

# The University Health Centre

Patient GP Survey 2016-2017

Number of Responses:366

## Patient Survey 2016-2017

Thank you for taking the time to complete this survey. The data collected from this survey will be treated in the strictest confidence and will enable us to evaluate the service we currently provide together with helping us to identify areas for possible improvements and further development.

If you would like to receive help to fill in this survey please ask at Reception.

### 1. ACCESSING YOUR GP SERVICES

Almost 300 hours of clinical time was wasted last year by patients not attending booked appointments. If you cannot attend an appointment PLEASE CANCEL IT. If appointments are cancelled we can give the appointment to someone who needs it. Your recent appointment may only be available because someone cancelled. Please let us know your experience of booking your appointment.

a) How do you normally book your appointments to see a GP or nurse at your GP surgery?

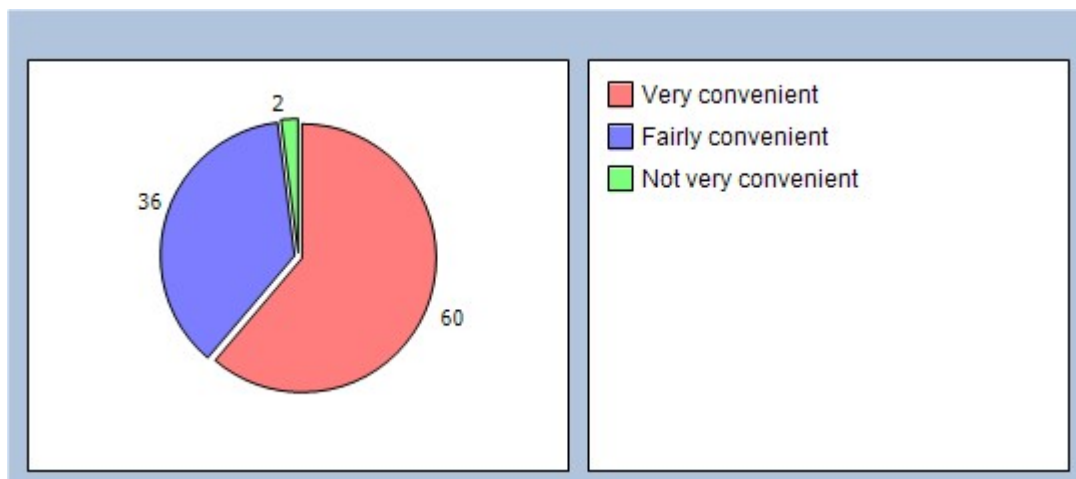
In person 28%  
By phone 64%  
Online 22%  
Doesn't apply 0%

b) Which of the following methods would you prefer to use to book appointments at your GP surgery?

In person 21%  
By phone 42%  
Online 46%  
No preference 11%

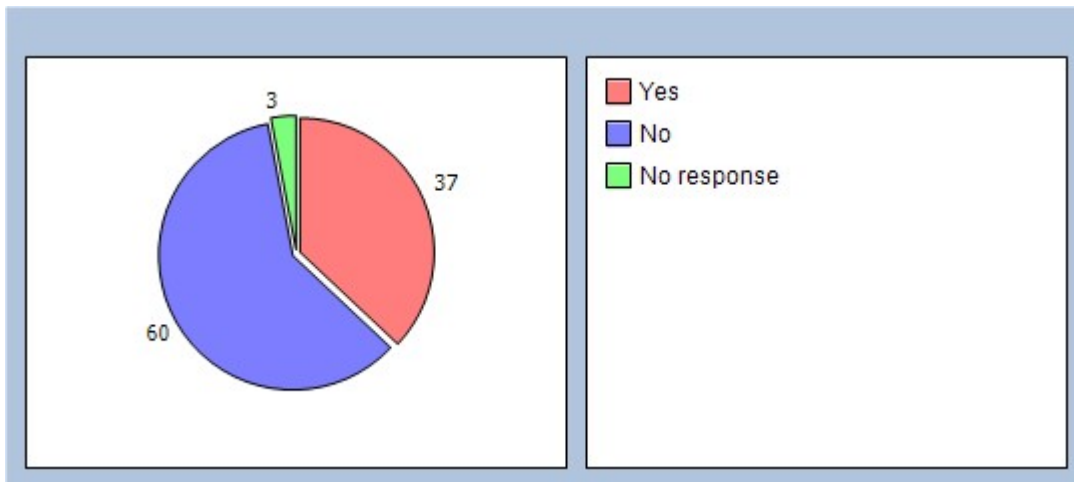
c) How convenient was the appointment you were able to get?

Very convenient 60%  
Fairly convenient 36%  
Not very convenient 2%  
Not at all convenient 0%



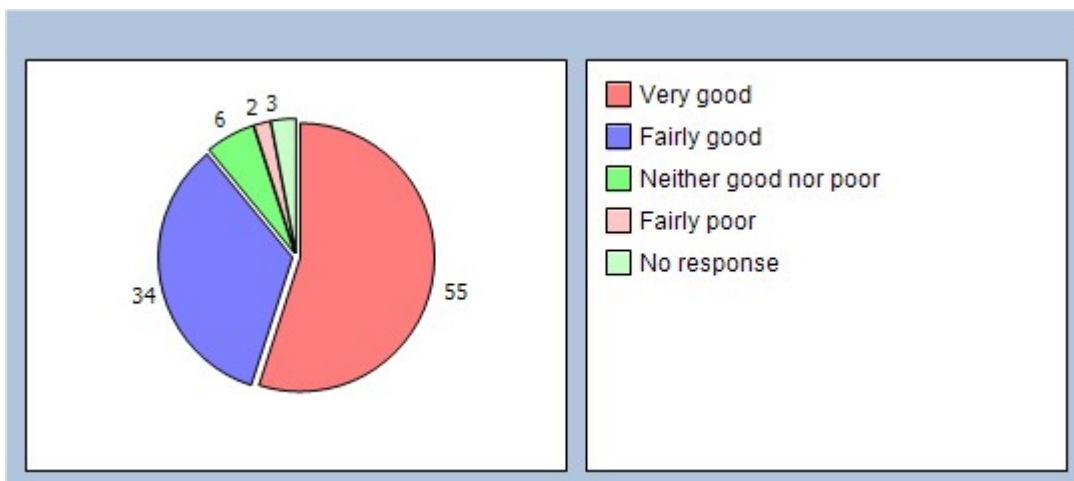
**d) Have you registered to use online services such as repeat prescriptions?**

Yes **37%**  
No **60%**  
No response **3%**



**e) Overall, how would you describe your experience of making an appointment?**

Very good **55%**  
Fairly good **34%**  
Neither good nor poor **6%**  
Fairly poor **2%**  
Very poor **0%**  
No response **3%**



**f) What do you think of our online services?**

8:15am cut off time is too early maybe 11am or 12pm would be better.  
**Alright but don't like how not all appointments (like pill check-ups) are there.**  
Always provide sufficient information  
Am not used to online stuff  
Are good, **but not enough online appointments are available, also cannot book on the day.**  
**Bad - tried to reset password and the page didn't work/didn't exist**  
Being able to make an apt on line is really useful.

Booking appointments is fairly straight forward though it would be convenient if the earliest appointment not on the day weren't two weeks off

Brill

Brilliant

Cannot access with details provided so unable to utilise the service.

Can't comment yet. I have only just registered to use them

Cant seem to access it

Cant usually get an appointment once it double booked me

Complicated to navigate, however once used it is more memorable

Could be more clearer and more visually friendly, BUT very simple and user friendly

Did not try yet

Didn't use before

Doesn't always work

Don't know - not tried

Don't like it

Don't use them

Easy to access and simple to use

Easy to use quick

Easy to use

Easy to use, better than over the phone no queue to wait in

Easy to use, straight forward.

Easy to work

Easy, I will start to use it.

Efficient and easy to navigate

Efficient and good service

Excellent

Excellent!

Excellent, clear and easy to use

Excellent, however, if you forget your details and then use 'Forget password' it is impossible to reset without popping into the practice.

Excellent. I like that I can book in advance and see which medical professional is available.

fantastic

Fantastic the only thing is that if you need a repeat prescription and they are not on repeat, you have to use special instructions and sometimes they get missed.

Fine after you have received your code, perhaps there should be a way of accessing your patient code online.

Fine for individual but would like to be able to book for family but not on separate log on

good- the appointment is great if I need an unscheduled appointment

Friendly and professional

Good

Good - easy to use

Good

Good although I am yet to use them properly

Good but booking appointments could start earlier before the practice opens

Good but problems when trying to book appointments online

Good except for only being able to book appointments for 2 weeks in advance. Plus there are limited appointments available to book

Good overall Need messaging w/ clinicians + pts. Everyone should have medical records access as standard

Good, easily accessible by patient access app

Good, **only downside is that sometimes you can't order prescriptions that aren't on repeat even though you have them regularly.**

Good, **took several attempts to get mine running smoothly** but then great.

Good, **Would prefer to book same week appointment.**

Great

Have not tried, so I have no idea

Have not used it

Have not used it yet

Haven't been able to use- very difficult.

Haven't really used

Haven't used , but will need to very soon for repeat prescriptions

Haven't used it but I am interested in using it

Haven't used it yet

Haven't used them

Haven't used them yet

Haven't yet tried

I haven't used the service as of yet

I always forget my login details so don't use them.

I am not using it often so I cannot tell

I am signed up to use them but rarely use them and usually call.

I can't say I haven't used them yet

I did not use them yet therefore I cannot make a comment on it.

**I didn't know about it**

**I didn't see any doctor's appointments to book online for a week or so but when I went to the centre**

**I could book for the same week still - the notice about not being able to book nurses online was**

**unclear and I didn't know whether booking doctors online was not possible either**

I do occasionally use these, and I prefer being able to book in, in advance -rather than on the day bookings.

I don't know them

**I don't like it all - I once booked myself into the sexual health clinic by accident when trying to get a GP appointment**

I don't use online service

I don't use them as I have to see the GP every month.

I hardly use it but it was much easier in the past to get repeat prescriptions

I have never got involved

I have no experience

I have not registered for online services but the general website is well set out

I have not used online services

I have not used them

I haven't tried it

I haven't tried using online service

I haven't used them

I haven't used them

I may or may not be registered I'm not sure but I don't use them

I really like them

I think it is easy and intuitive to use

**I use the app**

I wasn't aware it was online at all.

I would like to be able to book appointments online but it is very convenient.

I would like to use it

I would like to use online services

In need of improvement. User interface is poor

Indifferent

It is very good easy and fast

It works well occasionally glitch

It would appear that "my" doctors have extremely limited surgery time? "Never" available

It would be good

It's good for repeat prescriptions and nurses appointment not as easy to book to see a GP

It's is very useful that people go online services

It's quick and convenient saves time rather than having to queue on the phone or not get through quickly.

It's very easy and convenient for me especially as a working person.

I've never tired them.

I've only recently registered and found it difficult navigating to book an appointment.

Love it!

My experience is that its overly complicated and old fashioned (booking advance appointment using ref number)

N/a

Need to be improved

Never tried it

Never used

Never used it

Never used it as I have been used to calling.

Never used it because I had to register first

Never used them

Never used, not familiar really

Not as helpful as phone calls, can explain better

Not had chance to use yet.

Not had much luck with the system.

Not happy with it

Not really interested in that

Not really used

Not really used this service so cannot say

Not registered to use on line at the moment.

Not tried

Not tried it

Not tried it yet

Not use

Not used

Not used it

Not used online services

Not used them

Not used them here

Not used them yet

Not used them, didn't know they existed

Not used yet

Ok

Ok but restrictive

OK except having to keep a note of my exceptionally long ID number. Something easier to remember or more meaningful please.

Overall very useful

Patient access is very useful

Poor for appointments as no appointments (or very few) are online to book in advance. Not all your patients are students and would like to plan ahead.

Pretty easy to use but hard to reset username and password.

Pretty good

Pretty good -

Really Helpful

Really like it - much easier than trying to ring, easy to see what is available and with who registered but never used them personally

Reliable

Satisfactory

Simple to use

Sometimes not enough info on what appointments are for - also more seem to be available when phoning in

It works well, occasionally glitchy.

The app is slow to update and sometimes crashes to desktop but the online services themselves are kept up to date. It would be nice if there was a longer space to note why you're ordering a repeat prescription or booking an appointment.

The services are ok but could be more better

They are good

They are great and I particularly like to look at the medical records as I have a memory like a sieve and always forget what I've seen the doctor about. When I have tried to book in with Dr Snowden I very rarely find any appointments online however I'm usually in the surgery every couple of months so tend to book in at the desk. The online booking for an on the day appointment is a life saver!

They are ok however could include some personal history

They work

They're clearly set out an adequate for what I use them for, just booking appointments and checking appointment date / times.

To date have not used them

Too complicated, couldn't register

Try to register on line but not that easy

Unfortunately there are very rarely any bookable appointments to see a GP in less than a month.

Useful

User friendly

Very easy to use - I have been able to make same day appointment quite a few times

Very easy to use, clear layout quick and convenient

Very good

Very good

Very good and very convenient

Very good, helpful quick and not too complicated

Very helpful to see all available appointments at once.

Very practical and definitely makes things easier

Very useful

Was not able to use this morning, however usually very good

We have no internet so find it worrying

Web is simple and easy to do anything

Website is not really comfortable

Worried about it as we don't have internet

Would be better if there was more appointments available (Dr appointments) still find a need to ring if I can't wait a couple of weeks to be seen.

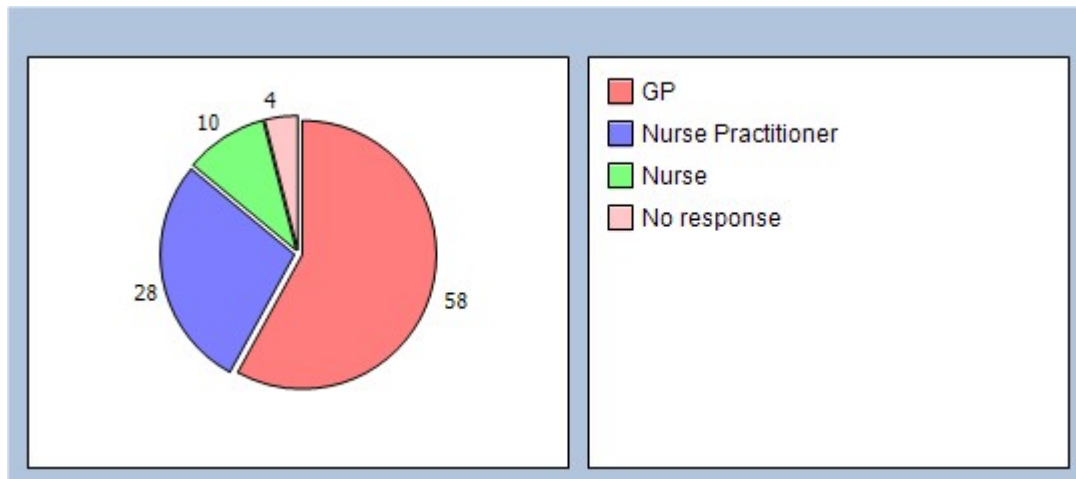
Would try it but seemed complicated website isn't very good

Yet to use

## 2. LAST APPOINTMENT

Was your last appointment with a GP or a Nurse Practitioner or a nurse?

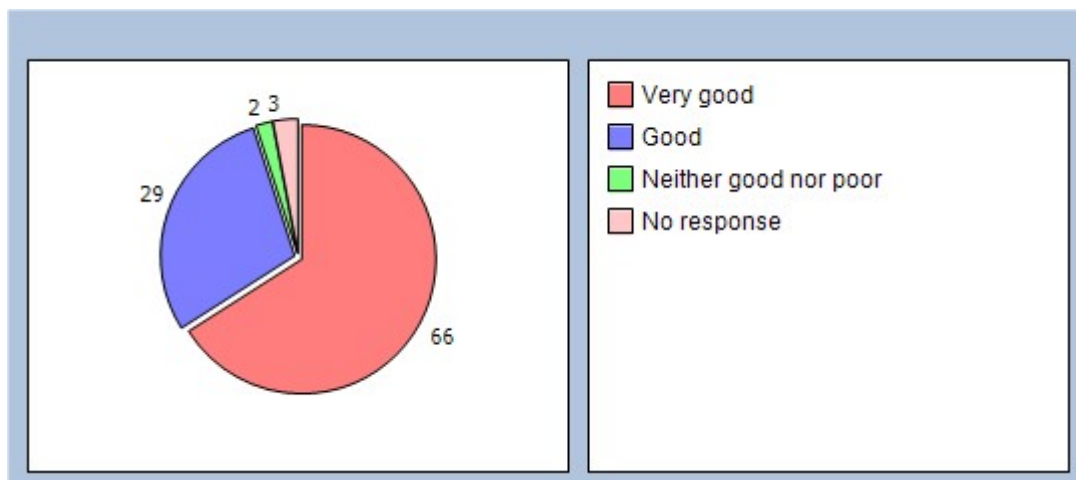
GP **58%**  
Nurse Practitioner **28%**  
Nurse **10%**  
No response **4%**



How good was that Clinician at each of the following?

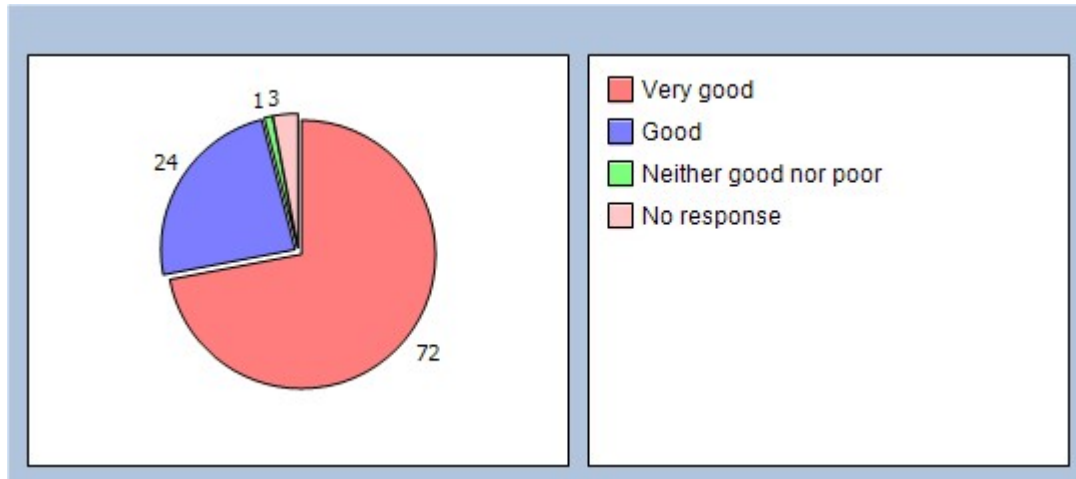
### a) Giving you enough time

Very good **66%**  
Good **29%**  
Neither good nor poor **2%**  
Poor **0%**  
Very poor **0%**  
Doesn't apply **0%**  
No response **3%**



### **b) Listening to you**

Very good **72%**  
Good **24%**  
Neither good nor poor **1%**  
Poor **0%**  
Very poor **0%**  
Doesn't apply **0%**  
No response **3%**



### **c) Explaining tests and treatments**

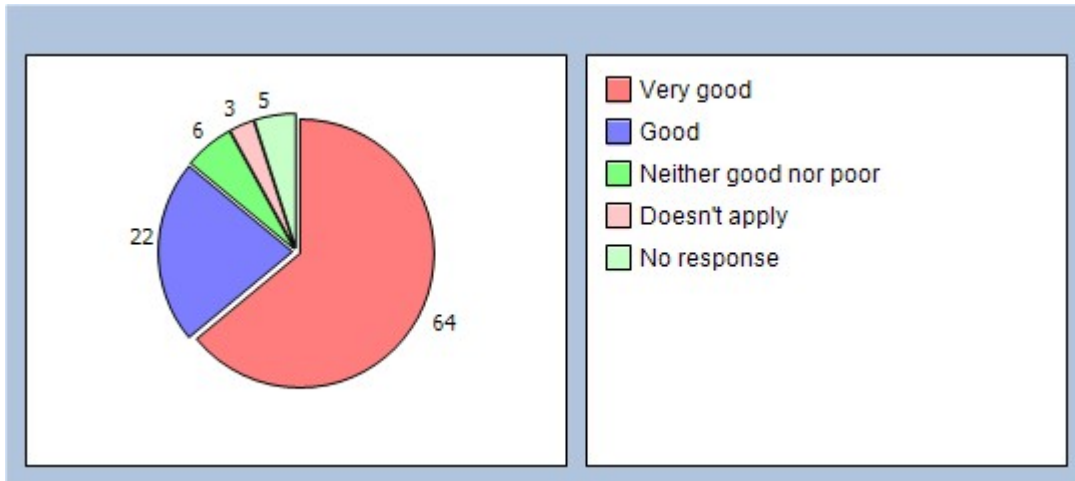
Very good **65%**  
Good **26%**  
Neither good nor poor **3%**  
Poor **0%**  
Very poor **0%**  
Doesn't apply **3%**  
No response **3%**





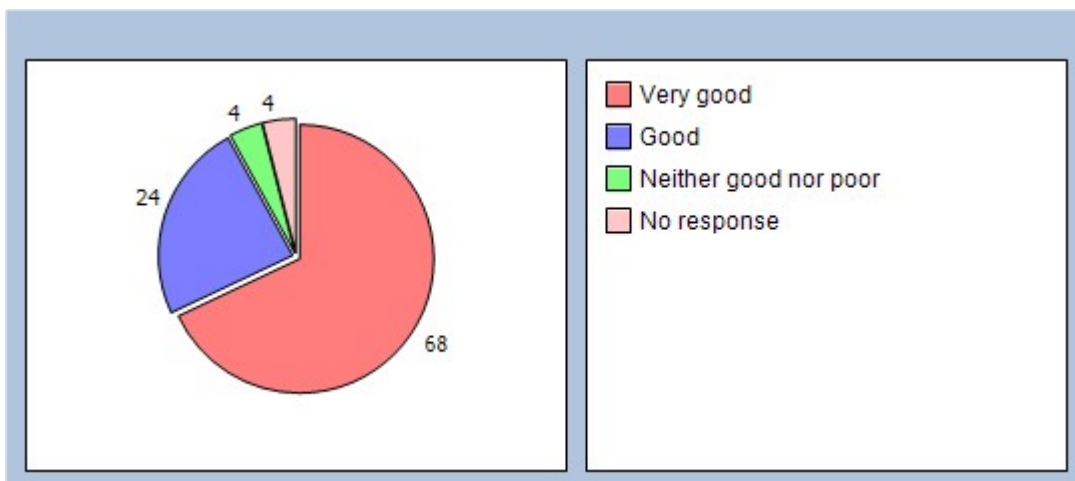
**d) Involving you in decisions about your care**

Very good **64%**  
Good **22%**  
Neither good nor poor **6%**  
Poor **0%**  
Very poor **0%**  
Doesn't apply **3%**  
No response **5%**



**e) Treating you with care and concern**

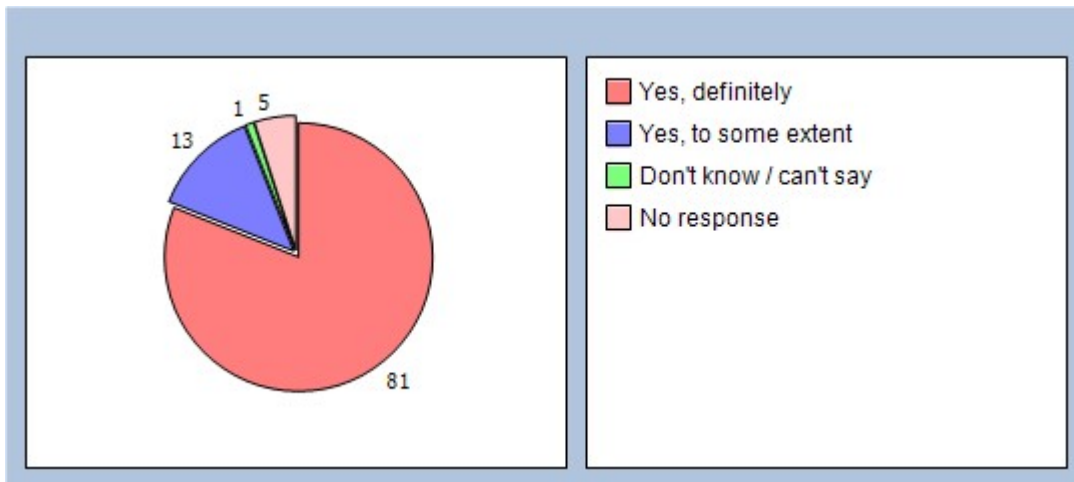
Very good **68%**  
Good **24%**  
Neither good nor poor **4%**  
Poor **0%**  
Very poor **0%**  
Doesn't apply **0%**  
No response **4%**



**f) Did you have confidence and trust in the clinician you saw or spoke to?**

Yes, definitely **81%**  
Yes, to some extent **13%**  
No, not at all **0%**

Don't know / can't say **1%**  
No response **5%**



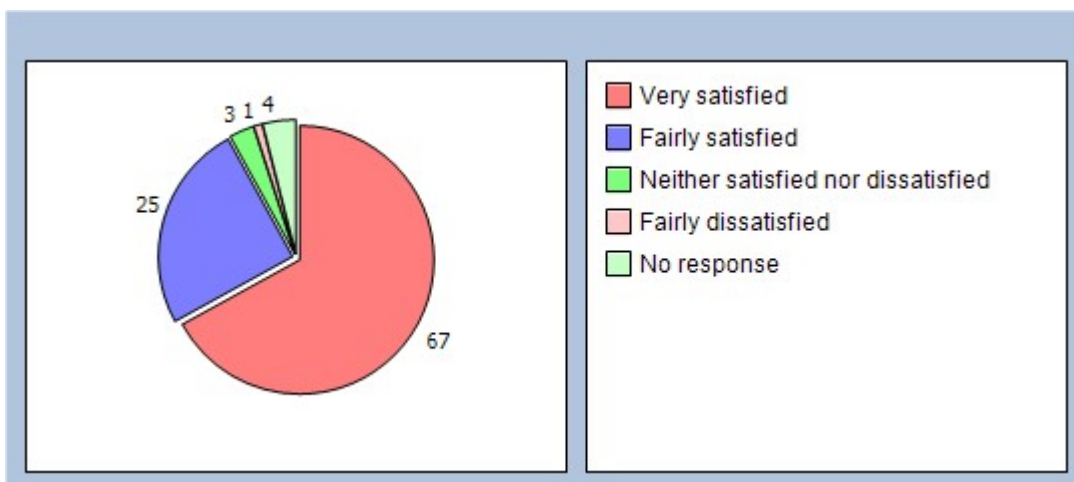
**3. OPENING HOURS**

**We are open 8.15 am until 6pm weekdays. We are also open during the evening on Thursdays until 8pm. We often have appointments over the lunchtime period now. If you are not satisfied please let us know your suggestions.**

**How satisfied are you with the hours that your GP surgery is open?**

Very satisfied **67%**  
Fairly satisfied **25%**  
Neither satisfied nor dissatisfied **3%**

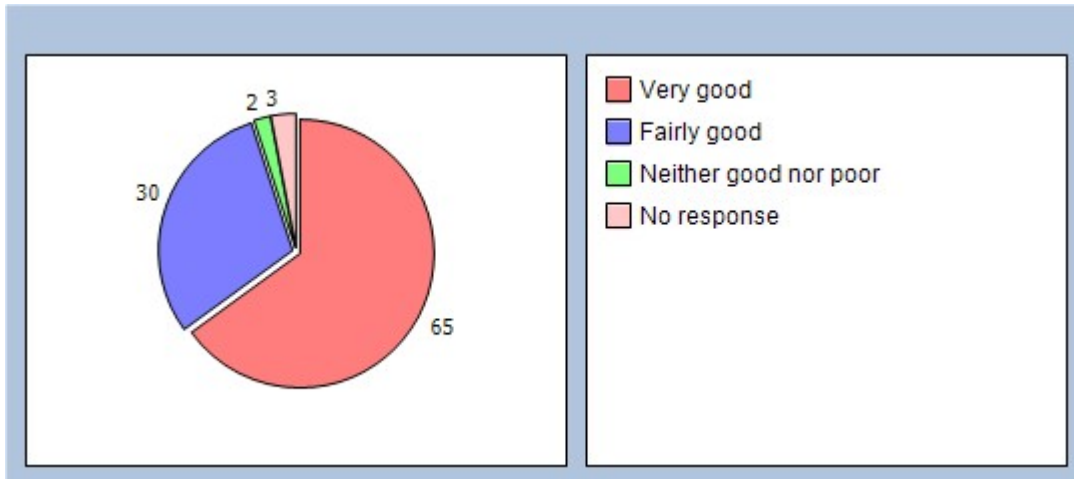
Fairly dissatisfied **1%**  
Very dissatisfied **0%**  
No response **4%**



#### 4. OVERALL EXPERIENCE

Overall, how would you describe your experience of your GP surgery?

Very good **65%**  
Fairly good **30%**  
Neither good nor poor **2%**  
Fairly poor **0%**  
Very poor **0%**  
No response **3%**



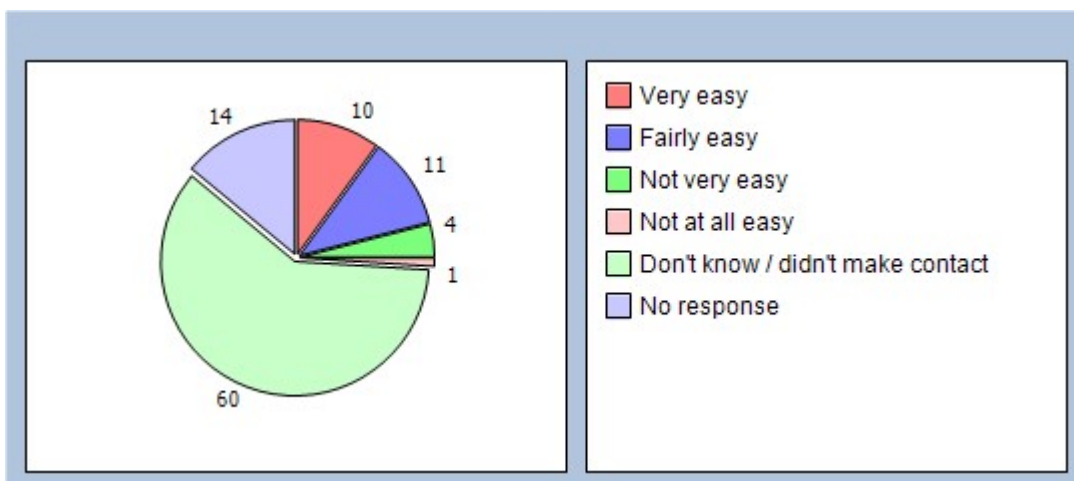
#### 5. OUT OF HOURS

These questions are about contacting an out-of-hours GP service when your GP surgery is closed. Don't include NHS Direct, NHS walk-in centres or A & E.

*If you have contacted the out-of-hours GP service:*

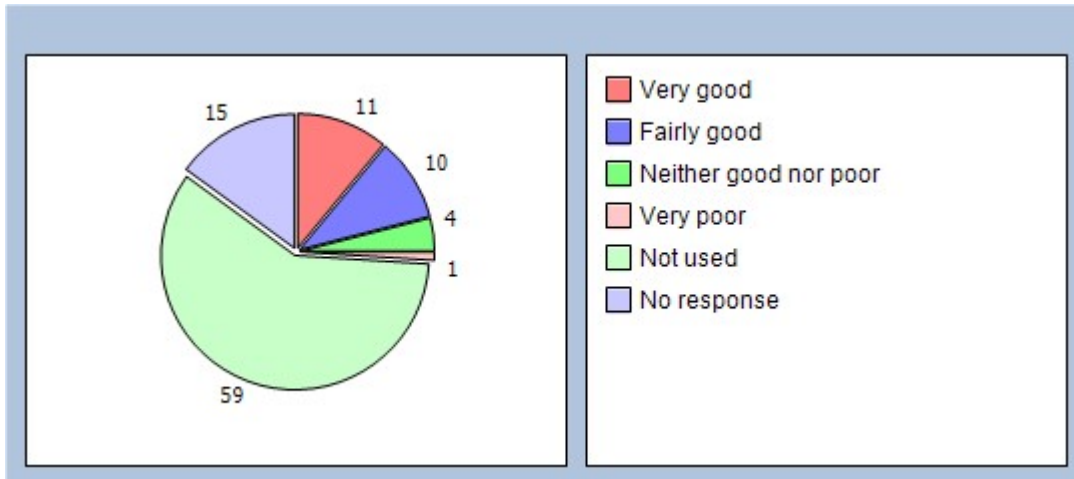
a) How easy was it to contact the out-of-hours GP service by telephone?

Very easy **10%**  
Fairly easy **11%**  
Not very easy **4%**  
Not at all easy **1%**  
Don't know / didn't make contact **60%**  
No response **14%**



**b) Overall, how would you describe your experience of out-of-hours GP services?**

Very good **11%**  
Fairly good **10%**  
Neither good nor poor **4%**  
Fairly poor **0%**  
Very poor **1%**  
Not used **59%**  
No response **15%**

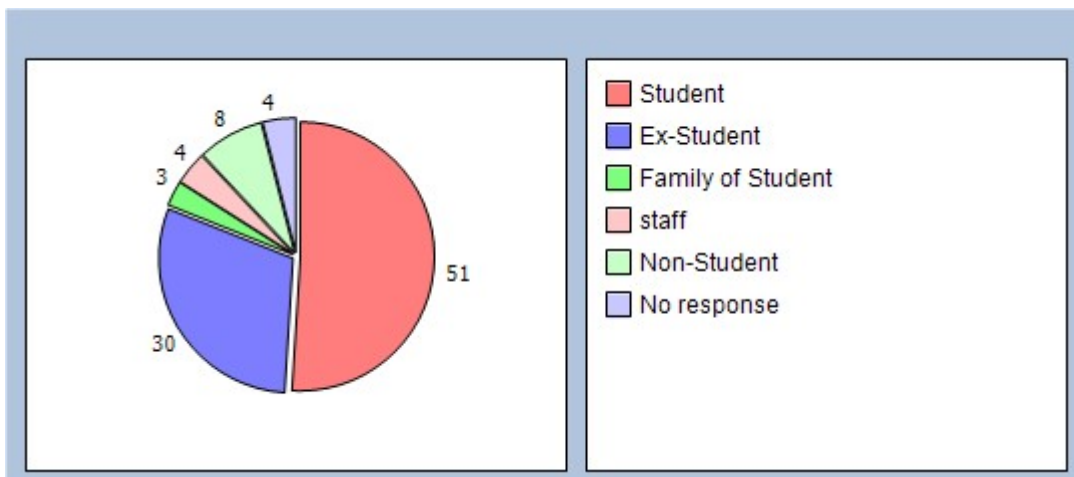


**6. SOME QUESTIONS ABOUT YOU**

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

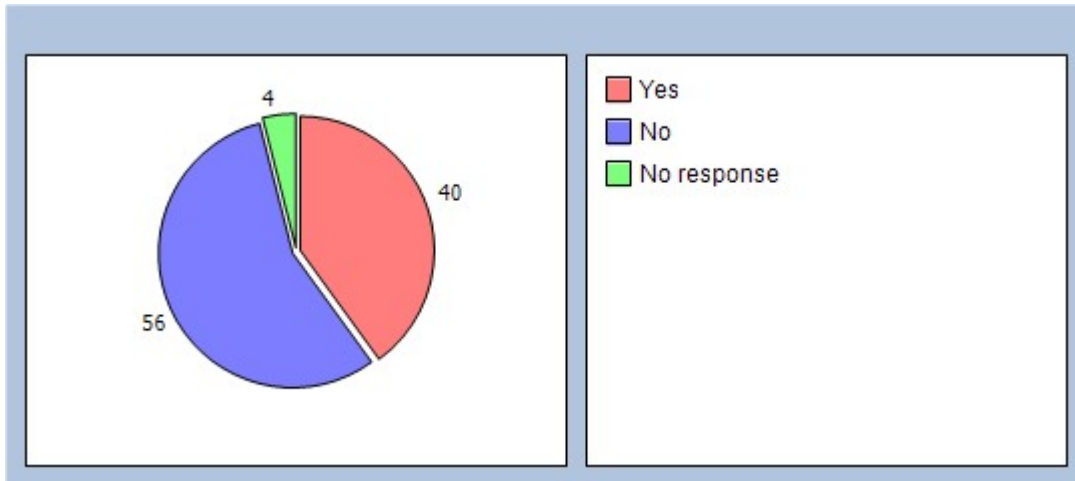
**a) Are you a Student at the University of Huddersfield? Were you previously a student there?**

Student **51%**  
Ex-Student **30%**  
Family of Student **3%**  
staff **4%**  
Non-Student **8%**  
No response **4%**



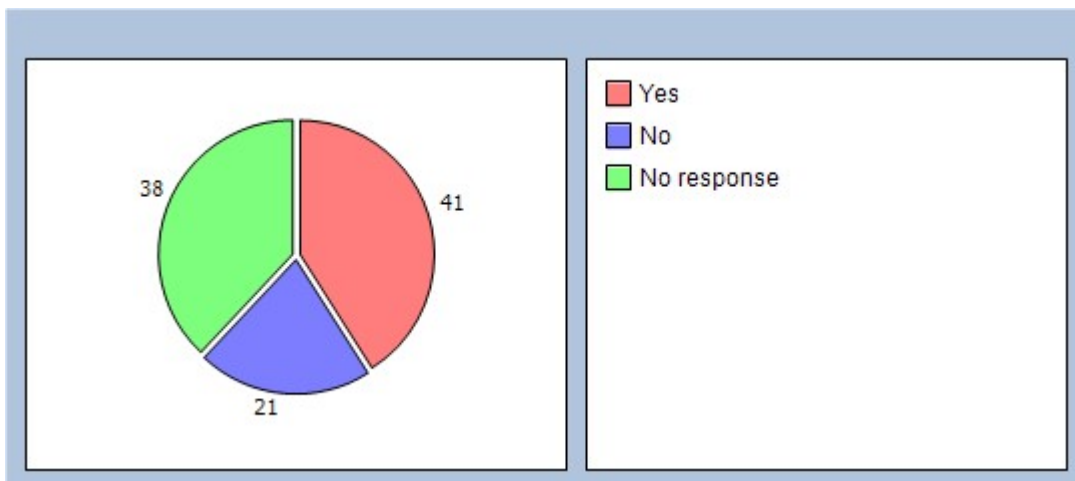
**b) Have you ever suffered from any Mental Health Issues, such as; depression, anxiety, OCD, self-harm etc.**

Yes **40%**  
No **56%**  
No response **4%**



**c) If you have was the support we offered adequate for your needs?**

Yes **41%**  
No **21%**  
No response **38%**



**d) How could we improve the support we offer to you?**

- By having a mental health support group run by patients for patients.
- 7 am appointments on a Tuesday can be re-introduced
- Adequate but access to more than one psychotherapist would be nice
- Be mindful of the way you relate to partners and the way you speak to them
- Better mental health services and on site.
- Better mental health services and on-sight

But not from mental health service

By listening to the patient

By offering a mental health support group run by the patients for the patients

Can't

Couldn't fault the service provided.

**Counselling required not 6 month NHS wait**

Didn't ask for support so cannot comment on its adequacy.

Didn't get any

Don't know

Dr Littlewood and Dr Snowden have both been absolutely amazing in the time and care they gave during some very dark periods in my life. They both took the time to listen to my point of view on medication (in terms of antidepressants) and worked with me every month to make sure I came off them promptly (which is what I wanted) but at the right time so as not to have any relapse. I did see John Edmondson very early on but I think we had a personality clash so I ended up see a psychotherapist elsewhere. There was no point continuing with therapy if you don't get on with your therapist... I learnt that a long time ago.

Drop in clinic

Explain all the options and give leaflets to explain to me what I can do.

Explain more needs

Get better mental health services!!!! Need easier access.

Good service, perhaps option of contacting doctors through a digital consultation re: mental health follow-up appt

**Had no support**

Happy with the service

Have more therapists at the health centre as further away is difficult and increases anxiety over getting there and missing work.

Have somewhere on the records the times not to call i.e. due to being in work( the health are)

Have suffered before coming to this surgery

I am satisfied with your support

**I do feel that the counsellor tried to not get you to come back** - maybe that's part of the strategy??

I don't think that you need to

I have been involved with many students with mental health issues. This is a real problem and it would be beneficial for the University to work with the Health Centre to help these students

I haven't made use of this service either

I think it's perfect, GP listening very well and received the Mediscan very quickly

I think support already good enough

I wouldn't I think the level of care is outstanding

IAPT referral by doctor not me

Increasing time slots of the appointment for 10 mins to 15 mins

It has fantastic support

It is good

Its fine

Make appointments more quickly available

Make the support more personalised

Maybe explain more in depth whether you need a doctor, nurse or counselling depending on your issue at hand

More availability of CBT Make IAPT more flexible and responsive.

**More people answering phones for on the day appointments very difficult to get through**

N/A GP at home didn't take mental health concerns seriously.

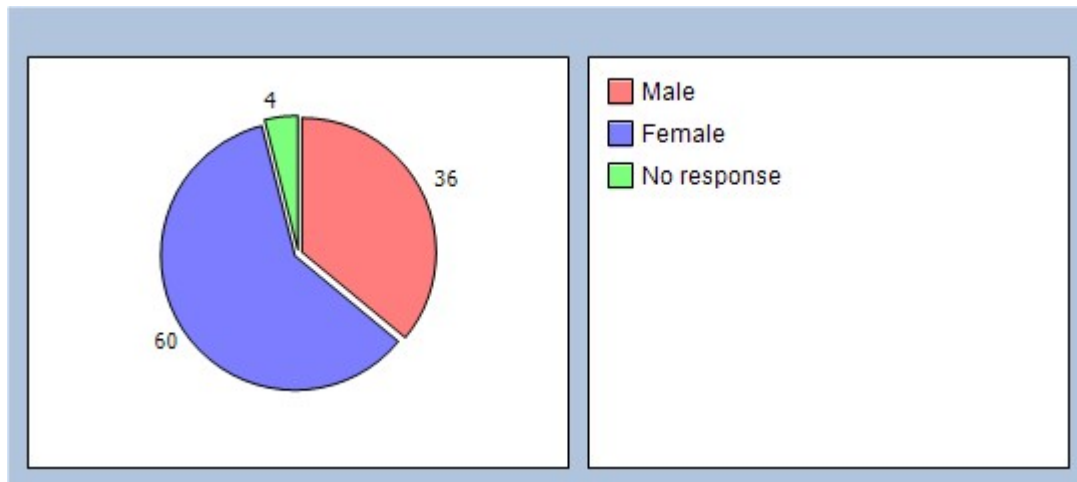
N/A

No idea, like things how they are

No improvements needed, everyone is friendly  
No issues with the support here support elsewhere is terrible  
No suggestions at present  
None  
Not been seen for mental health issues whilst registered here  
Not really as service is excellent  
Not sure  
Not used services yet  
Nothing  
Nothing support is already good  
Nothing to improve  
On the day out of office hours - appointments on line  
Personally, more holistic/alternative therapies discussed to help with deeper understanding of issues. Very good experience in general and wonderful reception staff also very helpful and caring. **Sometimes feel misunderstood only on very few occasions but still felt as though I was being judged on previous experiences and dismissed.** But I love this surgery and in my difficult journey of improving my well-being you have all been very supportive.  
Possibly more links to talking therapies and support groups.  
Provide anxiety helping toys/objects to help with fidgeting  
Provide more information to EU student  
Really happy with support - Bi weekly phlebotomy  
Regarding prescriptions need to have easy way to get it as need frequently for children  
**Sometimes booking through phone can take too long**  
Support is excellent as it is  
The services that were delivered by this practice have been great every time I have had a problem  
Therapy should be simpler and quicker. Medicine isn't all  
This is an amazing GP's I have been so well cared for, for all the 19 years I have been a patient here.  
Don't change a thing  
Very good practice  
Was ok, **would prefer better access to CBT and therapy** than just medication.  
Weekend opening  
Weekends would be good  
You couldn't

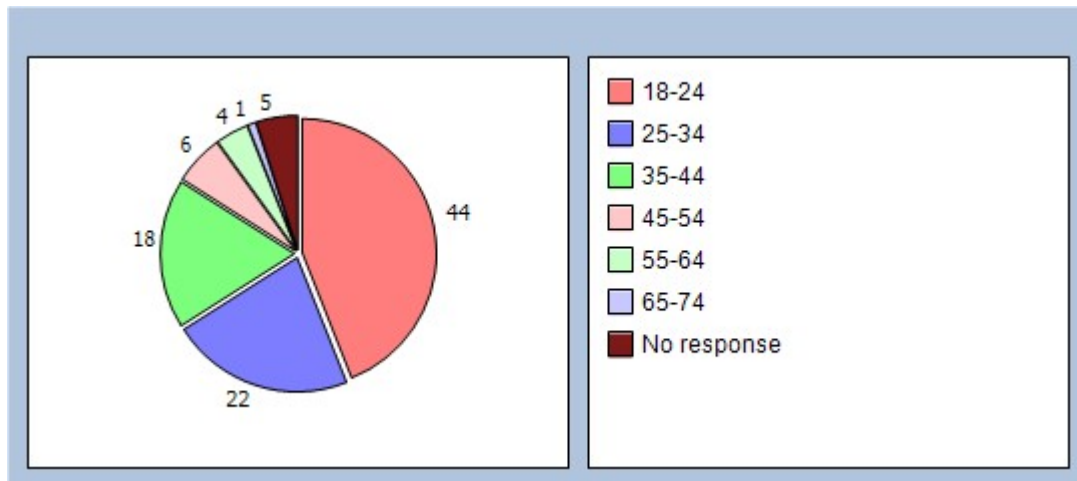
**e) Are you male or female?**

Male **36%**  
Female **60%**  
No response **4%**



**f) How old are you?**

Under 18 **0%**  
18-24 **44%**  
25-34 **22%**  
35-44 **18%**  
45-54 **6%**  
55-64 **4%**  
65-74 **1%**  
75-84 **0%**  
85 or over **0%**  
No response **5%**

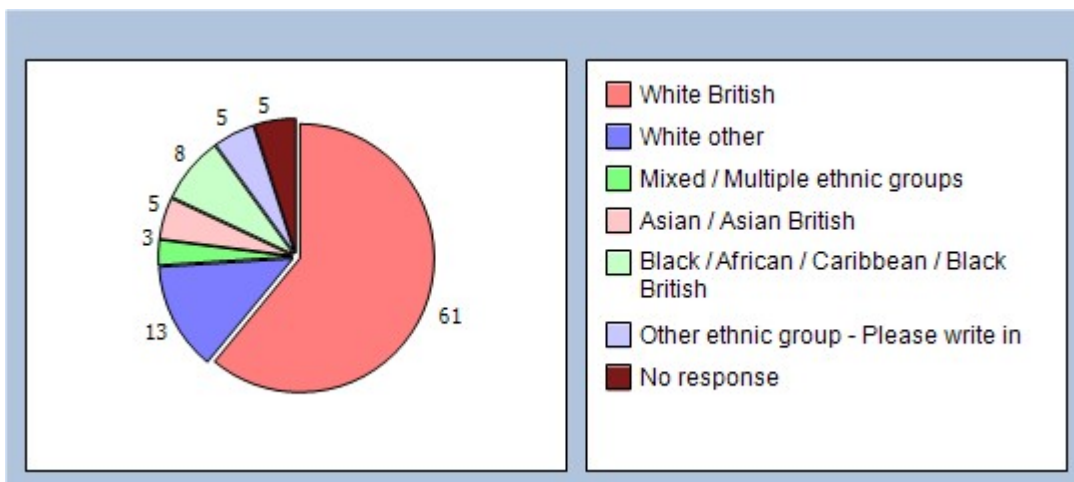




**g) What is your ethnic group?**

White British **61%**  
White other **13%**  
Mixed / Multiple ethnic groups **3%**  
Asian / Asian British **5%**  
Black / African / Caribbean / Black British **8%**  
Other ethnic group - Please write in **5%**  
No response **5%**

Arab  
Arabic  
Arabic  
Chinese British  
Kurdish  
Latvian  
Libyan  
Middle eastern  
Welsh/Irish  
White Hispanic  
White Polish



**h) Do you have any accessibility needs? Please let us know if there is anything you need to help you access our services.**

No  
Access should be more flexible  
Dyslexia - **would be good if things could be offered in larger print size.**  
Fresh water on the premises/tea/coffee to drink it can be a useful thing to introduce  
**Hope in future solve the appointment cancelled and find easy way for patients who will not attend to the appointment**  
I use a crutch, but not really  
**Improve the canal pathway it's awful for wheelchair users**  
N/A  
No  
No  
None  
Not at all

Yes but you meet all of them.

You need more people answering phones when booking appointments, its hard getting through when line is busy.

## 7.AND FINALLY...

### **a) What do you think we do particularly well?**

Able to set up appointments when needed

All staff are really friendly and helpful

All staff are very friendly and accommodating.

All staff are very helpful and caring

All staff supportive, knowledgeable and compassionate.

All the doctors and nurses and receptionist I have seen have been caring , easy to talk to and kind

All the staff are exceptional from reception to nursing.

All the staff extremely friendly Always able to access appointment

Always able to get an appointment. Always get consistent care.

Always able to get an appointment. Always get consistently good care.

Always able to provide an appointment. Quality staff

Always appointments available very helpful/kind staff caring and helpful doctors

Always can get a convenient appointment

Always clean organised privacy sympathetic nurses

Always friendly and helpful

Always offer appointments to suit me very helpful in person and over the phone

Amazing clinicians both GPs and nurses (both CASH &nurse Julie)

Amazing friendly staff always

Appointment the same day as I phoned.Useful staff and practitioners.

Appointments

Approach ability of staff

Are welcoming and make me feel valued

Arrange emergency appointments on same day

Assisting people who come in with emergencies

Availability of appointments opening hours friendly staff

Availability of staff Friendly staff

Average because of bookings

Be friendly, accessible and sympathetic

Being able to get appointments

Being friendly and welcoming

Booking appointments

Care

Care and concern from reception to nurse to GP

Care particularly through my diagnosis and patient interaction

Care with patients

Caring

Caring and considerate, and punctual.

checking

Clean efficient helpful modern staff

Communication and making people feel comfortable

Communication and politeness

Competent GP's literally 100% better than back home

Concerns/worries taken seriously GPs very approachable and thorough access to emergency appointments

Considerate staff  
Consultations always good Nice on the phone  
Continual care from the same GP if you request is good. also the care plan to avoid A&E is reassuring  
Customer care is tops  
Customer service and caring for patients  
Customer service is very good over the phone  
Deal with customers/patients treat them with respect and ensure people's needs are met. Team fantastic and very friendly  
Dealing with my queries at your reception and I have also had very good consultations with your doctors - communication has been very clear  
Doctors are usually very good Reception staff always polite and helpful  
Don't know  
Easy to book appointments and reception staff are really helpful  
Easy to contact  
Empathic in approach  
Every  
Everything  
Everything - fantastic service  
Everything  
Everything apart from the online booking system  
Everything has been good so far!!  
Everything is good  
everything you do is good  
Everything! First class service.  
Excellent service  
Explaining to patients about their illness  
Facilities and friendly staff  
Fairly good  
Fantastic health centre. Can't get any better  
Fast appointment that suit me  
First Class Service, All round.  
Fitting in everything  
Fitting patients in evenwhen its busy and that's appreciated  
Fix me  
Flexibility of appointments friendly  
Follow-up of contact  
For me everything  
Friendliness of reception and clinical staff.  
Friendly  
Friendly  
Friendly and professional atmosphere  
Friendly and professional  
Friendly and understanding staff  
Friendly atmosphere Quick appointments Helpful Staff  
Friendly reception staff  
Friendly receptionist staff and all staff Doctors etc., are very thorough - unrushed.  
Friendly staff Variety of specialists  
Friendly team of reception, GP's and nurses.  
Friendly, good staff (clinical & admin/reception)  
Friendly, welcoming and make me feel valued.  
General patient care - make you feel comfortable

Generally female doctors and nurses are good. (not seen men)  
Getting appointments  
Getting appointments quickly  
Getting us an appointment quickly and giving all help and advice to the patient  
Giving attention to patient and responding to patient appropriately  
Good appointment system quality service within walking distance of University - easily accessible  
Good GP's  
Good in making appointment on day.  
Good service  
Good times and service  
Great advice regarding contraception methods suitable for me.  
Great customer service  
Help friendly caring  
Helpful and friendly  
I am happy with everything. Never had a problem.  
I find the whole service easily accessible and very simple to use.  
I get great support and enough time to talk with the Dr  
I have always got a appointments for the same day. Flexibility now I have a young baby and can't get anywhere on time. Extremely caring and supportive staff (including Receptionists). I feel very lucky to be registered here.  
I never had problems with booking appointments on the day  
I think all the staff are friendly and the appointment waiting is for also a great texting service  
I think the service and care is outstanding the staff are amazing and excel.  
It is a fantastic surgery and the staff are friendly helpful and really care  
It really provides patients with good services and I would advise anyone to register here  
Kind staff quick appointments  
Kind, welcoming  
Listen & care  
Listen & help (the whole team)  
listen and very helpful at reception  
Listen to our needs and don't judge. Friendly staff  
Listen to problems and explain how to handle  
Listen! Care Prescribe  
Listen. Give good advice helpful and kind  
Listening Availability of appointments Explaining options available, contraception etc.  
Listening  
Listening and caring  
Look after me  
Looking after people who have appointments here.  
Lovely staff always wanting to listen  
Make a person feel calm and at ease  
Making appointments and being prompt with them  
Making patients feel welcome and feel comfortable speaking to the staff  
Mental health care  
My experience of all doctors seen is very positive excellent manner  
N/A  
Nice doctors well qualified  
Nice people good service  
Nice Staff  
Nice staff always willing to help  
Nice staff, always willing to help

Not known  
Not massive waiting times like my old GP's  
Of the few times I have been they have been brill!  
Offer a variety of treatments such as injections and sexual contraception  
Offer support and make people feel comfortable  
Ok  
Ongoing care  
Online booking and really good staff  
Online services & specialist GPs  
Opening hours  
Patient confidentiality.  
Person centred practice empathetic. Understanding, polite  
Personable, friendly staff  
Personal, friendly approach to every patient  
Pester  
Politeness Professionalism Care  
Pretty much everything - particularly good in terms of caring  
Provide a good service  
Provide a wide range of services on site  
Provide availability to GPs and NPs during the week. Great service  
Providing appointments for suitable times  
Quality Service  
Really friendly reception staff, making the experience much better.  
Reception  
Reception staff always friendly and helpful  
Reception team are friendly most of the time. When seeing a doctor that I've seen before they are very good at following things up.  
Reception GP Nurse Practitioner  
Receptionist very helpful and GPs and nurse practitioners I have seen are very helpful and have a lovely manner  
Reliable and friendly services  
Respond quickly. Good communication  
Responsiveness very good  
Service is brilliant  
Sometimes booking an appointment means waiting a week so you are offering emergency prescriptions which I received for my contraceptive pill  
Split services depending on issues. Very easy and simple to get an appointment  
Staff and all medical staff are all great and love getting my results online  
Staff and service are very good  
Staff are always easy to talk to and good at recommending help  
Staff are always helpful  
Staff are very friendly and informative, and helpful  
Staff are very friendly informative and helpful  
Staff care even reception- Amazing staff Dr Mounsey need a raise!!  
**STRAIGHT AWAY HELP AND RECOMMENDATIONS**  
Support listening and paying enough attention to my concerns and issues. Trying to take into account my opinion and thoughts  
The doctors and nurse practitioners were very helpful  
The GPs and nurses are very helpful at appointments. It is very easy to arrange an appointment  
The reception staff are always incredibly friendly and put you at ease. I visit regularly so it's like seeing a group of friends every time I come. They always take the time to say hello. All of the staff

are amazing and very supportive and I feel very well cared for by both Diane and Dr Snowden who I currently see for treatment. I feel they really take the time to listen and talk to be as a person rather than 'just another patient' as has been my experience elsewhere.

The service is perfect.

The staff are friendly and helpful and help me when test etc. given me anxiety

The surgery is very clean

The Surgery staff are always friendly, welcoming and helpful

Timing appointments making people feel comfortable

Timing, contact, patient care

Treat patients well and offer advice and good service.

Trying to find you an appointment

UHC are friendly, approachable and supportive and have a friendly warmth which I have never experienced in another doctors surgery. UHC really do go above and beyond in ensuring all patients are treated swiftly and with dignity and respect.

Usually I have to phone up on the day appointment but when I phone last week after coming out of hospital I managed to an appointment in advanced

Very caring doctor

Very friendly and helpful practice

Very friendly environment, helpful student service

Very good clinicians, the receptionists are a bit hit and miss. Sometimes they are amazingly helpful, other times they are incredibly patronising and incredibly unhelpful

Very helpful and try and help in the best way possible

Very helpful at reception easy to make appointment

Very kind and concerned and feel very well cared for.

Very Kind and pleasant staff

Very satisfied with everything

Very supportive and friendly

Very sympathetic and caring.

Very welcome family focussed service

Very well

Very well

Waiting times are comparatively good

Waiting times very short

Welcome people and offering a lot of different services

Welcoming

Welcoming and go out of your way to help

Welcoming, caring, supportive. Consistently attentive to details and my needs. Always opportunity to get convenient appointments Polite

When you actually get to see someone actually quite good

Yes ,I am very happy with the services you are offering

Yes

Yes you do well as it supposed to be

You don't prescribe medication without there being a need for that medication and don't feel an appointment needs to end with a new prescription.

Your reception is perfect.

## b) Do you have any suggestions for improvement?

Just extend the hours opening please

7 am appointments

A mental health support group run by patients for patients.

Add option, book on the day, appointment to online service. Open more appointments in general, as booking by phone is particularly hard to get through. Please work something out on this matter. It is very hard to get referral to a specialist - to get apt to see the Dr in general.

All good Thank you

Appointment on the day

Appointment system

Appointments on Saturdays and Sundays

Appointments run more on time keep waiting rooms slightly cooler

Automated phone bookings and easier online booking

Availability of appointments

Availability of appointments to book online Better telephone answering in the mornings

Availability of appointments

Be more strict with check-in cut off times less delays

Better communication in terms of not calling me during work unless an emergency, and not waiting until i chase to let me know test results are missing.

Better contraceptive advice more therapy recommendations

Better sticking to schedules.more pleasant music in waiting area- when ill you want something quite and relaxing

Better ways of making or booking appointments. attend to patient with more than one problem at least 2

By more listening

Coffee vending machine.

**Decrease waiting time, on two occasions I have been waiting 40-50mins**

Everyone very approachable at all times

Family and appointments for kids must be given priority. Frequent prescriptions for kids should be processed over the phone

Getting to see physio

Give appointments more time so that if there is a delay people do not wait hours to see the GP

Hard to say as I have never had any issues.

Have more appointments available to pre- book

I am happy as it is

I heard that the physio is gone - if only we could get funding to get her back

I much preferred seeing Doreen for blood tests. Her skills in my opinion were better than the phlebotomist.

I need to try booking on line again.

If the patient asks to see a doctor they can have their appointment with a doctor not a nurse.

It would be amazing if you could introduce your early morning Tuesdays again but I realise the recent and ongoing budget cuts have sadly put a stop to this service.

It's always been great

It's hard to get an appointment, so if its urgent then something needs to be done.

Keep all services

keep going and provide the same fantastic service

Last week I made 27 phone calls, with the recorded message saying the practice is closed until, and I was calling ten minutes after the official opening time. Just frustrating!! Please make sure message on phone is flipped over at 8-15 a.m.

Less book on the day appointments more flexibility to book in advance!!!

Longer opening hours, screen to tell you when to go to room.

Make it easier to book on the day appointments and more availability on line  
Make it easier to get an appointment i.e. Have a book on the day weeks in advance Not suitable for people with busy schedules  
Make it easier to make on the day/urgent appointments.  
Make online bookings less confusing  
Making on the day appointments for out of office hours available on line. Whenever I look they are always during the day.  
Maybe extra evenings like Thursdays but on Tuesdays or Wednesday as well. More Phlebotomy services in surgery.  
More appointments online in advance for doctors otherwise what is the point of an online booking system.  
More phlebotomy access  
More regular and available blood tests.  
More staff at reception or who can answer the phone  
More staff working on the phones to book appointments.  
My only complaint as when I booked for an implant fitting in November 2016 and the earliest appointment I could get was January 2017 - have more available implant fitting  
N/A  
No  
No  
No suggestions.  
None  
None  
None I am very happy  
None open weekend though  
Nope  
Not a thing  
Not really  
Nothing to add  
Online booking system - resetting your password function  
Only on occasion have I felt misunderstood or patronised and I understand as someone with chronic illness and mental health issues I could come across demanding, however I don't think my experience should be dismissed. Communication could be clearer on both parts perhaps.  
Opening hours Weekend - maybe Saturday  
Parking provision improvement if possible  
Phone contact - has always been bad!!  
Phone contact has always been bad  
Please don't close the surgery  
Possibly make reception area separate to waiting room for privacy  
Probably more internet appointments available to clear the phone lines  
Publish all available appointments on line  
Quick responses, easy access and friendly staff.  
Seeing one Doctor continually greatly improves treatment, yet when attempting to make an appointment with a specific Doctor the receptionists always seem to block this.  
Shorter time of booking appointments through phone would be nice.  
Telephone consultations walk in GP service  
The doctor I saw did not seem to understand my medical condition as I see different doctors all the Time and I spend time explaining myself.  
The only problem I have sometime is parking  
The questionnaire is too long for anyone, especially for sick person.  
The reception staff are sometimes very standoffish, sometimes really nice and helpful.



To consider not all patients are students - average patients need different things - support. To be offered to see same doctor for continuous treatment.

To keep the doctors open longer or open on weekends

Weekend appointments

Weekend services - Appointment booking online

Why change things when they work.

With funding restrictions and cuts being imposed on the GP surgery a number of services have been discontinued (such as blood clinics, physio etc.) which have greatly impacted upon patient's lives.

Would be good to be able to book appointments a bit earlier than on the same day.

Yes as stated above a mental health support group run by patients for patients

Yes feel Dr Snowdon should be downstairs in Dr Littlewoods room. Easier Access.

You could try and give more options for online appointments

*Thank you for taking the time to answer these questions. The answers will be collated and analysed and will help to improve our standards and services. The survey report will be available in Reception and will be published on our website.*

Thank you for completing this Questionnaire. We really appreciate it.