have telephoned to make an appointment, I have waited on more than one occasion up to 30 minutes for the call to be answered. Quite often you can't book appointments very far in advance which doesn't help if the doctor requests you go back in 4 weeks - it would be helpful if you could book it there and then (not have to phone back a week later to book).

Cut out the necessity of having to call twice i.e. for morning and afternoon for same day appointment.

Need to get appointment in work day i.e. before 8:30 or after 18:30 if routine. If ill would expect to come any time.

To book a time online would be fantastic because I am working.

I'm quite happy at the service I receive! Thank you!

I don't like that you have to ring in the morning for a morning appointment then after 1:30pm for a pm appointment. I just want one phone call. Also it hasn't been general knowledge to me that you can arrange an appointment ahead.

Current system works for me.

To be able to book in advance i.e. 3 months.

I welcome your concern, as the present system is most frustrating i.e. sometimes waiting on the phone for up to 3/4 of an hour! One should be able to speak to a receptionist as soon as one phones the surgery and make a date on the same day or the following day with the doctor of ones choice. I prefer to see the same doctor at all my appointments. I do appreciate that it is not easy to satisfy every patient but the present system does need to be changed. I thank you for giving me, as a patient, the opportunity to voice my concern.

Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

I think that the GPs, on the whole, do well. The only criticism I have is that sometimes they try to rush appointments. Once again, the reception staff evidently work hard and do their best. The problem is having to phone at 8am in the morning to make a same day appointment and not being able to book in advance. I feel that this puts unnecessary pressure on both staff and patients. A more flexible booking system should be incorporated. What about home visits? Are these available? If 'yes', why are we not made aware of this?

An online system would be ideal.

Perhaps an extra line for the telephone enabling you to get through. It's just frustrating when you can't get through early in the morning.

I am happy with the system as it is.

Booking an appointment in advance up to 2 weeks is excellent. Booking an appointment for same day appointment is difficult as telephone is constantly engaged so if feeling well enough to drive to surgery just after 8am to book in person.

I feel that with the pressures on time, that for me it is a system that works well.

I realise that it's a busy practice and it depends on amount of people at the time and work load.

We need an early or late start and/or Saturday morning.

People are nice. System is desperate. Phones are really bad.

From my experience and current requirements I am not aware any improvements needed.

Am more satisfied now as oppose to before where receptionists were known to be quite rude. Very friendly and helpful now with better system to arrange appointments in the am and pm.

Can't get through on the telephone.

I do not know who my registered doctor is as I have seen different doctors every time. I do not like the "lottery" system of morning and afternoon appointments. I want a relationship with my doctor and not be a file.

My problem has actually been that I am unable to get through on the phone to make a same day appointment! Maybe an internet booking facility would help this.

I don't see the doctors very often so I cannot comment. The staff are very nice.

I don't know how to book online. It's a long wait but eventually get through online but I use my mobile and it costs. Calling in is average for an appointment depends on the day and how many sick people are!

I think you need to be able to book an afternoon appointment in the morning.

Difficulty calling in to surgery - unable to get through.

Ability to book online. Greater flexibility with consulting hours. Make a doctor available who deals exclusively with emergency appointments on that day.

Takes a long time to get through 8-8:30am. Could there be two phone lines?

More receptionists, more telephone lines available. Have the opportunity to ring the night before to arrange an early morning appointment. Online booking system.

Ability to book online would be very helpful - as would the ability to cancel appointments (e.g. if an emergency arises it may be easier to cancel online any time, than to try to ring and cancel). Easier access to cancel/change appointment might reduce number of DNA's through last minute changes in persons circumstances that were unforeseeable?

I have always been very satisfied with the service. Receptionists are always trying to please.

Book online every time.

Would like to be able to book appointment with doctor of choice with 2/3 days. I do accept that if I want a same day appointment I am prepared to see any doctor.

The use of the telephone to obtain an appointment on the day is the most frustrating, as you are competing with other people with the same intention.

Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

No matter what you do, you cannot please everybody. Most of the time I find phoning for an appointment very frustrating as when I finally get through all appointments are gone. Not sure if there is another way forward - just keep trying.

Staff to be kinder.

Too many older people taking up their spare time to chat, just to get out the house and fill their time!

As several patients may want to see same doctor at same time. I am not sure how to improve unless doctor has a specific nurse who could assess cure and report to doctor or there is a team headed by specific doctor and you could see/speak to team member who could report back to doctor.

I am quite satisfied with the help I receive from all at this practice. Thank you!

If you could book in advance at any time of the day but understand how difficult it is for the surgery if people don't keep their appointments.

As I work full time and travel 3/4 - 1 hour to work a pre 8am appointment would be helpful - or advance bookings for a Saturday morning.

System is fine for me.

Am very satisfied with the system that I have used over many years I have been at this practice.

Am very satisfied with the system that I have used over the many years I have been at this practice.

Telephone system is terrible especially first thing in the morning - difficulty for people who work.

To be able to book an appointment 1, 2 or 3 months in advance would be a great help.

Be able to book up to 1 month in advance. Easier to get through on the telephone for same day appointment.

Am not happy with the system which allows patients to book only for that day. There is always a long wait on the phone trying to get through to get an appointment. I would prefer to book for the next day or so. It always feels like a bun fight to get through and the doctor you request is always fully booked.

Doctor is very nice indeed.

By allowing appointments by phone to be made not only for same day but also for following 1 or 2 days.

Don't feel able to make any suggestion as to this. However do feel some improvement would be helpful. Can wait up to two hours to arrange an appointment for the same day by phone, and when you call the queue at reception is too long.

This is an excellent practice but it is sometimes extremely difficult to get through on the phone at 8 o'clock in the morning! However if you don't mind which doctor you are seeing there is usually an opportunity to be fitted in during the same day. Afternoon appointments are usually booked up quickly but emergencies are dealt with sympathetically. Personally I would be worried about booking online as my computer skills are not particularly good and many elderly people do not have computers so phone booking is still essential. Grateful thanks to all at Four Oaks Medical Centre, as I have nothing but praise for the doctors, nurses and administration staff.

Pretty good at the moment (good idea to have a questionnaire)!

Have direct lines to staff for appointments with a new telephone number just for appointments.

The ability to ring up and make an appointment for the next day.

Online appointments. More people answering the telephone as it is difficult to get through. Appointments being on time not waiting a long time.

The telephone appointment system could be improved. Very difficult and frustrating at the present time because nearly always engaged early in the morning.

I think on the whole we are always satisfied, no complaints.

A system whereby avoiding the frustration of having to continually trying to speak to receptionist for appointment (35 minutes) only to be told all appointments taken (perhaps an extra phone line)!

As I need (usually) only a monthly appointment on a regular basis the opportunity to book a month ahead would be much appreciated.

Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

When making an appointment for a morning, and unable to be seen, that it should be offered an afternoon appointment on another day.

You can be hanging on the phone for well over half an hour just waiting for an answer. Also when working, why can't you book an appointment in advance as it has to fit in with work but all the receptionists says is you have to phone in the morning. I have to be in work in the morning so unless I'm dead on my feet I just have to go to work and put up with the ailment and hope it will go away on it's own. Why can't I book an appointment in advance. Why!

Overall I think all arrangements are very satisfactory.

The main problem is actually getting through by telephone to book an appointment for the same day. For example today I must have telephoned 30 times before I got through to be seen today. Once through I have found the surgery will always try to help with an appointment.

Sometimes when phoning at 8am engaged tone about 20 times, I understand this but when getting through say about 8:40am told all places filled and told to phone the next day at 8am. Feel you should be given an appointment then for next day.

I would like to be told how many are in the phone queue in front of me.

Difficult for you keeping in mind the number of people looking for appointments every day. Trying to phone just after 8:00am to get an appointment is frustrating as the lines are normally fully engaged.

Sometimes it is a bit difficult to get an appointment due to telephone lines being engaged.

Online appointment booking.

I work very unsociable hours and work away from home so the ability to pre book in advance is paramount. Not always possible at surgery to pre book in advance especially to ring on a Friday for Monday appointments. If overseas a nightmare.

Generally very satisfied. This is a wonderful practice.

Really not sure.

I feel the present system of being able to ring after 8 in the morning and 1:30 in the afternoon works very well, and is an improvement on the old system of ringing after 8 in the morning.

More telephone lines and receptionists to book appointments. At the moment one could be trying to get through at 8:00am in the morning for same day appointment for at least 30 minutes.

I'm not sure they can!

Everyone is always cheerful and pleasant. Doctors make you feel as if they have time for you.

Not sure!

Better telephone booking system.

I have found the booking system very good. Sometimes it is difficult to get through because the telephone line is busy I have never failed to obtain an appointment when needed. Sometimes out of hours appointments i.e. 8am or 6pm would be helpful because of work commitments.

In general satisfied with practice appointments. However I have had to make several phone calls to get an appointment and hung on phone several minutes. Difficulty in seeing GP of choice but realise the reasons for this. Have never been offered opportunity to speak to a doctor or nurse. Confused by question as doctor of choice would be same doctor. Advice on place in queue would be helpful - would pay for call back. Helpful staff at reception. Efficient well run - last time not so good.

I always have to turn up at the surgery with an ill child in tow to make a same day appointment as I struggle to get through on the phone. Not sure how you can improve this though.

Last week I phoned at 12:30 wishing to make a doctor appointment - I was told the doctor who has been seeing me would be available that afternoon but I would have to call back at 1:30. As I was at work I phoned back at 1:30 as requested and finally was answered at 1:50. It is a shame your receptionists are not allowed to use a little more initiative. They are polite and I know they are only following the "surgery rules".

Comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please comment on how you feel the arrangement of appointments could be improved at this practice

The telephone system is a joke! There needs to be more telephonist/receptionist on duty at busy times (and polite!) or change the system so that everyone doesn't have to clog the phones for their appointments. Let us make appointments in advance like before and if we are unfortunately a couple of minutes late, let the receptionist know not to pull a stupid face and point out the obvious because we have to wait sometimes up to an hour to be seen! They are too rude!

It is a problem that one can start phoning at 8am repeat dial after every engaged tone and still not get an appointment with a specific doctor that day. Would a queuing system with more receptionists answering be possible? It seems evident however that the demand is placing the appointment system under considerable strain. I feel quite sorry for staff who do seem to cope as well as possible with the pressures.

Train the receptionists.

When you phone the surgery you should be held in a queue not have to keep ringing time after time! You could be told where you are in the queue. You should also not be told if you do get through at approximately 8:00 that no appointment for the doctor of your choice, you get told no appointment if you come in at 8:00am you have to wait until nearly 10:30 for appointment system needs to be updated. Also receptionists should be more helpful.

Everyone is very nice especially one, she is very helpful and kind.

To be put in a telephone queue instead of having to continually re ring.

Very pleased with service, never not got an appointment if phone early.

Generally very good surgery.

Larger waiting room - online timetable for each doctor/nurse showing their free slots.

Compared with other practices the booking/appointment system is very good, especially being able to book up to 2 weeks in advance where you know you will need an appointment. This gives an opportunity to see the same doctor/nurse when required - I don't expect to be able to see the same doctor/nurse when I am being specific about the day/time I can attend.

More easy to book appointments in the morning. More people on the telephone reception, as is difficult to get through to a receptionist.

Book via internet.

Due to the high increase of people moving into this area in recent years, I think Four Oaks Medical Centre copes very well, and in light of the fact peoples attitude today is "very pushy" and demanding, yet at reception they remain polite.

I'm generally very satisfied.

Terrible phone system.

A phone line which tells you how many people are in front of you i.e. " You are in a queue and 3rd place".

Do not visit doctors very often, but have always been able to get appointment at short notice, so speaking for myself not sure what improvements could be made.

Telephone system is totally inadequate for number of patients you have. It is not fit for purpose, and has not been for a very long time. I am aware that you know of this, but have chosen not to do anything to improve matters. Please put on your notice board how many missed calls you have for each month over the year so we can see how bad the situation actually is and if it is improving or getting worse, and know that you are monitoring the situation. Please get more lines and more people to answer them. Suggesting that patients arrive at 7:45 and queue on the stairs to get an appointment is not an answer to this problem. Also, staff training, why did no one in reception know of this questionnaire or where it may have been stored?

Score Explanation

Each individual score for the evaluation questions is expressed as an average (mean) for all patients who completed the question. They are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses (unable to comment or items left blank) are not used in the score calculation.

All questions follow a five point rating scale ranging from 0% to 100%.

	Very dissatisfied	Fairly dissatisfied	Neither satisfied or dissatisfied	Fairly satisfied	Very satisfied	Not specified
Percentage Score (%)	0	25	50	75	100	n/a

See example below from question Q8a

Number of Patients Surveyed:312

Questions	Rating					
	Very dissatisfied	Fairly dissatisfied	Neither satisfied or dissatisfied	Fairly ssatisfied	Vairly satisfied	Not specified
Q8a Book an appointment in advance on a specific	41	39	47	90	73	22

$$(41 \times 0) + (39 \times 25) + (47 \times 50) + (90 \times 75) + (73 \times 100)$$

$$312 - 22$$

=60% mean percentage score

Explanation of Quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25%.

	Your mean score (%)
Q8a Book an appointment in advance on a specific day	60

National means and quartiles (%)					
National mean	Min	Lower quartile	Median	Upper quartile	Max
64	51	56	70	70	83

Based on our most current national benchmarks, your mean score of 60% falls between the lower quartile and the median which is in the lowest 50% of all means

Improving Access Questionnaire

Example Practice



Your views can help your practice improve the arrangement of their appointments

- Your practice would welcome your honest feedback
- No-one involved with your care will be able to identify your personal responses
- If you are filling out this questionnaire on behalf of someone else please give their judgment of their experience if possible
- Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice with a tick in the box.

Booking an appointment

1 How would you rate the appointment booking system at this practice?

	Poor	Fair	Good	Very Good	Excellent	Unable to comment
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 What system/s would suit you best?

Booking by telephone	<input type="checkbox"/>	Booking by internet	<input type="checkbox"/>	Booking in person at the practice	<input type="checkbox"/>
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Sample Only

When you want to book in advance do you usually like to make an appointment? (please only tick one option)

3 How far in advance do you usually like to make an appointment? (please only tick one option)

One day	<input type="checkbox"/>	Two days	<input type="checkbox"/>
More than two days	<input type="checkbox"/>	More than a week	<input type="checkbox"/>
More than a month	<input type="checkbox"/>	Don't mind	<input type="checkbox"/>

4 When you want to be seen in advance do you usually prefer to see a... (please only tick one option)

Doctor	<input type="checkbox"/>	Nurse	<input type="checkbox"/>	Don't mind as long as it is at a convenient time	<input type="checkbox"/>
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5 When you want to be seen in advance do you usually prefer to see the same... (please only tick one option for each)

Doctor:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't mind	<input type="checkbox"/>
Nurse:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't mind	<input type="checkbox"/>

6 When do you usually prefer to be seen? (tick as many options as apply)

Before 08.30 Monday - Friday	<input type="checkbox"/>	08.30 - 13.00 Monday - Friday	<input type="checkbox"/>
13.00 – 17.00 Monday - Friday	<input type="checkbox"/>	17.00 - 18.30 Monday - Friday	<input type="checkbox"/>
After 18.30 Monday - Friday	<input type="checkbox"/>	Saturday mornings	<input type="checkbox"/>
Other	<input type="checkbox"/>		

7 How important is it to you to...

	Not at all important (1) ← → Very important (5)				
book an appointment in advance on a specific day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
book an appointment at a specific time of day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sample Only

8 When booking in advance, from your experience at this practice how would you rate your satisfaction with the following ...

	Very dissatisfied	Fairly dissatisfied	Neither satisfied or dissatisfied	Fairly satisfied	Very satisfied	Unable to comment
Ability to book an appointment in advance on a specific day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to book an appointment more than 48 hours in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to book an appointment at a specific time of day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see a doctor of choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see a nurse of choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see the same doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see the same nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing this section on advanced bookings. The next section relates to when you want to be seen quickly.



When you want to be seen by a doctor or nurse quickly

9 When you want to be seen quickly do you usually prefer to see a... (please only tick one option)

Doctor	<input type="checkbox"/>	Nurse	<input type="checkbox"/>	Don't mind as long as it is at a convenient time	<input type="checkbox"/>
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10 When you want to be seen quickly, do you usually prefer to see the same... (please only tick one option for each)

Doctor:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't mind	<input type="checkbox"/>
Nurse:	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't mind	<input type="checkbox"/>

11 If you wanted to be seen quickly would you usually prefer to ... (please only tick one option)

Turn up at the surgery and wait	<input type="checkbox"/>	Ring up and make an appointment that day	<input type="checkbox"/>	Speak to a doctor / nurse on the phone	<input type="checkbox"/>
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12 If you turned up at the surgery without an appointment how long would you be prepared to wait? (please tick one option)

Up to ten minutes	<input type="checkbox"/>	Up to twenty minutes	<input type="checkbox"/>
Up to thirty minutes	<input type="checkbox"/>	Up to one hour	<input type="checkbox"/>
Up to two hours	<input type="checkbox"/>	Over two hours	<input type="checkbox"/>

13 If you phoned the surgery when you were worried would you prefer to speak to a... (please only tick one option)

Doctor	<input type="checkbox"/>	Nurse	<input type="checkbox"/>	Don't mind	<input type="checkbox"/>
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14 How long would you be prepared to wait for a doctor or nurse to phone you back?

Immediately	<input type="checkbox"/>	Up to 15 minutes	<input type="checkbox"/>
Up to 30 minutes	<input type="checkbox"/>	Up to one hour	<input type="checkbox"/>
Up to four hours	<input type="checkbox"/>	The same day	<input type="checkbox"/>

Please turn over ↶



15 When you want to be seen quickly, from your experience at this practice how would you rate your satisfaction with the following ...

	Very dissatisfied	Fairly dissatisfied	Neither satisfied or dissatisfied	Fairly satisfied	Very satisfied	Unable to comment
Ability to turn up at the surgery and wait to be seen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to ring up and be seen that day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to speak to a doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to speak to a nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see a doctor of choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see a nurse of choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see the same doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to see the same nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sample Only

And Finally

16 Please comment on how you feel the arrangement of appointments could be improved at this practice

Thank you for your time and assistance
Please return in the envelope provided

ORG ID	
SID	



Feedback Form



At CFEP UK Surveys, we are continually striving to improve our service and would welcome any feedback you can give us so we can use this to shape our future work programme and support services.

	Poor	Fair	Good	Very good	Excellent
1(a). Please rate your overall experience of carrying out this survey:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1(b). Please comment on what you feel were the positive aspects of the survey.

1(c). Please comment on any aspects of the survey which you feel could be improved:

	Not useful	Fairly Useful	Useful	Very useful
2(a). How useful did you find the feedback report?.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2(b). Please comment below on your response in 2(a)

	Yes	No
3(a). Did the results of your survey encourage you to make any changes to your practice?.	<input type="checkbox"/>	<input type="checkbox"/>

3(b). Please comment below on your response in 3(a)

Thank you for your feedback
Please return this form to: CFEP, Innovation Centre, University of Exeter, PO Box 51, Exeter EX4 4WT

Please tick here if you do not wish for us to contact you regarding the service we have provided for you.
 We may wish to use the information you have provided as anonymous quotations. If you would prefer us not to use the information you have provided in this way, please tick here.