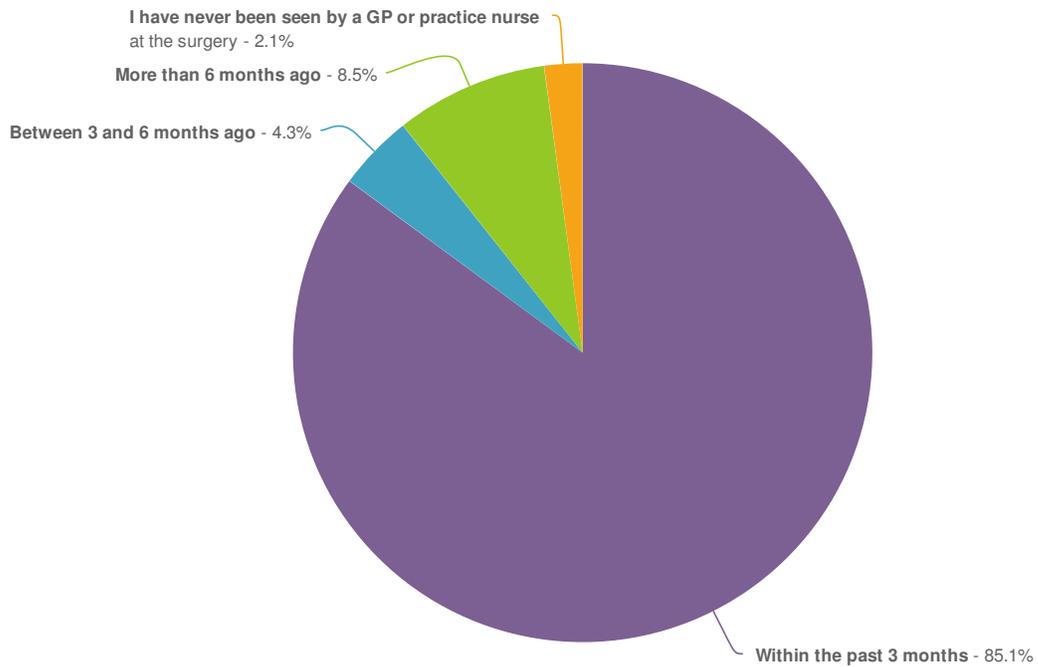
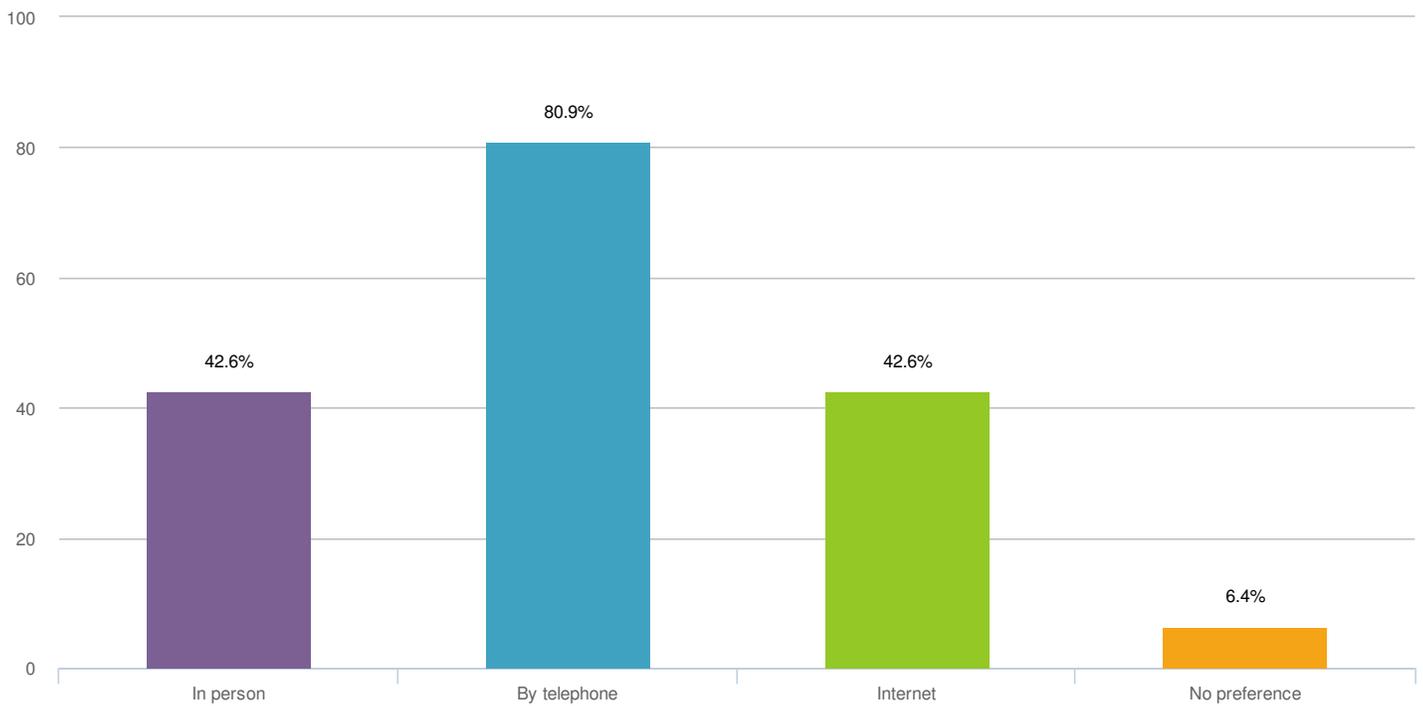


# New Summary Report - 18 February 2015

## 1. When did you last see a doctor or practice nurse at the surgery?



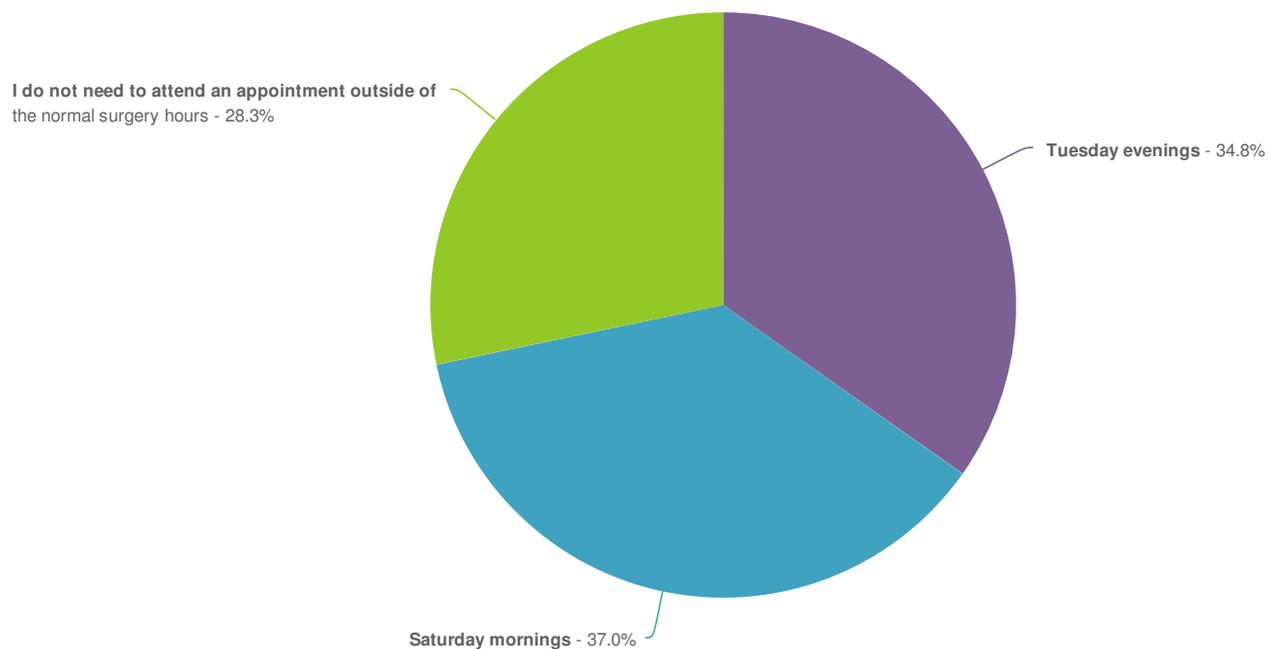
## 2. Which of the following ways would you like to book an appointment? (please tick all boxes that apply to you)



## 3. On-line services

	Yes	No
Do you know you can book, cancel appointments and order repeat medicines on-line?	78.6%	21.4%
Are you registered to book on-line appointments and to order repeat medicines?	39.5%	60.5%
If you have answered NO to the above, have we offered you a password for on-line services?	16.0%	84.0%

4. We offer appointments on Tuesday evenings and Saturday mornings. Which of these extended hours sessions do you find most helpful?



5. If you think we should be open at other times, please use the comment box below to tell us when you think we should be open.

#### Response

7 days a week receptionists need to answer phone instead of chatting and ignoring phone

Another evening as can't make tuesdays

I think another evening for late appointments would be a good idea.

I think those of us who work should be able to access a GP near to our workplace.

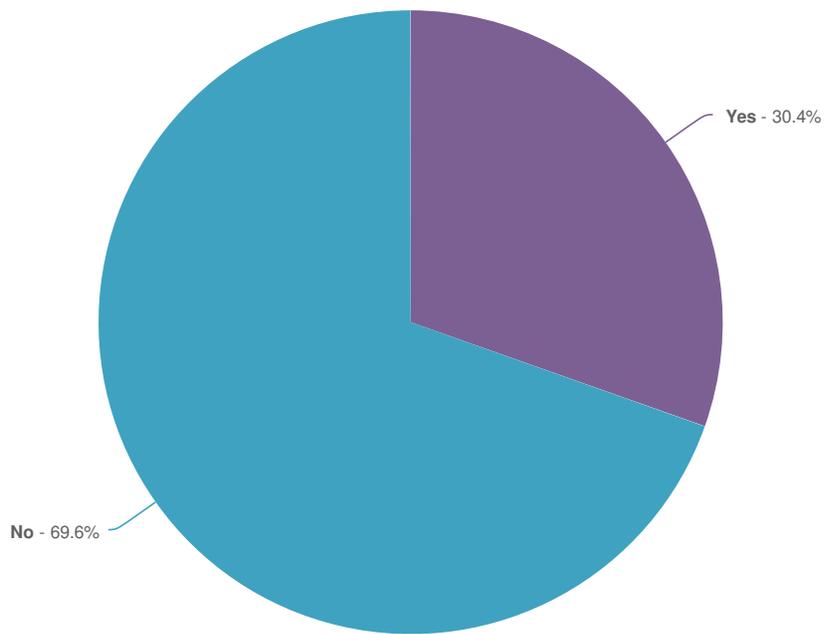
Ideally after work is always best so more options for this would be good.

Start appointments at 7am and finish them at 7pm.

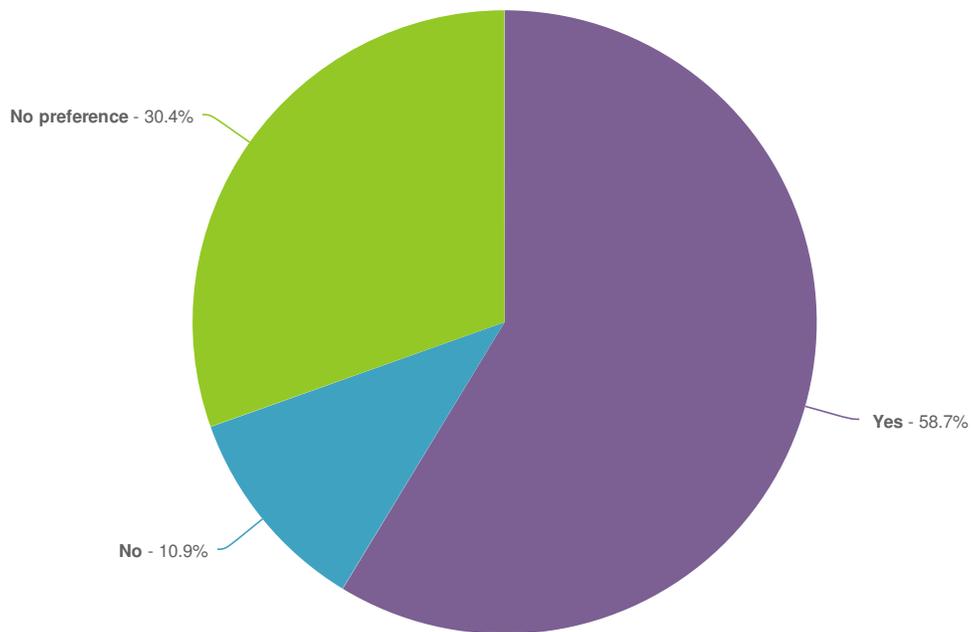
You cannot get an appointment anytime never mind extended hours.

later in the day with priority appointments for key workers who are unable to get time off during their work hours e.g. teachers

6. Since the practice introduced the new telephone system, do you find it easier to get through to the practice by telephone?



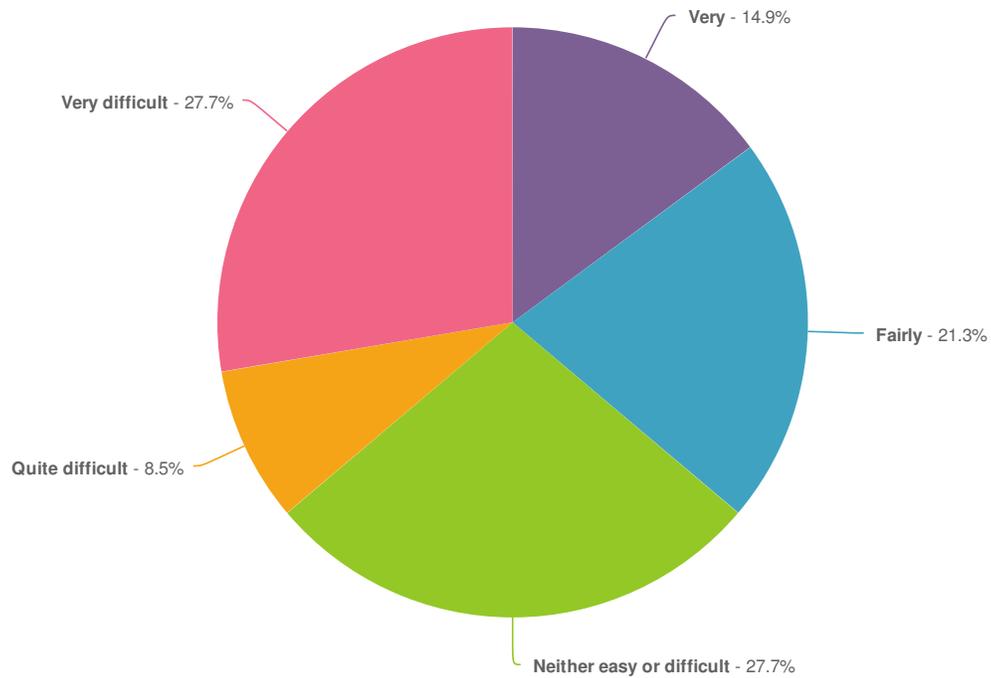
7. Do you feel happier calling the practice since we changed our telephone number from the 0845 number to the current 0114 number?



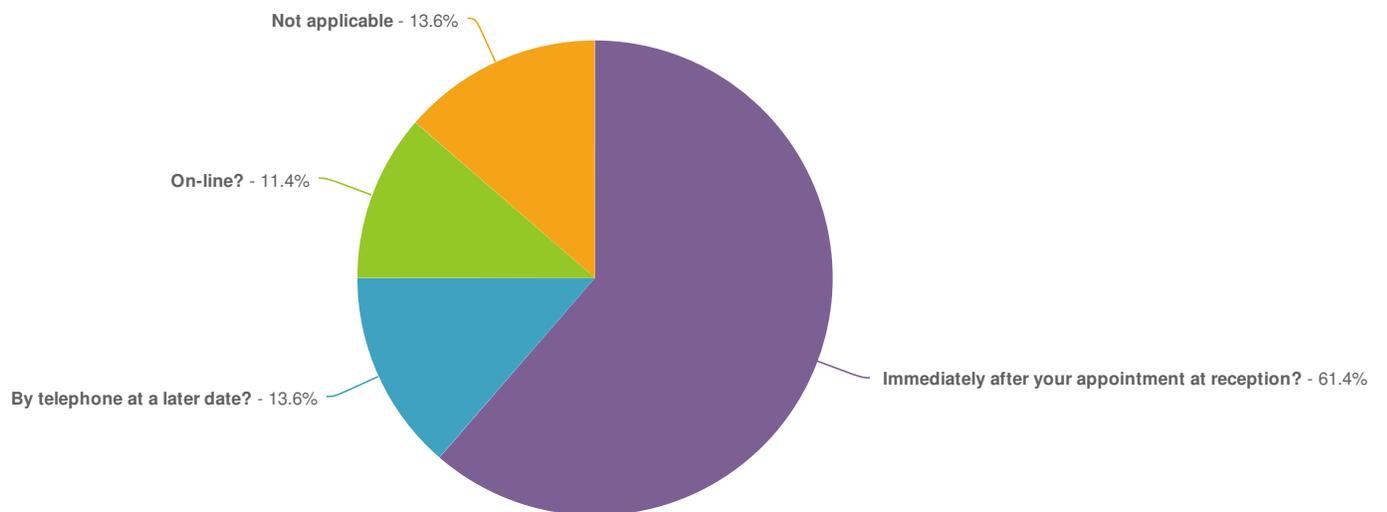
8. Do you find it difficult to book advance appointments with a....

	Yes	No
Doctor	62.2%	37.8%
Practice nurse	32.4%	67.6%

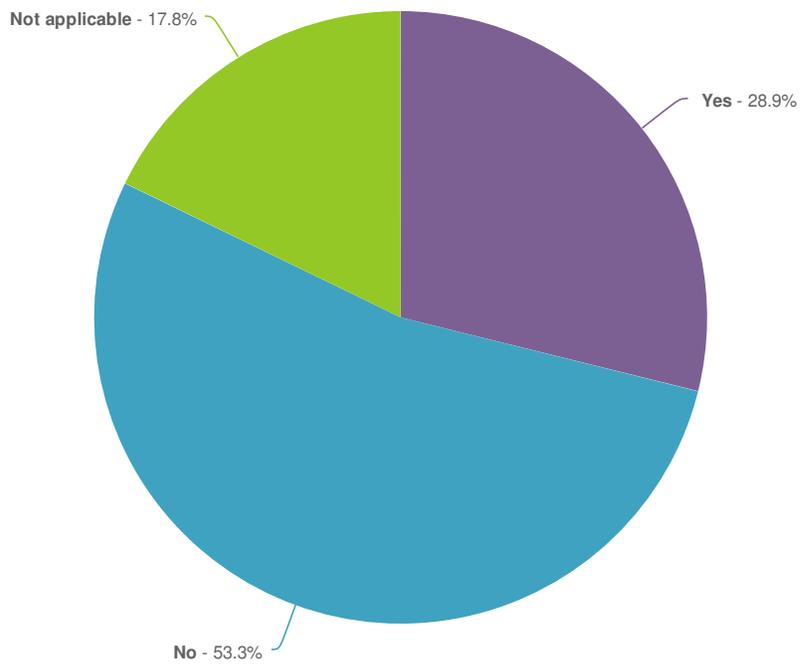
9. How easy do you find it to get an appointment with the doctor or practice nurse of your choice?



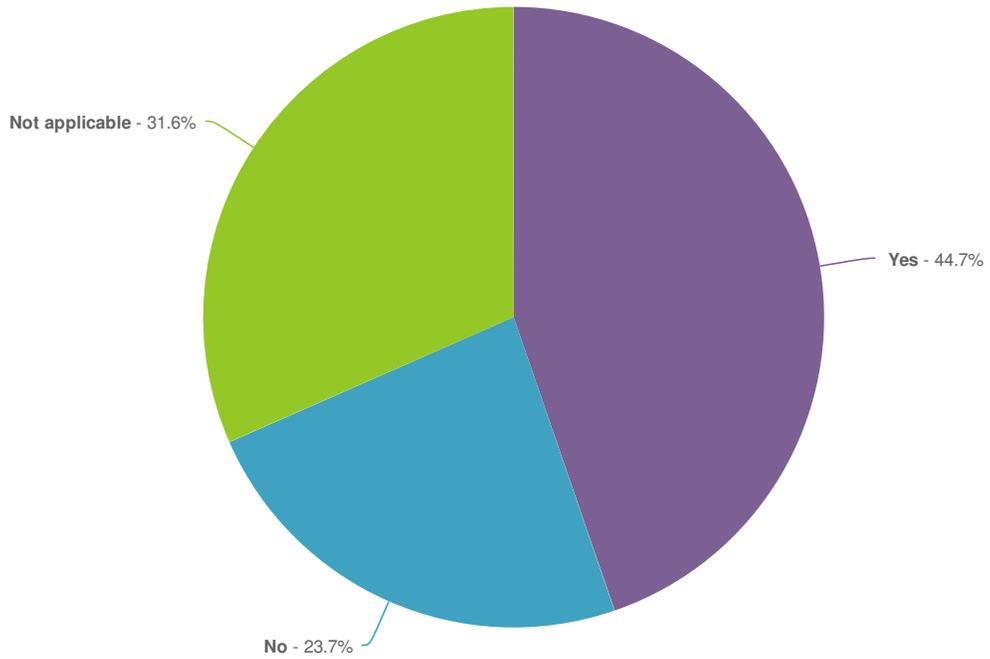
10. When booking follow up appointments, do you book...



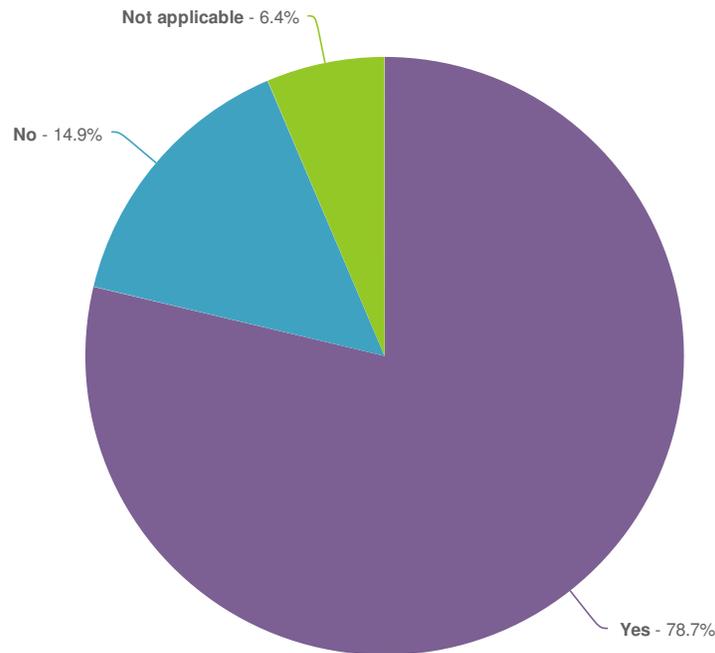
11. If you need an urgent appointment with a doctor do you always get one?



12. If you have answered NO to question 10, do we offer call back from one of the doctors?



13. When you last spoke to a practice receptionist were you satisfied with the service you received?



14. Please explain the reasons for your answer to the above question as this will help us improve services to patients.

**Response**

Curt and rude when I was trying to help.

Friendly

I always find the staff, friendly, helpful and understanding.

Very abrupt Reception Team.

Very polite and can have a laugh.

the receptionists are always helpful

Booking via telephone (emergency) is almost impossible, especially with children and school run - by the time you get through all the appointments have gone.

I had run out of anti-depressants and I couldn't receive another prescription without a Doctors appointment.

Call back not always helpful as I work as a teacher and may not be available to take call. Prioritise appointments to those people that work out of hours/weekends if applicable.

All reception staff are very helpful and try their very best to provide a satisfactory solutions. Keep it up ladies you are doing a fantastic job. Thank you for being so lovely.

Try proofreading the text of Q11, I had to answer N/A as it's wording is in some error. If you still can't see why here's a hint - reference to Q11, did you mean that?

I find it is always easy to gain appointments and service by staff us always helpful and efficient!

Love the touch screen, brilliant to know how many patients are in front of you. Thank you for this.

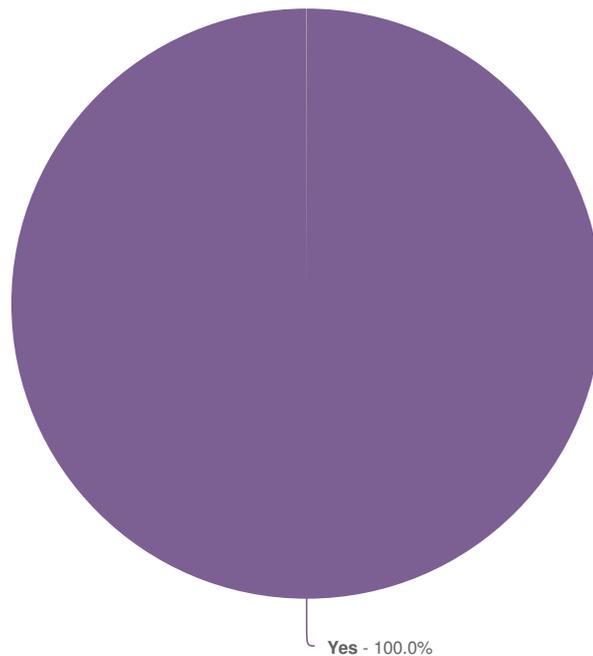
## Response

tried on several occasions to get online password and receptionists change what you need every time one receptionist always rude and talks far too loud or disappears when people are at counter awful puts you off using doctors

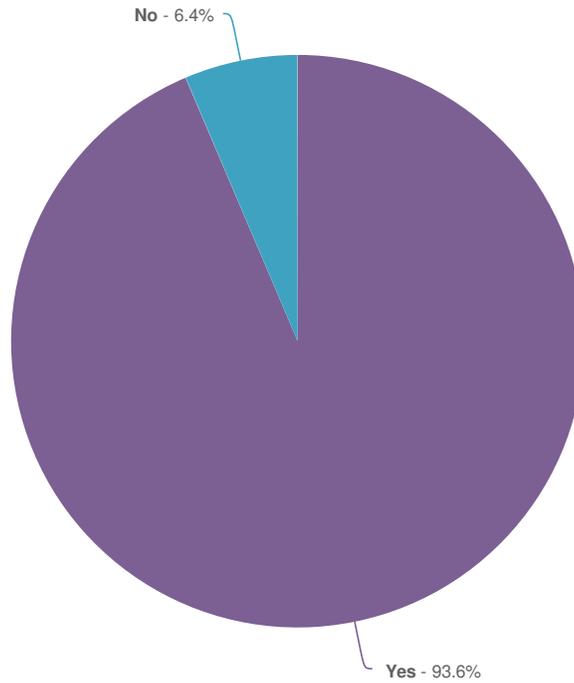
15. Do you know that when the practice is closed you can....

	Yes	No
Ring the NHS 111 Service to seek medical advice and treatment?	83.0%	17.0%
Go the NHS Walk In Centre at the Sheffield City GP Health Centre on Broad Lane open 8.00am- 10.00pm 365 days of the year?	94.9%	5.1%
Go to the City's Accident and Emergency Department for adults?	95.0%	5.0%
Go to the Accident and Emergency Department at the Childrens Hospital?	87.9%	12.1%

16. Are you satisfied with the cleanliness of the practice?



17. Are you satisfied with the practice surroundings (inside the buildings and car parks/gardens/grounds)?



18. What do you think is particularly good about the practice?

**Response**

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All doctors, nurses and reception staff are wonderful, practical and professional.

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Clean

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Doctord/nurses are patient, positive and take time to explain or answer questions.

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Easy location, clean buildings, well maintained.

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Easy to get an appointment, friendly doctors.

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Efficient friendly service

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Everything

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Find the ladies very cheerful and very helpful

---

Friendly and easy to get appointments on most occassions.

---

Friendly and efficient staff

---

Friendly, Comfortable

---

Honestly, very little!

---

Lovely receptionists

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My GP is trustworthy.

---

No better than any other GP's.

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No complaints

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**Response**

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Overall I am very very satisfied with the service and staff.

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Receptionists are good

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The availability of doctors, I know if I ring at 8.15 and stay on the phone I will see a doctor.

---

The focus on preventative medicine

---

The staff are friendly

---

Very friendly and comfortable

---

Very good service from every doctor and nurse in the practice.

---

Very helpful, clean and efficient

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Welcoming atmosphere, ease of accessing care and quality of care

---

When you get seen it is a very good practice. Just a nightmare to get through when you work.

---

friendly staff

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no comment

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not a lot really

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It's ability to obfuscate what should be simple and routine patient interaction. For example telephone contact with it's myriad numbers and time restrictions which vary with alarming frequency. The geographic number is most welcome and long overdue so thank you for getting that right.

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Team working, consistency, high standards of knowledge and advice, treated as expert in my own health.

**19. Is there anything you feel could be improved?****Response**

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Appointments not good. Waiting time for one is not good.

---

Appointments, should be able to book for the following day.

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Car parking at Tramway's is always tricky!

---

Ease of making doctors appointments

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For some reason I find Fairlawns cleaner & more airy than Tramways.

---

It would help if we cannot get an appointment, we could speak to a doctor for advice.

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Less locums more consisten access to same doctors.

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More doctors, more appointments, telephone system made easier.

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More on the day appointments, as one never knows when one is going to wake up ill!!

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More relaxing classical music or quietness

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No

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No

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**Response**

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No. Keep up the good work

---

Nope

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Sometimes cannot get appointments for days/weeks

---

The ability to book appointments further than two weeks in advance

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Yes should be able to advance book, people who work can't always ring on the day every morning.

---

Yes the appointment booking service

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You could play quiet music in reception

---

accessibility to appointments

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n/a

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no comment

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The ordering of options on the phone. It is slightly frustrating listening to them all when you want to book an appointment and it might have taken 10 minutes to get through.

---

When setting up any service, procedure or policy; ensure that it is tested with accessibility and comprehension for all patient groups in mind.

---

the rude receptionist that totally unhelpful and talks too loud i dont want to here what other patients want when im waiting little slim woman shes awful she needs retraining

---

When ringing, the option for appointments is after insurance claims and another option, when mostly people would need appointments and I feel this option should be earlier on the list.

---

Can never get through on the phone in the morning. When I do appointments are taken. As I work I cannot come mid morning or mid afternoon, very difficult.

---

It would be more comfortable if windows in the waiting room were opened as a matter of course on a daily basis. It can't be beneficial to patient health (and your patient queues) if people with viruses are sat waiting in an enclosed spac. It may also benefit your staff sickness ratios. I always ask on every visit.

---

Trying to get through on the telephone in the morning to make an appointment it's disgusting, 40-50 calls and when you get an answer there's no appointments.

---

Quicker telephone response getting an appointment 8.15 in the morning for same day. I tried 3/4 hour to get through then no appointments were left.

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Getting an appointment quickly, very hard to get through for on the day appointments, when ill very stressful.

20. Do you have any other comments you want to make?

**Response**

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An easier way to get appointments rather than phoning before 8.30am

---

Doctor Hakes is a legend

---

Great service, only problem is can't get a doctors appointment.

---

Having said that I do feel the availability of doctors is good.

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## Response

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I rarely come but it is always good

---

I wasn't given many tablets the last time I came.

---

Just to say you are doing a great job

---

More parking needed at Tramways

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N/A

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No

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Nope

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no comment

---

I have been with the practice for years and recommend it to others due to high standard of medical care.

---

Due to a number of appointments being lost or not cancelled by people. There should be a charge of a payment.

---

Could the patient toilet be kept open. If a patient is in urgent need of a toilet (on entering the building) there will be times when receptionists are busy, a queue or other situations arise where there is a delay in accessing a key. Otherwise great service.

---

When people cancel appointments or they dont. To be fair with other patients who cannot get one for a couple of weeks they should be charged for wasting time.

---

Reception team could be friendlier and more helpful. Always seem to be chatting amongst theselves. Privacy is appalling at both Surgery Reception areas, but worse at the Middlewood Surgery Reception.

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When 'booking in advance' on one occasion (after failing to get a morning appointment, despite ringing at 8.30am) was told that I couldn't get an appointment 'til after Christmas' (on the 15th Dec) and that if I wanted anything else I would have to turn up in person the next day at 8am and would probably get an appointment for around 10.30. How on earth is this feasible with children and school? Very, very poor service from this practice - I very much regret changing from Dykes Hall to Fairlawns.

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Morning telephone system not good- 8.15, difficult to get an answer then all the appointments are gone.

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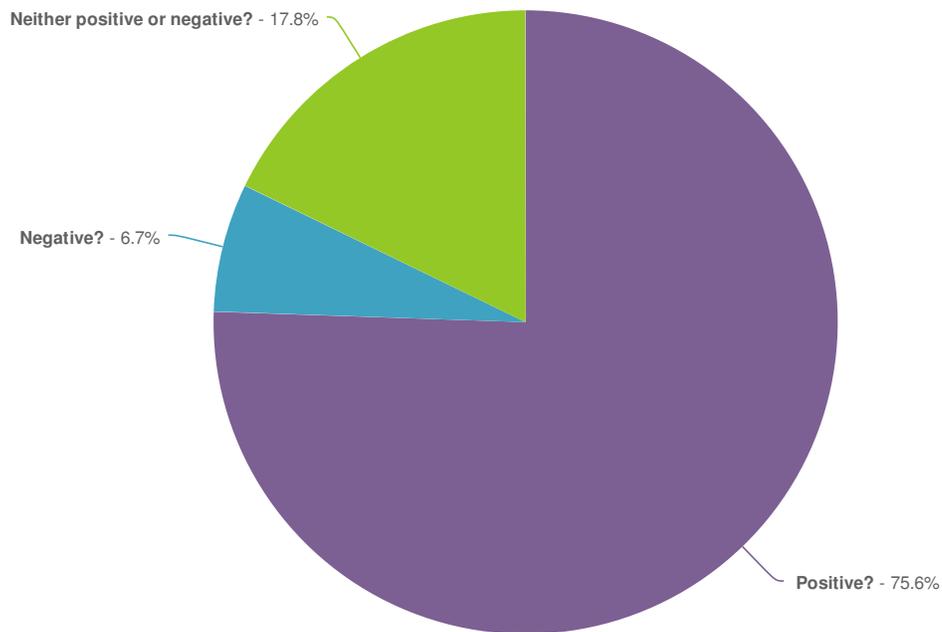
im not happy how i was treat by one of your doctors telling me she not here to diagnose the problem and shes only got 10 minutes and theres nothing she can do terrible doctor its made me start looking for another doctors awful treatment , also blamed me because i cant get same doctor everytime i go thats not my problem thats the surgerys problem you dont get offered which doctor you want seriously patients dont need arrogant doctors

---

People that don't turn up should be fined or refused if it is the same people, wasted hours i not acceptable.

---

21. Thinking about your last visit to the practice would you say your visit had been.....



22. Please explain the reasons for your answer to the above question as this will help us to improve services to patients.

**Response**

Came to review thyroid medication and its always pleasant and straight forward.

Depends which doctor you see, some are more sufficient.

Doctors, Nurses and staff have always been professional, helpful and friendly.

Don't know

Dr Milner talked about my blood test results and authorised repeat prescriptions.

Everything is alright

I am listened to and I do feel that the doctors care.

Ignored by Reception team. Dr Milner can be very abrupt (obviously dislikes his job immensely).

More doctors like Dr Hakes, please make it known

My experience is that the staff are very helpful and efficient.

Phone every morning for two weeks for an appointments and gave up in the end.

Awareness of charitable organisations to help specific needs e.g. widowed and young (WAY) support for under 50 year olds and widowed.

Doctors is very considerate and understanding (mine) don't feel rushed, other doctors need to be more understanding and listen more.

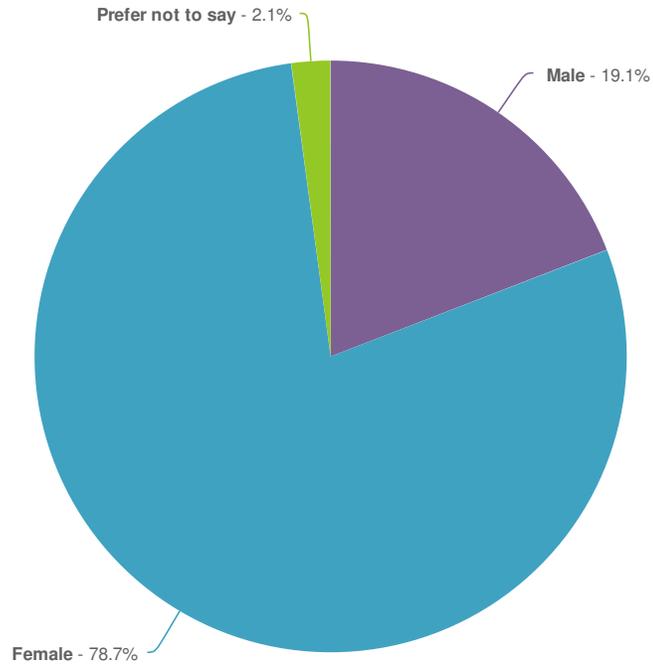
doctors dont listen to all your symptoms a couple of your doctors are so disregarding and so not bothered its a waste of time coming and dr milner is the main cant be bothered doctor there is needs a change fast that doctors

## Response

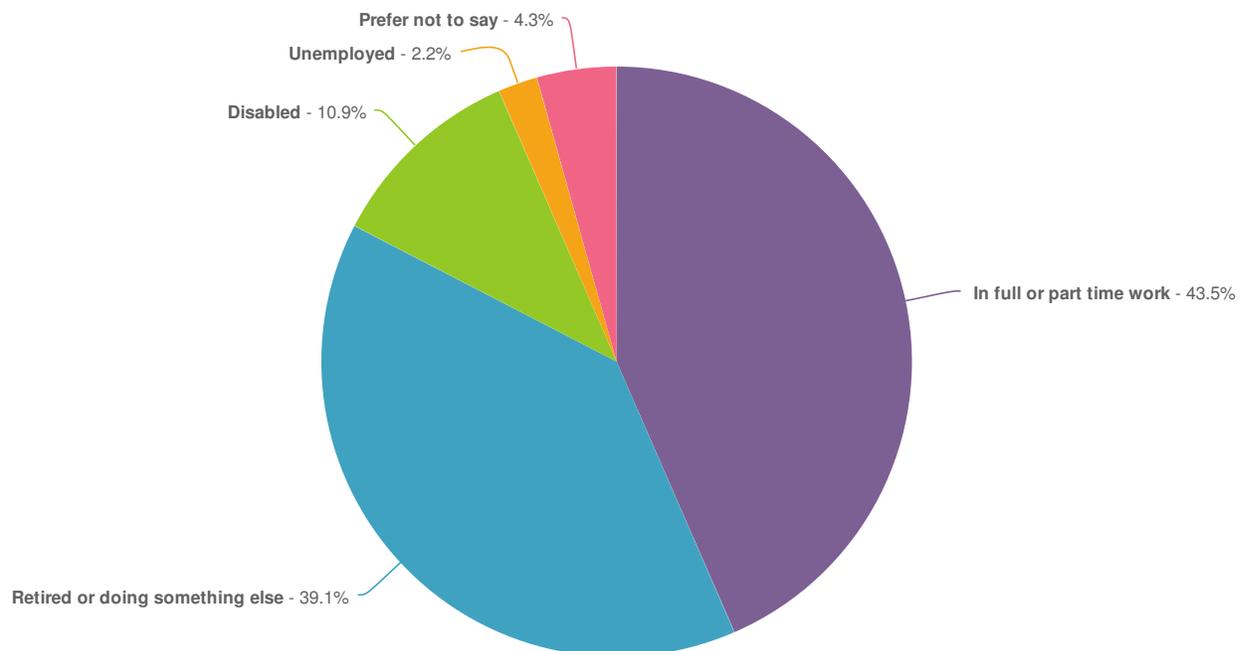
I was listened to, felt supported that I could rely on my GP to back me up with work issues and felt cared for.

Waited long time to see doctor, given wrong medication then had to wait again or come back later.

23. Are you....



24. Which of these best describes you at present?



. How long have you been registered with the practice?

