



Sid Valley Practice:

PPG's Patient Experience  
Monitoring Survey Report 2017  
& Overview 2017

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This is the first year Sid Valley PPG has compiled the Patient Survey Report. We hope to be able to make comparisons year on year going forward and improve the format and responses both from the PPG and Sid Valley Practice. We would appreciate your feedback. Please email us on [sidvalleyppg@gmail.com](mailto:sidvalleyppg@gmail.com).

Many thanks in advance.

Sid Valley PPG



# PPG Overview 2017

## Some of the Themes of 2017 Patient Survey included:

- **Length of appointments for routine GP appointments**

Length of appointments is a particularly pertinent issue that repeatedly comes to the PPGs attention through Patient feedback. Double appointments are now available if you book early enough through the online system by booking two appointments next to each other. This can also be requested as a double appointment when you make an appointment in person or over the phone subject to your GPs approval.

- **Access to the Beacon from Public Transport when over 2/3rds of appointments are located here.**

It is now a number of years since the Beacon Medical Centre opened at the edge of town and at the top of Stowford Rise. The bus route has still not been altered to enable the residents of the Sid Valley to access the Beacon Medical Centre. The PPG has encouraged the Practice to work with the Local Authority and Bus Companies to improve access from Sidford and Sidbury especially.

- **NHS Property services / Sid Valley Practice lack of maintenance on their town centre site.**

Due to lack of maintenance simple works need to be carried out to improve the ambience of the Blackmore Medical Centre. General improvement by painting and improving the lighting would improve the space dramatically. The PPG has encouraged the Practice to maintain the Blackmore Medical Centre going forward.

NHS Property Services have been looking to redevelop the 'Blackmore' Medical site. It is very important that Sid Valley Practice's services are still available in the Town Centre in an accessible location that encourages a functioning community centre. The PPG will continue to encourage Sid Valley Practice to maintain its services in the Town Centre.

- **Key priorities: Group Working; Diabetes, Running Group, Social Prescribing etc...**

The PPG has tried to encourage the Practice to start Group Working to help improve the health of the population of the Sid Valley.

- **Lunchtime phone line closing**

From continued feedback from Patients and Sid Valley PPG; The Sid Valley Practice no longer closes its phone lines during lunchtime by sub contracting the work out to Devon Doctors. This has saved the Practice money and improved the Patient experience.

- **Data Pilot Project**

The Sid Valley PPG is one of the first tranche of PPGs to be part of the Data Insight Programme in association with NHS England and The Patients' Association. This has allowed discussion with the Practice to be improved and start to encourage the Practice to implement best Practice.

- **Emailing list (East Devon Health) (setting up of)**

The PPG has started an email group to improve communication between the other PPGs that make up the Wakely Grouping of Practices.

- **East Devon Health (emergence of)**

Sid Valley Practice is now part of the 'East Devon Health' federation of Practices.

- **Devon PPG Network Group**

Sid Valley Practice regularly attends the new 'Devon PPG Network' group. We are currently helping the Devon CCGs to create a database to allow the Devon PPG Network and CCG to communicate effectively with each other. Having a PPG is part of every GP Practice's accreditation. Currently the CCG isn't aware which Practices have active PPGs and which do not.

- **MIU generally, Emergency App with wait times and travel times etc...**

The PPG put Sid Valley MIU in contact with the Emergency App (NHS Quicker <https://nhsquicker.co.uk>) that has been developed. As previously Sid Valley MIU was not featured on the app.

This may help to reduce the number of Patient's using the RD&E A&E going forward.

- **Feedback from patients via PPG**

At every meeting Patient feedback is relayed to the Practice. This is invaluable and we would like to thank all the Patients that have fed back to us which has led to many improvements.

- **Facebook, Social Media (trying to engage with the local community and encourage the Practice to also)**

Sid Valley PPG now has a fledgling Facebook page. This gives Patients another avenue to contact the PPG and also help make contact with a different demographic of Patient.

- **Opening times weekends, early evenings to help people that work, Volunteer fulltime etc...**

In late 2018 Patients will be able to access improved access to GP appointments across the East Devon Health Federation of Practices. Patients can book appointments through Sid Valley Practice.

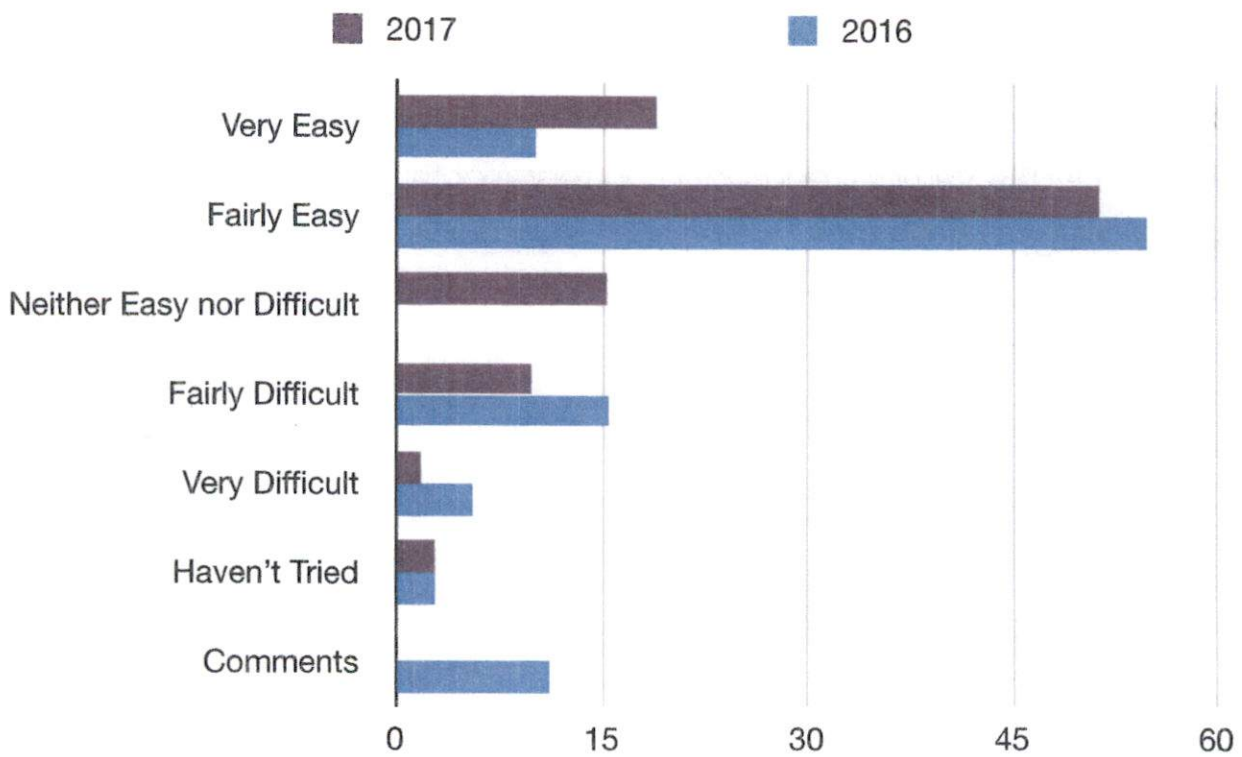
- Opening of the Beacon and seat provided by the pharmacy when people arrive early sitting out in the cold.

After much feedback from Patients, with the PPG and the Pharmacy having to supply seats for Patients waiting in the cold porch, the Practice now remains open throughout lunchtime to ensure Patients have a warm place to sit while waiting for their appointments.

- Text message of link to Patient Survey 2017.

Sid Valley PPG will encourage collaborative working between the Practice and the PPG as happens in other Practices. We look forward to the Practice being able to send text messages to the digital registered Patients to improve the feedback gained yearly from the Patient Survey and help gain the 10-15% sample required to be representative of the Patients of Sid Valley Practice.

# Q1 .Generally, how easy or difficult is it to get through to someone at your GP Practice on the phone?



%

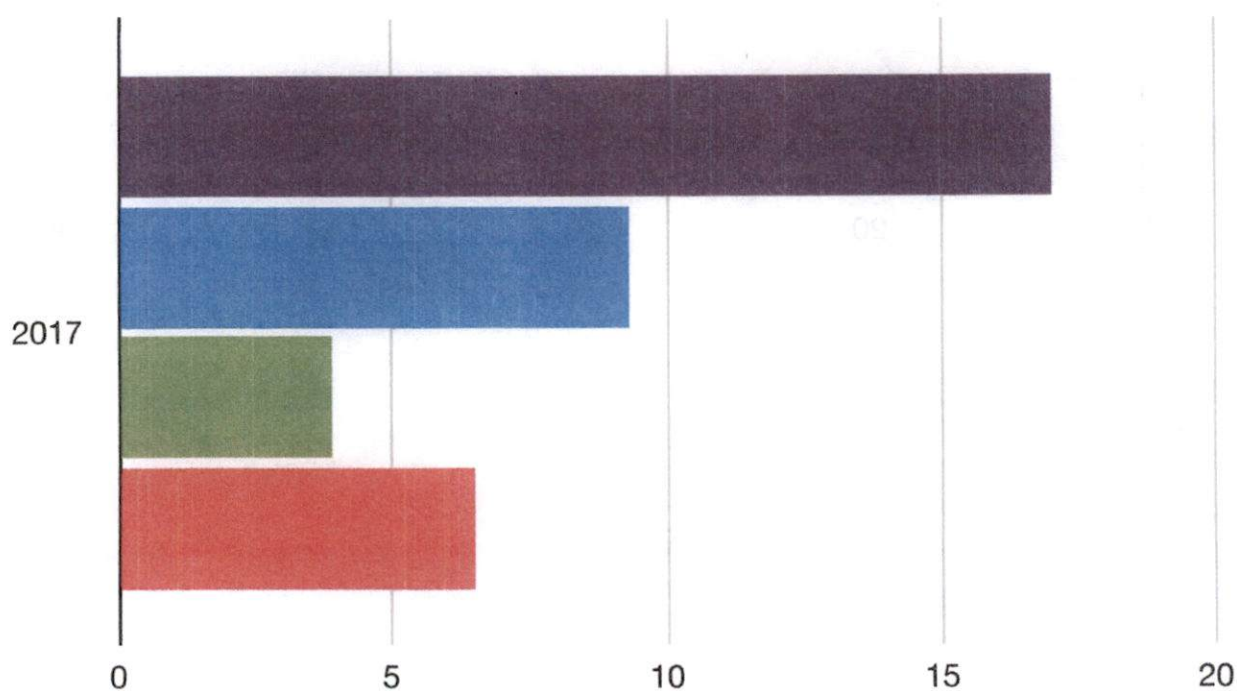
## Notes

This question changed from the question we had asked the previous year with bringing in the standard questions from the Data Pilot Project. So take the comparison above with a pinch of salt. The question in 2016 was: I find it easy to get through to the surgery when I call. In 2016 there was not a neutral option as a response and the survey set up meant if people commented it also removed their response from the standard responses. This is not best practice and was proposing a positive response, the question should propose a neutral approach. Answer choices were: Strongly agree, Agree, Disagree, Strongly disagree, Not Applicable and Comments.



Q2. The last time you wanted to see or speak to a GP, Nurse or other clinical member from your GP Practice, Were you able to get an appointment to see or speak to someone?

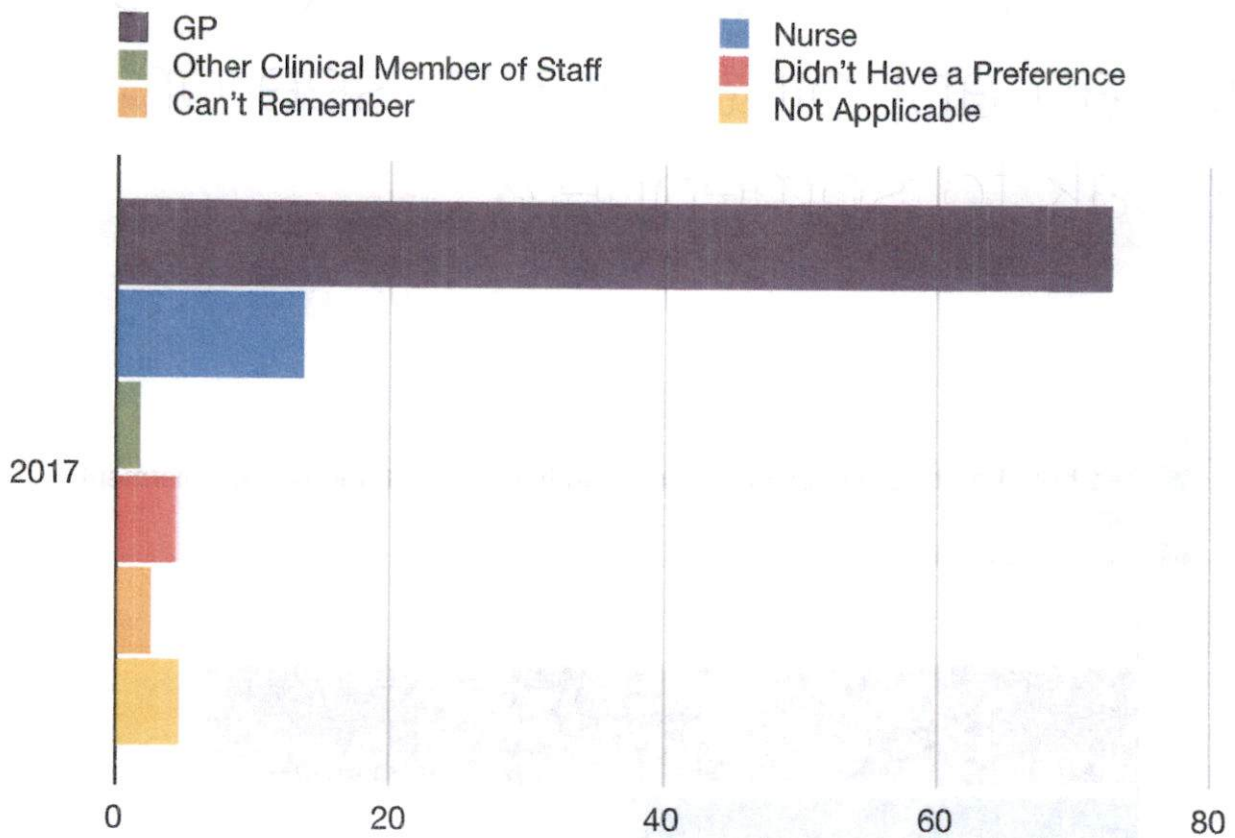
- Yes
- Yes but I had to call back closer to or on the day I wanted the appointment
- No
- Can't remember



### Notes

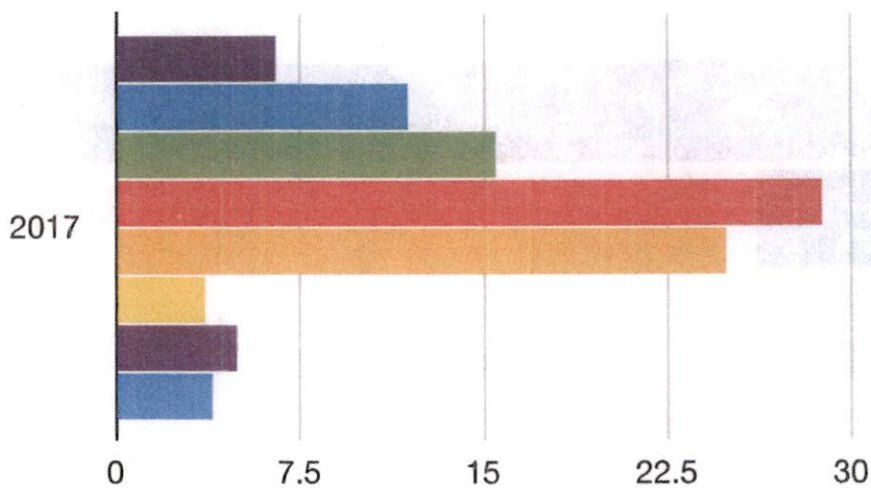
This question is new from bringing in the standard questions from the Data Pilot Project. One would think that every practice will be up around 100% but this is not the case across the country as a whole.

# Q2a. On this occasion, who did you want to speak to?

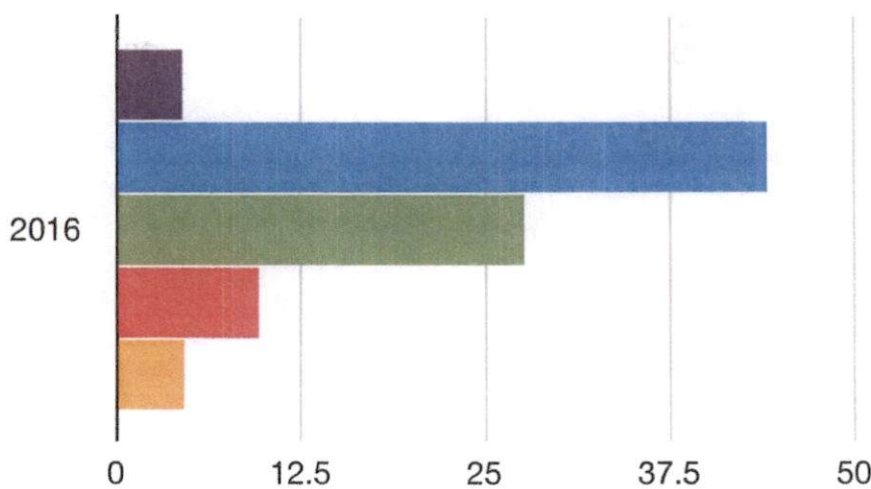


# Q3. How long did you have to wait for your last non-urgent appointment (in working days)?

- Got an Appointment on the same day
- 1 - 3 days
- 4 - 5 days
- 1 - 2 weeks
- From 2 - 4 weeks
- Over 4 weeks
- Can't Remember
- Not applicable



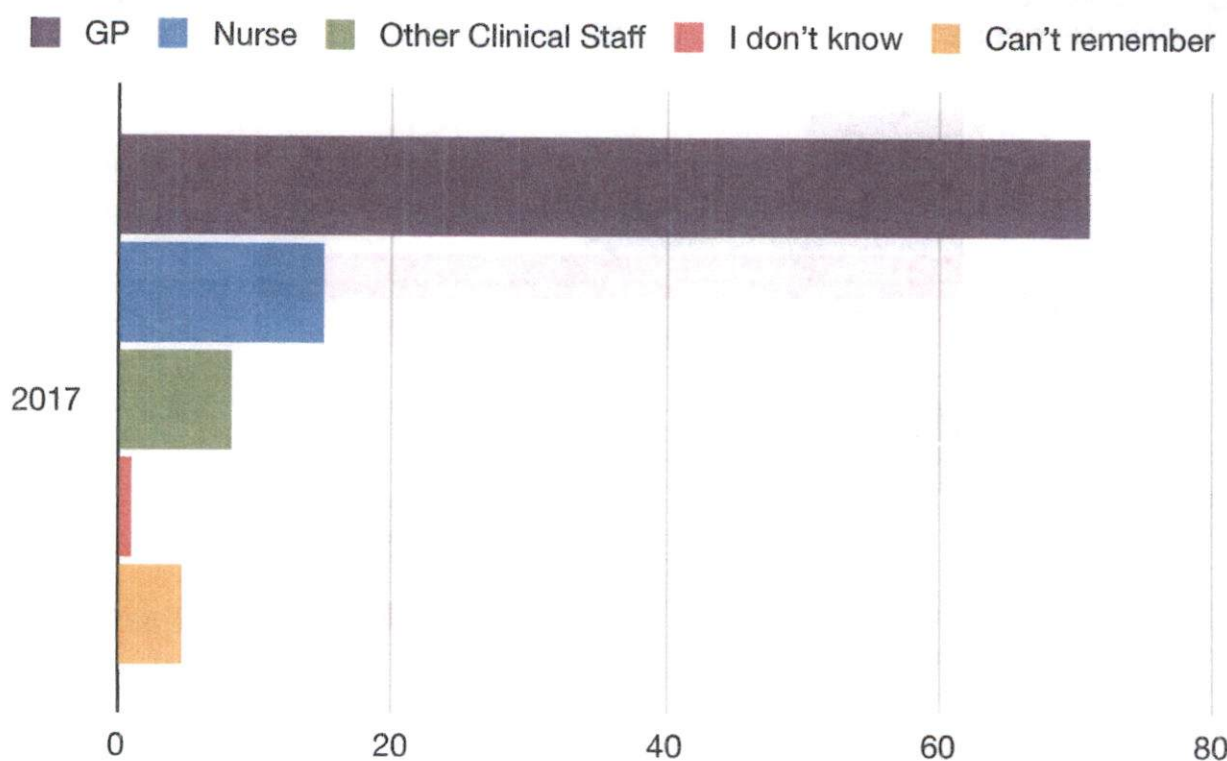
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable



## Notes

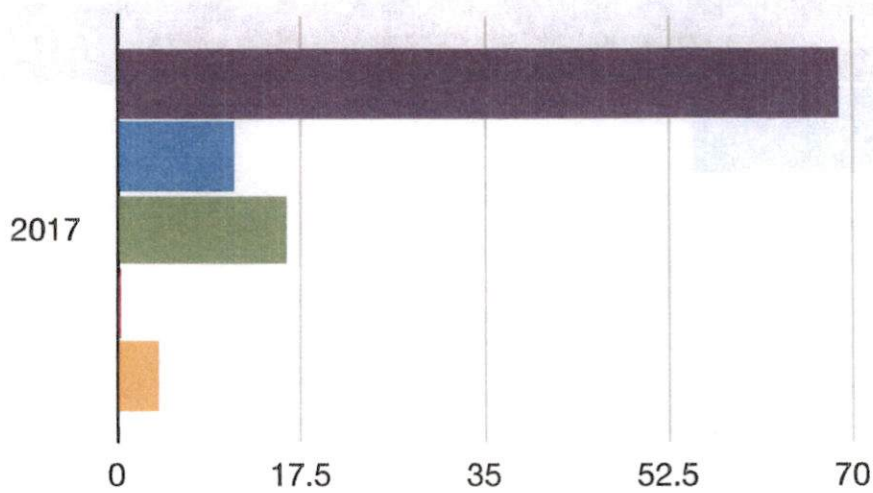
This question has new wording from bringing in the standard questions from the Data Pilot Project. In 2016 the Question was: It is easy to get a timely appointment for routine matters? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this and if someone left a comment this pulled their multiple choice answer out of the results so the 2016 results may not be very representative.

## Q3a. On this occasion, who did you book an appointment with?

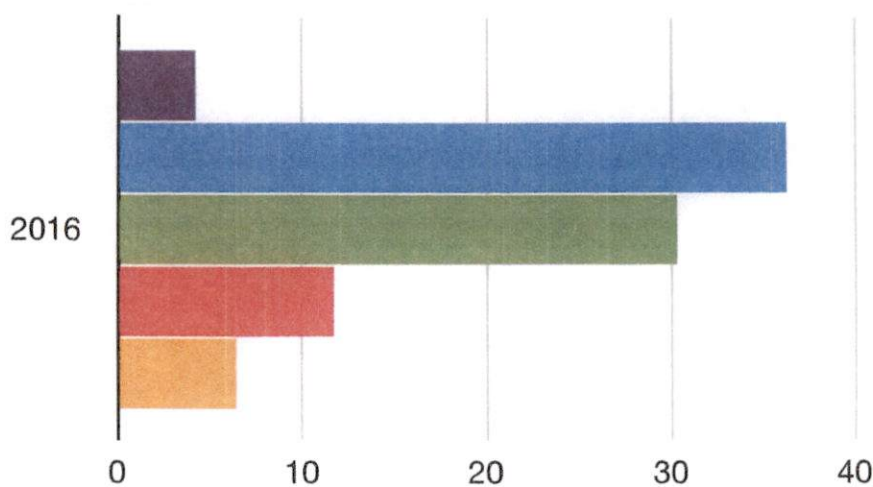


Q4. Was this appointment with a GP, Nurse or any other particular member of clinical staff of your choice?

- Yes
- No
- Didn't have a preference
- There is usually only one GP, nurse or other clinical staff in my GP Practice
- Not applicable



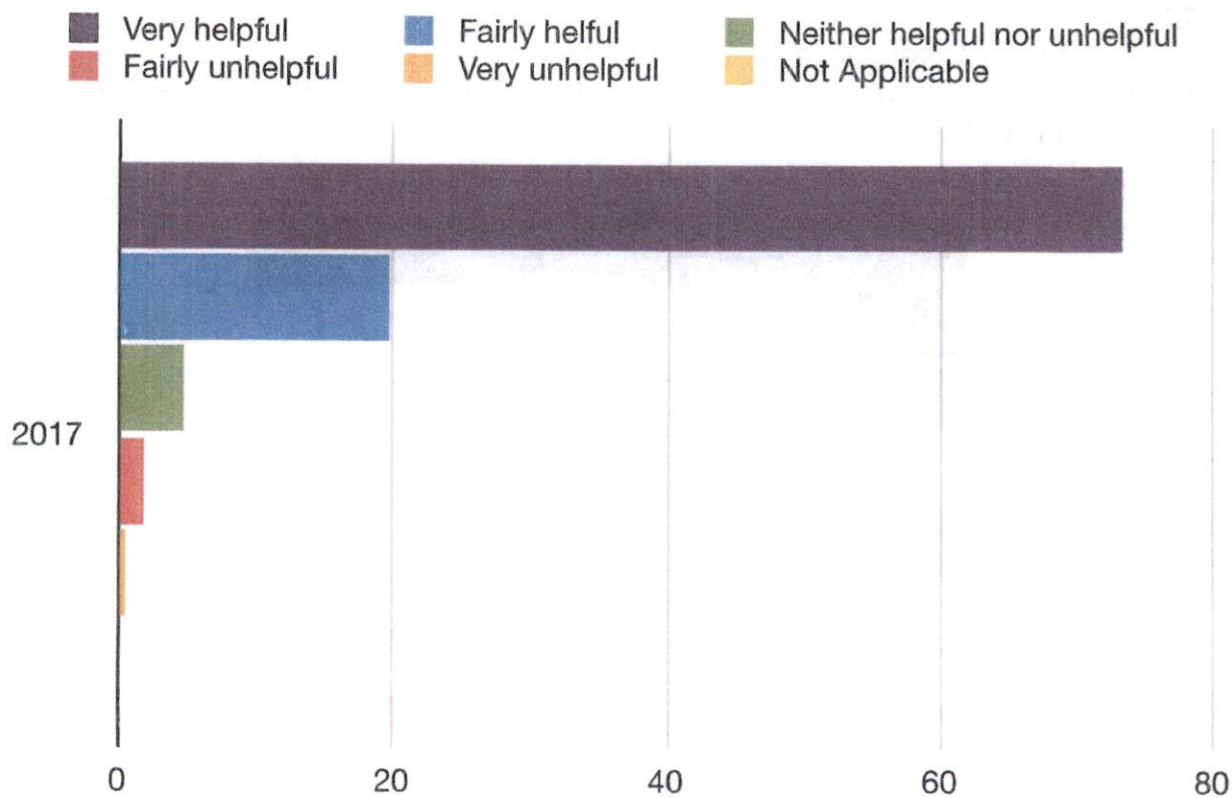
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable



## Notes

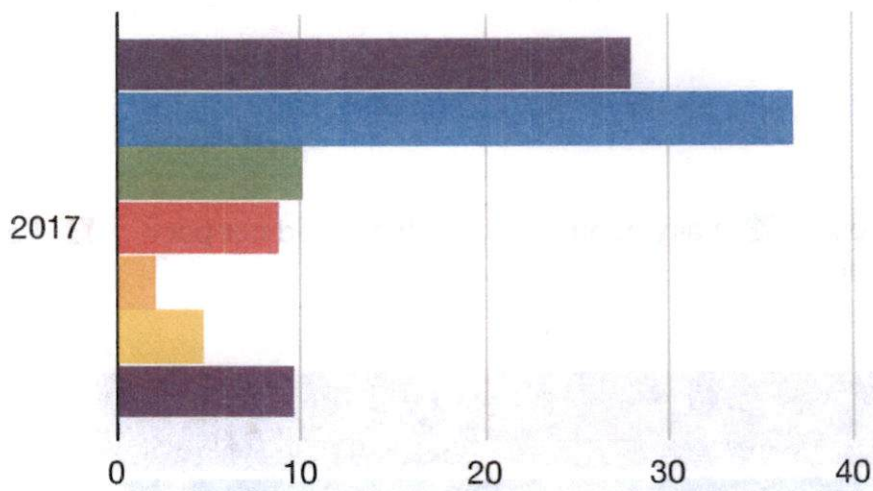
This question has new wording from bringing in the standard questions from the Data Pilot Project. In 2016 the Question was: It is easy to get a timely appointment for the Doctor of choice? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this and if someone left a comment this pulled their multiple choice answer out of the results so the 2016 results may not be very representative.

# Q5. How helpful do you find the receptionist at your GP Practice?

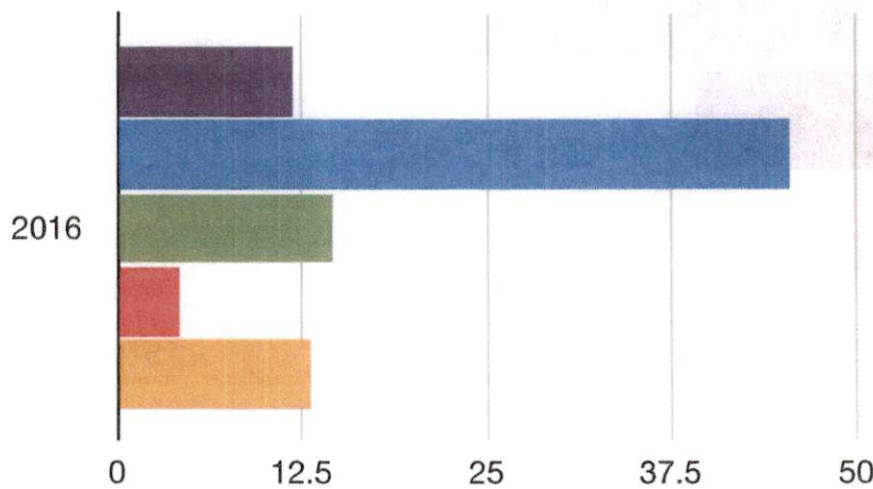


Q6. Do you consider that the present appointments system for urgent needs is:

- Very satisfactory
- Neither satisfactory nor unsatisfactory
- Very unsatisfactory
- No opinion / haven't used
- Fairly satisfactory
- Fairly unsatisfactory
- Unaware of the system



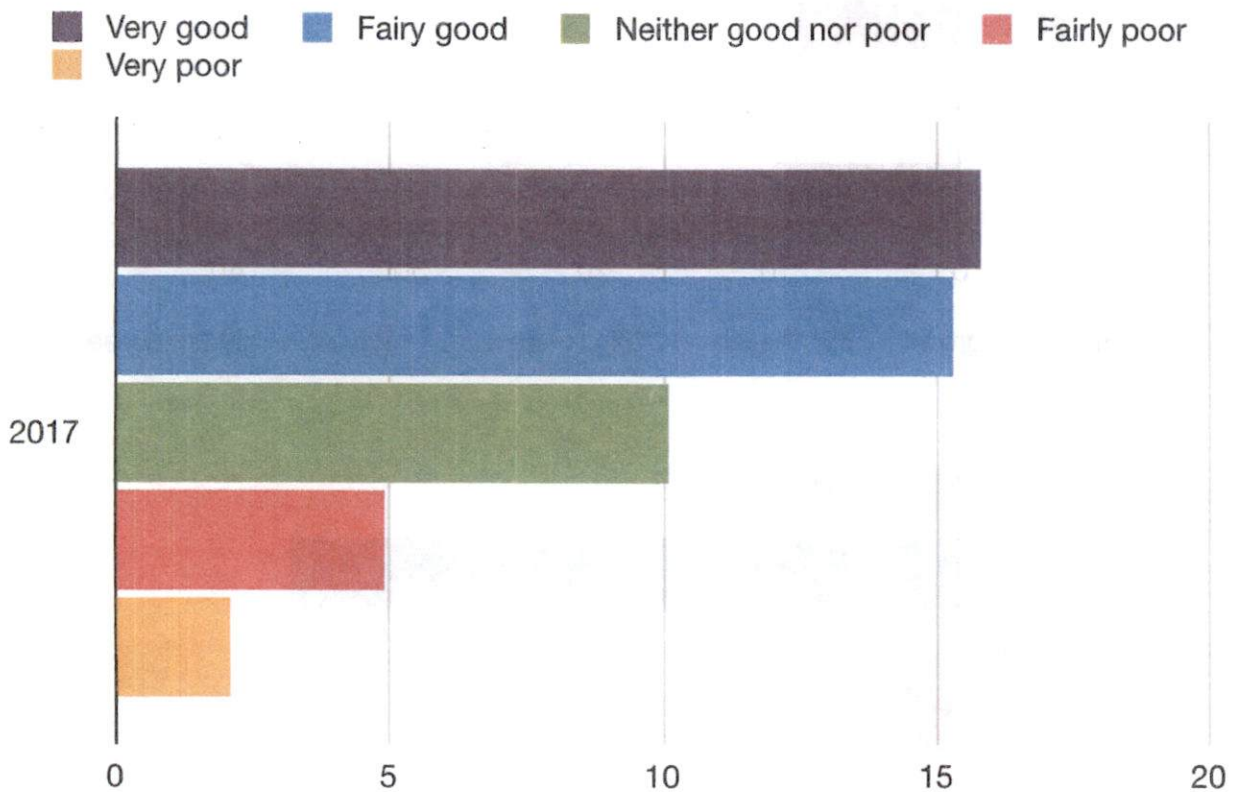
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- No Opinion



Notes

This question has new wording from bringing in the standard questions from the Data Pilot Project. In 2016 the Question was: It is easy to get a timely appointment for an urgent issue? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this and if someone left a comment this pulled their multiple choice answer out of the results so the 2016 results may not be very representative.

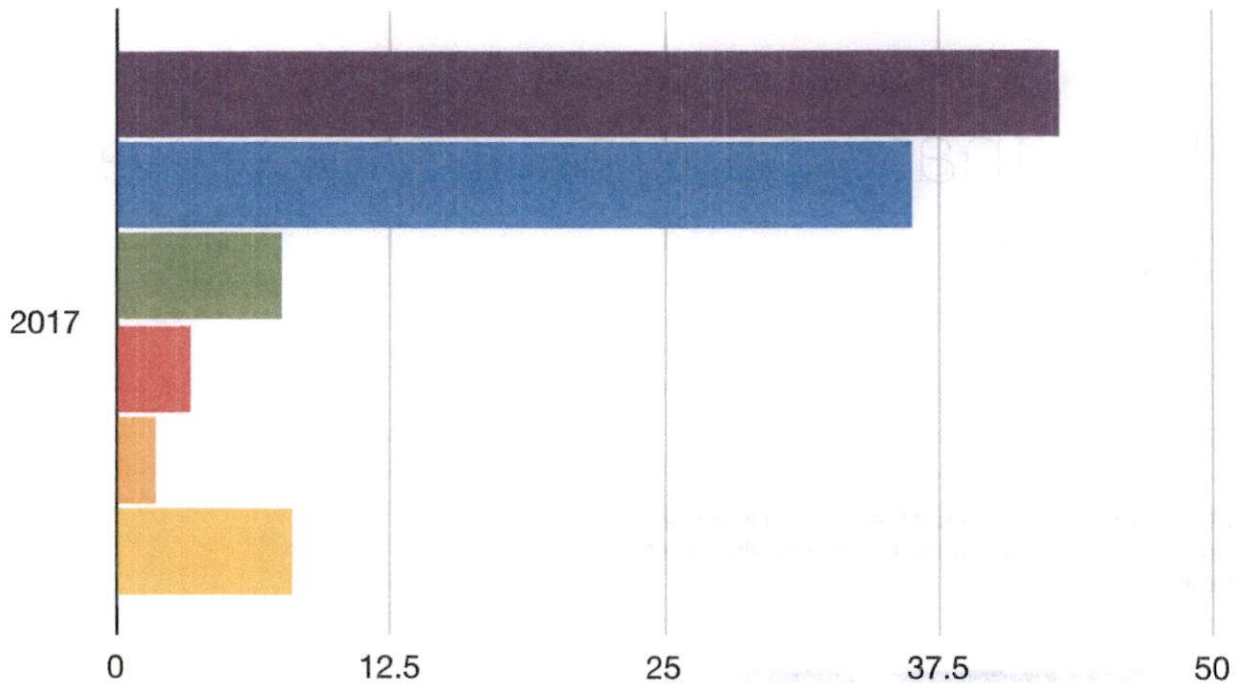
Q7. If you, a close relative or a close friend has been to hospital in the last year, how good were the communications between the Practice and the hospital?





# Q8. Overall, how would you describe your experience of your GP Practice?

Very good    Fairly good    Neither good nor poor    Fairly poor  
Very poor    Not applicable

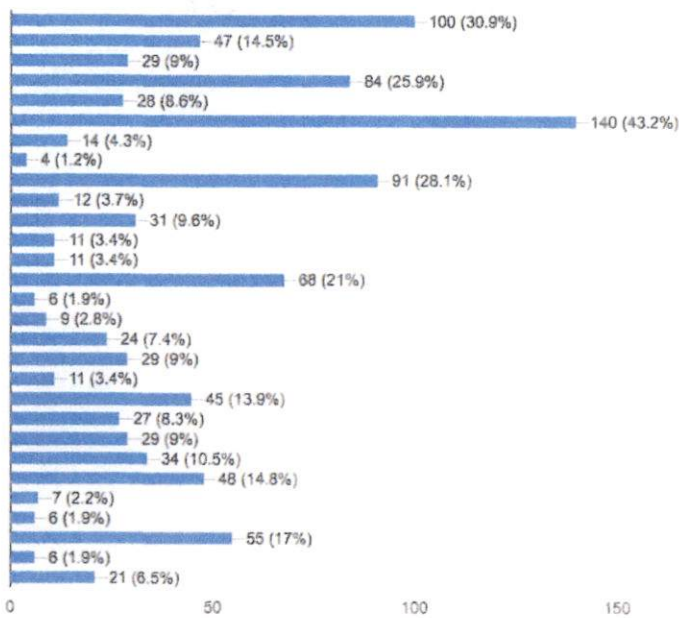


Q9. What would you most like to improve about the services you receive from your GP Practice? Please tick a maximum of five of the following:

Other that you would most like to improve.

**9. What would you MOST like to IMPROVE about the services you receive from your GP Practice? Please tick a MAXIMUM of five of the following:**

324 responses



## Sid Valley Patient Participation Group

### Responses

140	43.2%	More Appointments
100	30.9%	Opening Hours
91	28.1%	Longer Appointments
84	25.9%	Urgent Appointment System
68	21.0%	Finding Out Test Results
55	17.0%	Parking
48	14.8%	Privacy at Reception Area
47	14.5%	Telephone System
45	13.9%	Staff Explaining Tests & Treatments
34	10.5%	Minor Surgery
31	9.6%	Online Services -Booking Appointments
29	9.0%	Repeat Prescription System
29	9.0%	Staff Treating You With Care And Concern
29	9.0%	Preventative Medicine
28	8.6%	Coordination of Practice with Other Services
27	8.3%	Quality Of Diagnosis & Treatment
24	7.4%	Staff Listening
21	6.5%	Public Transport Accessibility
14	4.3%	More Female Doctors
12	3.7%	Carers Support
11	3.4%	Online Services -Repeat Prescriptions
11	3.4%	Online Services -Accessing My Medical Records
11	3.4%	Staff Involving You In Decisions About Your Care
9	2.8%	Receptionists Helpfulness.
7	2.2%	Waiting Area
6	1.9%	Information Available About How To Make Appointments
6	1.9%	Toilets
6	1.9%	Disabled Access
4	1.2%	More Male Doctors

Other that you would most like to improve:

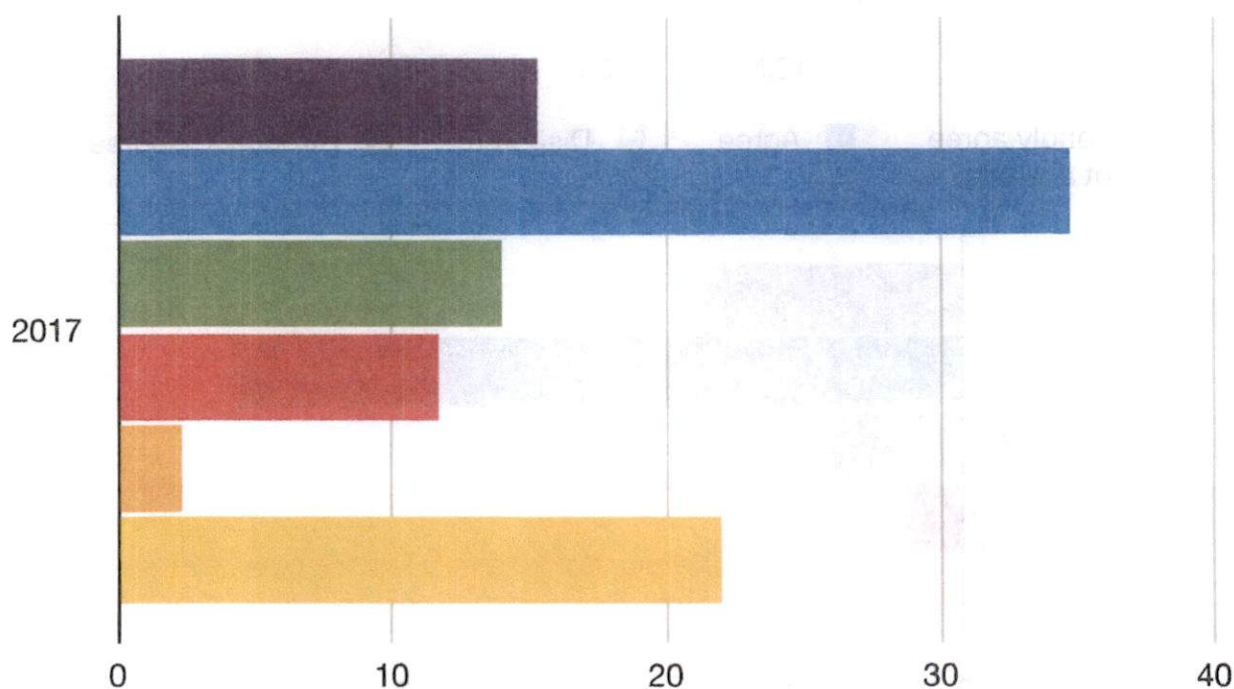
72 comments

- Availability of own GP.
- Availability of GP.
- Mum n baby parking space as have disabled.
- Would like to be able to see the same doctor about an ongoing problem even if it's not my doctor.
- It is rarely made clear how to follow up the consultation i.e whether i should return again soon, never or what? Can we have a proper voice over for calling i patients nstead of a machine? Getting the stresses wrong on words like some Russian oligarch is amusing but also a bit discouraging.
- quicker time for GP appointments, I had to wait nearly 4 weeks for mine!
- Personal interaction with GP one is registered with
- Last time I went to Blackmore it looked very tired and neglected..... not nice for staff or patients
- Saturdays ??
- Being able to see your own doctor, making an appointment for that day or day after, not having to talk to another GP on the phone, have poor phone signal at work so, it can be very inconvenient
- I wish that doctors would not. discuss one symptom at a time and take a more holistic approach. At times I feel that they don't ask enough questions but just jump on some solution in terms of a prescription.
- The presentation and seating at blackmore, feels very unhygienic.
- If I need to make an urgent appointment on the same day I can, however I'd like to be able to make a non urgent appointment more easily rather than waiting between 2-6 weeks.
- Consistency with GP, multi GP leads to repeat treatment that doesn't work.
- preventative medican
- Lifestyle Medicine
- I would like the practice to convert to on the day appt system. This works brilliantly at Budleigh. If I need to see a doctor, I don't care who I see much of the time. I don't want a receptionist finding it amusing that I would like to see a doctor within the next week. Not acceptable when you have so much resource
- Annual or bi-annual well-person check-ups (cholesterol, diabetes, BP etc)
- Access to my own GP
- Not to be closed for lunch hour! Staff taking turns for lunch so surgery can stay open.

- Ability to get treatment at Blackmore. Unless one has a car
- Time available in front of doctor. My doctor gives me a maximum of 10 minutes. If I should require longer ie. 2 or 4 separate issues I am asked to make a further appointment - another 2 weeks or so!
- Online prescriptions not clear.
- All works very well for myself and my husband.
- Would like annual screening and health check. Hesitate to make apt for minor things as doesn't seem welcome. Locum more welcoming. Nurses friendly, efficient and considerate.
- weekend openings
- Easy process to switch Doctors
- Would like to be able to see the same Doctor.
- Baby changing is tiny and right under the hand dryer which makes the baby cry
- Waiting area
- Don't like unisex toilets
- Community information like list of local activities to improve exercise
- OPENING AT WEEKENDS
- More care given to preventative healthcare / education for all qualified staff.
- Emergency cover at weekends at one of the locations with no appointments, just emergency
- No problems
- Facilities at Blackmore
- We need the surgery in Town Centre. It costs £14.00 for a return taxi. Only one bus in and out of Fortescue a day or a 45 minute walk each way. Please don't run the town surgery down because of the out of town surgery.
- it would help GPs/nurses if RD&E consultants communicated more speedily with the surgery.
- There should be surgeries on Saturday mornings
- A little more sensitivity in manner/attitude. I have found some doctors brusque to the point of seeming dismissive or uninterested.
- When your appointment dr is on holiday you obviously see another doctor who has to troll through your records and in my case I seem to have to fill in the blanks!!
- Ambulance service waited 5 hours for one came at 12am I had a high infection and was readmitted for a week communication were very poor and we had to make lots of phone calls to find out what was happening.
- The only urgent appointment is at the Beacon which is 3/4 hr on bus there and back.
- Excellent
- Visual call system at Blackmore HC like at the Beacon upgrading of the Health Centre (Blackmore)
- Saturday morning opening for people that work all week.
- Being able to make appointments over the phone during lunch hours
- Preventative treatment
- Home visits
- Blackmore parking
- Increase surgery hours and days to use facilities at Stowford
- The bus shelter at the Beacon is a death trap! Open to the winds and rain when you are already ill
- More staff available to answer the phone at peak times
- Privacy at reception
- More choice of GP preference. See a GP same day
- I don't really spend any time at the surgery (once a year maybe) so can't comment
- Links and info between doctors and Nurses
- An on-site Optometrist. Diagnosis of eye problems and prescriptions
- stop wasting time and money
- More human beings to answer the phone. When you are anxious it doesn't help to speak to an answering service . Going online is still faceless
- More appointments at Blackmore for those of us who can't get to the Beacon
- Under the present climate ok
- Saturday appointments for people who work full time (non-urgent)
- Fortunately I only have to come very occasionally and found it fine
- Confidentiality that only doctors can see stuff, not just any staff like receptionists for example
- Works well for me
- I am pleased with my GP surgery
- Having to wait nearly an hour for my appointment
- Move MIU back to the Hospital.
- Still give quality care if patient is moving away.
- The telephone system is dire. Long waiting times, repeated messages, lengthy wait to speak to receptionist.

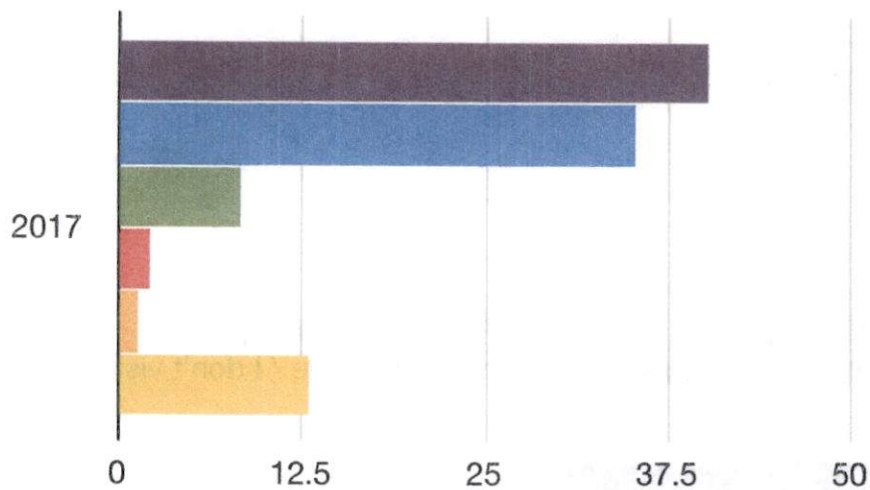
Q10. The opening times of the surgery are...? At Blackmore, Town Centre Mon, Wed, Thurs & Fri 8:30am - 1pm (Closed 1pm - 2pm) 2pm - 5pm Tue 8am - 1pm only

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor
- Not applicable / I don't visit use the Surgery

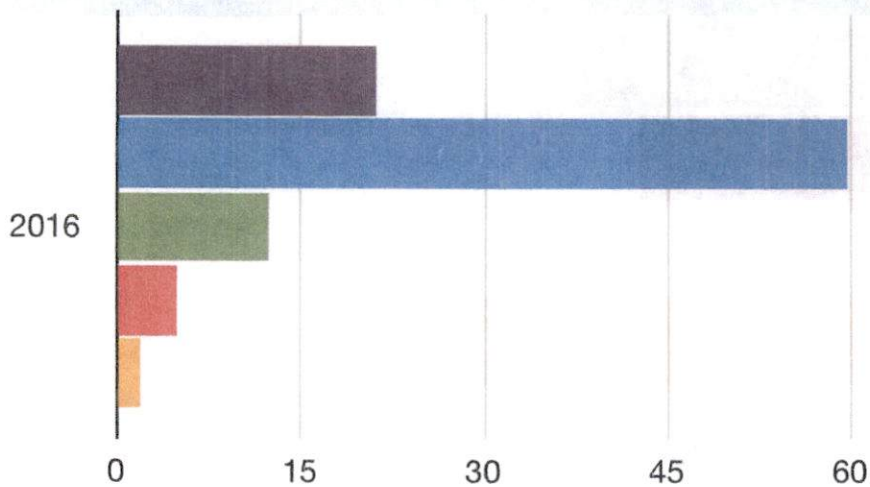


# Q10a. At Beacon Medical Centre Mon - Fri 8am - 6pm

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor
- Not applicable / I don't visit use the Surgery



- Strongly agree
- Agree
- Disagree
- Strongly Disagree
- Not applicable

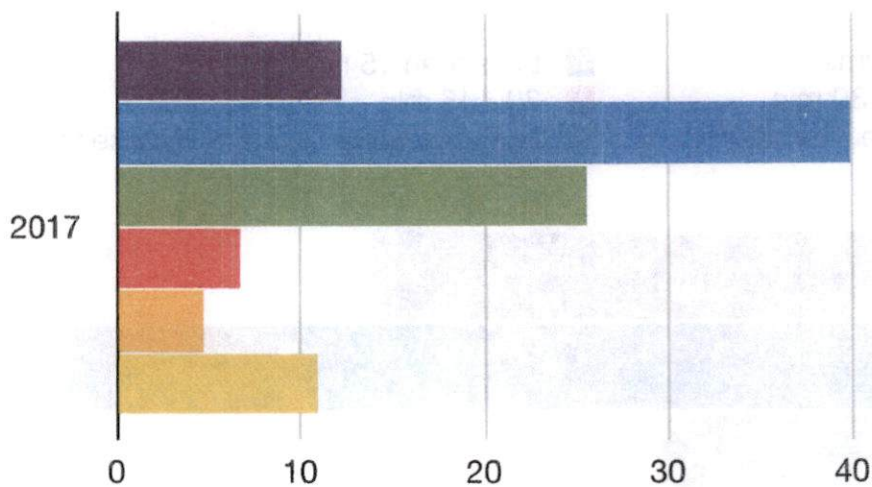


## Notes

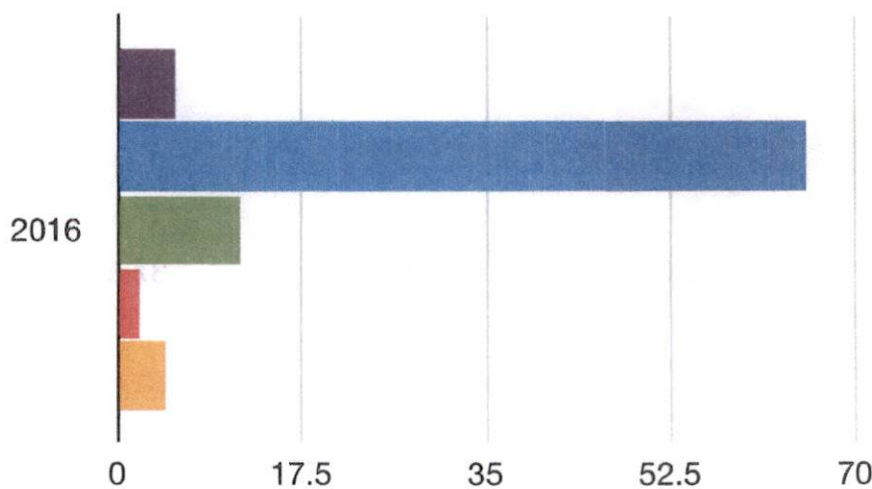
This question has new wording from discussion within the PPG group to gain information for opening times at both premises. In 2016 the Question was: I am satisfied with the opening times of the surgery? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this and the question has only a positive option in its phrasing therefore this could skew the result.

Q11 .At your last Doctor's appointment how long did you wait after your appointment time to be seen?

- On time
  - 15 - 30 min
  - More than 45 min
- Less than 15 min
  - 30 - 45 min
  - Not applicable / I don't visit use the Surgery



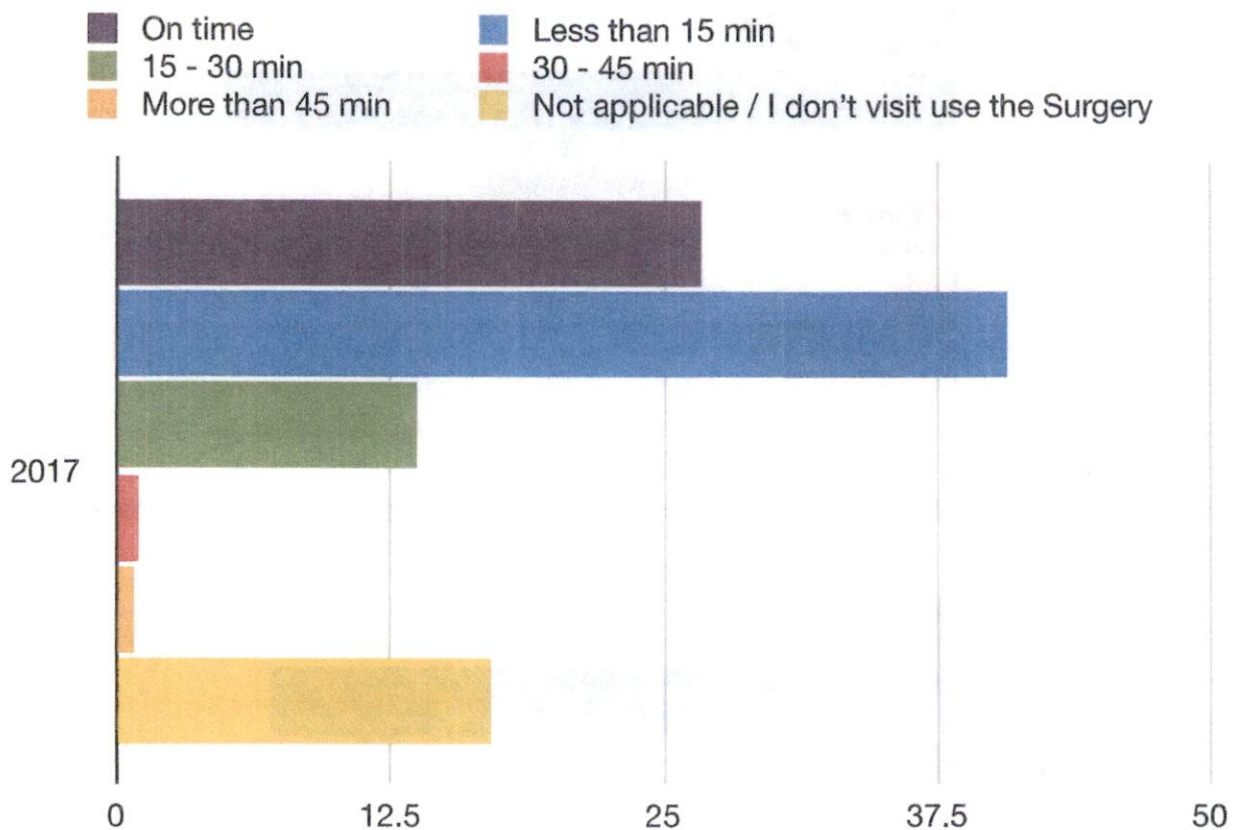
- Short
- About right
- Too long
- Excessive
- No opinion



Notes

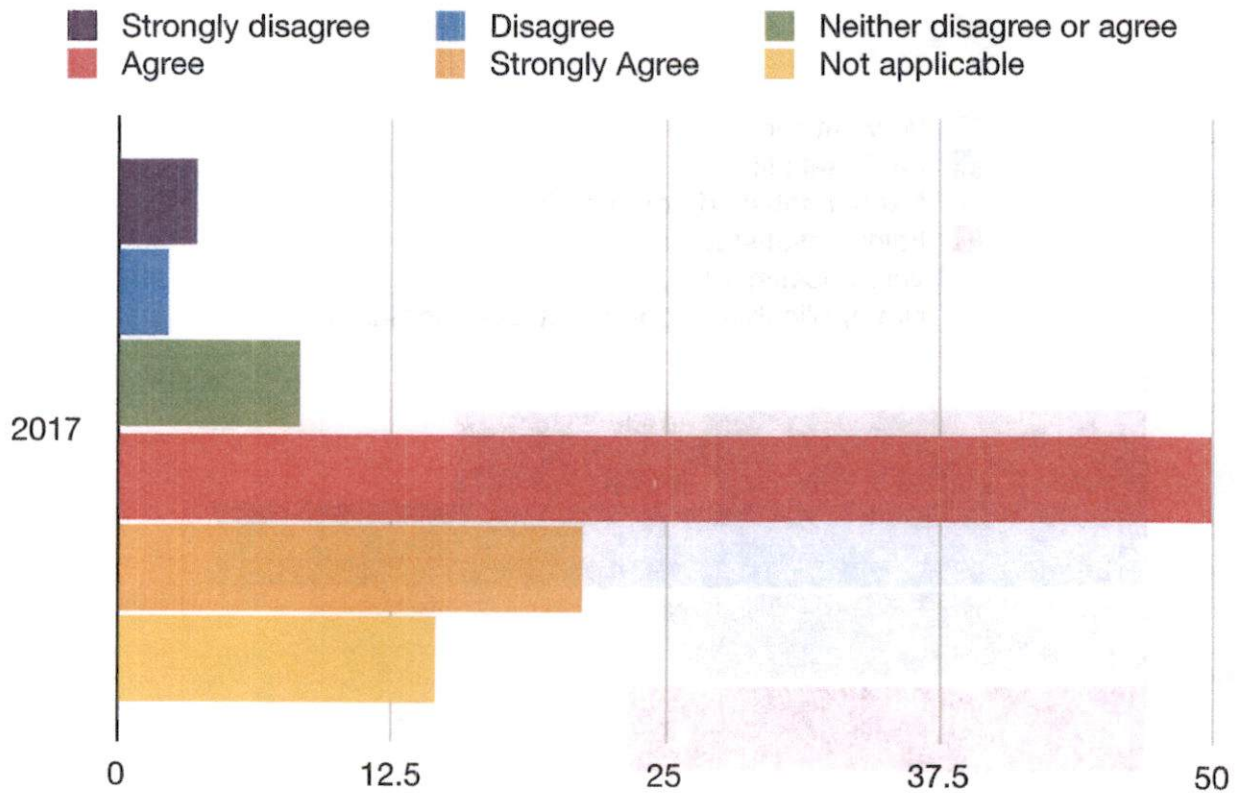
This question has new wording from discussion within the PPG group to gain specific times to enable more useful information for Sid Valley Practice to understand. In 2016 the Question was: When I am waiting to see the Doctor the waiting time is: ? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this. Again comments pulled out the participants multiple choice question therefore skewing the 2016 results.

# Q12. At your last Nurse's appointment how long did you wait after your appointment time to be seen?

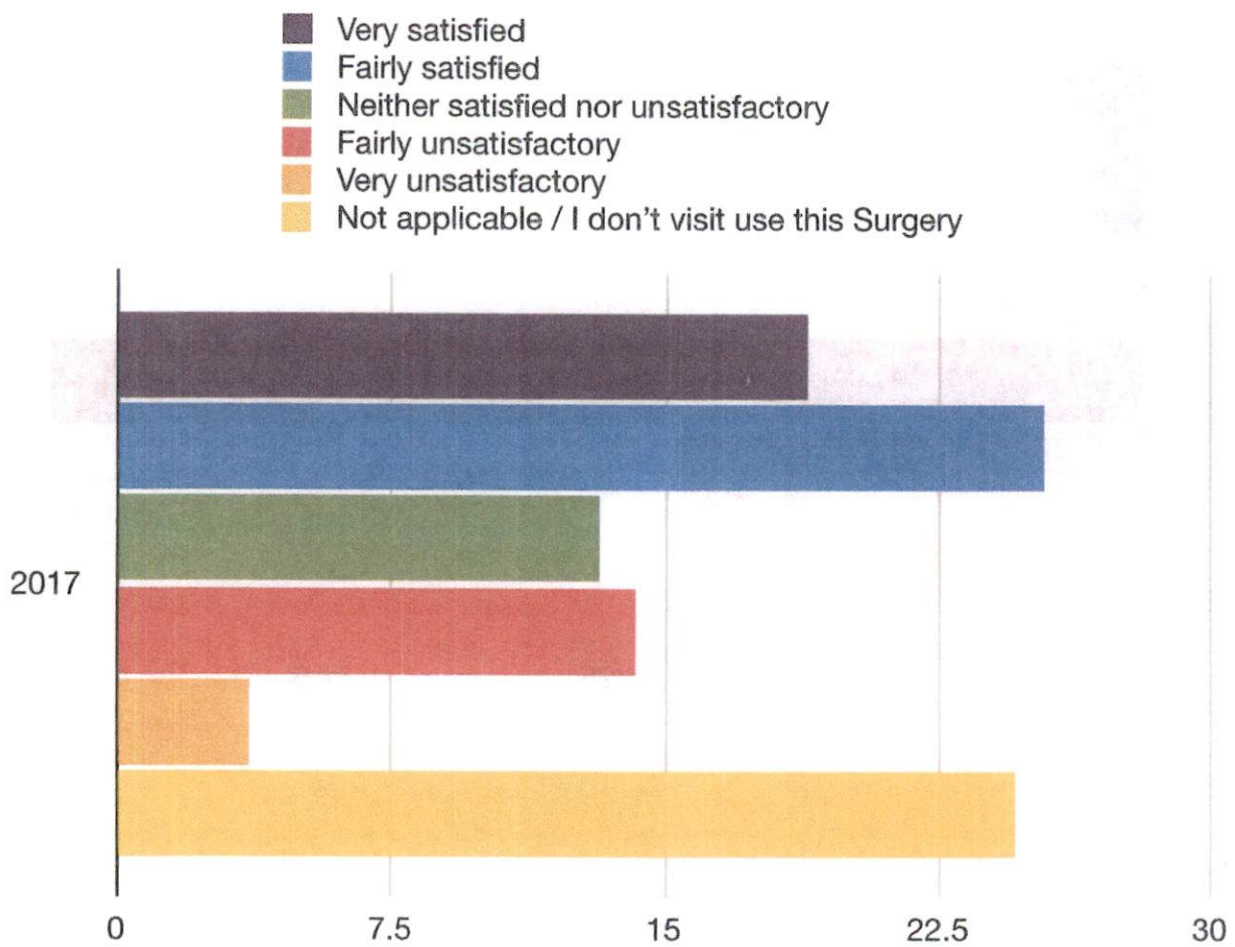




# Q13. I am able to arrange and receive a telephone call from the Doctor when I need one?

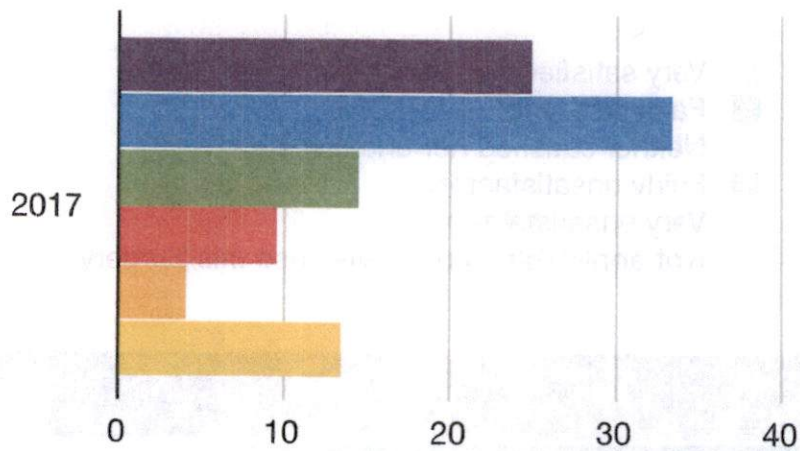


# Q14. How satisfied are you with privacy when speaking to a receptionist? At Blackmore, Town Centre

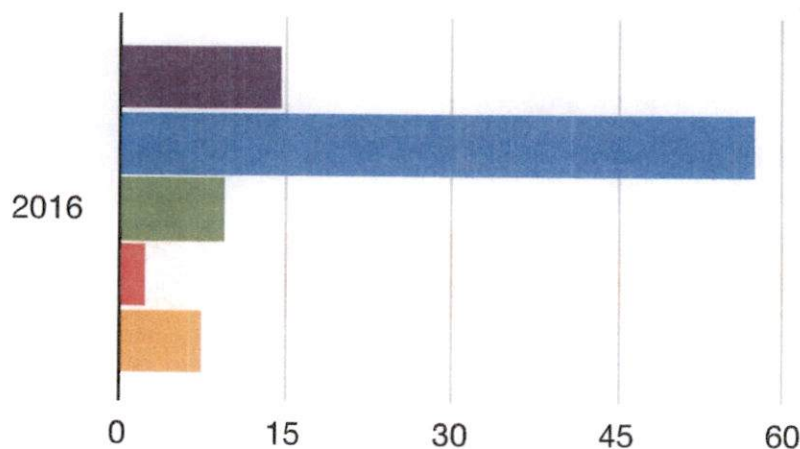


# Q14a. How satisfied are you with privacy when speaking to a receptionist? At Beacon Medical Centre

- Very satisfied
- Fairly satisfied
- Neither satisfied nor unsatisfactory
- Fairly unsatisfactory
- Very unsatisfactory
- Not applicable / I don't visit use this Surgery



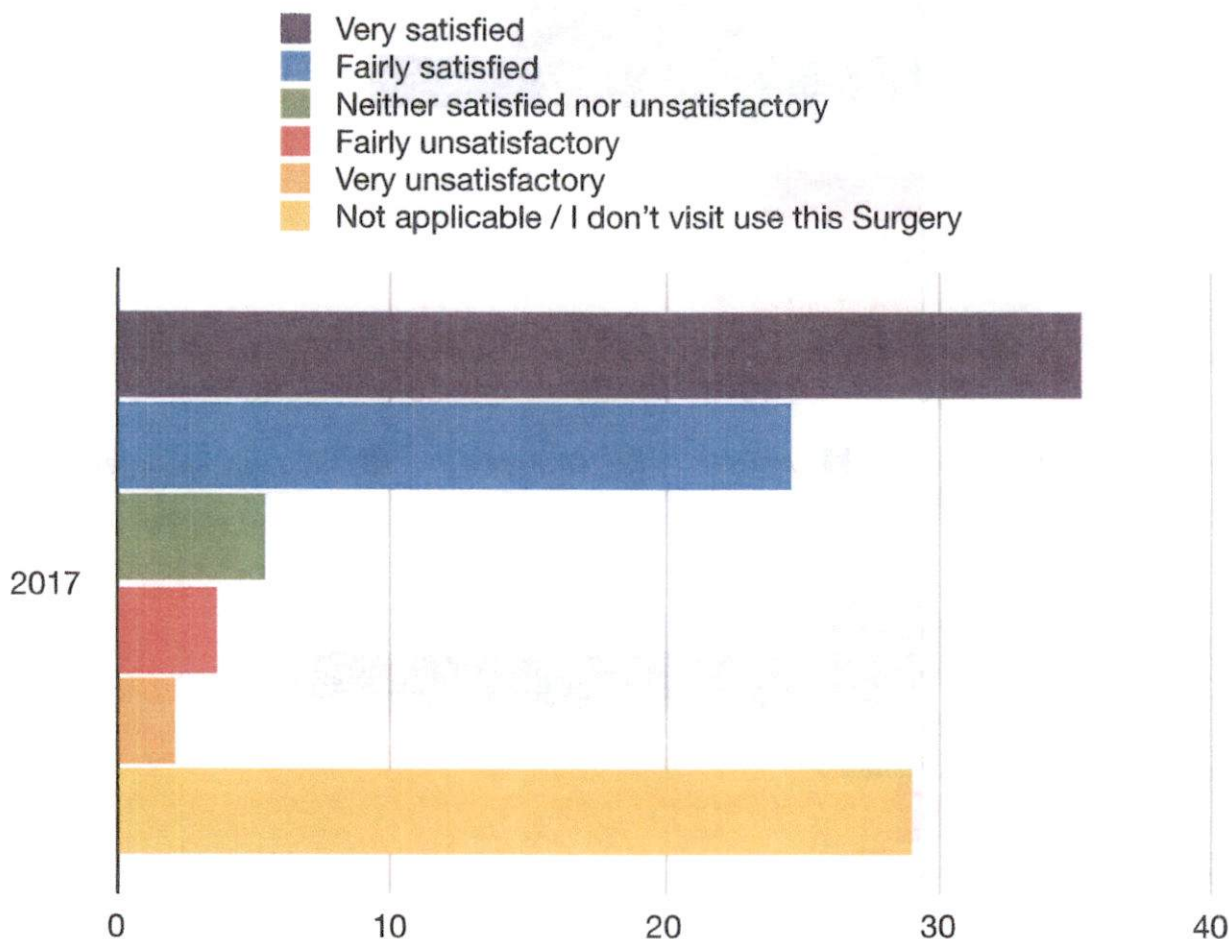
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable



### Notes

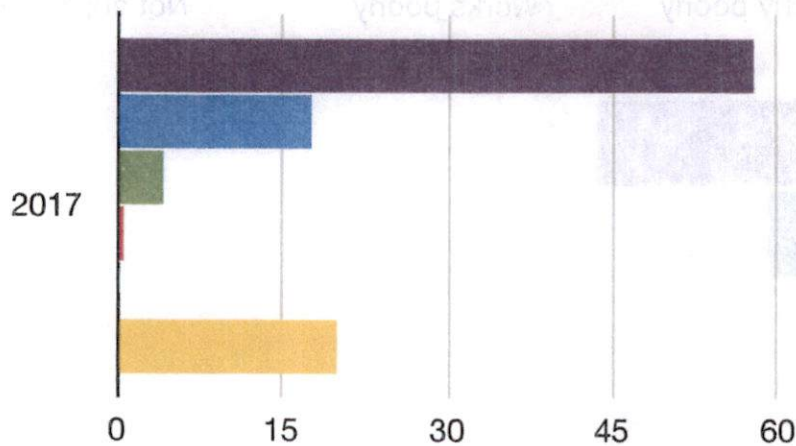
This question has new wording from discussion within the PPG group to gain specific times to enable more useful information for Sid Valley Practice to understand for each Surgery location. In 2016 the Question was: When I talk to the receptionist my privacy is respected? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this. Again comments pulled out the participants multiple choice question therefore skewing the 2016 results.

## Q15. How satisfied are you with privacy when being treated by a Nurse? At Blackmore, Town Centre

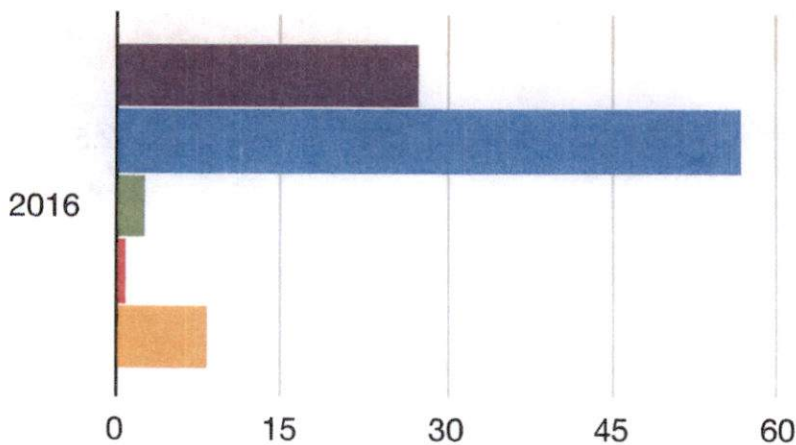


# Q15a. How satisfied are you with privacy when being treated by a Nurse? At Beacon Medical Centre

- Very satisfied
- Fairly satisfied
- Neither satisfied nor unsatisfactory
- Fairly unsatisfactory
- Very unsatisfactory
- Not applicable / I don't visit use this Surgery



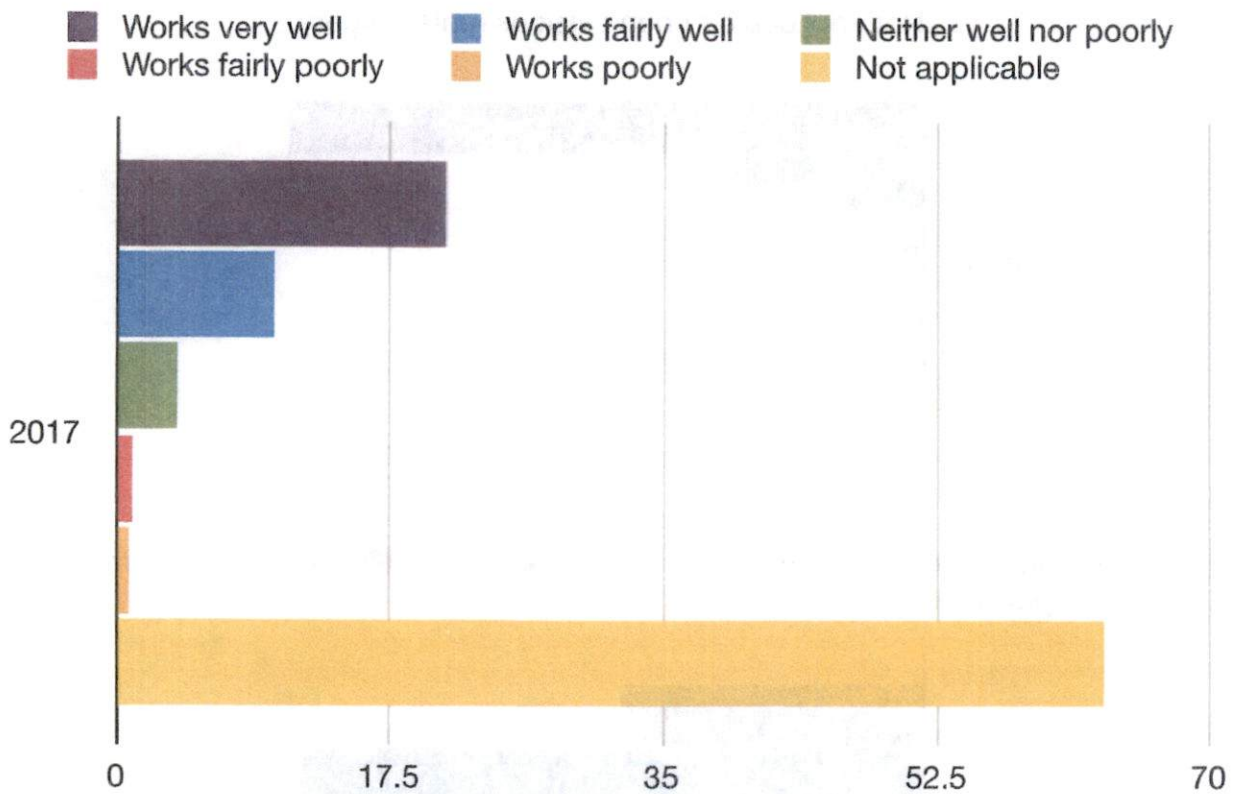
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable



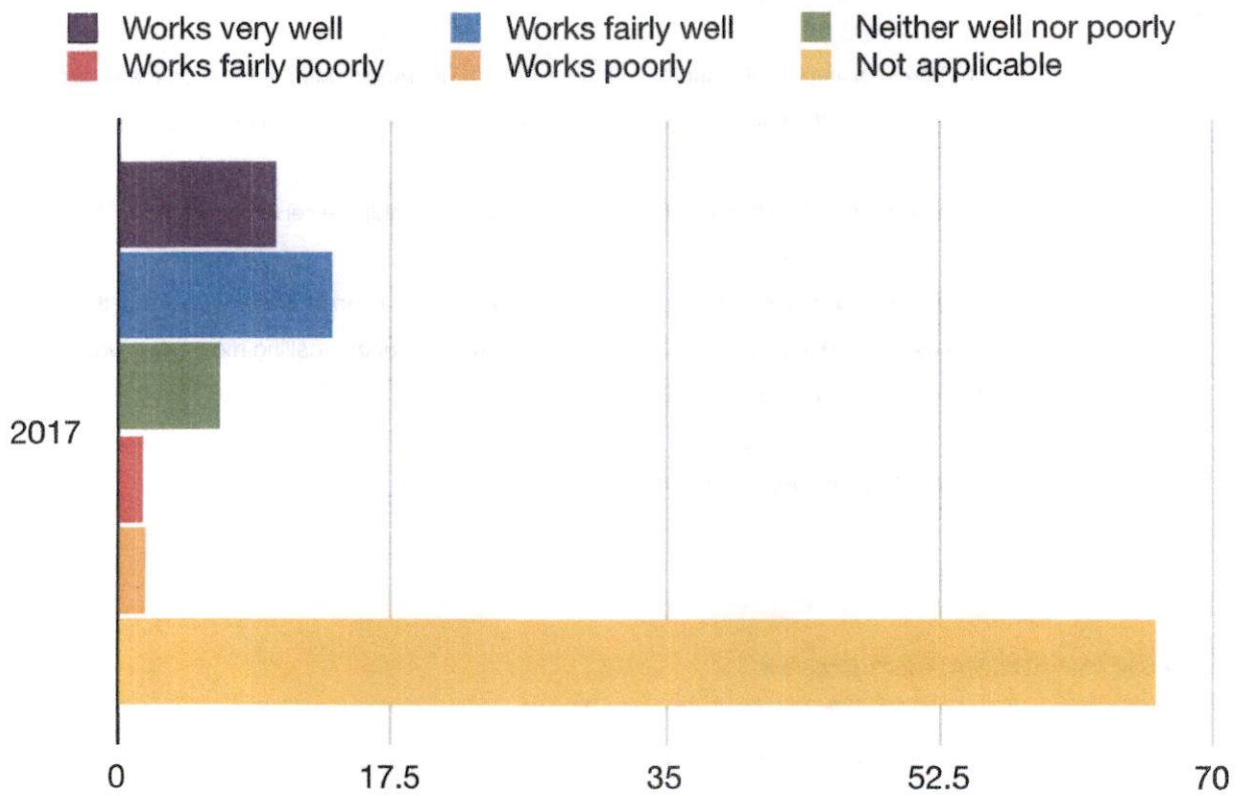
## Notes

This question has new wording from discussion within the PPG group to gain specific times to enable more useful information for Sid Valley Practice to understand for each Surgery location. In 2016 the Question was: When I am being treated by the Nurse my privacy is respected? Again there was no neutral option in 2016 so the answers may be skewed positively or negatively in 2016 because of this. Again comments pulled out the participants multiple choice question therefore skewing the 2016 results.

# Q16. There is a system for online prescription requests; Do you think it...?



# Q17. There is a system for online booking of appointments; Do you think it...?



# Q18. What could we have done better?

In no particular order.

1. Not make me feel like I was imagining my symptoms (11)
2. I don't think I should be kept waiting 20 minutes by nurses for a 9:00 appointment. If I can be there on time, then so should they. If paperwork/meeting is the reason for the regular delay, appointments should start later.
3. Haven't used the website for a while but find it difficult to navigate and find the service I require
4. Listened to what I said I needed help with my mum she is clearly unwell I spoke to and asked that the call was private and that I didn't want mum to know I called so instead of her doctor calling me back to voice my concerns she phoned my Mum ! Poor practice Dr \*\*\* .
5. Phones as said before. Time management. Availability
6. Longer appointments
7. Say what number the doctors room is.
8. the custom request online does not allow a currently listed repeat plus a custom request -any attempt to customise deletes the regular tick boxes above..can you sort this out?
9. Would a non appointment clinic work, perhaps with Nurse Practitioner, for non urgent problems?
10. Quicker appointments
11. Longer appointments so that questions can be properly asked and answered
12. Availability of preferred Doctor (\*\*\*) usually means too long a long wait (often 4- 6 weeks) - although last time it was good.
13. More female doctors



14. That more appointments are available online for Dr \*\*\* and Dr \*\*\* (you can't make appointments with her online!)

15. Too few appointments available.

16. More online appointments and longer opening hours for people at work

17. More easy use of Website

18. Diaries need to be made with a longer time span, eggs. Doctor wants you to make an appointment for a month's time... The diary is not up to date for a month..

19. Quicker appointments with your own GP

20. I find the waiting time for appointments at Blackmoor absolutely terrible

21. Give more time to patients in consultation, ten minutes is not enough. Doctors are always looking at the screen and never examine you.

22. Make sure clerical staff send letters to the appropriate destination with alacrity.

23. I am not happy letting a receptionist know what is wrong to get a call back, it shouldn't be any of their business

24. Shorten the answering times on the phone. I know its very busy but it seems like I always speak to the same person on the phone.

25. Nothing completely satisfied

26. online appointments seem to be only available 4+ weeks ahead: need more clarity on how to book non-urgent appointments within a reasonable time frame

27. answer the phone please

28. I'd like to be able to book a non urgent appointment sooner than weeks in advance. I'd like to be routinely given more information about tests and the results (for example to be told the exact test result rather than "it's normal/not normal", and to be told why certain tests are being run). I'd like patients to be encouraged to take more responsibility for their own healthcare, for staff to explain in more detail why they have made decisions and for patients to be asked "what are you concerned about?". It is important that staff can be open to listening about patients' specific concerns when a patient has been reading online about symptoms. Although the doctor is the trained medical professional, the patient knows their body and can bring valuable insight and knowl-

edge, and acknowledging this straight away can reduce the amount of questions the doctor might have to ask to get to the bottom of why someone has come in.

29. Be more organised, have more doctors, place new patients with doctors who are not full

30. Doctor availability

31. More appointments at Blackmore.

32. More appointments at blackmoor

33. Follow up on Patients currently nearly non-existent in my experience. Treat the whole patient using best practice lifestyle medicine. There seems to be a very long waiting time for standard appointments. Surely we should be able to book any GP within the Practice online rather than having to negotiate over the phone. Then you could see the GP with the best expertise for your needs.

34. I am quite satisfied with the system at present .... I think The Beacon is much better than Blackmore but am pleased Blackmore continues to stay open for so many very elderly patients who actually live in town to be able to get there ... fortunately I drive so prefer The Beacon, however it would be good to have a few improvements to Blackmore for it to continue as a working practice ..

35. I believe that your whole appt system needs reviewing.

36. Why can't the surgery be open at lunchtime, instead of having to ring Devon Doctors between 1pm & 2pm. Surely receptionist can stagger their lunch hours to alleviate this.

37. Don't close phones for lunch

38. Open surgery and minor injuries unit at weekends

39. There is no access/login area for the 1st time of use, thus the User name & password I've been supplied are not used?

40. Longer GP appointments but see below

41. Have more GP visits at Blackmore Gardens

42. I have tried to use this for my daughter, she has ? daily and I can only collect 1 month at a time. This results in me visiting the Beacon twice per month! Surely offering online service for a child would be time effective for all.

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43. You should have informed me that I am no longer registered with Dr \*\*\*, as she has left -! You could have informed me, and friends who were registered with Dr \*\*\*, who our GP is now! We still do not know who we are registered with. That is very poor service - lacks communication.

44. Not assume that everyone is "online"

45. If only I had had a blood pressure test last August before the high blood pressure tablets were reviewed on my repeat prescription I would not have suffered a terrible fall from which I am still suffering. I am particularly concerned because, as you know, my brain is dedicated for dementia research and tests have shown that over time even a mild drop in blood supply can cause permanent brain damage and vascular cognitive impairment.

46. Parking very tight spaces not much room but at least there is some and its free

47. More full time doctors in order to ensure usually treated by your own GP

48. Maybe more Doctors 4 weeks for a non urgent is pretty poor.

49. Nurse appointment online

50. Quicker appt times - 3 weeks too long to wait

51. Realistic timings for online appointments. Always quicker if I telephone which defeats the objective.

52. Why do we need to register in the Surgery. (Online)

53. Not getting prescription for over the counter cream which requires prescription for under 16. Duty doctor wrote down name of cream but did not issue a prescription

54. Limited to ones own Doctor

55. A sign should be put at reception to say please respect other patient's privacy in front of you.

56. Quite satisfactory on the whole.

57. Nothing I know of.

58. Don't know how to use the on-line booking system

59. Very highly satisfied

60. Need to be open at weekends

92. Consider all symptoms of long term illness or ill health and look at whole for possible reasons. I've just had treatment to resolve years of ill health which were actually all connected, but previously individual symptoms were looked at

93. Privacy at reception desk

94. The liaison between GPs and Lloyds Chemist is very poor. Often have had to play 'ping pong' (between the two practices) in order to obtain medicines. has taken up to half an hour to obtain prescription which was allegedly already at Lloyds

95. Very satisfied & comparison with my last GP and Practice

96. Password etc... not great for disorganised people, RE: Booking appointments online. Do not get fed when patients have long term problems and need to come back often. (Some GPs better than others) Stop trying to cut costs on meds without checking why a patient has requested thing/type.

# Q19. Is there anything else you would like to tell us about?

1.Should be more choice as to which gp you can see

2.no

3.No

4.Very unhappy with your service

5.sometimes the doctors say 'yes' to a drug request then by end of the session they forgot to pre-  
scribe it and you walk out without it -would be best if they did that immediately nobody's perfect we  
all forget things

6.Over the last 4 years I have seen different Drs which was not good but now settled with Dr \*\*\* feel I  
get the help I need when I need it.

7.Nothing

8.Sometimes reception staff brusque & rude, but recently they have been more helpful so perhaps  
some staff training has been effective!

9.That it should be the patient choice which doctor they see, not one that is prescribed to them. Con-  
tinuity is of course good but again, this would be reflected in the patient choosing to see the same  
GP.

10.Dr \*\*\* and Dr\*\*\* are professional and friendly. Credit to the Profession .

11.Make sure the locums know what they are telling the patients is correct.Wrong information costs  
patients a lot of wasted time.

12.All receptionists and call handlers are very polite and friendly.

13.I find the follow-up of e.g. late test results and relaying results to the patient quite inconsistent and, sometimes, non-existent

14.Can I go back to my old surgery

15.More appointments in Blackmore and some refurbishment/investment so we don't lose this very important central location. The majority of appointments should be available at Blackmore to help create community and encourage healthy lifestyles by walking and cycling. The Beacon is in the wrong location out of town especially when the bus route still hasn't been altered since the Practice moved from Sidford. Some joined up thinking rather than just treating symptoms. The NHS funding should be rewarding preventative medicine not just for treating patients once they get chronically sick.

16.Blackmore feels unhygienic. The seats in the waiting room are old and dirty and the building seems unclean

17.Does this cost more to involve Devon Doctors?

18.More privacy needed at reception

19.The 'new' surgery The Beacons is lovely - bright, clean, modern and very friendly, a credit to the designers and all who work there.

20.I think you are doing very well considering national financial and staffing constraints

21.Excellent building environment. I have always had an appointment when needed which is the most important aspect of a surgery.

22.Fortunately I do not have to attend surgery often other than routine bloods!

23.Receptionists at Blackmore very helpful about everything, it is within reasonable distance, especially good in cold weather. Beacon requires but which in bad weather or winter can mean waiting outside for up to 20 minutes. There are many elderly people in Sidmouth I would think, giving Blackmore reasonable upkeep.

24.Need quicker access to see a consultant/specialist. direct access should be looked at.

25.Letters from hospital not always seen by GP. Put on file.

26.I feel my Doctor could advise more and when I should be signed off.

27. As much as possible you are doing a sound job.

28. Anxiety about Blackmore staying open.

29. Overall very satisfied with Beacon. Only ever visit for 2-year old daughter and receive on the day appointment due to her age and illness so unable to comment on non-urgent service

30. To commend Dr. \*\*\* - my GP for many years

31. Evening Opening Times would be useful for patients working 9-5.

32. Husband patient of Dr. \*\*\* for 18 months. Only seen once despite repeat prescriptions for blood pressure every two months. Think this should be monitored more closely. Seen every 6 months in last practice.

33. It seems inappropriate to me that I was referred to a Consultant without seeing my GP

34. My own Gp is excellent. Generally the service here is very good but it can only be as good as the people you appoint (see above)

35. Nothing. Always excellent.

36. Very happy with the nurses at The Beacon and make appointments at reception. Do not use phone or on-line

37. Need late or lunch time appointments: Difficult for working people. Every time I come it costs me £25.00 in cancelled clients.

38. A great team. Keep up the same quality of support, guidance and quality of service. The practice could consider the brave new world of weekend working. You are almost there anyway.

39. An oddity of the phone system to make a same day appointment is that the opening system keeps you on hold for quite a while and my mobile decides nothing is happening and cancels the call!

40. The person who calls you to see the doctor or nurse her voice is not very clear I believe she has a foreign accent. Minor injuries unit it would be helpful if it was open Saturday mornings.

41. Congratulations to you all very satisfied.

42. We have always had an excellent service from our Gp, Dr \*\*\* and have been with him for 25 years. It is important that patients see the same Gp as continuity of care is very important.

43. More home visits for the elderly by nurses getting to the surgery is difficult for them
44. I am a carer for a 99 year old lady. I would like someone to check on her health on a routine basis, to discuss different problems and carry out regular health checks
45. Thank you for the service you provide it is very much appreciated
46. Greater usage of texts has been helpful
47. Re above - I was however treated kindly on requesting to change doctors and was helped by both the Doctor and Receptionist efficiently and compassionately
48. I think we are extremely lucky to have amazing health care in the Sid Valley. Whenever I need an appt, I am seen quickly or get a call in combination with RD&E - we are one of the lucky areas in the UK
49. Please try to keep Blackmore Clinic
50. This form is too long
51. TV in reception area could be put to better use with more information shown. Could have hand sanitiser in reception
52. Listen to patients needs. Everyone different
53. I think the care I have received from this practice is exemplary
54. There should be a minor injuries unit in the town. Not everyone has transport or is able to use it.
55. none
56. Difficult to get late appointments. Working full time means appointments after 5 would be better
57. We're very happy and satisfied with our surgery (esp. Drs and Nurses) - privacy at reception could be better
58. Very satisfied on the few times I have attended
59. I am disappointed that the practice is using blue tack and selotape to put up posters and other things seem now to be happening, this spoils the paint work and appearance of the surgery. I was



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told by the manager that this was not going to happen when the Beacon opened. When Blackmore was repainted the appearance of the walls soon after was spoilt by the remains of the sticky stuff

60.Minor operating theatre - very good

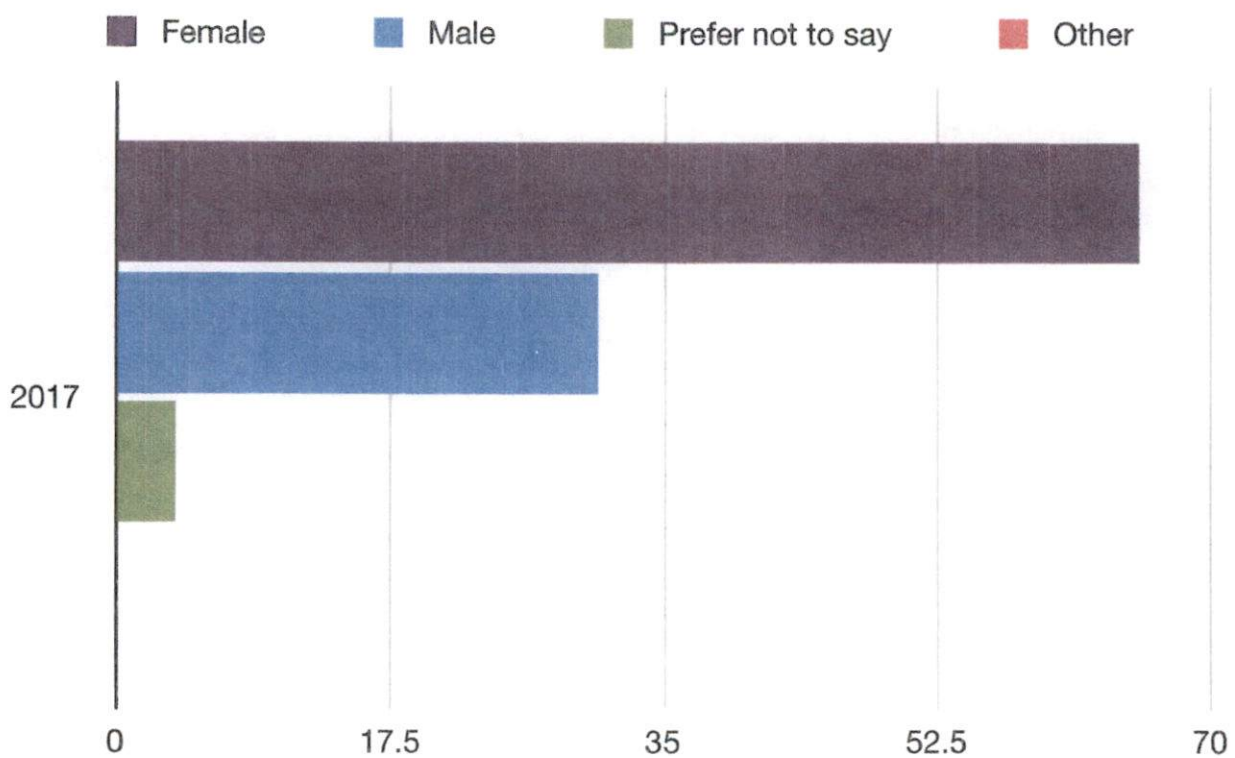
61.Not at present

62.Sorry to sound moany. Overall the practice is very good thank you.

63.Kind people here.

# Q20. Some questions about you

## Q20.1. What is your gender?



30.8% Male (113)

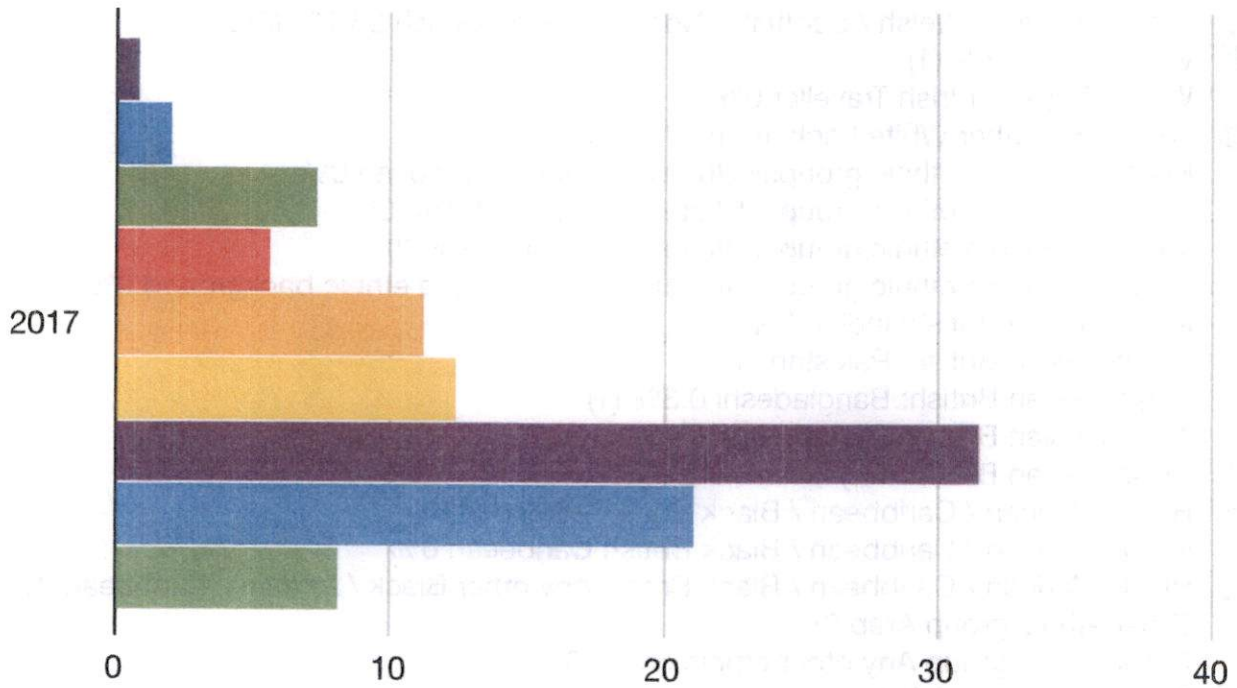
65.4% Female (240)

3.8% Prefer not to say (14)

There is a lot less male patients that have taken part in the survey. This could be an unwillingness to participate as well as male patients generally being less likely to make appointments to see a Doctor when perhaps they should. Text messaging, emails and other ways of engaging with this segment of the patient population should be looked going forward.

# Q20.2. How old are you?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over



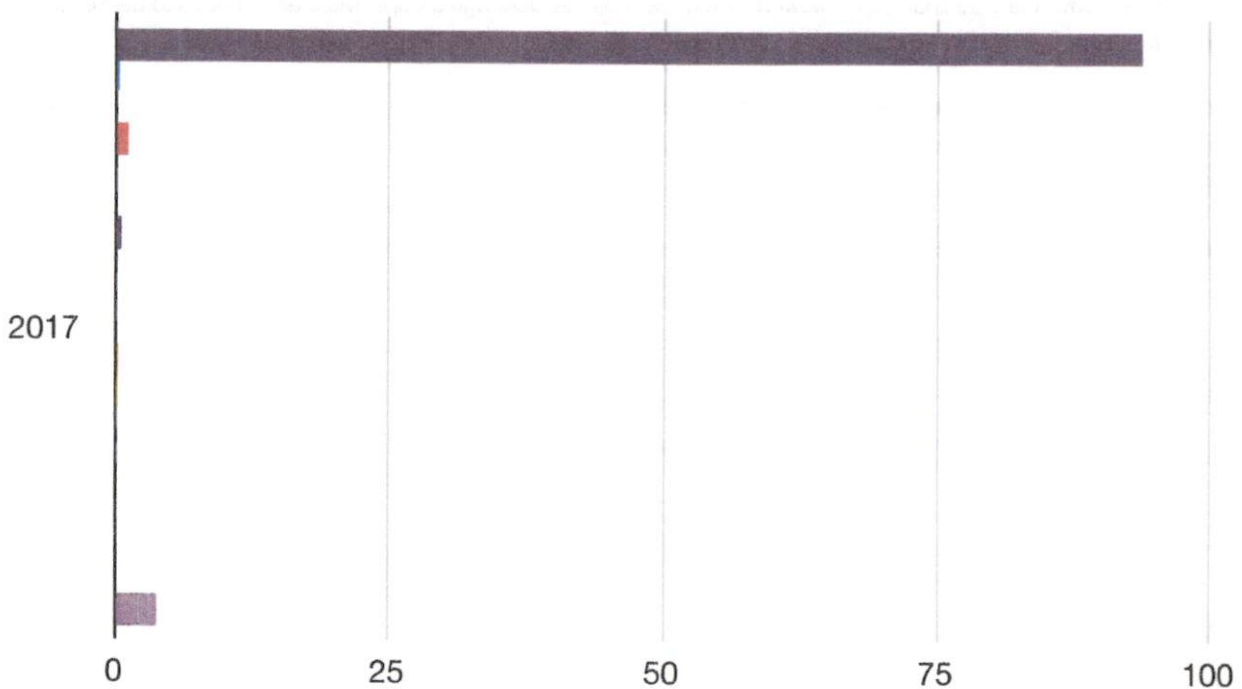
As you can see above the participants are skewed heavily towards the older age groups. More effort needs to be made to engage with all age groups to help understand how they are being served by health services in the Sid Valley.

The way the survey has been undertaken will allow the Practice and PPG to data mine this information and the experiences of different demographics. This will be particularly powerful going forward when year on year data and analysis will be possible.

In future years we could compare with actual demographic of the catchment area for Sid Valley Practice.

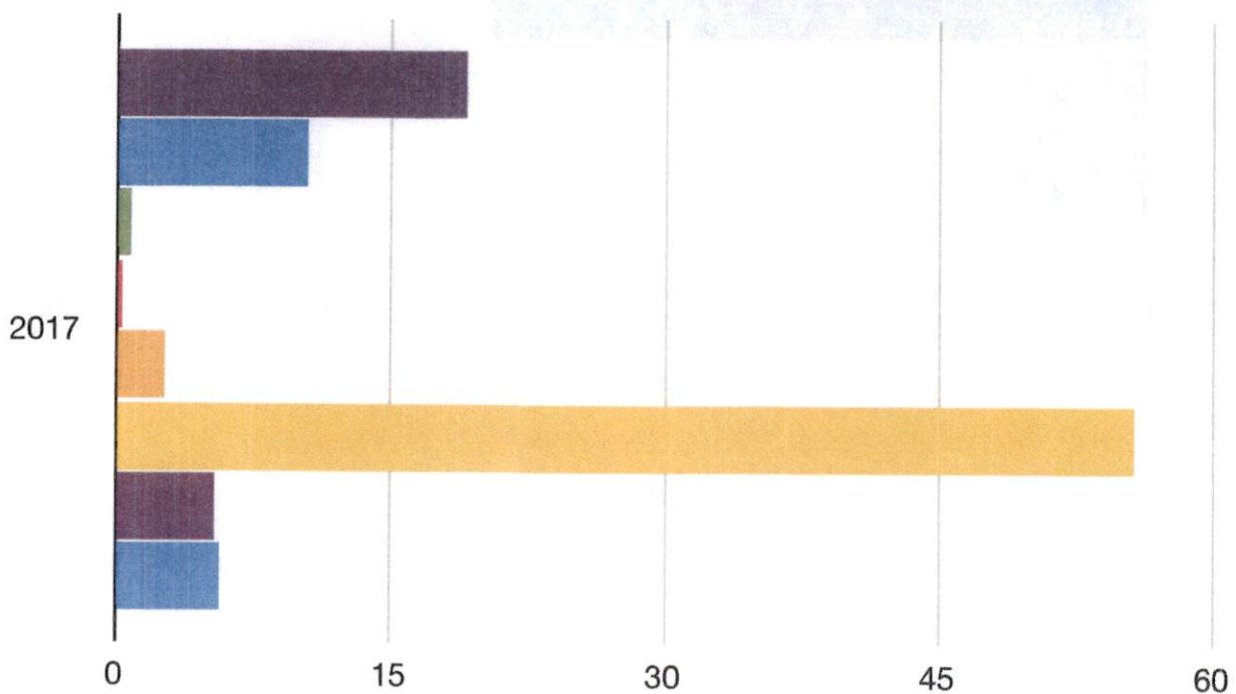
# Q20.3. What is your ethnic group?

- White: English / Welsh / Scottish / Northern Irish / British 93.7% (343)
- White: Irish 0.3% (1)
- White: Gypsy or Irish Traveller 0%
- White: Any other White background 1.1% (4)
- Mixed / multiple ethnic groups: White and Black Caribbean 0%
- Mixed / multiple ethnic groups: White and Black African 0%
- Mixed / multiple ethnic groups: White and Asian 0.5% (2)
- Mixed / multiple ethnic groups: Any of mixed / multiple ethnic background 0%
- Asian / Asian British: Indian 0%
- Asian / Asian British: Pakistani 0%
- Asian / Asian British: Bangladeshi 0.3% (1)
- Asian / Asian British: Chinese 0.3% (1)
- Asian / Asian British: Any other Asian 0%
- Black / African / Caribbean / Black British African 0%
- Black / African / Caribbean / Black British Caribbean 0%
- Black / African / Caribbean / Black British Any other Black / African / Caribbean 0%
- Other ethnic group Arab 0%
- Other ethnic group Any other ethnic group 0%
- Prefer not to say 3.8%

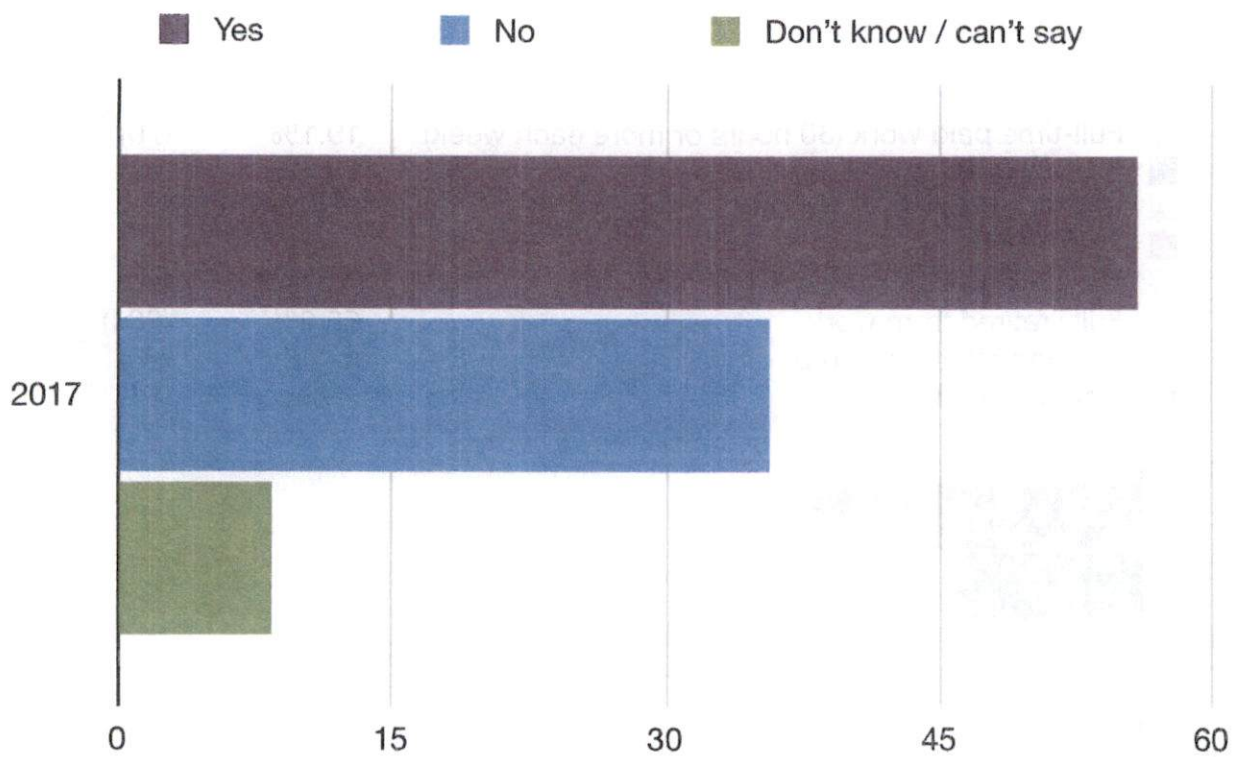


# Q20.4. Which of these best describes what you are doing at present?

Full-time paid work (30 hours or more each week)	19.1%	(70)
Part-time paid work ( under 30 hours each week)	10.4%	(38)
Full-time education at school, college & uni	0.8%	(3)
Unemployed	0.3%	(1)
Permanently sick or disabled	2.7%	(10)
Fully retired from work	55.6%	(204)
Looking after the home	5.4%	(20)
Doing something else	5.7%	(21)

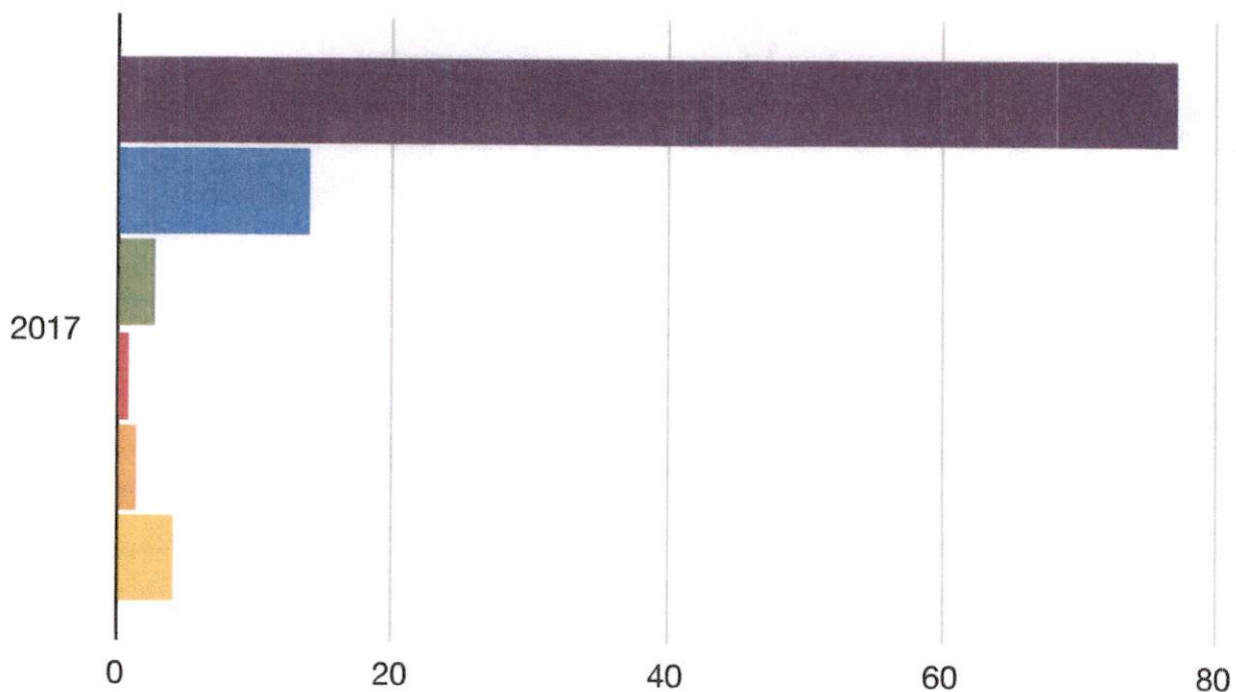


# Q20.5: Do you have a long-standing health condition?



Q20.6. Do you look after, or give help or support to family members, friends, neighbours or others because of either: longterm physical or mental ill health/disability, or problems related to old age?

No	77.1%	(283)
Yes, 1-9 hours a week	13.9%	(51)
Yes, 10-19 hours a week	2.7%	(10)
Yes, 20-34 hours a week	0.8%	(3)
Yes, 35-49 hours a week	1.4%	(5)
Yes, 50+ hours a week	4.1%	(15)



# Sid Valley Practice Response

## SURVEY REPORT 2017

Sid Valley Practice would like in the first instance to thank the patients who have taken the time to complete the survey and to provide invaluable feedback to help improve the patient experience in attending the surgery. It was also pleasing to receive very positive feedback on the service the Practice provides both from GPs, Nurses and staff alike. The Practice would also like to thank the Patient Participation Group (PPG) for their support in pulling together the survey, and providing the practice with a report in a format that can support us in driving forward the required improvements that are within the Practices control.

We would like to focus on Question 9 which brings together the services which you as a patient would most like to improve at the Sid Valley Practice. The report was particularly helpful in identifying key areas for the practice to focus on with the support of the PPG.

We would like to comment on a few of these.

### More Appointments (43% of respondents)

1 Since the survey we now have an additional 3 Salaried GPs who have their own patient lists and employed an additional Practice Nurse. Two Practice Nurses have received additional training to support the work of the Minor Injury Service (MIS) and also in assessing Minor illness which improves the service to patients.

2 For non – urgent appointments we have a 3 week waiting rule. If you are unable to see your chosen GP within this time period then you will be given the option to see another GP within the practice.

### Opening Hours (30.9% of respondents)

3 Following feedback from the PPG our phone lines are now open throughout the lunch period.

4 Within the Federation Improved Access came into being from the 1st of October 2018. This is intended to improve GP access to routine GP appointments for patients who find it most challenging to access general medical services in core hours. Whilst late weekday / weekend working is not available at Sidmouth at the moment, the practice does have the ability to arrange appointments for patients during the evenings and weekends at other practices within the East Devon Health



Federation. At Sidmouth we do of course provide additional services like Carpal Tunnel Surgery, Skin Cancer Surgery, Minor Operations and of course the Minor Injury Service. We are also a training practice for Medical Students and F2 Doctors. It is also hoped in 2019 we will also become a training practice for GP Registrars.

- 5 Blackmore is a branch surgery and therefore the hours will always be shorter than those of the main surgery at the Beacon. Unfortunately due to budget constraints we are not in a position to provide additional staff to man the Blackmore site on a fulltime basis.

#### Longer Appointments (28.1% of respondents)

- 1 It is appreciated that 10 minutes is not always enough particularly if you have complex medical needs.
- 2 Please discuss your requirements with the Receptionist who will then liaise with your GP to see if a longer appointment is appropriate.
- 3 Appointment wait times: Determined by emergencies, complex cases, and patients who turn up with a shopping list of medical concerns.

#### Urgent Appointment System (25.9% of respondents)

We have a daily Duty Doctor who will triage patient's medical needs. If your medical needs are considered urgent you will always be seen by a GP on the day albeit it might not be with your normal GP.

#### Finding Out Test Results (21% of respondents)

This is an area that we would like to improve with the support of the PPG. We will look to improve the number of patients who can access their test results online.

#### Parking (17% of respondents)

- 1 We are very fortunate to have the parking space available at The Beacon including disabled spaces. Many Practices in East Devon do not have parking facilities for patients or it is very limited.
- 2 We do acknowledge that parking at our Blackmore site is more of a concern. We however do not have any control over this as the car park next to the park is not owned by the Practice or Library. The parking is however for the sole use of patients of the Health Centre and visitors to the Library. Unfortunately the

parking facility is abused by individuals working in the town and for those undertaking shopping trips.

- 3 It should be noted that the parking facility at the rear of Surgery at Blackmore is solely for the use of GPs, and Staff of the Surgery and Library. Patient parking is not permitted.

Privacy at Reception Area (14.8% of respondents)

We hope that this has improved since the survey in particular at the Beacon where patients are now required to wait away from the Reception desk. Privacy is under constant review and is an area we like to discuss with the PPG to see if there are any further improvements we can make at both sites.

Public Transport Accessibility (6.5% of respondents)

This is an area outside our control but we will be in touch with East Devon District Council to see if there is anyway of improving this for the benefit of our patients. We have considered providing our own mini bus service and have been having discussions about this via our PPG.

More Female Doctors (4.3% of respondents)

Since the Survey we have employed a further 3 Female GPs.

Since the Survey we have also employed more reception staff to improve patient's ability to get through to someone at the GP Practice by phone. The National Patient Survey results which were published after this survey covering the period covering Jan-March 2019 gave a positive response rate of 92%.

There are of course other areas within the Survey which are important and that we need to review and where appropriate improve upon. Sid Valley Practice aims to offer a first class service to our patients and where we fall short of this rest assured we will look to improve where the concerns raised are within our control to do so. Please do not wait until you receive a survey to tell us where improvements are required or where you are pleased with the treatment you receive. Our Practice Manager, Andy Hosking is always available to hear your views as is the Practice Patient Participation Group, details of which can be found on our practice website .