

TRINITY & BOWTHORPE MEDICAL PRACTICE

Patient Experience Survey – Trinity Street Surgery

Results are based on 127 responses December 2016 - June 2017

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

Yes	117	95.1%
No	6	4.9%
Number of responses	123	

Q2 Do you find the GP surgery clean?

Yes	123	100.0%
No	0	0.0%
Number of responses	123	

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

Yes, but don't mind	98	79.7%
Yes and am not happy about it	11	8.9%
No, other patients can't overhear	14	11.4%
Number of responses	123	

Q4 Do you find the receptionists at the surgery helpful?

Yes	124	99.2%
No	1	0.8%
Number of responses	125	

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

Yes	85	71.4%
No	34	28.6%
Number of responses	119	

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

Yes	31	59.6%
No	16	30.8%
Don't use	5	9.6%
Number of responses	52	

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Q7 Do you find the online services easy to use?

Yes	46	69.7%
No	10	15.2%
Not used	10	15.2%
Number of responses	66	

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

Yes	74	60.2%
No	16	13.0%
I don't have a GP I prefer to see	33	26.8%
Number of responses	123	

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

Yes	85	83.3%
No	17	16.7%
Number of responses	102	

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

Yes	72	87.8%
No	10	12.2%
Number of responses	82	

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	107	87.7%
It is too long	10	8.2%
I can't remember or I don't know	5	4.1%
Number of responses	122	

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

Yes	57	69.5%
No	25	30.5%
Number of responses	82	

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

Yes	107	99.1%
No	1	0.9%
Number of responses	108	

AGE

Under 16	2	1.8%
17-24	10	9.2%
25-34	17	15.6%
35-44	24	22.0%
45-54	20	18.3%
55-64	8	7.3%
65-74	19	17.4%
75-84	5	4.6%
Over 84	4	3.7%
Number of responses	109	

GENDER

Male	41	36.9%
Female	70	63.1%
Number of responses	111	

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

Regularly	39	35.5%
Occasionally	63	57.3%
Very rarely	8	7.3%
Number of responses	110	

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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
Calling for a same day or appointment for the same week is getting increasingly difficult. I regularly call at 8:29, don't get through until 8:40 (engaged) and many appointments gone and have to try next day.	N	Appointments
Overall service is good. Find it hard to get through to surgery on morning I want an appointment.	N	Appointments
Very friendly staff but difficult to get through on phones in the morning.	N	Appointments
There is usually too long a wait when booking an appointment i.e. at least a week, online and having to phone only on the day to try to get an appointment is very awkward.	N	Appointments
Cannot book ahead. Phone on the day at 8.30am but not always able to get seen as appointments already gone!	N	Appointments
Although I can always get to see a doctor if I need one, I have had to wait up to three weeks to see my doctor. I am not sure what the answer is to that problem.	N	Appointments
Unfortunate that I can only get on the day appointment with my GP. Had a poor experience with one GP who appeared to not have time for listening to my concerns about my health and proceeded to tell me my 15 minute appointment was over, despite me having waited a long time to arrange the appointment. I do not regularly attend the surgery.	N	Appointments
I need regular appointments at the moment. Haven't yet been able to organise that continuity of care which has been and is stressful.	N	Appointments
It would be better if you could arrange appointments in advance, rather than always having to ring up on the day.	S	Appointments
Dr Simper and Dr Barber excellent, thorough and would highly recommend.	G	Doctors
Dr Simper has a very holistic approach which I really appreciate.	G	Doctors

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There is a GP who always makes me feel she don't care about me and I am overreacting to my symptoms. The student.	N	Doctors
Too hot.	N	Environment
I can't manage to re-order prescriptions online.	N	Online
I would quite like if the surgery could remain open until 6 so I could organise my appointments for after work.	S	Opening hours
Other services - chiropody and physiotherapy.	S	Other services
Twice whilst being seen we were interrupted by another member of staff! Also, the receptionist was very rude when I booked in for flu jab - I had to explain history of kidney failure and I felt like I'd done something wrong.	N	Reason for appointment
Not happy with telling reception my reason for appointment.	N	Reason for appointment
I am not happy with the system of phoning at 8 o'clock to have an appointment on the day - not possible to do it in advance. I do not understand why I am asked when booking an appointment the reason of my visit.	N	Reason for appointment
Why was I aksed by the receptionist what my appointment was concerning? I have never been asked before. Didn't mind this time but I might another.	N	Reason for appointment
Excellent service and excellent staff. Always helpful.	G	Staff
All staff very helpful and caring. Very knowledgable doctor who has helped me massively and is still continuing to do so.	G	Staff/Doctors
Within the current budget and time restraints I find Trinity Street Surgery remarkably professional, efficient and helpful - Well Done !	G	

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Excellent surgery. I have always had good experience with excellent care and support.	G	
The best GP surgery I have been to. Very nice staff. Warm and friendly environment.	G	
I am grateful to have access to NHS GPs.	G	
The main problem I come across is trying to ring to book an appointment. Apart from this I can't fault this surgery.	G	