



Patient Survey
Old Town Surgery, Curie Avenue, Swindon
Summary (interim) report – Feedback.

Surgery appointments/opening times

This first section summarises the ratings and comments about the services offered at OTS. There were 125 survey forms returned.

On a scale of 1-5 rate the following 1=lowest, 5 =highest,
 What was your opinion about the following OTS services?

Services	Max 625	Score 1-5
New Self-service check in experience	421	3.4
Time to get an appointment	311	2.5
Waiting time in reception	334	2.7
Access to information on reception	414	3.3
Surgery opening hours	403	3.2

Would you consider seeing the Triage Nurse	No.	%
Yes	118	94.4
No	2	1.6

Comments on Triage Nurse

- Wouldn't be what I needed
- Need more information before making a decision
- Waited over an hour for the doctor. Not another doctor was even seen during this time.

Surgery services

This second section summarises the patients' knowledge about the services offered at OTS.

On a scale of 1-4 rate your knowledge of the services on offer

1='News to me!', 4 = 'Something the surgery is good at'

Knowledge of services	Max 500	Score 1 - 4
Self-service check in	354	2.8
Triage Nurse	373	3.0
Carer's Coffee morning	193	1.5
Educational Evenings	202	1.6
Flu Clinic	324	2.6
DNA	194	1.6
Communication to patients	300	2.4
Electronic Prescription Service	357	2.9
PPG	202	1.6

Suggested Actions:

- Education programme on the services of the Triage nurse (podcast/Leaflets/interview on website) may help the patients use the service more
- Continue with promotion of the Self-service check-in. Long term promotion
- DNA – monitor/publish in the newsletter
- Carer's coffee morning. Specific targeting of the known Carers
- Educational Evening. Increase use of media now we have named contacts

Comment from the patients - Suggestions for Improvements

For people who are new to the area surgery it would be nice to have information on how the surgery works i.e. prescription service, where different teams are based etc.
Happiness of reception staff - they could improve listening skills - have found some of them very rude
Had to wait 3 weeks for my appointment today
Quicker appointments. Increase taxes for better service
Booking appointments on line
Longer more flexible working hours, open until 8pm and weeks (for those who do not work in Swindon)
This is my first time attending so was unaware
Sometimes getting an appointment can be difficult, although I imagine the local catchment population makes it difficult to provide a better service in this respect
Not really, just waiting time in seating area
Need to be able to see the GP you want a lot quicker than what is happening at the moment - takes too long to get an appointment
Make sure website is promoted

However it is far too difficult to get an appointment before 8.30 or after 4.30. This has caused me great difficulty. Also it would be better if GPs stayed so relationships can be built up for anxious patients like myself
No very satisfied
Longer opening hours (weekends)
I am a relatively new patient and until today was unaware of these services - all of which I consider a benefit and welcome. I don't feel my initial feedback gives an accurate impression at this stage. Overall, it's positive, modern and forward thinking. My only real concern is the time it takes to get an appointment. I recently joined from another practice and was used to waiting only a few days for appointments. I have just waited 2 weeks for my most recent visit here. However, you are aware of the problem and have provided information addressing the issues, which is positive
Sometimes need an appointment where you can't wait 2 weeks to see a doctor but do not feel its serious enough to take an emergency slot
Not surprised how long you wait in the surgery I have spent an average of an hour wait not good when you've got a job to go to. Improve waiting time in surgery
If have dermatologist specialist Dr would be beneficial to be seen by them. Lately too busy taking 2 weeks in getting an appointment
2 weeks is too long to wait for an appointment, though the doctor phone call is useful second best
Really like self service check in and the service I get through surgery and pharmacy next door regarding repeat prescriptions is excellent
I've not had the best experience with the front of house staff. I was relieved I could check myself in rather than have to check with them. I was stood waiting for 10 minutes when they knew I was there the day I tried to sign up. I also haven't had brilliant call service every time - blunt and unhelpful
Time to get an appointment is very long
It's not a suggestion but I would put V Good or even excellent if I could get an appointment more quickly than I can at the moment
Have to improve reception situation especially when phoning in
Appointments need to be more available for patients - I had to wait week & half
Well satisfied
1. Stable Staff; 2. Stable known doctors
Due to lack of appointments, which is very important. To have a few emergency appointments each day, waiting up to 2 weeks when in pain is not good. Some reception staff are very unapproachable, bordering on rude. A smile costs nothing

Change the government, less abruptness at first point of reception contact remember people attending reception are often feeling unwell. Remove radio, Loudish music and inane chatter is not what most people want when they are feeling ill
Staff to check waiting area to see if patients waiting, as self service point does not always work so patients waiting patiently
Cut down on waiting time in waiting area
For doctor to care more - I did not feel that she was interested in me. No questions asked about me or my lifestyle
Don't know who my GP is, could surgery advise patients when there is a change of GP, more consideration for treatments of babies/toddlers
Dr Carson is very good with me
Patient has memory issues, flagged on his records. Would appreciate reminders about appointments and repeat prescriptions. NB - staff seem much nicer now
I don't know how you'll reduce waiting time(s) for appointments. Need perching stools in reception
Improve internal communications e.g. GP to LIFT
Keep up the late opening hours, very helpful for working people
Electronic prescription service
Stick to timings
No
Reception staff not very sympathetic and can come across rude. Can never seem to get appointments when needed, especially quickly.
Not having to wait so long to get an appointment
More communication with Doctors to reception
Waiting times, this is not the first time I have had to wait this long
Reception staff more approachable.
The most important issue for me is to receive timely professional advice from both doctors and nurses. So, if Triage nurse cannot prescribe appropriate medication I need an appointment with doctor within a reasonable period
Shorter lead times in getting an appointment with a Dr Acknowledgement reply to repeat prescription emails so that you know the request has been received and is being dealt with.

Time to get an appointment
Cutting down on the length of time that patients have to wait to see the Dr The shortest I had to wait was 15 minutes once, and the longest 45 minutes!
Waiting time in reception
Reception staff more approachable.

Overall satisfaction

Rating	No.	%
Poor	8	6.4
Average	16	12.8
Good	31	24.8
Very Good	39	31.2
Excellent	20	16
Total	114	

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27 May 15