

Survey 2013

Results are shown as raw number of respondents, and % of respondents to that specific question. The total number of surveys received was 203.

	Very good	Good	Fair	Poor	Don't know
Helpfulness of Reception team	121 60%	64 32%	15 7%	2 1%	1
Helpfulness of Prescriptions team	98 60%	56 34%	7 4%	2 1%	28
Availability of particular GP	67 37%	59 32%	44 24%	11 6%	11
Availability of ANY GP / Triage	76 43%	69 40%	24 14%	5 3%	16
Continuity of care	86 49%	69 40%	16 9%	3 2%	18
Waiting time in surgery	51 27%	85 46%	47 25%	3 1.5%	4
Being treated with respect	118 62%	64 34%	7 4%	1 0.5%	2
Opening hours	94 50%	77 40%	14 7%	3 1.5%	4
Difficulty getting through on phone	Yes 64 35%		No 34 19%		Some 83 46%
Time of difficulty	<i>Between 8 – 9</i> 147 94%		<i>Between 9 – 1</i> 5 3%		<i>Between 2 – 6.30</i> 4 3%
Know about online booking?	Yes 78 43%		No 47 26%		<i>No computer</i> 53 30%
What change to system would help?	More book ahead appointments				32 14%
	More short term book ahead appointments				75 32%
	More book on the day appointments				67 29%
	More of all options				9 4%
	No change				14 6%
	More appointments available online				1 0.5%
	More book on day appts released in afternoon				1 0.5%
	Book any time				1 0.5%
	Walk-in appointments outside core hours				1 0.5%

Patient Comments:

As I'm now housebound, I cannot attend the surgery. If I request a visit, I sometimes worry that I may be troubling my doctor unnecessarily. My apologies if so.

Not having to wait so long to get an appointment in advance for things required but not so important as being ill, as already ill but important to patient.

By and large the surgery provides me with an excellent service, particularly when I hear of the difficulties experienced by friends elsewhere. Thank you.

One of the best surgeries in Bournemouth.

All in all we are satisfied with our surgery.

Permission for receptionist to leave message on answer-phone. I had to wait 3 days to make an appointment recently! Called in to the surgery but had to wait and phone the following morning. Not a very happy idea.

To be able to have ALL blood tests carried out at the surgery – I have to have a taxi to/from Moordown (no bus available) or wait for up to an hour at RBH. Also please could the Tannoy be turned up for deaf people. Just a thought, is it not about time that the Doctors board outside the surgery was brought up-to-date.

I have only phoned three times, and each time, following my call being answered, and my chosen extension selected, the wait can be 3 – 4 minutes for someone to actually speak to me. Maybe it was a fluke, but it seems to be a problem area.

I use the surgery very infrequently and so have little or no experience of some of the services. However, as a family we have been patients for 28 years now and so obviously we are highly satisfied.

All of you are brilliant and I thank you all very much.

I understand the lottery of phoning between 8 – 9 am. If you need an appointment that day you have to ring at those times.

We have no problem with the current system. Thank you for all your help.

Training of reception staff on patient handling over the phone, better communication and not the making of managerial decisions by junior staff!

I have always been satisfied with the high standard the surgery supplies.

None, you are the best.

An excellent surgery, always very helpful and friendly.

I give 24 hour service in my job, if urgent. It would be nice if doctors went back to the old way! We get better service from our vets!

It is difficult to make an appointment on the day at 8am, as it's engaged til about 8.20 and then all the appointments are taken – very frustrating.

This is a wonderful practice. Without exception everyone on the team, doctors, nurses, receptionist are exceptional.

I have been a patient since 1980 and had been with Dr Kidman from when he first joined the practice. I have been well looked after during Dr Kidman's absence but had a different doctor (locum) every time. I would like to know when a new permanent doctor is being appointed now that Dr Kidman has retired.

We the older patients have to get used to the idea that you see your own doctor not very often and you see whoever is available at the time, perhaps a learning curve.

More GP facilities such as blood tests and physiotherapy access on site would be useful. I find the appointments are very on time but you cannot exceed the allotted time, and sometimes I feel as if I'm being an inconvenience. Before you have finished explaining your symptoms, some doctors turn their back and start typing on the computer. Some doctors give you quality time, but all doctors seem very pressurised and rushed / stressed.

After my INR blood test, I usually get 10 -14 days notice of my next one. Because of my walking difficulty I attend the surgery for my test. Although the receptionists are always helpful, I am usually told all the appointments are booked. But bless their hearts they usually fit me in somehow – can this matter be addressed please.

The improvements over the last two years have been excellent.

I think this surgery is excellent. We are always seen quickly and made to feel as though we are important and our need is of concern to you. Thank you.

Generally, an excellent practice – very professional, supportive, reassuring, thorough.

Keep up the good work, all the team.

Thank you for all you do!!

Missing Dr Sutherland!

I am very pleased that I can see a GP on the day I want to. Unlike my previous surgery where I had to wait 2 weeks for an appointment! All the GPs and staff are excellent.

As a practice, you are most helpful and we are very lucky to be registered. The present system has worked well and it would be a shame to change it.

Very satisfied with the service offered.

I know you can use the internet for booking appointments but do not know what I have to do to set this up.

Very frustrating to book on the day over the telephone.

Dr Kidman has always my treatment streamlined.

I have been with the surgery for six years and have found it to be very nice.

Sometime the system of prescriptions being sent to the pharmacy does not work well.

I work full-time hours. I find it extremely difficult to see a Doctor at the surgery. I am always told "it's on the day" and often told all appointments are gone, even by 8.30 AM. I have often not been able to see the doctor at all and have often considered changing surgery. To be able to call and book in the week so I can plan / advise my bosses would be great.

Today at 8.05am, I phoned and got straight through.

What's changed at the practice in recent months

We have reviewed our staffing and have recruited new GPs. Compared to our staffing at December 2012, we now have an additional 4.5 sessions per week, equating to around 60 extra appointments each week.

We have shared the patients who were registered with Dr Sutherland and Dr Kidman between our three newest GPs, Dr Barrett, Dr Mistry and Dr Davies. This will give patients greater continuity of care as well as evening out the workload for the doctors.

We have tried to keep patients who have been seeing one of the newer GPs regularly registered with that GP. In a few cases, that has meant changing the patient's Usual Doctor on the system.

We tried but were not successful in recruiting another triage nurse. However, our lead Practice Nurse Tania has started a two year course so she will be able to take on this role when she completes it.

We have promoted the Online access for appointments and more people are signed up to EMIS Access and able to book appointments online. The notice on the Reception counter was particularly successful!

We are finding that with the additional GP appointments available, we are able to offer more book on the day appointments than previously, and appointments are available later in the morning than was previously the case.

We have continued to have an additional member of staff answering the telephone between 8 and 8.30, when the phones are at their busiest.