



| **JHS Patient Participation Group**
| *The Patients' Voice*

JOHN HAMPDEN SURGERY PPG ANNUAL SURVEY OF PATIENTS, 2022

Each autumn, the PPG surveys its 'virtual' members to obtain insights into patient opinion.

Our surveys in 2020 and 2021 focused on getting patient views on the new ways of surgery operation since the pandemic began. In 2021, 90% of respondents who had telephone consultations found them very or fairly successful or OK. This was slightly down from 94% in 2020. Most patients who commented said the success of telephone appointments depended on the condition they had. 90% of patients wanted to be able to access a face-to-face (F2F) appointment if they think their condition could either be serious or if it needs visual examination and they think a photo won't be good enough, even if the GP or nurse disagrees.

In response to the 2021 survey, the surgery wrote:

"We would like to reassure all patients that the practice has and will continue to offer a varied model of care which is led via the clinical team, and we will continue to offer this varied model to ensure safety of patients and staff remains paramount, in order to ensure the practice remains open... We would also like to clarify that we too feel patient choice is an important factor when choosing the model of care and we will always take this into consideration when dealing with need."

The 2021 report and surgery response can be found at <https://www.johnhampdensurgery.co.uk/patient-participation-group> .

This year our survey focused on more general questions about what the surgery does well and what it might improve, plus questions about use of the surgery website.

This report summarises the responses. It also contains conclusions and recommendations based on the responses and broader considerations. A summary of the report will be included in the surgery's patient newsletter and the PPG will ask the surgery to put a copy of the full report on its website.

The surgery has helpfully provided a response to the survey, which is at appendix 1.

The questionnaire

The survey was sent to over 500 patients who have specifically given the PPG consent to contact them. However, since the patients group has no mechanism for knowing if patients have left the surgery, there will inevitably be some on the PPG list who are no longer JHS patients.

It was initially sent out by the PPG on 30th September 2022. A reminder was sent by SMS by the surgery on 4th October and by email from the PPG on 29th October. All responses received by 21st November have been analysed for this report.

Responses were received from 76 patients, significantly down from the 119 last year. Those completing the survey were predominantly aged 46 and over. The survey was only sent out by electronic means. Given all this and the fact that the surgery currently has a list size of over 3,500, the survey results cannot be regarded as fully representative of all patient opinion.

In reaching conclusions and recommendations, account has also been taken of the results of the 2021 GP Patient Survey undertaken by NHS Digital.

Summary and analysis of findings

What the surgery does well

- Top comments: being friendly, efficient, caring, understanding, answering the phone promptly

What the surgery might improve

- The dominant response was a call for more face-to-face (F2F) appointments, plus some call for less of a wait for appointments

Who reads the quarterly newsletter

- About two-thirds of respondents said they read the newsletter

How often patients use the surgery website

- 23 respondents either never look at the website or look less than once a year
- 11 respondents look at it once every 6-12 months
- 30 respondents view the website once every 1-6 months
- 3 respondents view it at least once a month

Reasons given by patients who rarely use the website

- Popular reasons were: no or only occasional need, use other information sources (NHS website, NHS app for prescriptions), prefer to speak to someone,

website is not user-friendly or too wordy. A patient in the ≥ 76 age bracket said they were adjusting to using the computer for everything

What else patients want to see on the website

- There were only 11 comments and no common themes

Whether patients look at the website for practical information (eg opening times and vaccinations) before ringing the surgery

- 36 respondents look on the website before considering ringing and 28 don't

Two most important items patients want to be able to find on the website

- The very clear winner is opening times. Others mentioned repeat prescriptions, out of hours contacts, test results, when to ring for test results, how to book appointments, Covid and flu jabs, public holiday opening times, links to NHS pages/apps, up-to-date news, health information, and appointment booking. The PPG notes that a good deal of this information is on the website and therefore raises questions about patients' use of the website and how navigable it is (which has hopefully improved since the post-survey website revision).
- Since the survey was completed, the PPG has come across a new NHS England Guide *Creating a highly usable and accessible GP website for patients* <https://www.england.nhs.uk/long-read/creating-a-highly-usable-and-accessible-gp-website-for-patients/>. This lists the benefits of having a highly accessible and useable website. Research for the guide revealed the top eight tasks patients come to a surgery website for, in addition to seeking information:
 1. Make, change or cancel an appointment.
 2. Get a repeat prescription.
 3. Get a sick note for work.
 4. Get test results.
 5. Register with/join the practice.
 6. Get the practice phone number.
 7. Find out the practice opening times.
 8. Find the practice address.

The PPG also recognises that the guide is evidence of the amount of effort and resource required to establish and maintain a successful website.

Things patients want to see on the website not currently there

- Just 11 comments on this. Suggestions included ability to book appointments online, list of quieter times when non-urgent queries are best made, likely wait times for an appointment.

Other comments

- These comments largely repeated what has been summarised above
- It is perhaps worth highlighting two comments which, in the light of the clear concerns about F2F appointments mentioned above, may echo what other patients are thinking:

“Like many people I still feel there is no "old fashioned" feeling of the Doctor being there for you. There seems to be a culture of only phone if its life threatening. Don't phone early because we'll never answer the phone and if we offer you an appointment it will be ages away. There is no comfort in the thought that a doctor and the practice are there for you.”

“I'd like to be able to speak to a doctor same day if I'm unwell & it can't wait, but isn't an emergency.”

- There was praise for the surgery, such as from one respondent:

“I feel very lucky to be with JHS and have always had excellent service. All the doctors, nurses and support staff are amazing. The main receptionist (sorry I don't know her name) but she is always so kind and helpful. Thank you to everyone for all that they do.”

Age of respondents

- The breakdown of respondent ages (where given) is:

18-30	0
31-45	2
46-60	19
61-75	36
≥76	10

GP Patient Survey 2022

NHS Digital send surveys to a random group of patients from every surgery in England once a year. The results for John Hampden are shown below, compared with the regional and national results. The final “overall experience” question shows a significantly better score for John Hampden than for the region and nationally. More information about the survey is at <http://www.gp-patient.co.uk/>

	John Hampden	Bucks, Oxon + W Berks	England
Find it easy to get through to practice by phone	92	58	53
Find receptionists helpful	94	82	82
Satisfied with available appointment times	62	56	55
Usually get to speak to preferred GP when want to	52	45	38
Offered choice of appointment when last tried to make one	79	59	59
Satisfied with type of appointment offered	74	74	72

Took appointment offered	98	96	96
Described experience of making an appointment as good	71	59	56
Were given a time for their last GP appointment	95	90	90
Healthcare professional saw or spoke to was good at giving enough time during appointment	93	85	83
Healthcare professional was good at listening to them during appointment	93	87	85
Healthcare professional saw or spoke to was good at treating them with care and concern	92	85	83
Were involved as much as they wanted to be in decisions about their care and treatment	90	92	90
Had confidence and trust in healthcare professional saw or spoke to	94	95	93
Healthcare professional recognised or understood any mental health needs	87	83	81
Felt their needs were met	92	93	91
Have had enough support from local services or organisations in the last 12 months	68	69	65
Describe their overall experience of the practice as good	88	75	72

Healthwatch Bucks snapshot survey of appointment booking in all Buckinghamshire

The results of this survey **for the whole of Buckinghamshire** are:

- almost 78% of respondents organised their last doctor's appointment by phone. 12% did so by visiting the practice, while 10% made their appointments online
- 58% of people who made doctor's appointments by phone did so using a contract mobile. A third (33%) used a landline, while 8% used pay as you go mobile phones
- the amount of time taken for respondents to get their phone call answered was
 - under 5 minutes: 9% of respondents
 - 5-15 minutes: 14%
 - 15-30 minutes: 22%
 - 30-45 minutes: 14%
 - 45-60 minutes: 18%
 - over an hour: 21%
- 95% of respondents were informed of their position in the call queue. 4% were given information on how long they might have to wait, 20% reported that they had the option to request a call back later and 14% were offered information on their surgery's online appointment booking system.
- 67% of respondents said they had been cut off while in the call queue for a doctor's appointment.

The survey was carried out in November/December 2022. It received 128 responses and 15 partial responses. More information is on the [Healthwatch Bucks website](#).

Conclusions and recommendations

The PPG is grateful for all the effort and dedication shown by every member of the John Hampden team. It is easy to point to things that may not be perfect, but, from a broader perspective, the surgery remains highly regarded by many patients and compares very well when judged against many other surgeries. The Care Quality Commission's interim assessment this year maintained the surgery's 'outstanding' classification and the surgery should be congratulated for this, not least given all the pressures on primary care that are nowadays often reported in the media.

On the other hand, there is a clear message from this survey that patients remain uncomfortable with the current appointment system, in terms of the time taken to get an appointment and the perceived shortage of F2F appointments. That said, it is clear that the shape of primary care has changed as a result of Covid. And everything we hear from national commentators indicates that it is unrealistic to expect it to return to how it was pre-2020. That is not to say that improvements on the current model can't be made.

The PPG considers that the main finding from this report is that there is scope to further improve the way patients are informed of what services are available, when and why. We believe that this will improve the ability of patients to understand what they can realistically expect and to navigate the system. Overall, it will help to make patients true partners in their own care at a time, especially at a time when self-care is being promoted in the NHS. It can also benefit the surgery, because an informed patient body will know what to expect and will be less likely to take up surgery time with questions or concerns.

In a way, the PPG feels that there is maybe a need for a new 'contract' between the surgery and its patients. The PPG is not suggesting any sort of formal document, but an understanding that involves

From the surgery, a strong effort to

- be clear, transparent and up-to-date about what service patients can expect and why, and to use a variety of communication channels so as to reach out to as many patients as possible
- tell patients about any forthcoming changes to service levels
- seek to continually improve services where possible, listen to patient views and experience, and be open when services can't be improved or might decline
- generally, keep patients up-to-date via an effective communications regime.

From patients

- an attempt to adjust to the fact that, whether we like it or not, primary care throughout the country in the 2020s looks different to before and is unlikely to

revert. (But that doesn't deny patients right to assess and comment on the surgery's performance, especially via the PPG)

- an attempt to keep abreast of information from the surgery when it is made available, especially patients who tend to use surgery services more often
- an attempt to keep the PPG informed of concerns about general issues to do with the surgery (although NB specific complaints must go through the formal complaints procedure [here](#))
- a commitment to always treat surgery staff with respect. They are doing a difficult job and are always trying to do what they believe is best for patients, even if it may seem to you in the heat of the moment (or even in the cold light of day) that this isn't the case.

Recommendation 1: while recognising that the surgery does not have in-house expertise in communications and any increase in communications work will put pressure on staff resources, **the surgery should as a priority work with the PPG to develop patient-friendly communication channels and approaches which provide more open and up-to-date messaging to patients about the services on offer from the surgery, any limitations, and alternative ways of getting health advice.** This should include a clear and simple explanation of current policy and practice on the availability of F2F appointments and the timescales within which patients can expect to obtain urgent and non-urgent appointments (both F2F and telephone). The PPG advises that broad statements intended to reassure are no substitute for factual and honest information about what patients can expect or, indeed, what patients should recognise is not realistically on offer. The PPG is ready and willing to support or lead on this exercise.

Recommendation 2: the revised website came into being after the survey was over. Initial impressions are that it is a considerable improvement visually. But time will tell if patients find it easier to locate what they are looking for and whether it increases website use instead of patients seeking information by phone. The PPG will include questions in its 2023 survey to understand patients' views on the revised website. Meanwhile, **the surgery is urged to invest sufficient capacity (with any support the PPG can give) to keep the 'latest news' and other relevant sections of the website up-to-date, so that patients know they can rely on the site as reliable and current source of advice.**

Two final comments:

- in the context of improved communications, the PPG is aware that surgery staff do a lot of things for patients behind the scenes which not everyone may know about. We have included the diagram in appendix 4 simply to help fellow patients understand this background. Inclusion of the diagram does not signal any change to the PPG's 'critical friend' role, which includes holding the surgery to account if and when necessary

- as regards, F2F appointments, the first set of national F2F [data](#) was published after the survey was sent out. The snapshot for October 2022 showed there were 2,619 F2F appointments by GPs and nurses at John Hampden that month and 429 phone appointments. 1,382 of the F2F appointments were with a GP. The surgery has a patient list of 3,900. This is welcome data to inform discussion of the adequacy of F2F provision at John Hampden. The PPG believes that another factor that may not always be considered in assessing the state of F2F appointments, is whether there is a risk that other services might lose out through under-resourcing as a consequence of any increased resource put into F2F appointments.

John Hampden PPG

December 2022

Appendices

There are four appendices

1. surgery response to the survey
2. the comments received in relation to each survey question
3. the survey questionnaire
4. 'iceberg' diagram



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As a partnership we discussed the report and recommendations as a team and will use the information when shaping any changes to our present working style within the surgery. As a result of the survey, we have already made and announced changes to our front door and mask policy and added a GP session.

We would like to reassure all patients that the practice will continue to offer a varied model of care which is driven by the clinical team, and we will continue to offer this varied model to ensure safety of patients and staff remains paramount in order to ensure the practice remains open. We remain responsive to the demands placed on us day by day such as Covid, flu and recently Strep A. We follow national guidelines if issued on such medication conditions

We would also like to clarify that patient choice is an important factor when choosing the model of care and we will always take this into consideration when dealing with need. However, in light of the developing stresses being placed on us by illness and workforce crisis it is imperative that we continue to lead patients safely to ensure primary care continues to its best ability throughout the weeks and months ahead. Currently the surgery has lost 2 nurses and despite our best efforts we have not been able to replace them. This reflects the nursing crisis in General Practice. We must stress we are very much an open and operating surgery offering routine reviews in the shape of telephone, video, and face to face appointments. We also offer on the day triage where patients needing assistance before the next available appointment can be clinically assessed and suitably advised regarding consultation needs, this is always clinically led. However, despite this we are working under significant pressures and would ask that all patients remain supportive and understanding in this.

We would encourage all patients where you do not have an appointment to attend the surgery to telephone ahead as a first option and speak to our admin team who will be able to direct you to the most appropriate support as we have a large and varied team stretching beyond our surgery and within the Primary Care network. The practice partners would like to highlight to patients that the admin

team are instructed via the clinical team and operate within the boundaries of their role.

We will continue to engage with the patient group to ensure our communications remain up to date and informative to better serve patients and give clear expectations of our service having regard to the conclusions in the survey report.

We would like to thank the patients who have engaged with this survey for your feedback and comments. We feel the survey has reinforced the fact that as a surgery we have a high-quality access route by phone into the surgery compared to other surgeries across the ICS and nationally. Our staff are also rated highly in the support we offer to patients via this route.

The results regarding the clinicians were also supportive and again we are considered to be better than local surgeries and nationally in our ability to listen to our patients, involving them in their medical decisions and treating patients with care and concern. This is a positive response when clinicians are feeling tired and pressured due to the current demand we are facing on our services

Regarding the response of speaking to their preferred GP that has fallen in the last year but remains better than local and national average. This is difficult for us as well as our patients. We all work part time and with our increasing patient numbers it has sometimes been hard to always be available for all our patients directly and sometimes we need to encourage them to seek out alternative support within the primary care settings to allow the “Doctors” to do the work they are best suited to do in the changing field of General Practice.

There is no doubt that General practice is changing and how it will be delivered. We will not be able to go back to the pre pandemic approach purely because the rising demand would not allow this model to work (30% increase in the last 6 months in patient contacts) Rest assured we will continue to work hard for you and offer the best service we can within the capabilities of our resources

Dr Mallard Smith and Partners

Comments on different survey questions

Some text is redacted to avoid any possibility of identifying individual patients.

The following comments include a few criticisms of the surgery. Patients can, of course, use the surgery's complaints process. You can find it if you click on 'suggestions and complaints' at the bottom of the surgery website front page. The surgery has been unable to investigate or respond individually to the criticisms below because they are anonymous.

Q1a – what the surgery does well

- Friendly, fast efficient, always answer the phone!
- Keeps patients informed eg texts advising when flu/Covid jabs available. Process medication requests promptly
- Receptionist is understanding and friendly. Doctors are exceptionally good
- Doctors listen to my concerns & doctors generally support my decisions
- Friendly and caring. Prompt response
- The Doctors are good when you get to see them. Your emails are informative and this survey shows that you are trying to improve the service which is great
- Lovely doctors and staff. If you can get an appointment good speedy treatment
- Drs ring the patient when necessary. Some of the receptionists are more helpful than others.
- The GPs are great if you can get to see them. The nurses are very efficient
- Write prescriptions. Call when they say they will call
- Excellent information. Very friendly
- Friendly and helpful receptionists. Telephone consultations completed within expected timescales
- Prescription orders done online. Return doctor calls
- Answer calls promptly. Nurses are excellent
- Always polite. Able to get face to face appointments when needed
- Answer the phone promptly. Doctors demonstrate care and concern
- Everything!
- Sends text reminders regarding flu vaccinations. Allows easy ordering or repeat prescriptions
- Usually can see a doctor fairly soon
- I picked up batteries for my hearing aid which I was very grateful
- Answering the telephone promptly. The receptionist is courteous and very helpful
- Remember that if you won't see patients, or talk to them you will lose them. Be responsive to patient requests and needs
- Patient care. Preventative care.
- Messages and letters are acted upon promptly. All staff are helpful and pleasant
- Answering the phone
- You can see the doctor if you say it is urgent
- Vaccinations. Keeping patients away.
- Respond to email communications. Very polite and appropriate
- Answers the phone quickly. Responds to emails quickly.

- Diagnosing issues and facilitating follow on appointments with specialists. Liaising for injections e.g. flu, covid, shingles etc.
- No comment. My recent dealings with the surgery have all been positive
- I have little contact, thankfully
- You have really helpful Reception staff who listen and try to help. When you send photos to the doctors, they do respond fairly quickly
- Receptionist very helpful. Good service for Flu vaccination
- Answer the phone
- Reminder prior to appointments. Reception staff always helpful
- i) They always answer the telephone – even if the line is busy for a while you don't usually have to wait too long. When they answer they are always polite and helpful.
ii) the prescription service is excellent. I order my prescription on the myGP app and usually my prescription is ready to pick up from the pharmacy the next day. iii) the surgery is very good at organising flu clinics
- Communication (at all levels). Goes the extra mile eg GP calling after hours (clearly working very late!) re pop-up Covid booster jab option (Dec '21)
- Friendly, helpful receptionists. You never feel rushed during a consultation
- Keeps in contact with information by text and email. I've never had any problem speaking to surgery if necessary
- Reception team are approachable
- Quick answering of telephone. Helpful team
- Great service levels. Personal service
- Telephones answered promptly by friendly staff. Telephone consultations work well
- Answers 'phone calls in a timely and friendly manner. I have never had an issue with obtaining a face-to-face or 'phone consultation.
- No problems with surgery, find them friendly and helpful when I've needed to contact them
- Keeps in touch by messages or mobile phone regularly
- Dr Mallard-Smith responds very promptly to any request. Lynn Tarn does an excellent job and is very efficient
- Process for repeat prescriptions. Pleasant and helpful reception staff
- Keeping in touch via text messages. Having a human at the end of the phone
- My NHS Health check. Responding to urgent situations
- Requests for prescriptions. Reception
- No idea although my wife seems happy
- Answers the phone Nurse appointments
- Very friendly and approachable staff. Helpful and knowledgeable practice nurses
- Quick with repeat prescriptions. Apart from blood tests, I have not needed to use the surgery since before the first lockdown in terms of making an appointment (1-2-1); however, I have never had an issue making such appointments with a GP/nurse.
- Very well organised and lovely staff. Always go beyond the call of duty, very dedicated
- Nice people working there. Respond quickly and sort out appointments quickly
- Get's prescriptions out quickly. Reception usually efficient
- Very pleasant reception and nursing staff. Appts thus far have been easy to obtain
- Keeps patients informed. Sees patients for their regular updates
- Finding appointments for the elderly. General service and pleasency of the staff
- Vaccinations. Time to make appointments
- Nurses. Doctors
- Surgery responds quickly and efficiently to all queries. Always able to speak with a doctor when needed

- Nurse appointment. Struggling to write anything as not much to do with them recently
- Answer the phone. Doctors attention advice – when you get to speak/see

Q1b – what the surgery might improve

- Nothing I can think of
- Long winded answer phone message
- Can't think of anything
- To be able to make appointments using Patient Access system & make same day appointments available not just for 'emergencies'
- More in person appointments
- i) One of your receptionists is awful and rude (my wife and daughter have both mentioned this to me at length!). ii) I still don't understand why GP's are operating a 1 hour window for telephone appointments, when face to face appointments would be every 15 minutes pre-COVID - why can you not just the same booking system for calls; it would surely make more sense for Doctors and patients. iii) Also if you say a 1 window, then stick to it. My daughter waited more than 1 hour for her call and when she called up, the receptionist was rude and informed my daughter that because she did not disclose the nature of her issue (which was private), she was put to the back of the queue to be called. When the doctor eventually called my daughter, she asked her to come into the surgery straight away because the issue could have been urgent. My daughter was then referred and has had more tests since to confirm everything is okay. I run my own business [REDACTED] and understand the challenges, but was horrified by the way my daughter was treated in this instance.
- Make it easier to get a face to face appt with the dr. Have more weekend clinics for full time workers.
- Telephone appointments should be within 1-2 weeks
- More face to face appointments. They seem to insist on a telephone consultation. This is not always the best option
- i) I had an 0830 appointment. There were three people waiting outside with me from 0820. Staff could see us (they got coffee and picked up the mail) They did not unlock the door until exactly 0830. On entering the machine to check in was not turned on, so I had to book in with the receptionist. By the time this was done it was 0836. No wonder appointments run late. Why not open earlier , have the machine for checking in ready- or start appointments at 0840? It's a lack of management skill/foresight. ii) see patients face to face once a year at least, rather than insist everything can be done by telephone. Some things are visual. Telephones are not always private.
- Still difficult to get an appointment
- Reduced timescales for nurse appointments eg blood tests (3+ weeks seems excessive). More opportunities for face to face zoom type appointments
- Face to face appointments
- Face to face consultation with doctors. Discuss with the patients the various available treatments pathways and not to prescribe medication without discussing with patients about alternatives
- Quicker appointments. Better follow up
- The waiting room could do with an uplift/provide some out of date but interesting magazines
- Last time I wanted to reorder some tablets that were not on a repeat prescription the mechanism was unclear
- Length of time to get an appointment
- Not sure as luckily I haven't had to use the surgery for anything apart from repeat prescriptions

- More face-to-face appointments
- Go back to face to face appointments. Offer FaceTime or zoom consultation
- i) Helpful to have easier means to set up nurse appointments for administering regular injections, required by hospital specialists. E.G. calendar is only opened approximately 2 months ahead and time slots are booked quickly. I have 6 monthly injections and would be very useful to have these slots pre-booked and avoid the need to keep calling surgery to find out whether nurses calendar has been opened.
- ii) I think the surgery should be automatically copied on blood test and other results carried out by the hospital so they can be recorded and viewed on my history. I've asked the hospital to copy the surgery as standard with results and have yet to be successful with them copying the surgery. I can see none of these results on my history.
- Being able to get an appointment with the doctor if that is what the patient prefers
- Being able to see a doctor – we are well past 2020, let's get back to normal. Not have to wait ages on the phone for a reply
- Please go back to face to face appointments as much as possible
- Length of time to see a Doctor today (4.10.22) date given to see the doctor was 26 th Nov! Follow up for patients appointments for MRI, blood test etc.
- Get to see a doctor not have to have phone consultations. Some times they are fine but some time you need to see to one of the doctors.
- i) Obviously more face to face appointments would be an improvement although I understand the reasons why they are only for certain issues. ii) On the website it says that only urgent calls should be made between 1pm and 2pm - I thought that the answerphone was on during this time. I wonder if
- the admin team could stagger their breaks so that calls could be taken during this time for everyone.
- Can't think of anything
- REDUCED WAIT TIME TO AN APPOINTMENT, THOUGH SUSPECT THIS IS A NATIONAL PROBLEM
- Providing details of how to get regular prescriptions signed and delivered to home. On arrival let patients know if there are significant wait times of longer than 15 minutes
- More F2F
- Booking appointments online – in person and digital. Website doesn't render very well on smartphones/ tablets
- Have not been a patient long enough to experience anything that requires improvement. [REDACTED], my wife, thinks that the requests for feedback are too frequent.
- I feel that the surgery has more or less got it right. An online medical history would be worthwhile
- Can't think of anything
- Can't think of anything right now
- Video as well as telephone calls on offer with GP
- Face to face appointments especially if a patient needs examination
- See patients face to face. Stop using covid as an excuse to rely on phone calls
- Allowing everyone in even if no appointment. Needs more appointments.
- The waiting area is not very private. Proactive review of ongoing repeat medication
- Not sure
- Face to face if needed
- Feedback after consultations
- Running to time on appointments. More face to face appointments
- Recorded message before answering my calls is far too long. Getting my telephoned prescription requests correct!

- i) receptionists! Curt and often rather rude; ii) Telephone message before getting into the call waiting list. Overlong and could be summarised; Also unnecessary telephone ping pong leaving messages to ring the surgery to get a message from the doctor. Wastes my time and receptionist's time. Why not send a text or email giving the message? Appreciate GDPR etc but if I have permission to waive confidentiality and allow messages by email would that be possible?
- More face to face access
- More informative when young people require appointments. Be less obstructive when trying to make an appointment
- Effectiveness of seeing patients. Empathy/consideration by some receptionists

Q2 – anyone interested in joining the patients group committee

- Four fellow patients have expressed an interest and three have joined

Q3 – whether patients read the newsletter

- Yes – but noticed this time it's going to take me weeks to read it – too long!
- Not yet
- Sometimes

Q5 – reasons for rarely looking at the website

- Don't really think of it, quite wordy text
- I tend to use the nhs app to order prescriptions and would ring if needed to
- Use NHS website
- I generally don't need much info
- Fortunately I haven't needed to see a doctor that often over the past year
- No need to
- Website info is generic. I can go on the NHS website for generic information. I want to talk to someone about my specific issues.
- Adjusting to use of computer for everything [age ≥76]
- The layout is not user friendly and of of accessing info is not user friendly
- I have no reason to. I order repeat prescriptions on the NHS app and would need to phone surgery if I wanted an appointment.
- Don't have a need for more information. Use NHS app for prescriptions etc.
- Unless one of us is unwell, there is no need
- I haven't used the website, I will try in future, is it easy to access?
- I try to keep as well as possible. I have to search for information. I like to speak to someone if I need an appointment
- I use the website only when I require information
- I fortunately haven't needed to contact the surgery
- I haven't needed to
- The website is not interactive and seems to be more of a vehicle for delivering information which doesn't change too frequently.
- i) On behalf of an elderly relative, I do think face to face appointments are essential for those who are hard of hearing and perhaps less tech savvy. ii) Although the nurses helped me with queries about travel vaccinations, I pointed out to them that they and the Pharmacy were giving contradictory advice - not helpful or safe

- Rarely need it
- Usually I have a problem that needs someone to speak to
- I look at the website before I call the surgery and as and when I need to, I know it exists so am very happy with the information it provides.
- Would only visit the website when I needed specific information.
- Never had cause to do so yet
- I haven't had many reasons to use it
- I usually can't remember find access information
- I don't need information more often but would use it if I did
- I only ever need to speak to someone to book an appointment - the website information I either know or don't need to know.
- I've only recently joined this surgery
- I use NHS app for prescriptions
- I haven't needed any help
- Like to speak to someone
- I use the NHS app when needed

Q6 – what else patients want to see on the website

- I rarely look at the website. I find it unclear and not easy to navigate. The whole website needs reconstructing. We built our own website for our international business and know that if you want people to use a website it has to be clear and easy to locate what you are looking for in a matter of seconds.
- Will now try to adjust [age \geq 76]
- The things I usually want to access are done through the NHS site as they can't be done through the JHS website. d & e above can't be done, other than form downloading, through the JHS website. E.G. The link on the Repeat Prescriptions page takes you to a form for requesting access to medical records and ordering prescriptions online, I think through the NHS App.
- I don't use the website as at the moment I'm fortunate to only need an annual blood test so have no need to.
- I use patient access to order medication
- Anything else that seems relevant at the time
- None of the above
- Looking at flu jab/covid jab info
- In the future I would like to order online prescriptions, so far I've just dropped my repeat in to the letter box
- Now I am aware of what's on the website I'll look at it if I have a query before phoning
- Usually just booking appointments or finding information about prescriptions. I tend to use the app.

Q7 – consult website before ringing surgery?

- Yes we did, but it was not clear the surgery would contact us, so we landed up ringing to try to make an appointment. CLARITY on website is key to it being useful

Q8 – two most important items patients to be able to find on the website

- Opening times. Repeat scripts
- Info regarding when vaccines available. Info as to what practice nurses rather than doctors may provide
- Opening hours. Contact details outside opening hours
- Xmas/Easter opening times and flu dates
- Surgery times. Prescriptions
- Book an appointment / Contact Information i.e. telephone number. Schedule for flu vaccinations / covid etc
- Opening times/availability of appointments
- Up to date results. Access to my current records
- Opening times. Booking appointments online (not currently available)
- Medication
- How to use the website [age ≥ 76]
- Test results. Prescription ordering
- Test results and vaccination. Appointments availability
- Procedure for booking appointments. Opening times
- Opening times. Details of personnel
- Opening times. General information applying to Covid and Flu jabs etc
- Book appointments. Important health information
- Up to date information on surgery opening times/ procedures for appointments. Relevant news for patients
- Up to date information about vaccination clinics. How best to order repeat prescriptions
- Opening times. General information
- Opening times and gp availability. Accessing my medical records
- It would be useful to have more links to take you to the NHS Login page from appropriate parts of the site e.g. Appointments, Prescriptions, Test & Results etc.
- Times of opening. When you can ring for test result
- Test results. Appointments
- Prescription re-ordering. Oncoming appointment
- Up to date info on appointments situation - this was particularly important during covid. Opening hours
- Opening hours. information relating to Covid-19
- Updates
- Surgery opening times. General health information
- Access to GP or nurse. Latest news
- Information about surgery opening times or availability of different GPs. Finding out what the patients group is doing
- Opening times. Health campaigns - vaccination details etc
- Have not used the website for any specific reason so am unable to comment
- Opening times. Details of personnel
- Opening times. General information applying to Covid and Flu jabs etc
- Book appointments. Important health information
- Up to date information on surgery opening times/procedures for appointment. Relevant news for patients
- Up to date information about vaccination clinics. How best to order repeat prescriptions
- Opening times and gp availability. Accessing my medical records

- It would be useful to have more links to take you to the NHS Login page from appropriate parts of the site e.g. Appointments, Prescriptions, Test & Results etc.
- Times of opening. When you can ring for test results
- Test results. Appointments
- Up to date info on appointments situation - this was particularly important during covid. Opening hours
- Opening hours. Information relating to Covid-19
- Updates
- Surgery opening times. General health information
- Access to GP or nurse. Latest news
- Information about surgery opening times or availability of different GPs. Finding out what the patients group is doing
- Opening times. Health campaigns – vaccination details etc
- Have not used the website for any specific reason so am unable to comment
- Covid/flu information
- Prescriptions. If I request an early script because of holiday I can leave a message
- My access is information and passwords. The whole address
- Opening hours. Latest information on Covid jabs, flu jabs etc
- Medical advice. Surgery information
- Surgery information. Who to contact after opening hours
- Don't use it
- Up to date information - no point having flu jab info on there if clinics were a month ago - website must be updated regularly - if nurse has left take details off.
- Opening times. How to order repeat prescriptions
- News. Patient group info
- Booking appointments. Contact details.
- Prescriptions. Opening times
- Appt booking process. Surgery news
- Order prescription
- Vaccination availability. Vaccination sites
- Opening hours and contact details. Use NHS app for repeat prescriptions
- Appointment slots. Opening times
- Repeat prescriptions

Q9 – anything else patients want to see on the website that isn't there now

- Flu clinic dates
- It would good if you could book an appointment online via the website
- Booking appointments online
- All appointments
- Appointments availability. Practice policy on face to face consultation. Waiting times for referrals.
- What is covered his nhs i.podiatrist etc
- Can't think of anything.
- i) It might be helpful to let people know if it is particularly busy at any time so people with less urgent queries could wait until a quieter time. ii) There is a lot of information on the website and although the info is really important it might look quite off-putting for some people. Maybe it could be presented in a more user friendly way. It looks very "wordy". iii) I have difficulty finding the website on google. There is an

nhs site which tells you about the surgery but I could only get into the actual website via the link further up this page.

- As I said, my medical record
- No idea
- No
- Which doctors available when and likely wait for phone/in per
- Appointment slots
- Appointments

Q10 – any other comments

- I'd like to be able to speak to a doctor same day if I'm unwell & it can't wait, but isn't an emergency. I'd like to be able to book appointments on Patient Access - it seems inefficient having to phone in.
- On a positive note, the website is functional, quick and has the key information which is good. However, it is essential that your website is kept up to date otherwise people will lose faith in it i.e.
 - It still features the queen, which our website did, but the funeral happened
 - It also refers to bank holiday on 19 September which is no longer applicable.
- The website looks dated, the pages are narrow and the text is small. Compare it to my business website and you will see the difference: [REDACTED]
- Like many people I still feel there is no "old fashioned" feeling of the Doctor being there for you. There seems to be a culture of only phone if its life threatening. Don't phone early because we'll never answer the phone and if we offer you an appointment it will be ages away. There is no comfort in the thought that a doctor and the practice are there for you.
- Please make it easier to get an appointment
- We've been moved from John Hampden Surgery after 40 years. Thoroughly disappointed at the time and only given 30 days to move. We are now at Rectory Meadow Surgery and are so impressed with everything so far. The major difference is the politeness and friendliness of the receptionists.
- All staff are lovely and friendly with the exception of one receptionist who is always curt, rude and unhelpful
- I feel very lucky to be with JHS and have always had excellent service. All the doctors, nurses and support staff are amazing. The main receptionist (sorry I don't know her name) but she is always so kind and helpful. Thank you to everyone for all that they do.
- Keep up the good work. Nurse Lynn is a star and all the receptionists are excellent.
- The surgery has forgotten it is there for the people the people and to help people when we are unwell and need support, the doctors in charge seem to feel they are too important now to talk to people or help!!
- Thanks for keeping us very informed
- I read the letter sent out and that keeps me up to date
- I think that the website could be really helpful as a more interactive tool for doctors and patients. Is there any way that routine appointments could be booked online? In order to make it more useful it would need to be updated daily and managed in a more comprehensive way.
- I got a SMS message on my phone to fill in the Patients Group short annual survey, upon clicking on the link I got directed to a useless web page and no survey. Hence I'm happy to provide my feedback by email. The surgery has become totally over-administered, you get passed pillar to post with recorded messages and totally useless administrators that eventually you give up and just

want to die quietly. By the time you inform a receptionist 17 times of your problem and they mess about with doctor's diary for 10 minutes only to give you a triage phone call in 3 weeks, you think what is the point. The service is totally diabolical and people are suffering because of over-administration. For 2 minutes chat with a doctor you spend 30 minutes waiting to be answered, then 10 minutes with an administrator and 3 weeks waiting to talk 2 minutes with a doctor. It is unbelievable how poor the service has become.

- Am unable to give any really meaningful answer as only been able to get repeat prescriptions via patient-access or dropping written repeat requests through letter box at surgery.
- I think we are particularly fortunate with our surgery and appreciate all the positive factors together with the diligence that goes into making it all happen
- I am happy with the surgery
- Disillusioned with the entire set up after my last visit
- I'm pleased that I moved to this surgery so far
- In view of these questions perhaps I should start using the website!
- More face to face appts
- Receptionists need training - I know they are always busy and stressed and trying to protect the doctors but rudeness can be avoided and is counterproductive.
- Generally fed up with GP's performance and lack of enthusiasm since Covid - the experience ██████ had was shocking. His problem still isn't resolved and it just feels like nobody really cares, he had tried over the counter remedies and then the receptionist wouldn't give him an appointment because he was registered at ██████, he then changed his registration back and had to wait 2 weeks, then rang for an appointment and had to wait another 2 weeks for appointment, missed his call but literally rang the surgery back within 1 minute and was told he would have to wait another week before he could get another telephone appointment! He is ██████ years old but honestly just got completely fobbed off, his ██████ is still in a state now but he's reluctant to call again. Let's hope it's nothing contagious! So saddened by the state of affairs tbh.
- I moved to your surgery about 5 years ago and this was a good decision; everybody is so helpful and friendly which I could not say about the surgery I left. I offer the following comments about my recent health issues which thankfully have been partly resolved;
 1. Had bad ██████ over a weekend and rang for advice; call from Dr. Mallard-Smith but tbh would have preferred to have seen her ██████████
 2. Maybe my description and the exactly spot was not accurate enough?
 2. ██████ test and result received quickly.
 3. As I was unable to get a date for an ██████, despite the doctors urgent request, I went private, which I resented. Was quite stressed to think I have a ██████ problem, being a quite active person who exercises regularly. Was advised to stop ██████. Dr. Roberts also jumped in to help.
 4. Unable to make progress for a ██████ date; Laura made every effort and must have spent lots of time with the phone to ██████ ringing out for hours; she kept me informed and was brilliant.
 5. I used PALS to help; they tried to contact ██████ as well.
 6. I was asked to send an email to ██████. The response suggested to call in case of urgency. I called the number which said send an email! This is really not acceptable although understanding the current difficulties.
 7. Laura Russells persistence finally got me a ██████ date.
 8. ██████ performed and I was pleased to be advised that it was a ██████. I can live with this atm and has not really given me an issue atm. But I need to think about whether it will worsen in the future. I have medication.

Summing up I think with [redacted] maybe it should be a doctor seeing me (but appreciating the difficulties) and I do not think that a Surgery Manager should have so much difficult in trying to contact to [redacted]. My sincere thanks to both doctors and Laura and the desk staff.

All the staff at the surgery are friendly and try to help in difficult circumstances.

Questionnaire used in survey

Q1. Can you please list below two things you think the surgery does well and two things that might be improved?

<p><i>What the surgery does well</i></p> <p>i)</p> <p>ii)</p>
<p><i>What the surgery might improve</i></p> <p>i)</p> <p>ii)</p>

Q2. We need more people to join the patients group (PPG) committee? We meet every quarter and try to keep the surgery in touch with what patients think. We also see what we can do to help the surgery. Have a look at our annual report for 2021/22 if you want to know more <https://johnhampdensurgery.co.uk/ppg.aspx> . Please give your contact details if you might be interested

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Q3. Do you read the quarterly surgery newsletter? **Yes/No**

Q4. Do you use the JHS website

- a) more than once a month
- b) 1-3 months
- c) 3-6 months
- d) 6-12 months
- e) less than once every 12 months
- f) never

Q5. If you rarely look at the website, is it because

- a) you haven't considered trying the website for information
- b) it's easier or quicker to ring the surgery
- c) you like to speak to someone
- d) you don't have a computer, tablet or smart phone
- e) other (*please say what*)

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Q6. What do you look at on the website – please indicate all that apply

- a) information about surgery opening times or availability of different GPs
- b) surgery performance
- c) how to register
- d) accessing online repeat prescription ordering
- e) accessing your online summary record
- f) news and noticeboard on the front page
- g) finding out what the patients group is doing
- h) using the online feedback form

- i) privacy policy
- j) published medical advice
- k) anything else (*please say what*)

Q7. If you have a practical issue about opening times, eligibility for vaccinations, when test results will be available etc, do you look for answers on the website before you consider ringing the surgery? **Yes/No**

Q8. What for you are the two most important things to be able to find on the website?

Q9. Is there anything you'd like to see on the website that isn't now there? If so, what?

Q10. Any other comments?

Q11. What is your age group

- a) 18-30
- b) 31-45
- c) 46-60
- d) 61-75
- e) 76 or older
- f) rather not say

General Practice



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