

Claypath & University Medical Group

Claypath Medical Practice Annual Patient Survey January, 2016

RESPONSE RATE:

280 Questionnaires distributed in the Practice and 278 were returned. A further 43 questionnaires were distributed via the virtual patient participate group, and 6 were returned, which gave an overall return rate of 87.9%.

.....

FRIENDS AND FAMILY TEST

How likely are you to recommend our GP practice to friends and family if the needed similar care or treatment?

Of the 284 returned questionnaires, 24 did not enter any response. Of the remaining 260 responses, the outcome was:

Extremely likely	= 172	66.2%
Likely	= 75	28.8%
Neither likely nor unlikely	= 12	4.6%
Unlikely	= 0	0.0%
Extremely unlikely	= 1	0.4%
Don't know	= 0	0.0%

RECEPTION

1 = very dissatisfied; 2 = dissatisfied; 3 = neither satisfied or dissatisfied; 4 = satisfied; 5 = very satisfied

Qu 1 : How satisfied are you with the services provided by reception?

Of the 284 returned questionnaires, 8 did not enter any response. Of the remaining 276 responses, the outcome was:

Very dissatisfied	= 4.0 replies	1.5%
Dissatisfied	= 9.0 replies	3.4%
Neither satisfied or dissatisfied	= 14.0 replies	5.0%
Satisfied	= 88.0 replies	31.8%
Very satisfied	= 161.0 replies	58.3%

Qu 2 : How satisfied are you with the ease of making an appointment to see a doctor?

Of the 284 returned questionnaires, 13 did not enter any response. Of the remaining 271 responses, the outcome was:

Very dissatisfied	=	5.0 replies	1.8%
Dissatisfied	=	14.0 replies	5.2%
Neither satisfied or dissatisfied	=	49.0 replies	18.0%
Satisfied	=	99.0 replies	36.5%
Very satisfied	=	104.0 replies	38.4%

Qu 3 : How satisfied are you with our opening hours?

Of the 284 returned questionnaires, 10 did not enter any response. Of the remaining 274 responses, the outcome was:

Very dissatisfied	=	5.0 replies	1.8%
Dissatisfied	=	8.0 replies	2.9%
Neither satisfied or dissatisfied	=	35.0 replies	12.8%
Satisfied	=	95.0 replies	34.7%
Very satisfied	=	131.0 replies	47.8%

Qu 4: Did you know that you can book a longer appointment if needed?

Of the 284 returned questionnaires, 7 did not enter any response. Of the remaining 277 responses, the outcome was:

Yes	=	133 replies	48.0%
No	=	144 replies	52.0%

Qu 5: Are you aware that you can pre-book an appointment with a doctor up to two weeks in advance?

Of the 284 returned questionnaire, 8 did not enter any response. Of the remaining 276 responses, the outcome was:

Yes	=	153 replies	55.4%
No	=	123 replies	44.6%

Qu 6: Are you aware that you can pre-book an appointment with a Nurse Practitioner instead of a doctor for minor conditions?

Of the 284 returned questionnaires, 7 did not enter any response. Of the remaining 277 responses, the outcome was:

Yes	=	252 replies	91.0%
No	=	25 replies	9.0%

Qu 7: Have you used the practices extended opening hours for appointments?

Of the 284 returned questionnaires, 7 did not enter any response. Of the remaining 277 responses, the outcome was:

Yes	=	77 replies	27.8%
No	=	200 replies	72.8%

Qu8: How satisfied are you with the efficiency and friendliness of the staff on reception?

Of the 284 returned questionnaires, 9 did not enter any response. Of the remaining 275 responses, the outcome was:

Very dissatisfied	=	5.0 replies	1.8%
Dissatisfied	=	7.0 replies	2.6%
Neither satisfied or dissatisfied	=	18.0 replies	6.6%
Satisfied	=	80.0 replies	29.0%
Very satisfied	=	165.0 replies	60.0%

Qu9: How satisfied are you with the environment and comfort of the waiting room?

Of the 284 returned questionnaires, 9 did not enter any response. Of the remaining 275 responses, the outcome was:

Very dissatisfied	=	7.0 replies	2.5%
Dissatisfied	=	7.0 replies	2.5%
Neither satisfied or dissatisfied	=	31.0 replies	11.3%
Satisfied	=	114.0 replies	41.5%
Very satisfied	=	116.0 replies	42.2%

Qu10: How satisfied are you with the care provided by the doctors?

Of the 284 returned questionnaires, 14 did not enter any response. Of the remaining 270 responses, the outcome was:

Very dissatisfied	=	7.0 replies	2.6%
Dissatisfied	=	1.0 replies	0.4%
Neither satisfied or dissatisfied	=	27.0 replies	10.0%
Satisfied	=	76.0 replies	28.2%
Very satisfied	=	159.0 replies	58.8%

Qu 11: How satisfied are you with the care provided by the nurse?

Of the 284 returned questionnaires, 21 did not enter any response. Of the remaining 263 responses, the outcome was:

Very dissatisfied	=	7.0 replies	2.7%
Dissatisfied	=	2.0 replies	0.7%
Neither satisfied or dissatisfied	=	7.0 replies	2.7%
Satisfied	=	51.0 replies	19.4%
Very satisfied	=	196.0 replies	74.5%

General Questions

Qu 12: Have you arranged repeat prescriptions on-line?

Of the 284 returned questionnaires, 18 did not enter any response. Of the remaining 266 responses, the outcome was:

Yes	=	45 replies	17.0%
No	=	221 replies	83.0%

Qu13: Are you aware of the NHS 111 service for non-life threatening urgent medical help?

Of the 284 returned questionnaires, 16 did not enter any response. Of the remaining 268 responses, the outcome was:

Yes	=	130 replies	48.5%
No	=	138 replies	51.5%

Qu 14: Have you used the practice website www.claypathdoctors.co.uk?

Of the 284 returned questionnaires, 16 did not enter any response. Of the remaining 268 responses, the outcome was:

Yes	=	75 replies	28.0%
No	=	193 replies	72.0%

Qu15: Have you every completed the Family and Friends Card when you attended the surgery?

Of the 284 returned questionnaires, 13 did not enter any response. Of the remaining 271 responses, the outcome was:

Yes	=	20 replies	7.4%
No	=	251 replies	92.6%

Please share with use any additional thoughts you may have about the service or facilities the practice provides both positive and negative:

General

Always available when required.

I am very satisfied with the service provided.

They never give me repeat prescriptions so I have to take time out of work to receive my bone medication and also had to beg the doctors to be referred to an eating disorder clinic for a year. There is nothing help wise for people with eating disorders, I have suffered for 12 years with this and the NHS provide no services which I think is wrong.

Not really practise fault – but the time taken for letters and reports on prescriptions to arrive from UHND after clinics and meetings with the consultant seems very lengthy in view of modern communication eg emails.

Booking a repeat prescription goes like this: I get two weeks worth of medication, and get told to inform when I have five days left. I phone up to inform, and get told “you only got a prescription last weeks for two boxes of 28 pills!” I take two pills twice a day 28 divided by 2 is 14. Nice.....

Pleased with it all.

Generally excellent. Nothing further to suggest any improvement at the moment.

Long-time patient of this practice, always well pleased with the service received. Didn't realise could book fortnight ahead, worth knowing.

Always been treat in a positive and caring manner! Despite having serious problems and having been treat unfairly at another practice in the past.

When told there was a problem with a blood test I was told to talk to a nurse – the nurse just said I should speak to a doctor. This annoyed me and I didn't bother to see the doctor for a year. If the receptionist had just said I should see the GP I would have. The additional calls involved to get through just wasted time.

Positive = Great Service.

Negative = there is one receptionist who is not so pleasant! Frosty faced! I listened to her with a Japanese girl who had come here instead of the green lane surgery. It was obvious that the girl had difficulty in understanding – but the receptionist did not pick up on it and was quite rude to her. Training for this situation would be good.

It would be useful to be able to book/cancel appointments online – I know this is planned, but no info on how to register has been given.

I've never heard of a Family and Friends card.

Nurses are always very positive, canny and friendly.

The website needs to be updated – design and info.

I feel I have the brush off from some of the doctors.

The nurses are always lovely.

I have found the environment friendly and wholesome, staff are friendly and it is a nice environment. No negative comments.

The online service should have been tested with a non-IT patient before launch. One has to be intuitive to get into the required field.

Only given a 3 for reception, as it depends on the individual, some are great.

I like the online facility for ordering repeat prescriptions and booking appointments as sometimes ringing in is time consuming or difficult, so this facility is very helpful, also you can see when you last had our medications or when they are next due. I have been all my life here and wouldn't change for any alternative practice.

Communication to/from hospital/ clinics not always 100% - computers?? Staff overworked??
Phone log/jam at 8.30am.
Always friendly reception.

Nurses are excellent.
Sometimes the reception staff seem under pressure so may not be as pleasant as can be.
Sometimes prescription service with pharmacy next door isn't great (confusion) not sure who is at fault, (but doesn't help patients). Longer opening hours would be better including weekends.
Difficult to see the same doctor on a regular basis.

Was not aware of points 4 – 6 this information will be very handy

Excellent service especially for the elderly. I feel very lucky to be looked after by this practice.

Very happy with the practice. Reception staff are very helpful in sorting out problems with appointments, etc.
Some delays with repeat prescriptions for my son – but I am not sure if the problem lies with the practice or the pharmacy.
Online booking facility would be helpful as I sometime find it difficult to ring at the right time due to work/care commitments.
Keep up the good work, this is an excellent practice with lots of services offered.

Excellent service from doctors and nurses. I am interested in new type of insulin that inhibits weight gain for diabetes.
Worry about work load of medical staff. Sometimes the people at the desk seem weary, and I know how hectic it can be. THANKS TO ALL!

I have always been more than satisfied with care at both Green Lane and Claypath.

Some GP's are not friendly or approachable (minority).
Receptionists could smile more.
Appointments always running late. If running late over a certain time a phone call would be really helpful (and considerate).

An excellent practice – my only recommendation is that the waiting rooms are too hot!

Welcoming staff at reception and over the phone.
Nurses are fantastic.
Have seen 2 doctors, one more personable than the other – not a problem though!
Information available in waiting rooms – screen keeps kids happy, magazines keep me happy!

Very good service ALL of the time (Great).

Dr Marsden is excellent.

I feel very sorry for the staff and that patients only get 10 minute appointments . Too much pressure on staff, realise that this is government led.

Some more chairs that are big and easy to get up from .

Overall I feel happy and satisfied with this service. Thank you

This is my first visit to this surgery so I have not yet seen either a doctor or a nurse so cannot comment on 10 and 11.

Phoning at 8.30 to man an appointment on the day is quite frustrating as phone is ofen engaged and most of the appointments have gone within 10 minutes.
Facilities are always clean and staff very helpful.

The negative point about this practice is that you have to wait long hours, and no one will come and tell you that you have to wait because the doctors are busy with another patient. One staff member at reception is very unhappy when I come to see her, maybe she doesn't like black people, sorry if I am wrong by what I notice but she needs to change.

Everything ok.

I find the practice helpful and efficient and I can get appointments when I need them.

Last year the GP sent my wife to the hospital to check out her heart. They kept her in and operated, saved her from a heart attack, thank you, you saved her life.

Very satisfied, friendly.

Other than a bit of a refurbishment in the waiting areas, which is a very minor issue. I couldn't suggest any improvements needed. I have never had the slightest problem in arranging an immediate GP appointment, which is in stark contrast to what one hears about other places. Perhaps it helps that this is a surgery with a lot of students registered as patients who aren't here 40% of the year.

It is sometimes hard to see the GP of choice.

Parking facilities are inadequate and often frustrating .

Overall I receive good explanations of condition and treatment.

Sometimes hard to get through on the phone.

Second telephone line on morning to make contacting reception for appointments easier.

Delays in information from hospitals, faxes etc getting from the off to the GP are a serious problem.

It's about time we could book appointments on line.

Everyone is friendly and helpful; the GPs are efficient and attentive. I have 2 main concerns:-

1. There is not enough holistic communication with other services in particular mental health team, unless we make a fuss, though this is probably more due to time restraints.
2. Collecting prescriptions is a nightmare – they frequently get mislaid/lost/delayed – this is partly due to the pharmacy next door. When not feeling well, this is immensely frustrating.

Booking an appointment via the internet would be great.

If you want to see a specific doctor would that be an option?

So far, I have always been assigned one (ie no choice).

It is well run I am 100% satisfied.

The website says the surgery opens at 8am but when I rang at 8am it said that the surgery wasn't open until 8.30am.

Suggest a larger number of chairs with increased height.

Friendly staff!

I wonder why the phone, when engaged, does not have a queuing system.

Saturday morning surgery would be helpful.

Claypath is infinitely better than UHC – here is great, UHC less so.....

I am very happy with the care family members who are or have been patients here have received. I am new to the practice and so far am very pleased to be a patient here. Thank you.

Very satisfied with the medical centre and its staff. Just one little hiccup with a senior doctor who appeared disinterested but other than that no complaints whatsoever.

I can't find any fault at all with the service, I've always been very satisfied.

Helpful staff, reception, doctors and nurses. Accessible practice.

Cant praise the staff enough, fantastic, polite, patient, and excellent treatment from the nursing staff - lately for burns to my leg.

All round good service.

Quite satisfied with the service received.

Receptionists are not always present and don't acknowledge people when they are typing or busy. Can be quite rude.

Seating in the reception area without backs is uncomfortable. Elsewhere fine. Impressed by general standard of care all round.

Just moved from another practice (82 years old). Excellent transition – prompt, efficient and very flexible. Reception staff in particular extremely helpful and friendly.

I have total faith in the surgery and the doctors.

The NHS is under a great deal of pressure and I think this surgery is doing extremely well in view of that.

Debbie 5 stars all around.

I believe the practice aims for and results in giving high quality service. But I am very biased.

Doctor Mason - excellent.

Everything is pleasant and satisfactory.

Staff are very friendly.

I am more than happy with the practice and the situation generally.

The medical care provided by the team is really excellent. I am unable to criticise it.

Somehow there needs to be a dedicated drop-off area for those with mobility problems.

Good contact between surgery and chemist is a great help.

All experiences positive. Sometimes difficult to make appointments by telephone (unable to call from work) easier if I can pop in.

An excellent practice.

Fortunately I have not required medical services very often but on those occasions when needed as the questionnaire response shows provision has been excellent on all fronts. I had occasion to contact 111 in December for a minor but painful eruption, I was processed by phone and treated in urgent care within 3 hours. Marvellous service highly effective.

No complaints.

Lovely staff.

Very friendly!

There seems to be a lot of bureaucracy (eg, needing to see a doc/nurse for repeat prescriptions, not being able to get more than 2 months of meds at time, etc) From someone like me with chronic long-term health conditions, this complicates my life un-necessarily, Other practice don't do this, so why here?

Excellent services received by me and my family members. I have a number of chronic conditions and have felt very supported by the doctors and nurses I have seen over the years.

Excellent surgery. I have to see the doctor very regularly for non-licensed drug prescriptions, so am here a great deal. The staff are lovely patient and friendly, always helpful and understanding.

Premises/Waiting Room

It would be nice the windows could be opened.

Water in the waiting room.

I am very satisfied with the medical care I am receiving, though the waiting room conditions are not optimal – RADIO constantly on, which is annoying.

Waiting room needs a bit of updating. Upstairs carpet is very dirty. Avoid green and blue seats!

Waiting area upstairs very dismal.

Sometimes lack of privacy at reception desk, but can see this is not easily rectified.

Today the music in the waiting area was quiet, I much prefer it quiet as I am deaf and can't hear what people say when loud music is playing.

TV would be nice for long waits or even up-to-date magazines.

The waiting area is in great need of refurbishment.

No drinking water in the waiting area, many other places do have.

Car Park

Car parking should be improved.

Bad parking.

Car parking is always problematic.

Can be difficult to find parking.

Car parking!!!

Appointments/Consultations/Continuity

It is sometimes difficult to see a regular Dr which would be more helpful for long term conditions – I am aware you can book two weeks in advance but I don't always know when I will need to see a Dr due to the nature of the illness.

Excellent – but had to wait for an appointment to see the doctor (4 days before I could book it) even though my anti-depressants had run out. Stroke and cancer care were excellent.

We are usually pleased with the care and service our doctors, nurses, and receptionists provide. We can usually get an appointment within a few days. Thank you for all the hard work you do.

Excellent care and support from doctors, receptionists and nursing staff in the practice.
111 service abysmal.

I never have a problem booking an appointment within a couple of days which is fantastic. The nurses are also very friendly and welcoming.

One suggestion – there is a practice I know where you can book an appointment on line. There is a list of doctors on duty and you fill in a time yourself. Otherwise a very good practice. All doctors and nurses are great.

The service provided by the practice is generally very good. I would like to see a more accessible online service, for example online appointment booking system. Also, waiting times to see the doctors could benefit from improvement (although I understand this isn't always possible due to ongoing circumstances!)

My first visit to see a doctor, nurse was great last week.

I have been attending this GP practice for nearly 3 years since moving to Durham and I have found all the staff – reception, GP and nurses to be extremely supportive in assisting me manage my health. Certainly better than my previous practice for making appointments. You never get to see a doctor on your appointment time – always run late.

Appointments by calling at 8.30am does not work well for parents with children who need to get to school.

Some doctors are a '5' e.g. Dr Dellar.

Having to wait too long when attending an appointment usually 30-45 mins – Too long!!

When working full time really difficult to get an appointment after work.

Doctors very professional and helpful. Great communications skills. Always give you the time you need. They don't try to rush you out the door even if they are running late. Easy to get appointments too. A+++

I wish the services were also on the weekend. I feel rushed when I see the doctor. The three times I've attended they have all been brief and short. Unless I tell them my history with an issue then there is more effort. I just don't like feeling rushed or pushed to leave.

Waiting so long to see GP. Customer services in reception some are not very good.

Approx waiting times could be displayed if appointments running late, for me personally this would help to sort childcare if going to be longer than thought rather than just sitting waiting. Otherwise very good.

Very good care but would appreciate it if appointments could remain on time and not be delayed. Thank you.

I have not needed to make appointments very often but am aware of difficulties experienced by other family members.

2 years ago I was diagnosed to have a cancer by Dr Frame, and she was really really caring (she called me and gave positive encouragement). Too bad she's no longer in the practice.

More flexible hours for patients that work full time and need to travel a long distance to work.

I am quite nervous when seeing new doctors, I have ongoing problems and like to see the same doctor(Dr Marsden) each time but it is hard to get appointments with herPlease have more pre-bookable appointment!!!! This is the only reason I wouldn't immediately recommend this practice, nothing to do with care or the staff!!!

I sometimes find it difficult to book a return appointment within the timescale actually set up by the GP – perhaps where he asks for a follow-up consultation, he should make the appointment.

I have always been a patient at Claypath and am pleased with the service. I do sometimes find it difficult to see the same doctor which is a shame.

Not all the GP's are sympathetic with mental health needs.

Excellent service for home visits when necessary.

Evening appointments are so helpful would appreciate more.

Waiting times could be made clearer on arrival, ie, will you be seen on time or is the Dr running late, and if so, how much.

Excellent access to very thorough and caring treatment. Telephone consultation equally useful.

The 8.30 phone line for morning appointments is very stressful.

It is increasingly difficult to get a follow-up appointment with the preferred doctor.

It was confusing that sports physiotherapy appointments are only diagnostic and do not include treatment.

I need monthly blood tests and wish I could make an appointment for next one (ie one month ahead). This was available at the hospital so I never forgot, now I am sometimes a week late due to my memory availability and a suitable time.

When my wife was pregnant several years ago, 4yrs, she came into this practice to be seen for a chest infection and was given antibiotics. She later had a miscarriage. Upon review with her Consultant, we were told that she should never have been prescribed the antibiotics that she was given while pregnant.

Disappointed at times with the frequency doctors leave practice.
They have saved my life.

Busy phone lines at 8.30 sometimes by 8.50 all the appointments have gone.

Would be better if more pre-booked appointments were available as it is difficult to get thought at 8.30am. Many times it rings but it cuts off before it is answered, due to volume of calls it is not receptionist fault.

Most satisfied with the care of Dr Kent, consider his knowledge and care of patients to be very good.

I am dissatisfied with my overall treatment. I have had a chest infection going back 7 years, no-one can give me any explanation as to why nor get to the route of the problem. I'm wasting my time and the practice time – continually having to see a doctor.

Can wait a long time after arriving.

I think that some doctors listen to what I have to say, that's why I stay with the same doctor who I find amazing. She listens, talks the acts on your illness. This doctor is Dr Timson she is an asset this surgery

I tired booking a longer appointment once and was told I could only get a standard appointment. I also had difficulty making a pre-booked doctor appointment. Some delay in waiting times too. A few of the doctors sometimes act like they are in a hurry to get you out of their consulting room. However overall the service is good and appointment booking is usually very quick and efficient.

University health centre green lane – difficult to get though on the phone between 8.30 and 9am to make same day doctor appointments and when you get through the appointments have already been booked for the same day. Claypath much easier to get appointments – very good in fact.

Really fantastic surgery. Hayley and Dr Pun are particularly excellent and a great credit to the practice and NHS in general. Really happy with everything here! They only difficulty is getting through on the phone each morning for a same day appointment. Definitely the best surgery I've used to date though. (And all the receptionist are lovely too!)

Getting a doctors appointment is difficult and unpredictable.

It would be helpful to make appointments out of hours – eg on line

Dr Marsden is very helpful and understanding.

Making appointments is not easy or convenient.

It is useful to be able to phone a doctor for info instead of coming to the surgery.

It really would be good to have continuity of GP care. It seems they are like buses, another will be coming along soon. The point is that one has little confidence in the consistency of diagnosis or treatment or of the responsibly. One could wait too long for the next bus. One could be neglected.

Dr Marsden and Dr Peat are very compassionate and extremely helpful. All other doctors very good too – no problem with any.

It's difficult to phone at 8:30 to get an appointment - earlier would be better. I would like more details e.g. – what my blood results were in numbers, ideal/normal. Estimate time of getting better. More information on how 1 of my conditions could affect others and have been a result of one

I think the service provided by most doctors is very good. There has only been 1 doctor I have not been happy with and walked out of my appointment because of his attitude asking me for an explanation for being 10 minutes late, something a patient would no ask if situation was reserved. I think some of the reception are unpleasant and feel like more of a force than a reception.

All staff are professional and friendly, the only problem is trying to make an appointment for the actual day you want it. It is quite difficult when doing school runs to constantly ring at 8.30am for sometimes up to 30 minutes, and when you finally get through to be told there are no appointments left!!!

I feel I am very lucky to have this surgery so nearby to where I live. Always able to book an appointment on the day when I ring. Doctors and nurses really approachable and efficient. Excellent service.

Struggle to get an appointment sometimes with the doctor.