**Cfep UK Surveys**

**Improving Practice Questionnaire**

**Report**

**January 2014**

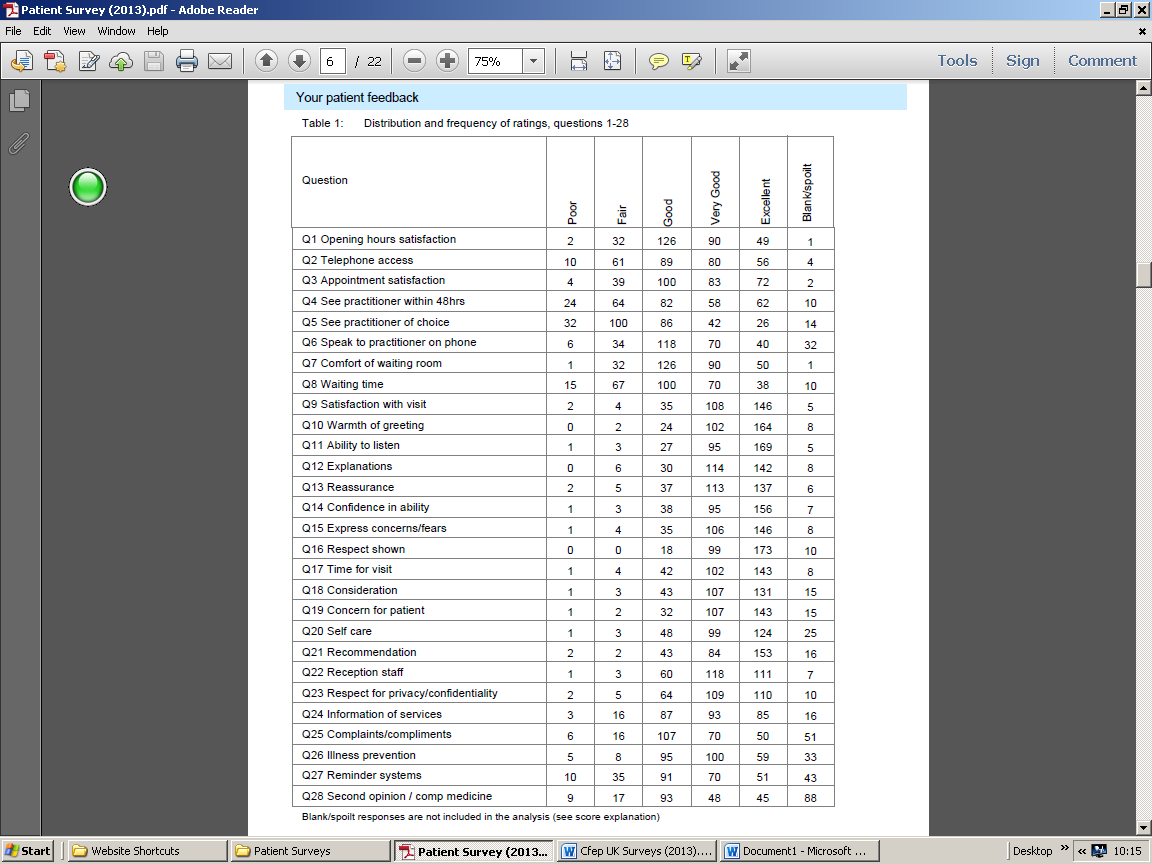
**The York Medical Practice**

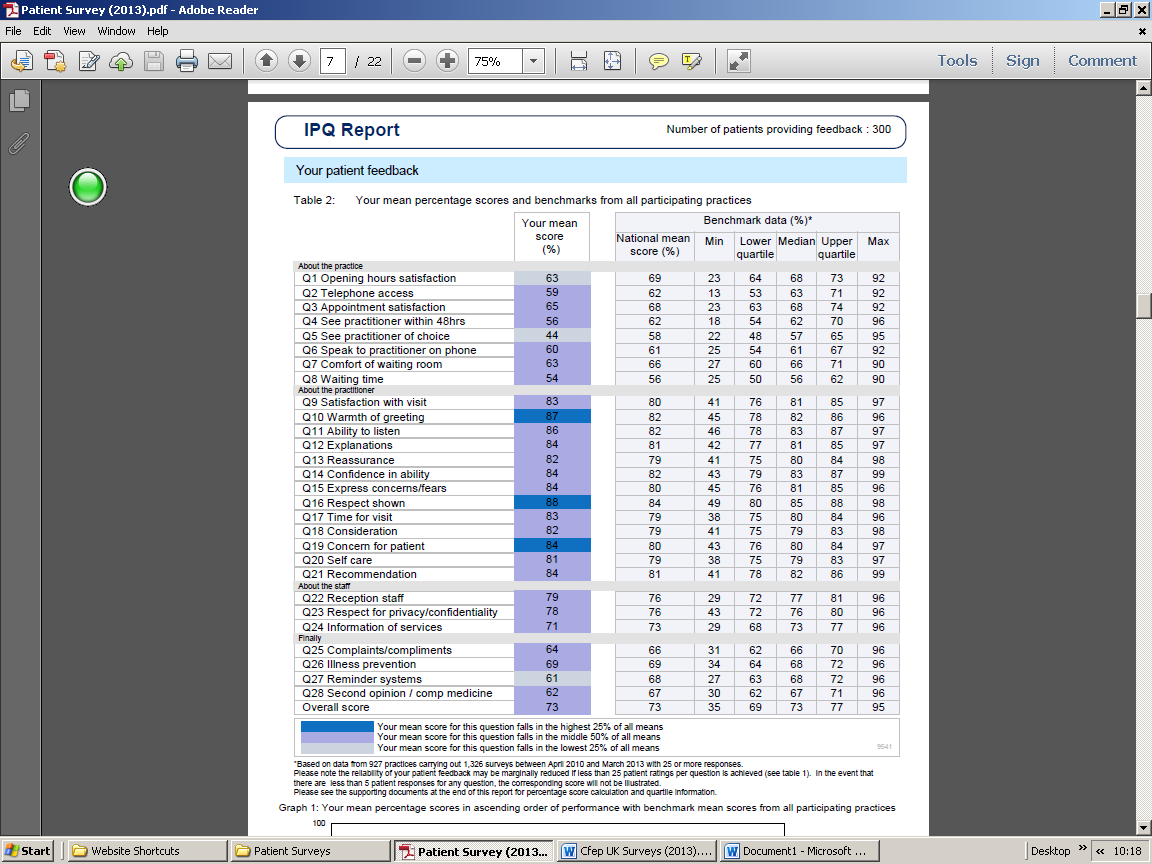
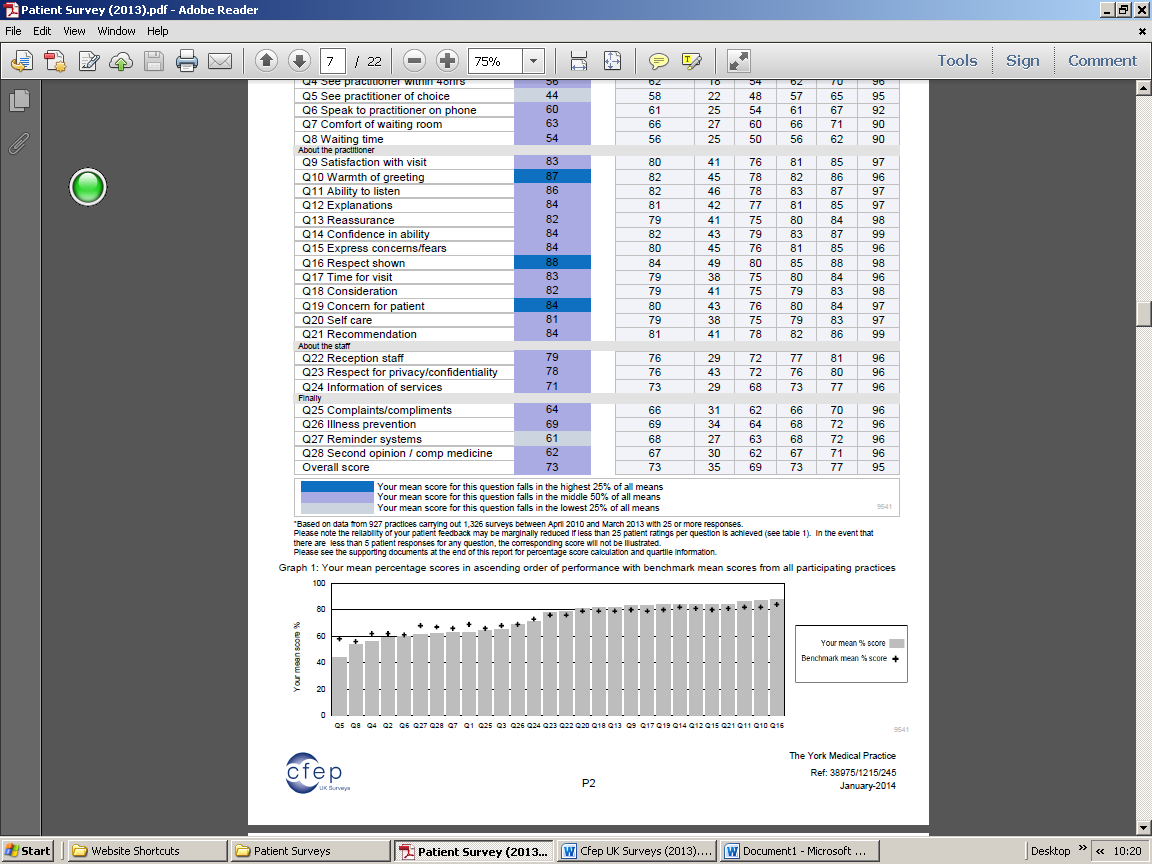
**IPQ Report**

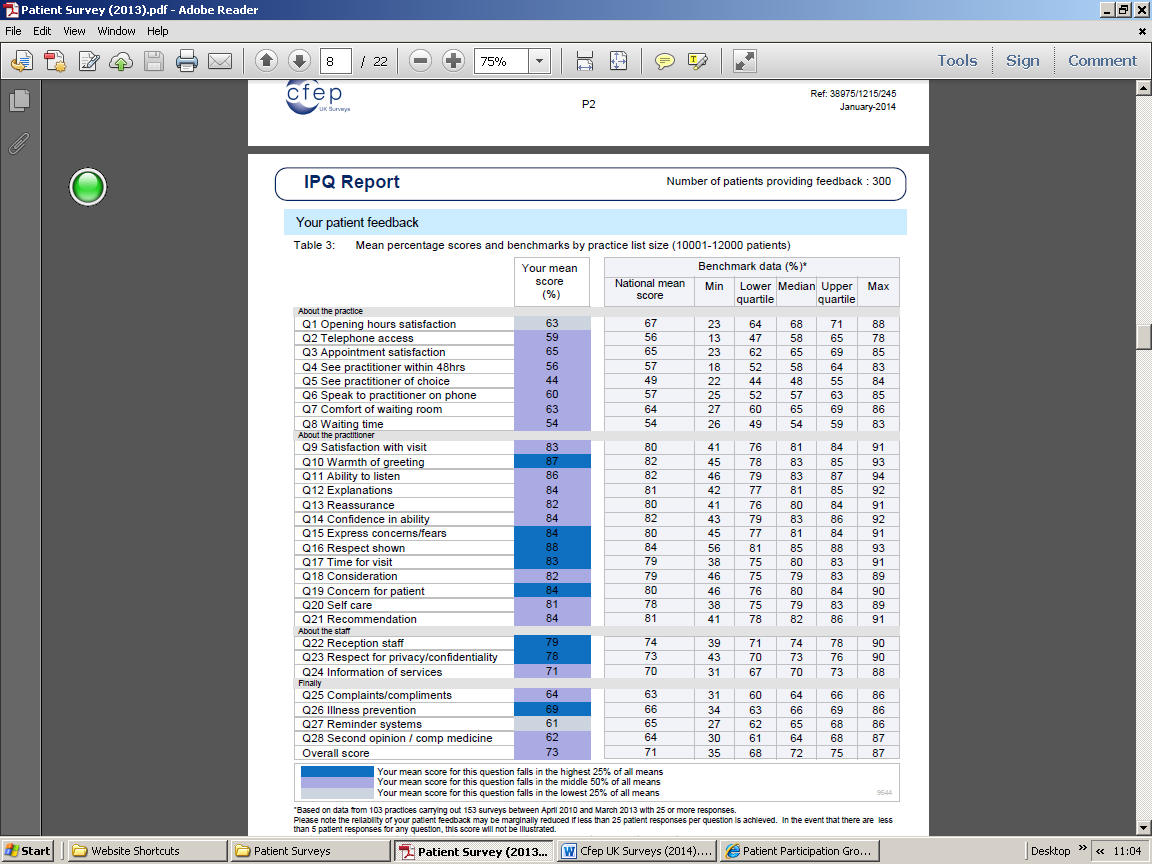
**Number of patients providing feedback: 300**

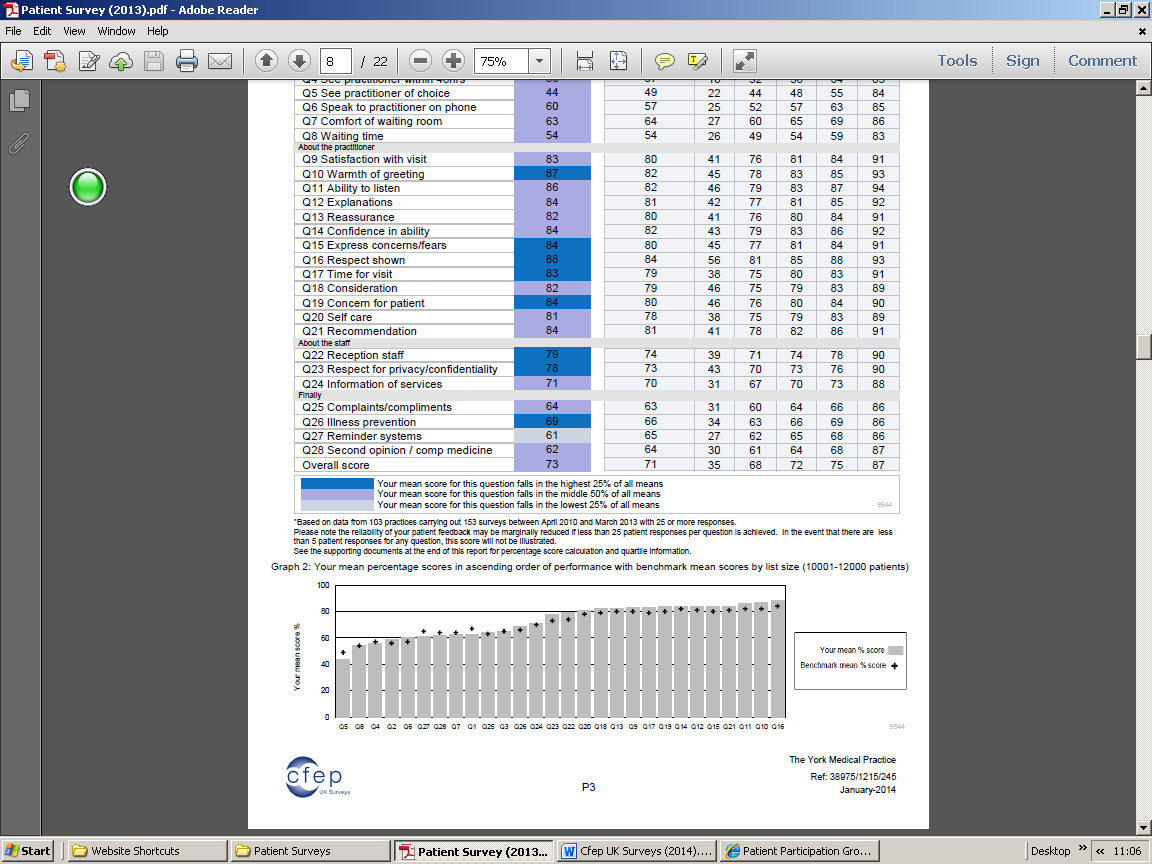
**Your patient feedback**

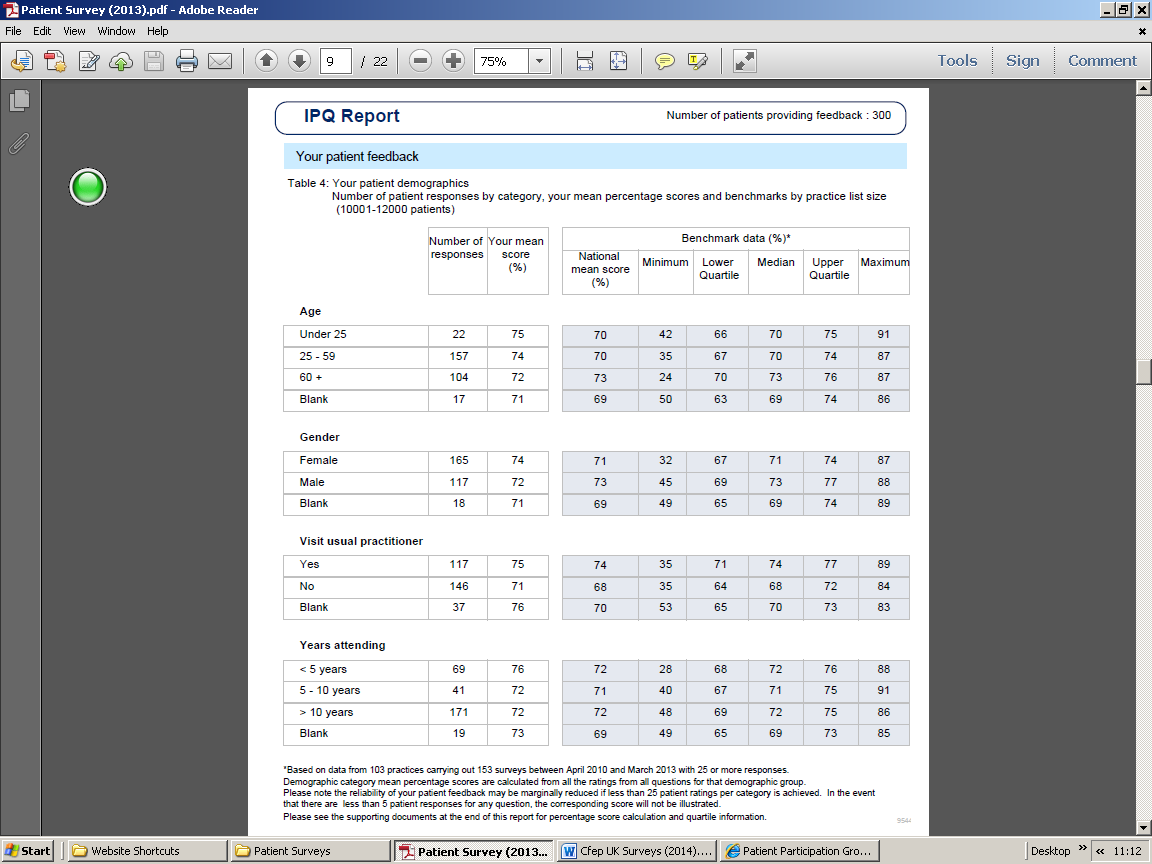
**Table 1: Distribution and frequency of ratings, questions 1-28**



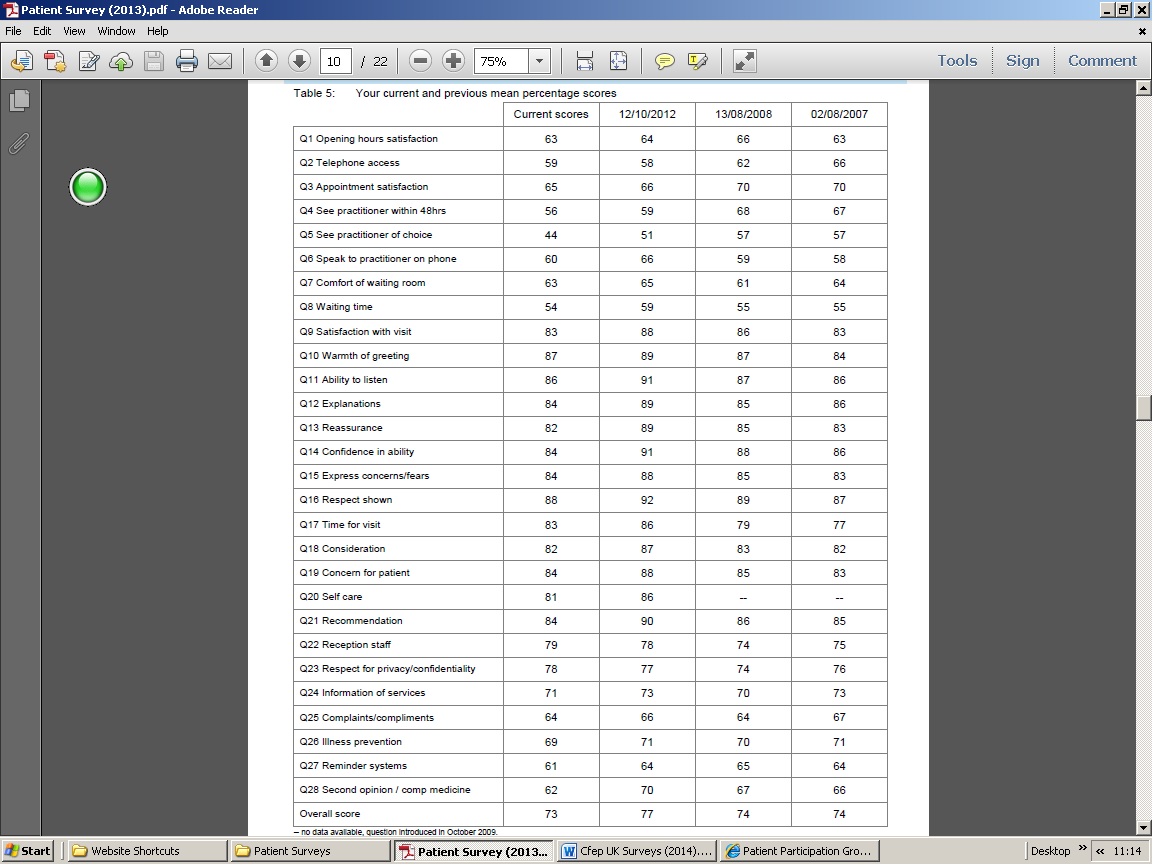
**Table 2: Your mean percentage scores and benchmarks from all participating practices**

T**able 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)**





**Table 5: Your current and previous mean percentage scores**

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**All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.**

**Any comments about how this practice could improve its service?**

* Personally I think the practice should be open 7 days a week or at best 5 days and 2 1/2 days open. Also a better method of appointment booking, go back to the old days it worked better!
* Emergency appointments not quick enough. No alternative information provided about other options available.
* Over the years, I have found coming to the doctors very stressful. The doctors are almost always running late and trying to manage that with parking and having a busy life is very difficult.
* Very pleased its only negative is you can't book appointment in advance.
* Saturday and/or evening appointments. More informative wall displays - not just brochures. Online appointment booking.
* Online appointment. Improve telephone system.
* I have always felt this surgery offers an excellent service.
* The system of ringing at 8am for an appointment is impossible for anyone who has anywhere they have to be – at work, taking children to school etc. If you're hoping for an appointment today and usually leave for work at 7am, do you go to work or not? Greater availability of evening/Saturday appointments would be good - though I see the difficulty!
* Not that I can think of.
* Still sometimes considerable waiting time to see doctor of one's choice.
* Waiting room too hot or airless.
* If possible extend surgery hours to include evening appointments.
* Weekend opening or cover by practice doctors at weekends.
* It is very difficult to get an appointment of a doctor of your choice you have to wait 1 week to 10 days.
* I am very satisfied with how this practice works.
* It would be nice to have a more cheerful voice on the answer phone.
* Urgent appointments on Saturday morning.
* It would be good to have early morning appointments from 7am.
* Set up workshops/talks to help patients deal/cope with their longer term conditions. Website should provide up to date/full range of information/support to all patients - it isn't acceptable at the moment! Improve the outer reception area - its cold (atmosphere) out of date info on board (always) and doesn't have a 'real' purpose i.e. welcoming, informative and useful (not a tea bar!). Greater knowledge of local events which would be helpful to patients i.e. diabetes (local organisations events) - make sure these events are published and that one’s relevant to particular patients are given to them.
* It helps if the reception staffs tell you how many people will be seen ahead of you.
* This visit was only for a blood pressure check so some questions were not applicable.
* Providing talks by doctors on chronic conditions.
* No, no comments, as I think they doing really well already.
* I am extremely satisfied with the level of service I have received from this practice. I have never had any issues whatsoever.
* Waiting time in the waiting room is too long!
* No comments, everything is perfect. The best GP in UK.
* The website needs updating; the waiting area is quite old fashioned.
* I receive excellent care from this practice.
* Should be open on Saturdays for professionals who work during the week.
* More available last minute appointments. I urgently needed to see a doctor recently and was unable to get an appointment. It was not until I said to the receptionist that was going to A&E my only way of seeing a doctor that a ‘phone' appointment was offered to me. After tests it was discovered that I had a serious case of food poisoning but I never actually saw a doctor which I felt prolonged the illness.
* Easier to get an appointment. Appointments are typically 20 minutes behind. It would be great if timeliness is improved.
* Appointments online. More evening/early a.m. appointments to minimise time out of work.
* Open one night per week for later appointments for those working out of the area i.e. work in the city etc.
* Generally happy overall.
* Not a complaint but just to say that as long as you don't request a specific doctor and call in morning at 8 you get to see someone which is so much better than other people's experience at different practices. The service is very good here.
* Text reminders of appointments? I'm still not entirely sure who my GP is - I see a different one each time although all are excellent.
* More evening appointments. Introducing Saturday appointments.
* All the staff are friendly and helpful. Open on an early evening or Saturday morning.
* Can't get through the phone in the morning. One receptionist is rude and won't provide their name. Admin staff (incompetent and inept). Smile more maybe?
* I find it very stressful to try calling at 8am to get an appointment. It was relatively easy today but has been very difficult in the past. I would always prefer to see two specific doctors as I find both excellent in their knowledge, concern and kindness. It is often difficult to get an appointment with them early or late (as I work) more late evening appointments would be helpful.
* Hours opened - a few more later nights some of the doctors you have to wait a long time to see.
* Regarding Q1. It would be so much better if there was an opportunity to see a doctor or nurse on a Saturday. Q25. I can see that there is a patient group box but it only mentions about improvements to the practice. In the case of being open, information should be given on a clear and published notice board, where and how you can raise any concerns about the practice's service or care. This information may already be here, but where? I can't see it.
* Toilets need modernising.
* Although it is helpful to be able to make appointments on the day if you do not call exactly at 8 all the appointments have gone.
* To me it's really great and offers an excellent service.
* Please install a call queuing system. There is a rudimentary version of that, but I recently called at 8am and it took until 8.07 for me to get into the queue - I kept being cut off. By the time I got through to reception, all the appointments for the day had gone.
* Longer opening hours on more days in a week. More children/playing facilities while waiting. Ability to check what the waiting time is for my appointment if delayed.
* Extended opening hours on selected evenings/walk-in service.
* Clarity on when you are operating a day call system.
* Reduce the temperature in the waiting area, perhaps
* Sometimes there is a longer wait then anticipated so a few new magazines would be good, not the reason we come to the GPs but it helps reduce anxiety levels while waiting. Overall no issues with the practice.
* Open at weekend.
* More information e.g. specific clinics, GPs returning/leaving/joining practice sent by mail/email?
* There are times when I have rung up for an appointment, but am told I can't book in advance. I work in Stratford and it would help if I can book in advance to fit my work calendar, as not easy to call on the day, when I have work appointments.
* Waiting area needs decorating. Floor polish seems to splash to lower walls.
* I think we are lucky to have such wonderful doctors and they don't need to do any more they are always there.
* The practice is excellent but it's the contacting by telephone is too long and drawn out by the voice answering. We are being told time and time again about prescriptions etc which makes the call very costly.
* If you call and engaged at 8am then you will probably lose that day.
* Being able to see doctor more quickly.
* I am very happy the way the practice is run.
* Availability of coffee/snacks.
* Delays are obviously a factor which cannot be avoided - would assist if patients were made aware of delays and reason for it.
* Waiting time on phone.
* Regarding phlebotomy - do not rush, especially when the elderly person's veins are difficult to find. Therefore listen to the elderly person's suggestions.
* No keep up the good work.
* Impossible to improve the service 10/10.
* More flexibility for on the day appointments!
* Just one tiny thing, providing water in the waiting room would be great.
* This was my first visit and my overall experience was excellent.
* My only complaint is the frustrating experience of trying to make an on the day appointment - a lot of hanging on the phone at 8am.
* Text or email appointment reminders
* No improvement I can think of - this practice is excellent.
* Would be better if I could see the doctor at the height of the problem.
* No comments! I have only been registered for about a month and without a doubt this is the best practice I have ever been registered with.
* Improve the availability of appointments in advance opposed to having to rely on booking on the day.
* It's all good.
* Information pack upon joining e.g. opening hours, any online systems, list of doctors and nurses.
* The doctor (visit today) was excellent! Another doctor (normally see) also excellent.
* Better magazines. Online booking. More doctors. Email reminders for flu jabs - don't get a reminder despite needing one every year.
* Online appointment booking/cancellation.
* Weekend appointments.
* Online booking of appointments.
* Online booking!
* Online booking of appointments as well as telephone.
* The chances of seeing a doctor of my choice are ok provided that I accept an appointment some days (weeks!) ahead. The length of time waiting to see a doctor is often sometime past the appointment time - sometimes up to more than an hour.
* The amount of time between appointments allowed for doctor/nurse to meet actual appointment time whenever they are overrun (namely to meet parking time) appreciating that maybe this can't be always the case.
* Phoning for appointments is always concerning especially at the 8am time. Surely a better system could be designed? Otherwise this is an excellent medical practice!
* Build a large car park!
* With reference the Q27 it would be valuable if resources permit to receive reminders about check-ups for persistent conditions or illnesses.
* Open Saturdays and Sundays

**Any comments about how the doctor/nurse could improve?**

* No comments all the staff are excellent!
* Very good and understanding.
* No! The perfect visit.
* Electronic board.
* Not that I can think of.
* I am extremely satisfied with the doctor and nurses in this practice!
* Occasionally I have experienced negative comments/judgement from doctor/nurse about my long term condition which isn't helpful - it both frightened and depressed me further!
* No - I have been attending this practice for many years and have always been happy with doctors/nurses/receptionist.
* I have been coming to this practice for many years and have never had a complaint. The only mild problem has been sometimes a difficulty in seeing my chosen doctor.
* Less rushed.
* Have always found doctor to be very good.
* No they are all excellent and friendly.
* No. I have always been extremely satisfied with the treatment I have received from every doctor I have been seen by.
* I'm very satisfied with my doctor from my personal experience (14 years with NHS) they are the best doctor I've come across.
* All GPs and nurses that have ever treated me or my children have all been fantastic.
* None - they are always excellent.
* Smile more? Control their own obesity.
* Excellent visit to doctor. However frustrating sitting in waiting room seeing doctors chatting and popping into each other's rooms clearly not seeing patient at their appointment time.
* Five star already.
* None. I would like them to be my usual/regular doctor!
* Don't be so quick to hurry patients through. I didn't feel I was listened to at all, no diagnosis was given or even how to proceed with my day-to-day (should I avoid doing anything etc). Expecting a referral letter in 4 weeks! This clinician not representative of the rest of doctors and nurses at York who have always been excellent prior to this appointment! Many thanks to them.
* Open for longer. Computer link with pharmacy (Maple leaf) not reliable. Repeat prescriptions - in long term chronic condition - would be wonderful to have (say) 3 months at a time.
* In general, I don't feel confident that there is specialist advice. There is general medical guidance and dependence on medical prescriptions when perhaps, alternative health matters would also be considered.
* Very satisfied, I had not seen this GP before, but they were very easy to talk to and interested in my previous health issues and concerns.
* They give a brilliant service.
* N/A very satisfied.
* One doctor was charming, reassuring and thoroughly professional. No need for improvement.
* Very good.
* Only time I ever made a suggestion a senior member of staff was extremely rude.
* The doctor has always been very helpful.
* All the same.
* I have been with this practice for many years and I am very well satisfied.
* None - I'm perfectly happy!