

TRINITY & BOWTHORPE MEDICAL PRACTICE

Patient Experience Survey - Bowthorpe Surgery

Results are based on 248 responses December 2016 - June 2017

Q1 Are you satisfied with the opening hours at the surgery?

Yes	217	88.2%
No	29	11.8%
Number of responses	246	

Q2 Do you find the GP surgery clean?

Yes	246	99.6%
No	1	0.4%
Number of responses	247	

Q3 In the Reception area, can other patients overhear what you say to the staff?

Yes, but don't mind	156	64.7%
Yes and am not happy about it	31	12.6%
No, other patients can't overhear	54	22.4%
Number of responses	241	

Q4 Do you find the receptionists at the surgery helpful?

Yes	236	98.3%
No	4	1.7%
Number of responses	240	

Q5 Do you find it easy to arrange an appointment by telephone?

Yes	129	54.2%
No	109	45.8%
Number of responses	238	

Q6 If you have tried to make an appointment online did it work?

Yes	41	36.3%
No	57	50.4%
Don't use	15	13.3%
Number of responses	113	

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Q7 Do you find the online services easy to use?

Yes	59	50.9%
No	40	34.5%
Don't use	17	14.7%
Number of responses	116	

Q8 When you arrange to see a GP at the surgery can you usually see the GP you prefer?

Yes	111	46.3%
No	51	21.3%
I don't have a GP I prefer to see	78	32.5%
Number of responses	240	

Q9 Do you find it easy to arrange an appointment with any other health professional?

Yes	175	82.2%
No	38	17.8%
Number of responses	213	

Q10 Do you find it easy to arrange to speak to a GP on the telephone?

Yes	168	84.4%
No	31	15.6%
Number of responses	199	

Q11 How do you feel about how long you usually have to wait to be seen after you arrive at the surgery?

It is reasonable	209	85.7%
It can be too long	31	12.7%
I can't remember or I don't know	4	1.6%
Number of responses	244	

Q12 If there was a lengthy delay in being seen were you informed of the reason?

Yes	97	56.4%
No	75	43.6%
Number of responses	172	

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Q13 Overall are you happy with the services at the surgery?

Yes	203	96.7%
No	7	3.3%
Number of responses	210	

AGE

Under 16	2	0.9%
17-24	11	5.2%
25-34	42	19.9%
35-44	29	13.7%
45-54	30	14.2%
55-64	45	21.3%
65-74	31	14.7%
75-84	16	7.6%
Over 84	5	2.4%
Number of responses	211	

GENDER

Male	71	34.3%
Female	136	65.7%
Number of responses	207	

How would you describe how often you come to the practice?

Regularly	65	31.7%
Occasionally	98	47.8%
Very rarely	42	20.5%
Number of responses	205	

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If there is anything else you would like to tell us about your experience of your GP surgery, please write in below.	Suggestion / Good / Negative	Theme
Never any appointments available online.	N	Appointments
I feel that there is a too long a wait to see a doctor of your choice.	N	Appointments
Availability of appointments.	N	Appointments
Need to be able to pre-book an appointment because of work and not ring on the day.	N	Appointments
Once I'm in it's great, but if I need appointment as a full time Mon-Fri worker it's difficult as I start work at 8am, so phoning in is hard. Online is good but appointments too far in future.	N	Appointments
Difficult to arrange an appointment when working full-time out of Norwich. Same day does not work I need to know in advance.	N	Appointments
Can only ring at 8.30 to make an appointment but as I have to do the school run then I'm unable to get through until 9-10am and by that time there's no appointments left, just get told to do the same every morning. Then have to wait a week or so to be seen, not good !	N	Appointments
Have been trying to make follow-up appointment since November for an ongoing health issue and was unable to get seen until late March.	N	Appointments
Saturday clinic - appears 3 or more people arrive with same time appointments.	N	Appointments
Not enough pre-bookable appointments. Not enough doctors.	N	Appointments
It can be lengthy to get an appointment with your regular GP	N	Appointments
Haven't ever been able to see my own GP because I can't make an advance appointment. When I ring on day no appointments available.	N	Appointments

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Phoning to make an appointment is terrible. I have phoned at 8.30 only to be told all the appointments are full. This is ridiculous. I was even told by a receptionist when I called in the late morning that I should have rang earlier! The system is useless!	N	Appointments
Sometime it can be hard to get a same day appointment if you are unable to phone first thing in morning because of work etc.	N	Appointments
Only problem is trying to get a same day appointment with Dr Morton. I prefer to see him as I have ongoing issues and he knows me and my difficulties.	N	Appointments
Obstacles to getting an appointment are unacceptable: eg answer machine, long delay in answering, hanging up and asking medical details.	N	Appointments
Can be hard to get appointments	N	Appointments
Dr Craig is excellent - always professional but friendly, approachable and kind. Wished Dr Craig did more days at Bowthorpe so that not so restricted as to when available.	G	Doctors
Would be nice to have more female doctors available at the Bowthorpe Surgery. Dr Hooney was excellent when she treated my daughter.	G	Doctors
I would prefer it if GP offered more family planning options, with 2 young children and no childcare its hard to arrange to get sorted.	S	Family Planning
Other surgeries don't have half day why do you.	N	Opening Times
I work and find when I request a Saturday appointment you are not always holding one.	N	Opening Times
Opening hours need to be changed to accommodate shift/working etc and you need to have an area that is private when talking to reception, some people are hard of hearing and shout.	N	Opening Times
Could the surgery open on a Wednesday afternoon?	S	Opening Times
Remaining open 1-2pm for things like collecting and dropping off prescriptions would be useful. Being open for appointments Wednesday pm would also be useful.	S	Opening Times

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Would like more evening appointments available to at least 7.30pm some days in week.	S	Opening Times
Surely you lose surgery hours by shutting lunchtimes and Wednesday afternoon. Why don't you rota staff so that you can stay open then you are able to get more appointments in.	S	Opening Times
When it comes to prescriptions over the phone not allowed - I'm a patient that suffers with anxiety and some days I can't leave my house, explained to reception with no help at all. So in some cases help will be needed.	N	Prescriptions
Very happy with all the staff at the surgery.	G	Staff
The staff are very polite and helpful.	G	Staff
Staff should leave phones at home !!	N	Staff
Gilly isn't the most friendly	N	Staff
Phoneline doesn't always open on time.	N	Telephone system
Perhaps a more efficient telephone answering service or more staff available to respond to calls in the morning at 8.30am	N	Telephone system
Telephone lines do not open at 8.30am. Called at 8.30am and voicemail message saying surgery closed until 8.36am.	N	Telephone system
Make phone lines more accessible. I've been on hold for up to half an hour only to find all the appointments gone once I speak to someone.	N	Telephone system
At times unruly children are not spoken to. This is primarily the responsibility of the parent. If the parent does not admonish the children, the staff should. People visit the surgery because they are poorly and do not wish to listen to children running about screaming. a childs book corner or toy box would help.	S	Waiting room
Very good service from nursing, medical and admin staff.	G	

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Very happy with the service offered. Getting prescriptions to go to the chemist not always working. Being able to turn up at 8am and get an appointment within an hour is a very good service for me. Dr Craig has been excellent.	G	
No complaints - service very good	G	
If I am unable to get a face to face appointment I ask for a telephone consultation. I always get one and also lucky enough to see/speak to my preferred GP. Thank you!	G	
Always good experience, friendly and helpful.	G	
Excellent service and care. Thank you to all.	G	
I cannot fault my surgery, they are very friendly and helpful always.	G	
I think this surgery is amazing. I bought my alcoholic sister here and how quickly the doctor was able to put things in place is incredible and he rang just to check how she was.	G	
There is no sense of a joined up care plan. The role of the GP seems to be solve the problem sitting in front of them and then move onto the next person. Also, there is little empathy or understanding - patients are just another NHS number.	N	
It would be helpful in wet weather to open outer doors.	S	
Left some questions out as I am a new patient		