

The Farley Road Medical Practice survey had **431** responses. – thank you

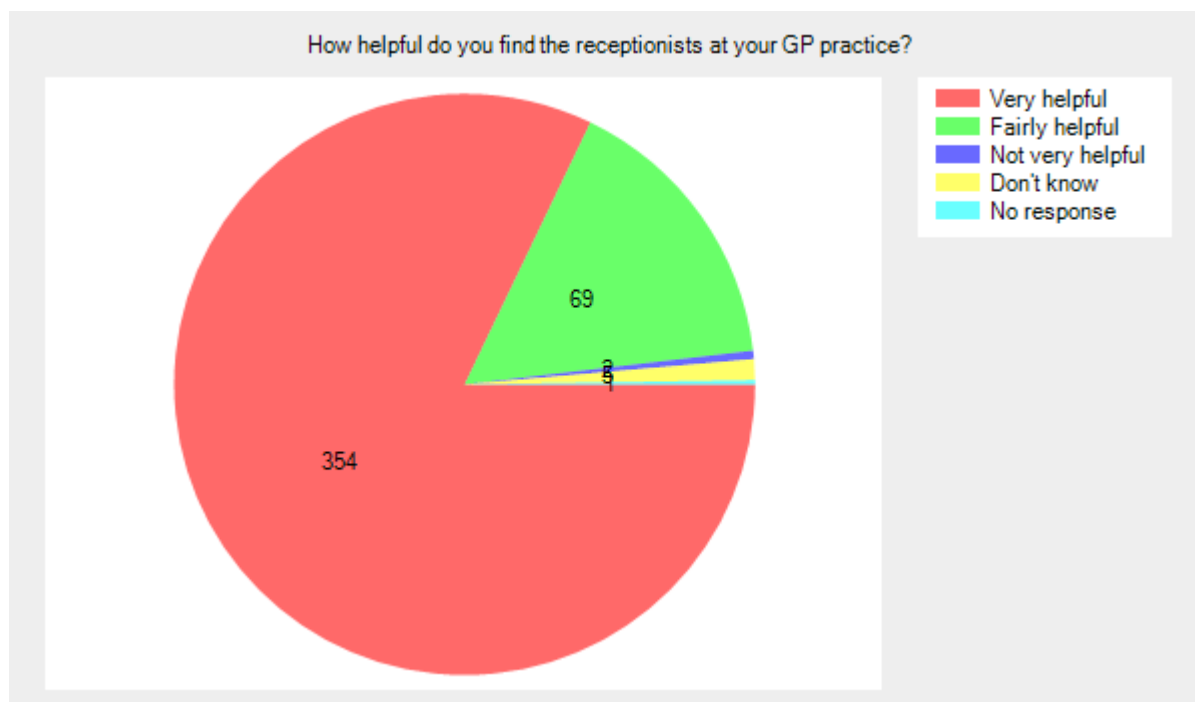
Generally, how easy is it to get through to someone at your GP practice on the phone?

- Very easy - **162** (37.6%).
- Fairly easy - **227** (52.7%).
- Not very easy - **20** (4.6%).
- Not at all easy - **6** (1.4%).
- Haven't tried - **15** (3.5%).
- No response - **1** (0.2%).



How helpful do you find the receptionists at your GP practice?

- Very helpful - **354** (82.1%).
- Fairly helpful - **69** (16.0%).
- Not very helpful - **2** (0.5%).
- Not at all helpful - **0** (0.0%).
- Don't know - **5** (1.2%).
- No response - **1** (0.2%).



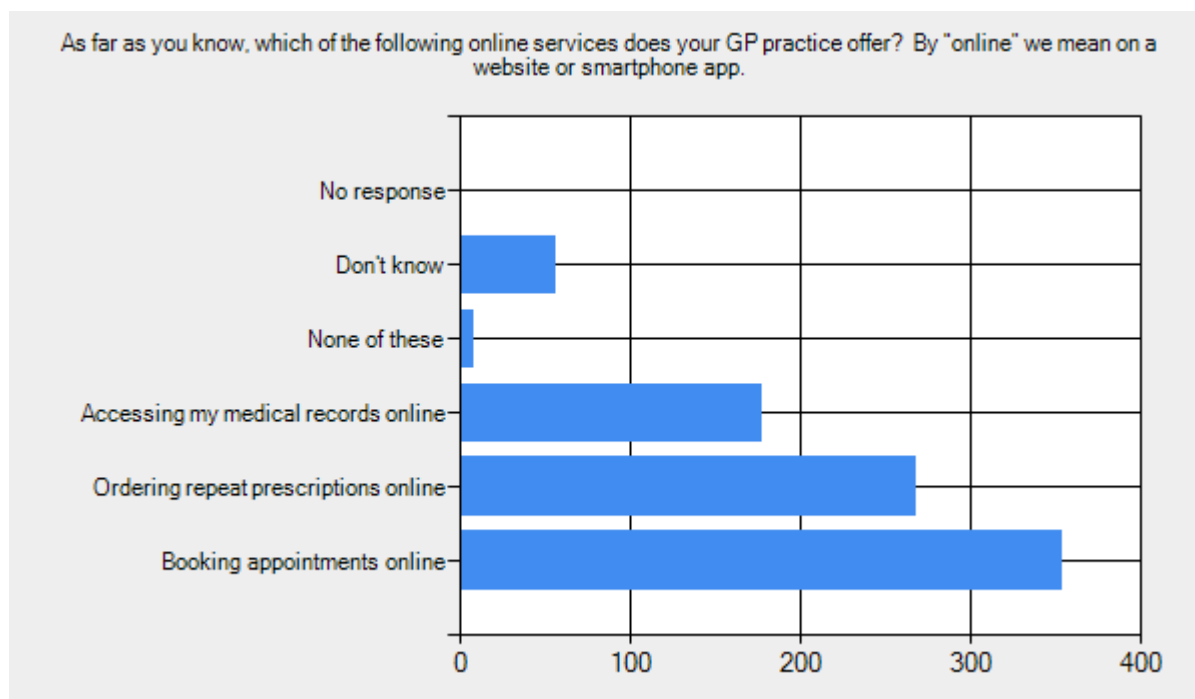
In the past 12 months, have you booked general practice appointments in any of the following ways?

- In person - **151**.
- Via another route, such as NHS 111 - **3**.
- No response - **0**.
- By phone - **358**.
- Online including on an app - **168**.
- Doesn't apply/ none of these - **6**.



As far as you know, which of the following online services does your GP practice offer? By “online” we mean on a website or smartphone app.

- Booking appointments online - **354**.
- Accessing my medical records online - **177**.
- Don't know - **56**.
- Ordering repeat prescriptions online - **268**.
- None of these - **8**.
- No response - **0**.

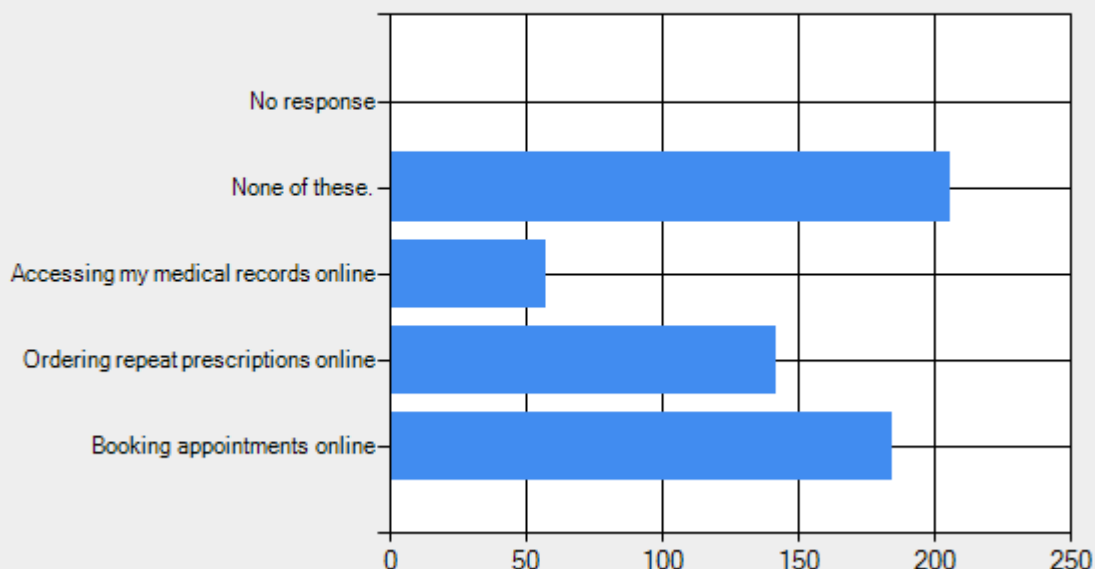


Which of the following general practice online services have you used in the past 12 months? By “online” we mean on a website or smartphone app.

- Booking appointments online - **184**.
- Accessing my medical records online - **57**.
- No response - **0**.

Ordering repeat prescriptions online - **142**.
None of these. - **206**.

Which of the following general practice online services have you used in the past 12 months? by “online” we mean on a website or smartphone app.

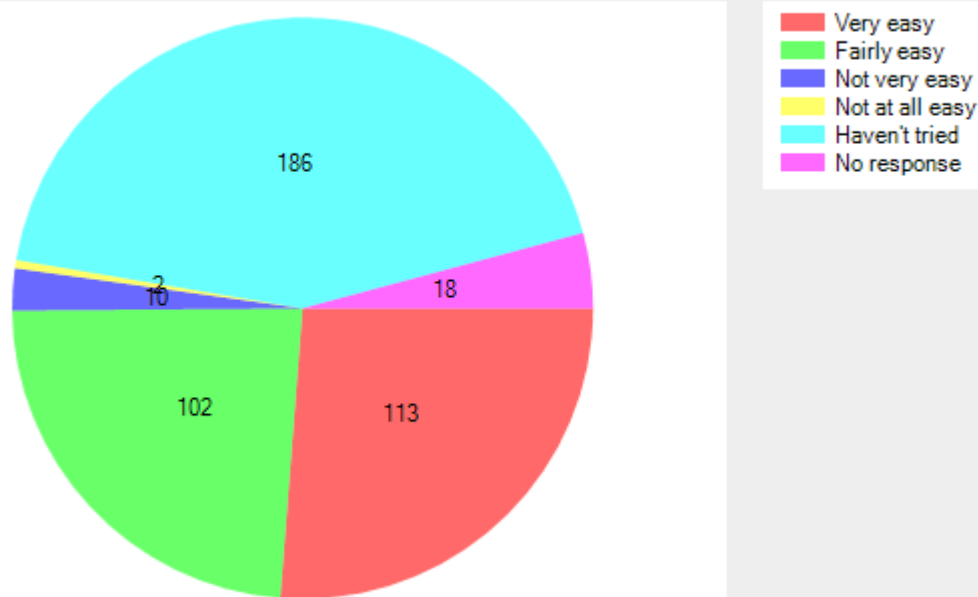


How easy is it to use your GP practice’s website to look for information or access services?

- Very easy - **113** (26.2%).
- Not very easy - **10** (2.3%).
- Haven’t tried - **186** (43.2%).

Fairly easy - **102** (23.7%).
Not at all easy - **2** (0.5%).
No response - **18** (4.2%).

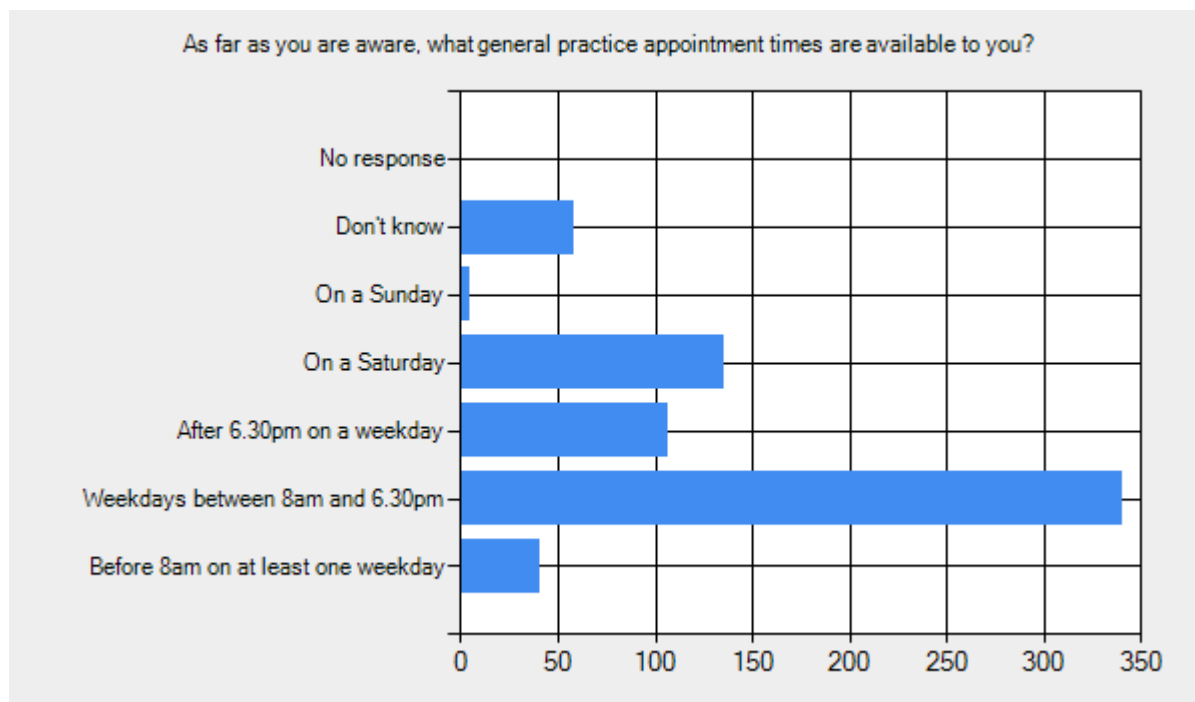
How easy is it to use your GP practice’s website to look for information or access services?



As far as you are aware, what general practice appointment times are available to you?

- Before 8am on at least one weekday - **41**.
- After 6.30pm on a weekday - **107**.
- On a Sunday - **5**.
- No response - **0**.

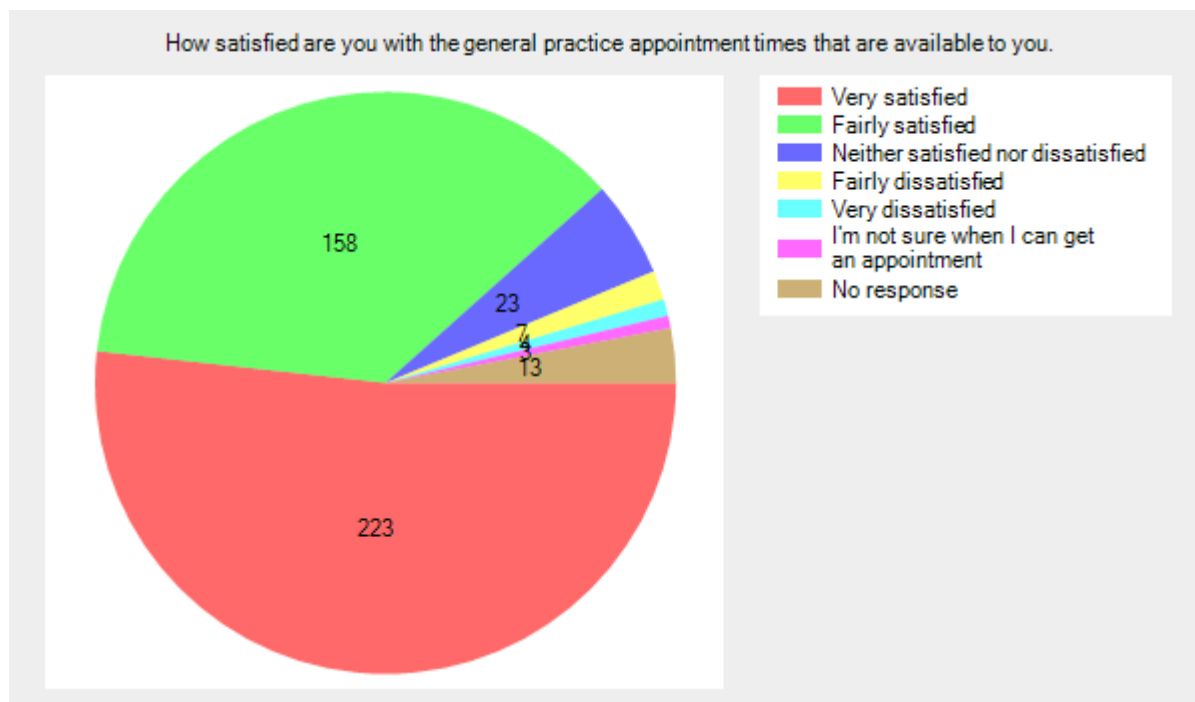
Weekdays between 8am and 6.30pm - **340**.
On a Saturday - **135**.
Don't know - **58**.



How satisfied are you with the general practice appointment times that are available to you.

- Very satisfied - **223** (51.7%).
- Neither satisfied nor dissatisfied - **23** (5.3%).
- Very dissatisfied - **4** (0.9%).
- No response - **13** (3.0%).

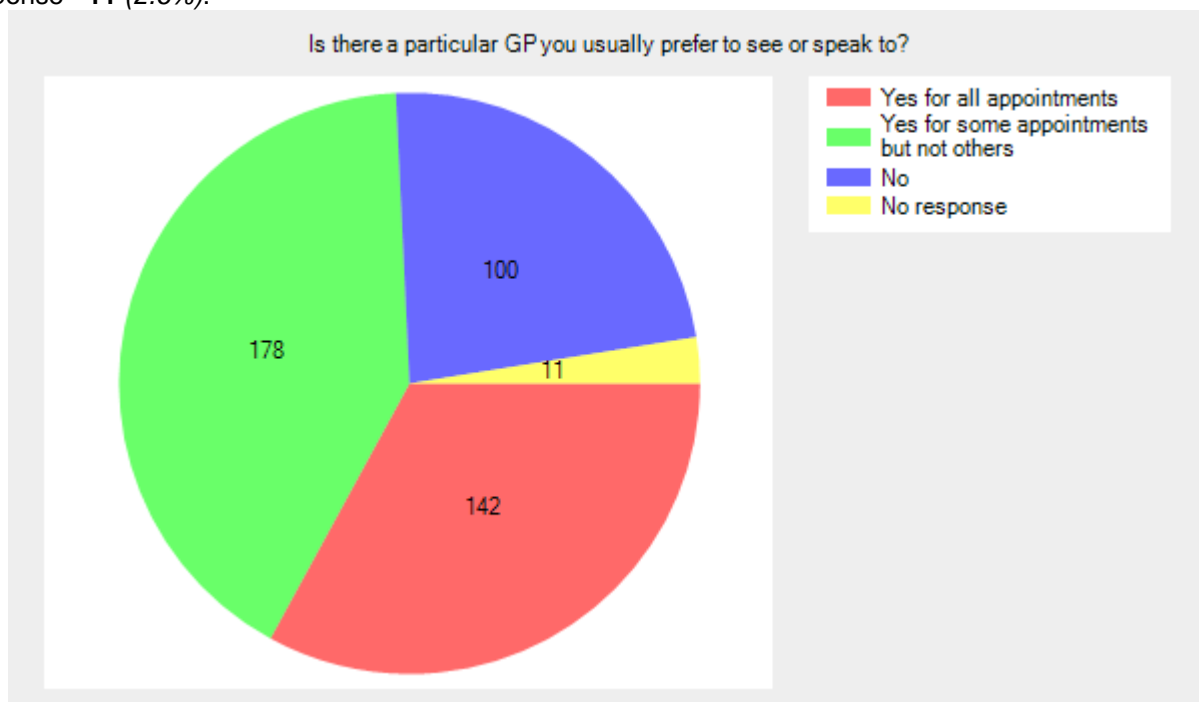
Fairly satisfied - **158** (36.7%).
Fairly dissatisfied - **7** (1.6%).
I'm not sure when I can get an appointment - **3** (0.7%).



Is there a particular GP you usually prefer to see or speak to?

- Yes for all appointments - **142** (32.9%).
(41.3%).
- No response - **11** (2.6%).

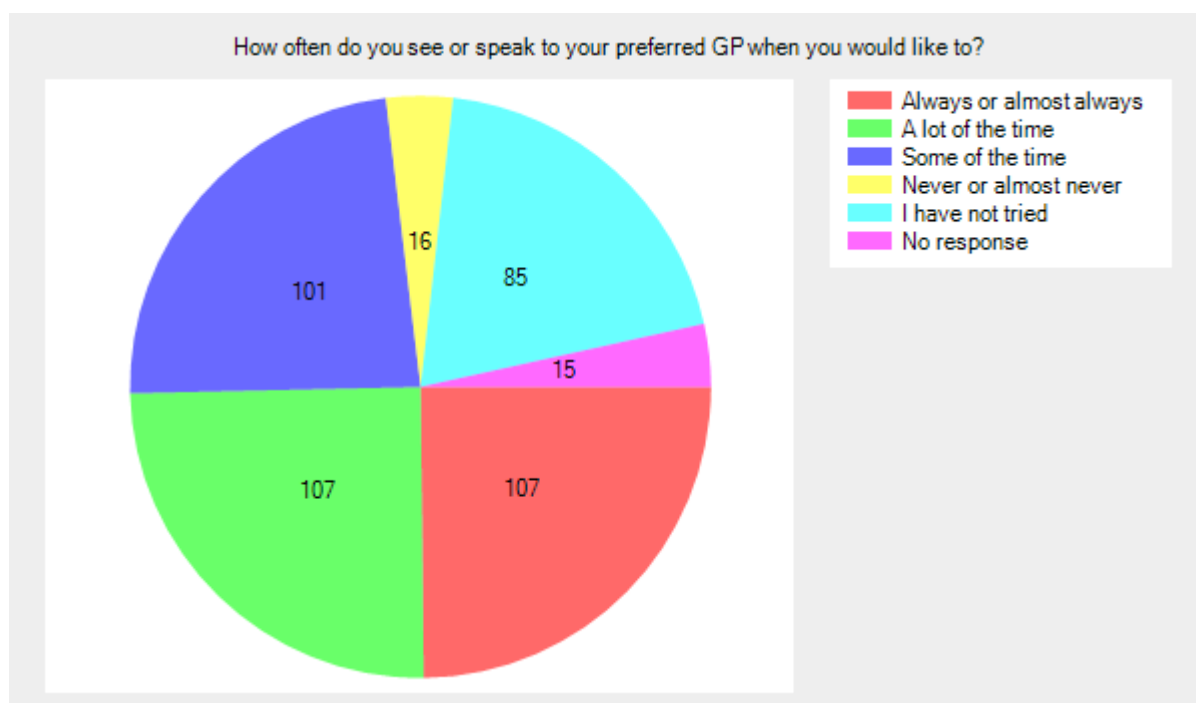
Yes for some appointments but not others - **178**
No - **100** (23.2%).



How often do you see or speak to your preferred GP when you would like to?

- Always or almost always - **107** (24.8%).
- Some of the time - **101** (23.4%).
- I have not tried - **85** (19.7%).

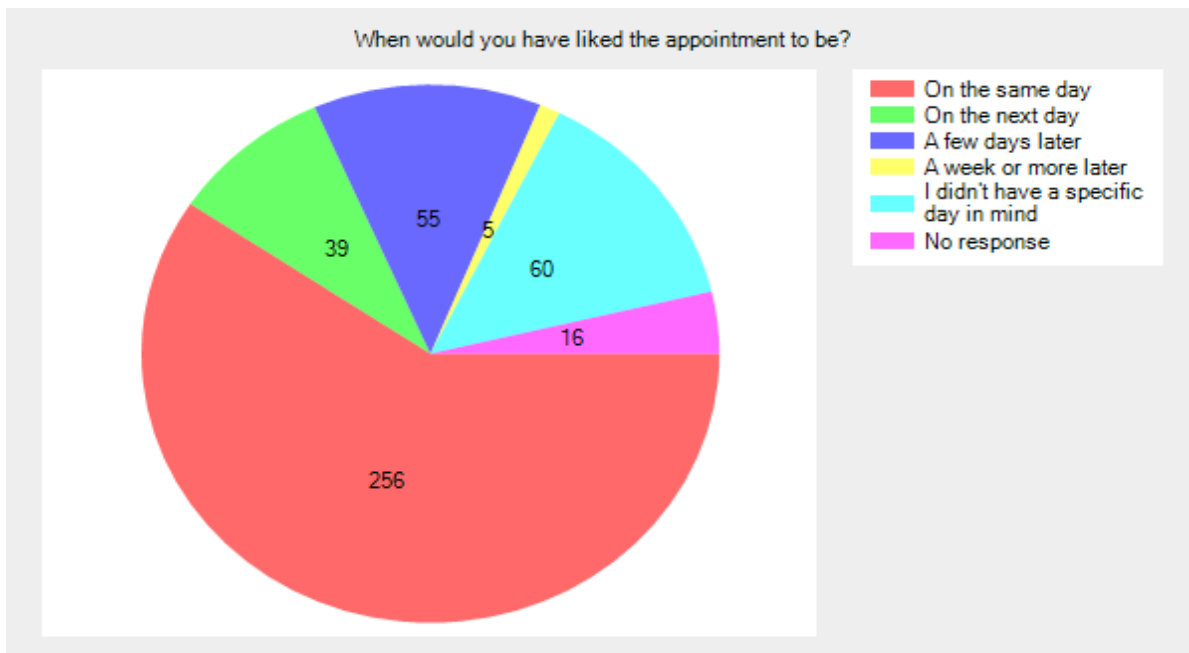
A lot of the time - **107** (24.8%).
Never or almost never - **16** (3.7%).
No response - **15** (3.5%).



When would you have liked the appointment to be?

- On the same day - **256** (59.4%).
- A few days later - **55** (12.8%).
- I didn't have a specific day in mind - **60** (13.9%).

- On the next day - **39** (9.0%).
- A week or more later - **5** (1.2%).
- No response - **16** (3.7%).



What type of appointment did you get? I got an appointment....

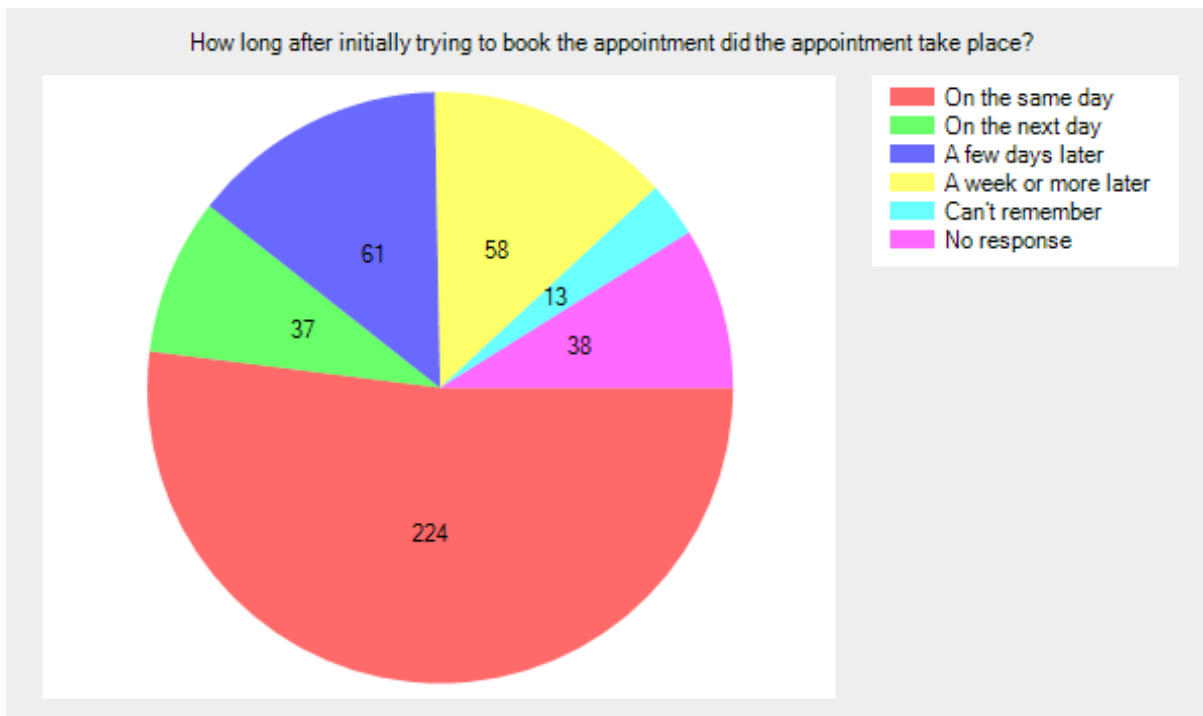
- ...to speak to someone on the phone - **53** (12.3%).
- ...to see someone at my GP practice - **344** (79.8%).
- ...to see someone at another general practice location - **13** (3.0%).
- ...for a home visit - **1** (0.2%).
- No response - **20** (4.6%).



How long after initially trying to book the appointment did the appointment take place?

- On the same day - **224** (52.0%).
- A few days later - **61** (14.2%).
- Can't remember - **13** (3.0%).

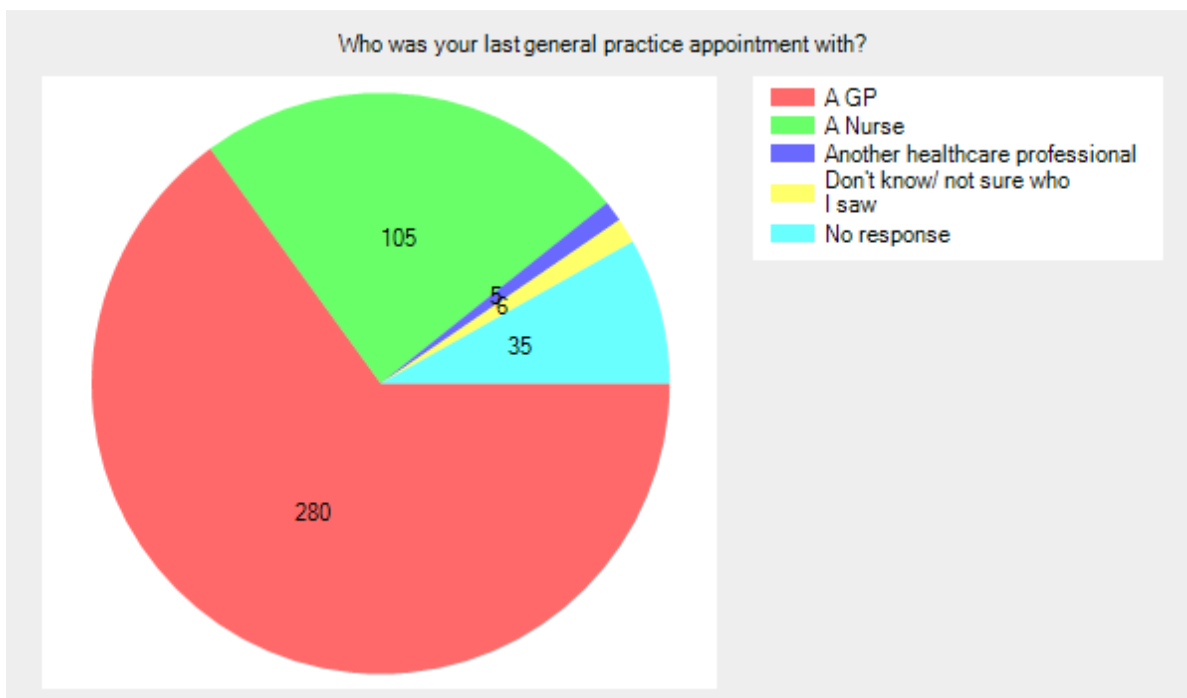
On the next day - **37** (8.6%).
 A week or more later - **58** (13.5%).
 No response - **38** (8.8%).



Who was your last general practice appointment with?

- A GP - **280** (65.0%).
- A general practice pharmacist - **0** (0.0%).
- Don't know/ not sure who I saw - **6** (1.4%).

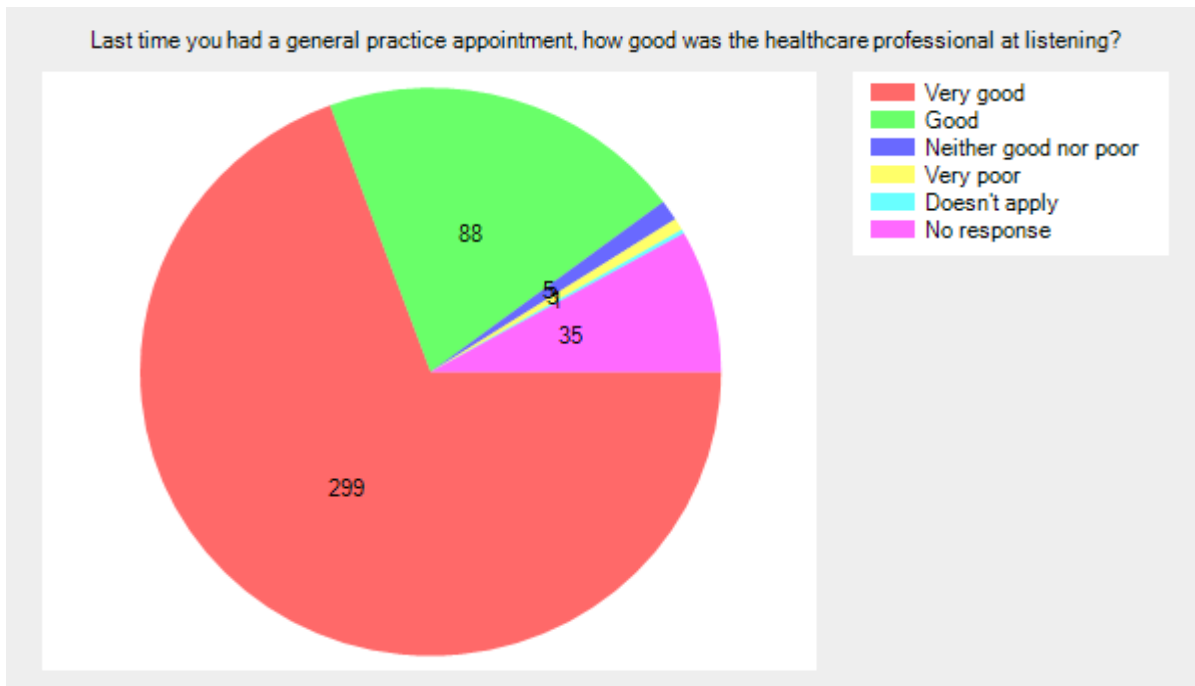
A Nurse - **105** (24.4%).
 Another healthcare professional - **5** (1.2%).
 No response - **35** (8.1%).



Last time you had a general practice appointment, how good was the healthcare professional at listening?

- Very good - **299** (69.4%).
- Neither good nor poor - **5** (1.2%).
- Very poor - **3** (0.7%).
- No response - **35** (8.1%).

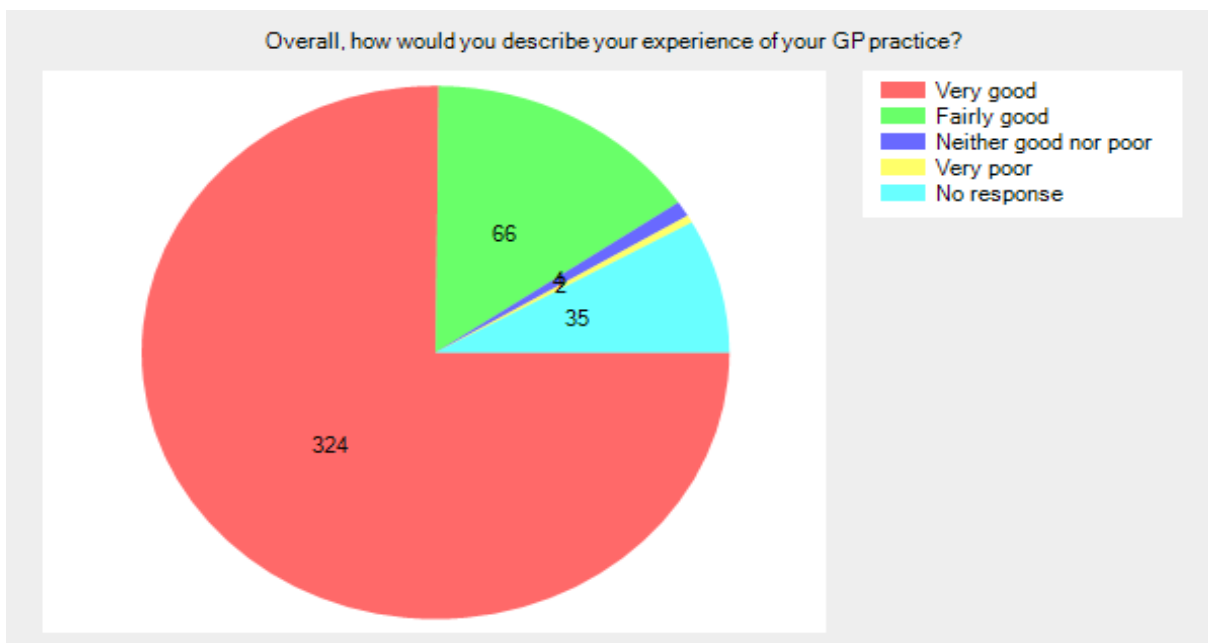
Good - **88** (20.4%).
 Poor - **0** (0.0%).
 Doesn't apply - **1** (0.2%).



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

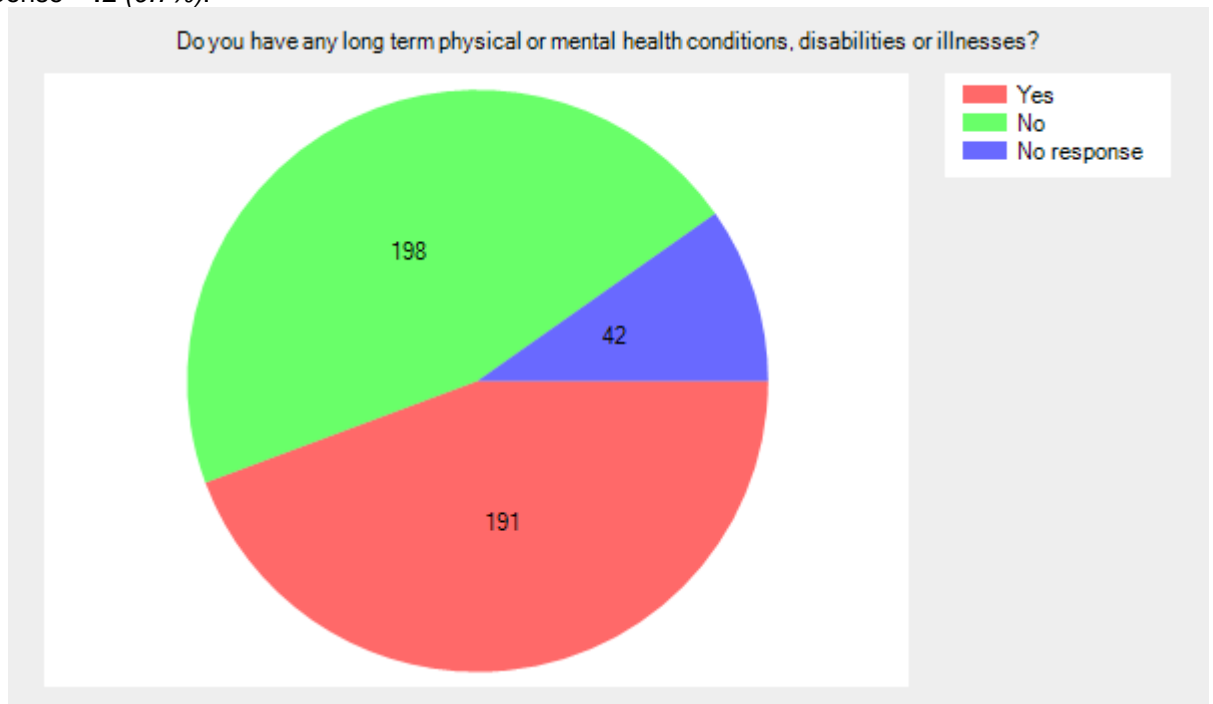
- Very good - **324** (75.2%).
- Neither good nor poor - **4** (0.9%).
- Very poor - **2** (0.5%).

Fairly good - **66** (15.3%).
 Fairly poor - **0** (0.0%).
 No response - **35** (8.1%).



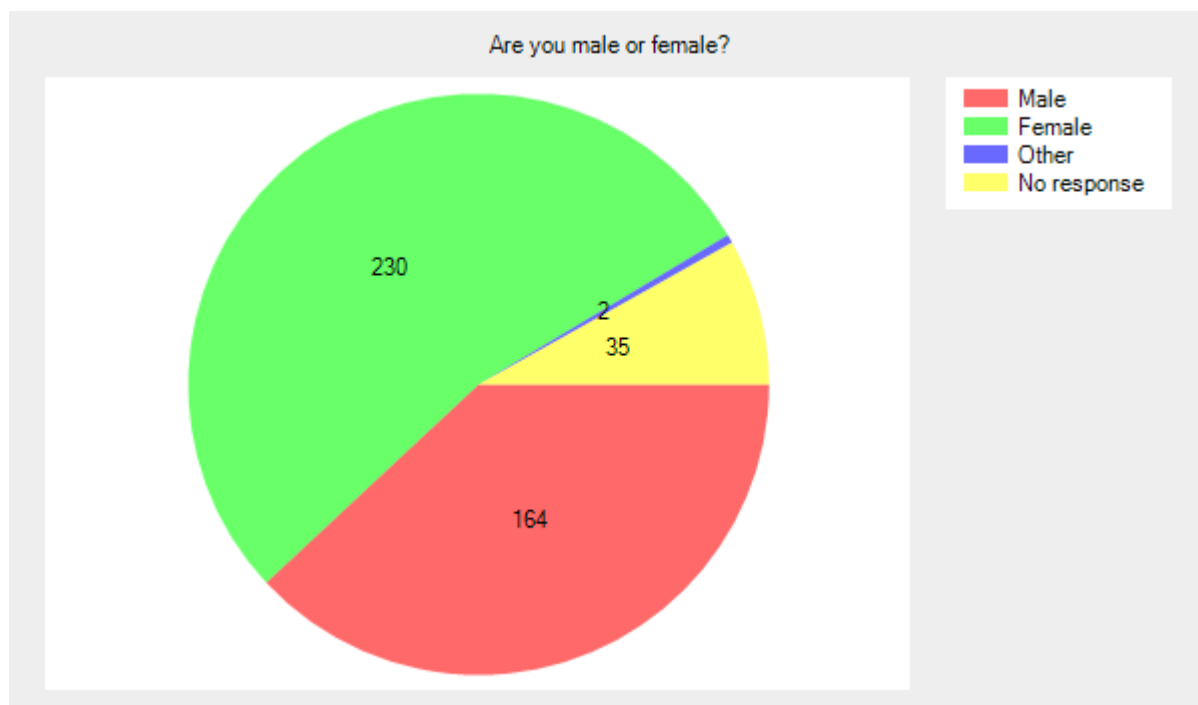
Do you have any long term physical or mental health conditions, disabilities or illnesses?

- Yes - **191** (44.3%).
- No - **198** (45.9%).
- No response - **42** (9.7%).



Are you male or female?

- Male - **164** (38.1%).
- Female - **230** (53.4%).
- Other - **2** (0.5%).
- No response - **35** (8.1%).

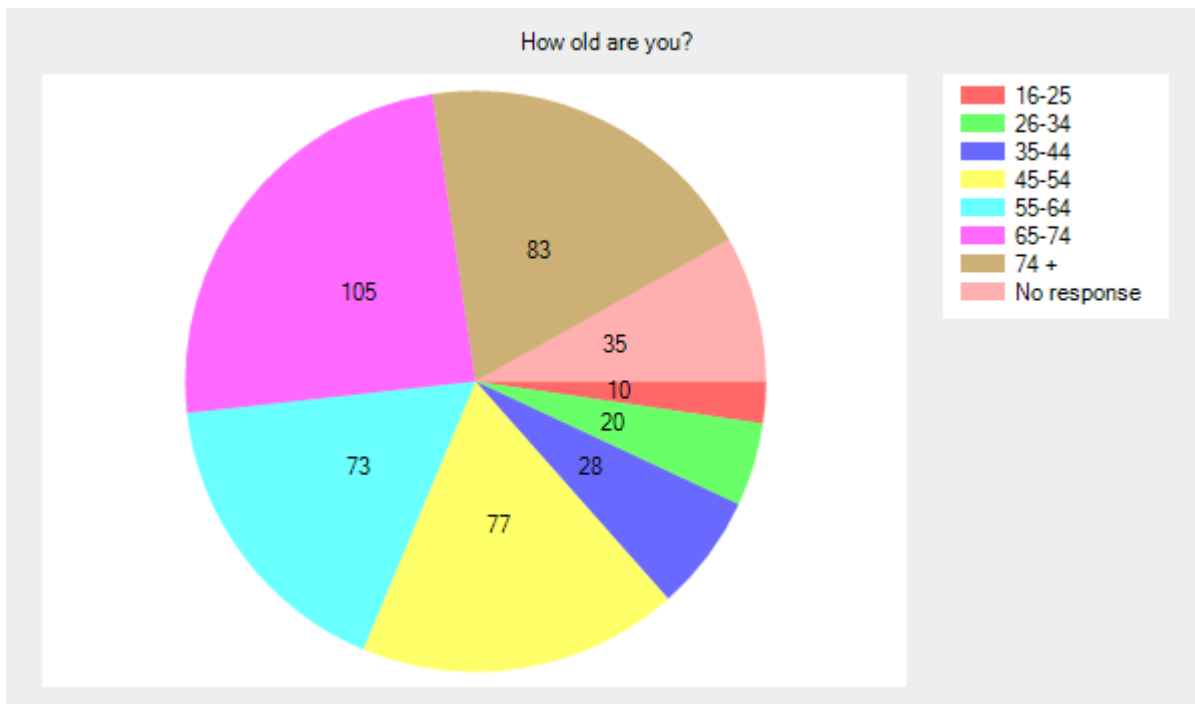


How old are you?

- 16-25 - **10** (2.3%).
- 26-34 - **20** (4.6%).

- 35-44 - **28** (6.5%).
- 55-64 - **73** (16.9%).
- 74 + - **83** (19.3%).

- 45-54 - **77** (17.9%).
- 65-74 - **105** (24.4%).
- No response - **35** (8.1%).



What is your ethnic group?

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

- | | | | | |
|-----------------------------------|--------------------------|-----------|-----------------------|---------------------|
| • White (51) | British (36) | mixed (2) | White British (149) | English (22) |
| • White British (1) | Black Afro-Caribbean (1) | | British Asian (7) | Asian (9) |
| • Black British (3) | Irish (3) | | white British (7) | Bangladeshi (5) |
| • Caucasian (2) | Black African (1) | | Asian Indian (2) | Indian (5) |
| • British (2) | White English (2) | | British Indian (2) | African (1) |
| • Black (2) | black British (1) | | English (1) | White European (2) |
| • British Pakistani (1) | | | White English (1) | Mixed Caribbean (1) |
| • Mixed white/ afro Caribbean (1) | | | Chinese (1) | Black Caribbean (1) |
| • European (1) | White uk (1) | | White Asian (1) | White Irish (1) |
| • Turkish Cypriot (1) | | | White Anglo-Saxon (1) | British C of E (1) |
| • white British (1) | White/Mixed (1) | | White Arab (1) | Mixed (1) |
| • Indian (1) | Hindu (1) | | Person of colour (1) | white (1) |
| • WB (1) | Pakistani (1) | | British (1) | British Irish (1) |
| • White British (1) | | | British White (1) | |

Thank you for your time in filling in this survey, please feel free to leave any further comments or suggestions in ways that we can improve the practice

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

- it's very good as it is, thank you
- Always been satisfied with the practice
- When having to call dead on at 8am to book an appointment, it is very frustrating- as every patient rings then and it can take up to 20-30 minutes to get through and by that time an appointment has gone and you have to wait until later in the day or the next day. Surely there must be a solution to this problem. **Yes there is, please join on line to have access to either the MY GP App or Patient Access, this will give you access to the appointments on line.**
- I would like it to be easier to book appointments with my preferred Gp. The wait can be weeks and weeks - I generally end up seeing someone who does not know me nor do I know him/her. **We will always try and fit you in with your preferred GP of choice but it is not always possible**
- More information about the specific services available i.e. mental health, specific for youngsters/teenagers **always check the website there is a lot of information on there and in Patient Info** <https://patient.info/>
- I recently had a bead fall hurting my face and shipping a couple of teeth. I was up in London at the time and called into Guys Hospital as particularly concerned about the teeth. No A&E there- saw a dentist who insisted I must see a doctor and then to go Kings College dental trauma until the next day. I was severely shocked, in a lot of pain and just wanted to get home. However following advice we called into the Farley Road Surgery on the way home about 3.25ish. I realise that doctors must be aware of head injuries but when I returned for an appointment that afternoon at 5.30 I was directed to A&E. I waited for 4 hours and only saw an Agency Nurse- no doctor etc. so I feel I had no specialist care there, X-ray or stitches, not that I wanted that. Just advice about the teeth and being able to rest at home. I didn't go to Kings but has good care from a local dentist and the face healed up well. Just felt like another cost to the NHS when GP advice would be sufficient. Thanks, I had a reply already, Doctor phoned me. **We are glad that you are well but we are not a walk in service or a minor injuries unit or A&E, your health is of our concern and the best place for you to be looked at would have been these facilities for any kind of fractures which a GP would not of been able to see this.**
- Booking appointments online for myself or one of my children. I have logged in before, but only my details I could see. **please contact the surgery and the admin team will help you**
- There should be later appointments in the evenings and they should be available every evening not just on alternate week. **We offer late night surgery every Friday, alternate Tuesdays and Wednesday along with late night telephone appointments** A+E website does not give the dates of extended hours so if you are not online you cannot see or book them. **Please check our website for up to date information** <https://www.farleymedical.co.uk/pages/Times> there should be more appointments available on Saturdays. **We are open 3 out of 4 Saturdays a month.** Most of the receptionists are very helpful but there are some who are not, especially over the phone. They should always be able to book you an appointment. There should always give you all the options, you shouldn't have to call back at a later time or on another day. You should always be able to book in advance appointments especially for routine consultations/conditions. You should be able to call anytime between 8am and 6.30pm to get test results, limiting it to 11-3pm is not good for people who work. **You can call for your results from 10am – 4.30pm, you can sign up to view your medical records on line and have access to them 24/7 there is no need to ring for results.** The receptionists should be able to give results outside of these hours. When calling the surgery you should have to listen to surgery information. if the call is answered you should be speaking to someone immediately or the call should not be answered
- Sometimes it is a bit difficult to obtain an appointment for my husband. He either needs early morning or late evening. Apart from that I would say everything is great and I am happy being at this surgery. Thank You. **please sign up to appointments on line or download the MYGP app**
- Saturday morning surgery possibly alternate weeks if possible **we have 3 out of 4 Saturdays a month**
- Generally good, would like the option to be able to have a telephone appointment at a set time by a doctor that I choose to talk to. A doctor calling back at a time when it is convenient for

them may not work for the patient. we will always try our best to call you back at a time that suits but it is not always possible due to the doctors wither seeing patients in surgery or out doing home visits.

- Extremely satisfied with this practice
- Every aspect of this practice more than meets mine and my wife's needs. I rate it as excellent.
- always helpful
- Having one app for making appointments and ordering repeat prescriptions would be more helpful than using two as is currently. thank you for your feedback it's about giving patients choice and access to what suits their needs
- CUH medical reports often not copied to me. Blood test reports not checked and reported. e.g. kidney should be >60 yet it is 43
- Please do keep Forestdale surgery open, it is a lifeline and walking distance. It also has much easier parking. My GP is excellent but to see her does mean a wait of 2-3 weeks for a non-urgent appointment and I don't like having to phone in the morning on the off chance she might have an appointment if I am not sick as such in the hope of seeing her earlier. We hear you, we do try and keep the branch open 5 days a week but sometimes due to staff shortages like holiday and sickness we have to bring the staff back up to the main site but we will try harder to keep the branch open 5 days a week.
- Dr Jasper could not diagnosis health. 2 serious conditions. Thank god there are lovely doctors as this practice.
- the online appointment system needs improvement the practice does not have any say over the online booking systems I'm afraid it's the national booking system for all practices
- Overall a very well run surgery, with two locations which can be very useful. Any issues I have with the surgery are more related to general NHS issues than specifically the surgery itself.
- Very pleased with the service at this practice
- Disappointed that I tried to book an appointment for my 6 year old daughter, I called at 9 am and was told there were no appointments available I said it was for my daughter the receptionist did not ask me her age or what was wrong with her. I asked her for the next available appointment today being Friday it was Monday afternoon at the other surgery. She did say if I needed help before the appointment I could try a walk in centre which is open over the weekend. I'm sure my daughter could of been seen at the end of appointments she really wouldn't of taken up much time, disappointed I wasn't asked more details. This is the first time I've phoned for an appointment for 1 of my 3 children and not been given an appointment on the day. Disappointing must be down to government cuts I expects I'm sorry to hear that you was not able to get an appointment, we can only offer what we have and we do see extras as well, please join patient access for appointments on line.
- More needed accommodating attitude from Dr Jasper. Not friendly even when a chance patient due to the sickness of Dr Patel. Didn't explain my HBA1c or LFT. Greeted good afternoon- did not even responded and appeared inconvenient for him that I am being seen for a blood test result and post new diabetic medication. Thank you to pam and her other female colleague to place us with another Gp to be seen today.
- Make online access for appointment more simple if you are having trouble please call the admin team who may be able to help
- Having to wait long time for repeat prescriptions to be returned to chemist we turn round all prescriptions within 48 hours, if your prescriptions are late then this will be with the chemist and their issues, please contact the practice if you need to discuss further
- Very difficult to maintain continuity with the same Gp for the same complaint
- Had a health check today 7/1/19 with Karen Scarlett. Karen was very professional and good at her job.
- I have a fantastic GP and I think the staff at my surgery are excellent.
- Popular doctors are often booked up weeks ahead. If you want to see the same doctor for ongoing issues/treatment it often means seeing the same doctor is impossible.
- On the rare occasions I need to see a doctor in an emergency it has been possible to do so that day usually if I ring early.
- There should be many more appointments available on line. Those currently available are always some time in advance. By do so this will reduce your phone call traffic and enable people to best manage working diaries or travel arrangement to suit available appointments. Also I don't understand the logic when you call for an appointment on the day and an AM is not

available you then have to call again after 12noon to see a PM appointment is free. This just ties up your time and mine, if there is a suitable PM in the morning why not just book it? **all our appointments are on line we don't separate them, we ask patients to call back after 12 to see if there are any cancellations and we have more GPs on in the morning than the afternoon**

- Excellent practice
- A 5* practice
- I feel we have a very good practice. If your doctor is not available, the nurse practitioner will try to see you. All the receptionists are most helpful and smile and are very willing to help. Thank you for such a good practice.
- None that I can think of
- I am happy with the doctors all are very helpful. I sometimes wish they had more initial time with the patient I do wish it was possible to go back to the system of appointments when you were able to wait until the end of surgery and were able to see a GP on that day. **We do offer emergency appointments at the end of booked surgery but they are for emergencies and usually a very quick short appointment.** I do appreciate I am not the only patient to see but sometimes when you are feeling low and ill it is not easy to be told there are no appointments that week. it is not easy to have a phone by 8.30 as people are often in work that time and bosses are not keen to allow staff to use a phone thank you for listening to me **please sign up to appointments on line**
- Usually satisfied with arrangements. I am retired so probably more flexible over appointments than people that work.
- None, happy as it is
- people are more important than money
- Gp practice all around good. Still cannot get the website up and running.
- Incredible practice. I know how hard it is to do same day appointments but this is generally the only time ill contact the surgery, if I really need an appointment. You offer such a wonderful service. **thank you**
- Very helpful if able to see same GP for long term medical issues. Get better service and less time wasted having to explain story again and again. NB- Not all patients will get on with all GP's. So good to have a bit of a choice.
- Any problems I doubt would be your fault; the way the country is governed has caused all the problems. We love you guys.
- I cannot too highly commend the ability to phone at 8am for an appointment on the same day.
- The Thursday receptionist is fab, so kind and helpful.
- I am very happy with the Farley Road/ Forestdale Surgery. Doctors, Nurses and other staff very good at their jobs. Ensuring that all my concerns when raised are dealt with in a very professional and caring manner. Glad I am a patient at this surgery/practice
- Thank you for your good work
- weekend would be helpful **we're open 3 out of 4 Saturdays a month from 8.30am – 10.30 am all pre bookable, no walk in appointments, we have a GP and nurse working on the Saturday**
- more same day appointments **most of the appointments are same day**
- What is the purpose of this document? And what do you want people to do with it? for example "please complete it"
- All good, by far the best GP I come to
- I have no further suggestions as I have always been looked after in the best possible way.
- An amazing surgery with fantastic staff
- I hope I never have to change my doctors. I find all the staff here very friendly, empathetic, helpful and professional.
- Staff always helpful on phone or in person
- Question 15: Only once didn't feel much helped and appointment very quick. Dr JAITLEY is excellent she has always been extremely helpful. If you would like to see a specific doctor I have found that you have to wait 3 weeks but you can see someone else on the day.
- Last time I tried to register online it did not work. **please call the admin team who will be able to help you**
- Employ GP's who have empathy and know what they are talking about. Knowledge comes with experience so employ some older GP's not a practice of recently qualified to save money who knows very little.

- Website: issues around repeat prescriptions. When you request medications that are not shown no reply is sent to say they have been approved. This causes confusion. Also the log off icon is not in full display.
- If I do want to see a particular Dr I have had to wait weeks in the past or even had to end up seeing someone completely different. For my son who is ASD it would be nice to have the same DR but this has not always been possible even if wanting to wait a few days to get an appointment with same DR. it is great though being able to get an appointment that day if needed though.
- Compared to my previous GP this one is much more user friendly.
- A display screen to display who is up next would be helpful. **due to the layout of the waiting room this would not be feasible we would have to have about 4 of them to patients can see from different seating positions**
- I have always been really pleased with the help and support given at this surgery and I have been coming here for over 45 years. Thank You.
- To be able to book same day appointments online if you have an emergency such as asthma. if the doctor is running late, to be advised **please use patient access on line**
- This is a first class practice with empathy, efficiency and professionalism. Dr Jasper's kindness and consideration is the hallmark of this practice from medical to clinical staff. We are lucky to have this practice nearly and grateful.
- I am very hard of hearing and find it very difficult on the phone and in the waiting room; I also have to use a walking aid. **we have hearing loops at both sites to help**
- It would be a good idea to be able to book a blood test with a Nurse online. I always have to phone to do this. **All our phlebotomists appointments are bookable on line**
- An outstanding GP surgery that puts patients first despite all the many pressures. Can always get an appointment when one is needed and when my 3 year needed one late in the day he was seen and he needs met perfectly. Thank you for what you do. As a practice nurse I can only appreciate your staff's efforts all the more. Keep up the good work!
- Answer phone- disembodied voice with too much uninteresting information.
- I think you do your best under the circumstances
- None. all well
- A splendid practice. Both Doctors and Nurses and reception/phone
- Receptionists need to show more empathy especially towards younger patients.
- A very good practice I have used since 1976. Lovely Doctors and Nurses and the Receptionists are very helpful. Not always easy to get my preferred Doctor as she is very popular, Dr J Cockell. I think the overall attitude to patients is excellent.
- I have been at this surgery all my life. The receptionists, staff, Nurses and Doctors are great especially Dr JAITLEY. Thank you.
- I would recommend more evening appointments and weekends if possible for people who work. Have more appointments that are quick and short for people who want just a repeat. Receptionist should be more helpful and be able to give an appointment over the next few days. **We offer late night surgery every week and we are open 3 out of 4 Saturdays a month. Please sign up to appointments on line.**

THANK YOU ALL FOR YOUR TIME AND YOUR COMMENTS