

The Humbleyard Practice
www.humbleyardpractice.co.uk
Patient Participation Group and Survey 2014

Cringleford Surgery
www.cringlefordsurgery.co.uk



Hethersett Surgery
www.hethersettsurgery.co.uk



Mulbarton Surgery
www.mulbartonsurgery.co.uk



Humbleyard Practice Opening Times and Contact Details

**Cringleford Surgery
Cantley Lane
Cringleford
Norwich
NR4 6TA
Telephone: 01603 454678
Appointments: 01603 455379
Fax: 01603 458287**

**Hethersett Surgery
Great Melton Road
Hethersett
Norwich
NR9 3AB
Telephone: 01603 810250
Appointments: 01603 811323
Fax: 01603 812402**

**Mulbarton Surgery
The Common
Mulbarton
Norwich
NR14 8JG
Telephone: 01508 570212
Appointments: 01508 570827
Fax: 01508 570042**

**Our opening times are:
Monday - Friday: 08:30hrs to 18:30hrs**

Virtual Patient Participation Group

The Humbleyard Practice 2013/14

We have continued to advertise our Virtual Patient Participation Group (VPPG) throughout the Practice using the methods adopted last year namely;

- Notices and applications in the waiting rooms and reception areas.
- A notice and link to the application form on our website.
- Direct contact with patients in the consulting rooms by GP's and Practice Nurses.
- Making receptionists aware of unrepresented groups particularly young patients.

Initially we reassessed the patients who participated in last year's Virtual Group to ensure that it was appropriate to approach them this year i.e. that they were still registered patients.

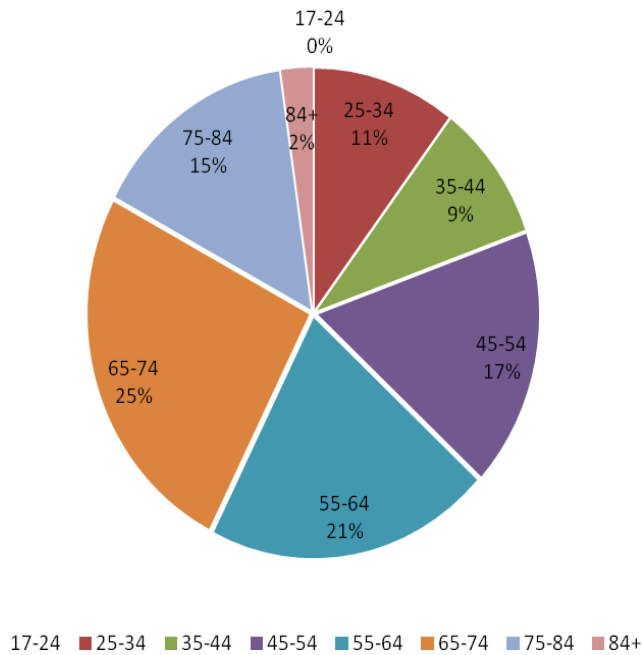
It was also apparent that we needed to ensure that we were representing the views of patients from minority groups. Both clinicians and receptionists were reminded of the importance of these groups being given the opportunity to be representative of our patient population within the VPPG, particularly patients aged 17 to 24 who are not represented and difficult to engage.

We have also recognised the need to investigate the possibility of setting up a Patient Participation Group. We emailed the VPPG initially, to ask for volunteers and we received a reasonable response. We realise the difficulties of forming such a group. We have a large catchment area whose patients all have different expectations and needs. These issues must be addressed if we are to pilot a group successfully.

The application form for the VPPG is included. [See Appendix 1.](#)

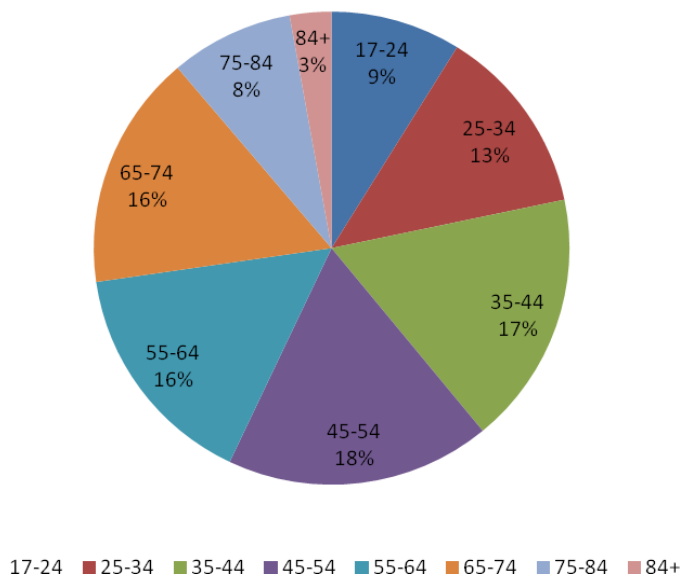
Age distribution of the VPPG:

VPPG Patients in Age Bands



Age distribution of the Practice population:

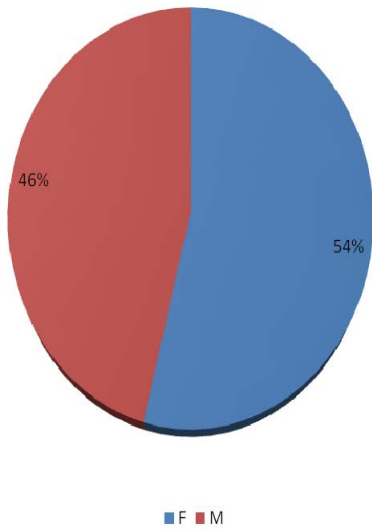
Practice Age Band Split



Whilst the age distribution of our VPPG fairly accurately reflects our patient population, it is obvious the VPPG does not represent 17-24 year olds. We will continue to encourage patients from this age group to take part.

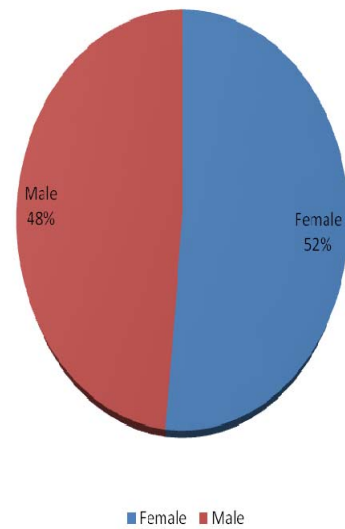
Gender distribution of the VPPG:

VPPG Gender Split



Gender distribution of the Practice population:

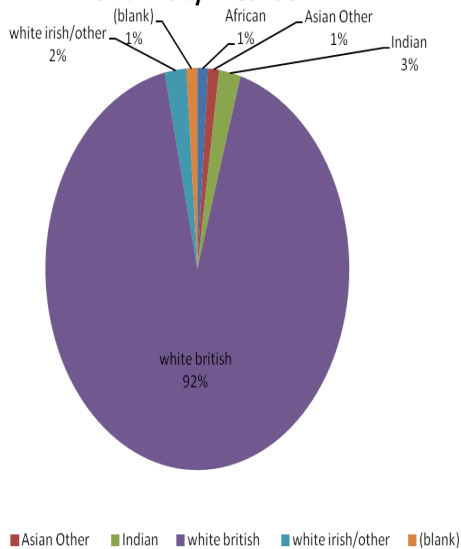
Practice Gender Split



The gender distribution of our VPPG reflects the gender distribution of our patient population.

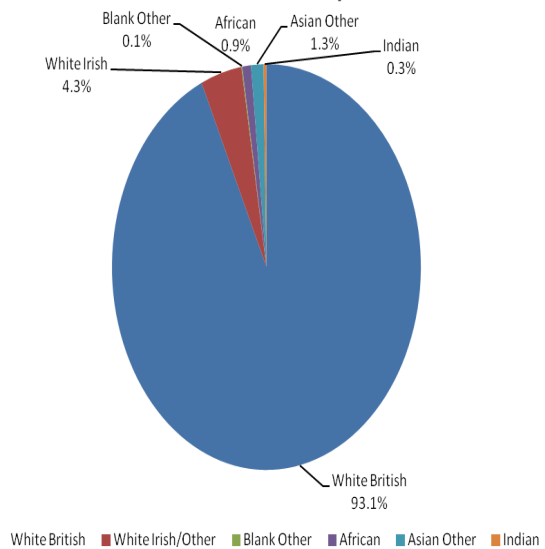
Ethnic distribution of the VPPG

VPPG Ethnicity Breakdown



South Norfolk Ethnic Breakdown:

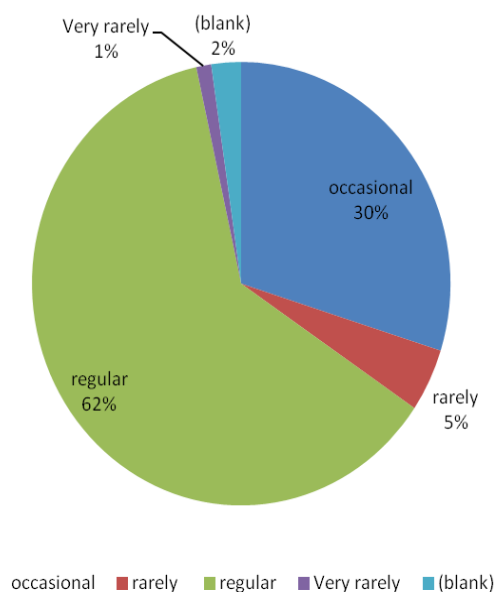
South Norfolk Census Ethnicity Breakdown 2011



It is not possible to accurately assess if ethnic minority groups are represented within the VPPG, as historically patients have not provided this information. Therefore, we decided to compare the ethnicity of our VPPG with the South Norfolk Census Ethnicity Breakdown from 2011 (see www.norfolksight.org.uk). It is reassuring to see that the ethnic distribution of our VPPG is not dissimilar to that of the population of South Norfolk.

Frequency of Surgery use of the VPPG:

VPPG Surgery Visit Frequency



Summary of Action Points from the 2012/13 Patient Survey

It was important to advise the VPPG of what action had been taken by the Practice to address the points raised from last year's survey.

This was done by email in January 2014 and at the same time we informed them of the proposed questions for this year's survey and asked for their feedback.

A copy of the email is included together with the action points from the 2013 survey and a draft of the proposed questions for the 2014 survey. [Please see Appendix 2](#)

Identification of Areas to be Included in Our 2014 Survey

A panel of four members of staff from a clinical and administrative background met to identify key areas of concern. Previous patient surveys, patient complaints and their suggestions were considered as well as Practice priorities and proposed changes

We then emailed each member of the VPPG individually from a dedicated email address crin.d82064.nhs.net. This reduced the risk of the mail being delivered to their spam folder and to ensure each patient's e-mail address, and therefore participation, remained confidential.

The feedback we received was very positive. Some of the VPPG comments included;

"I think the questions for the new survey are good and cover everything I can think of."

"I have looked at your proposed patient survey questions and I think that the document meets the two most important criteria that it should.

The patients have a chance to voice their opinions on the matters relating to their experience of the service provided by the practice. The topics match those that most patients would want to comment on and there will be an opportunity to add further comment.

Secondly the format and content should produce data that is very pertinent to your provision of Health Care."

"The questions are relevant; the means of answering are clear and well structured. I think the number of questions is enough."

A number of minor suggestions were made by members of the VPPG regarding the wording of some of the questions and where appropriate, these questions were amended.

A final draft of the survey was emailed to the VPPG early in February 2014.

We developed the survey using a facility available on our website.
[See Appendix 3 for a copy of the survey.](#)

To achieve as wide a response as possible we:

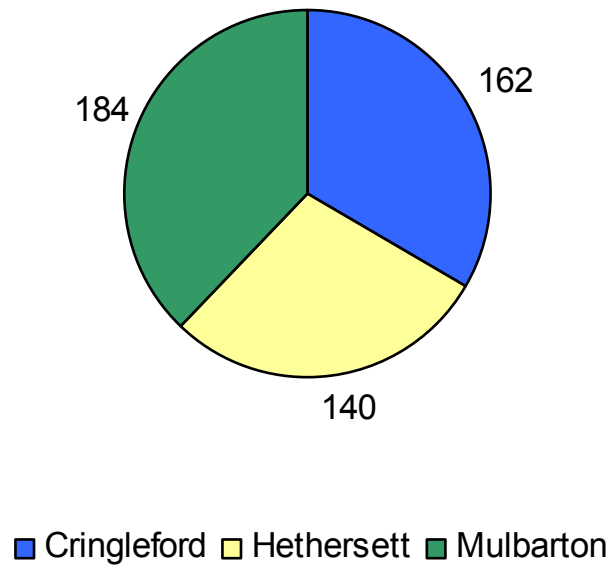
1. Embedded a link to the survey on the opening page of our four websites. This was available to complete for 7 days.

2. Receptionists and Clinicians offered a hard copy of the survey to every patient who attended the Practice over the week from 10 February to 14 February 2014.
3. All members of the VPPG were emailed a copy of the survey and invited to complete it and email it back, print it off and drop it in to the surgery or complete it online via the website.
4. Advertised the survey in the waiting room and reception areas at each of our 3 surgeries.
5. A message appeared on the Self Check-In screen asking patients to collect a copy of the survey.

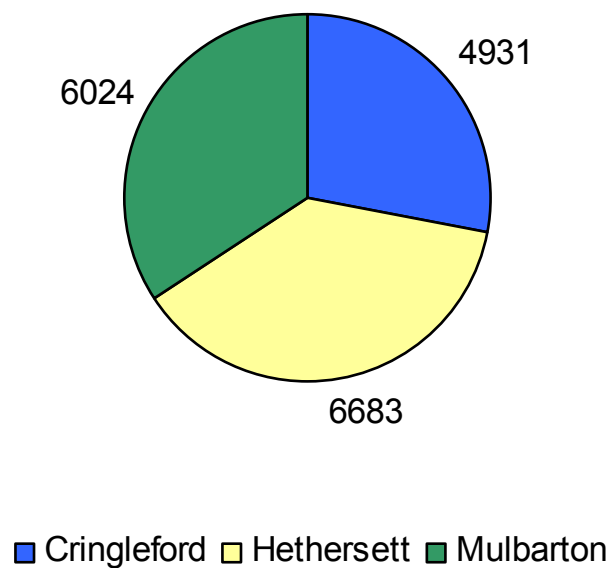
The total number of completed surveys received was 486. We were very happy with this response.

Survey Results

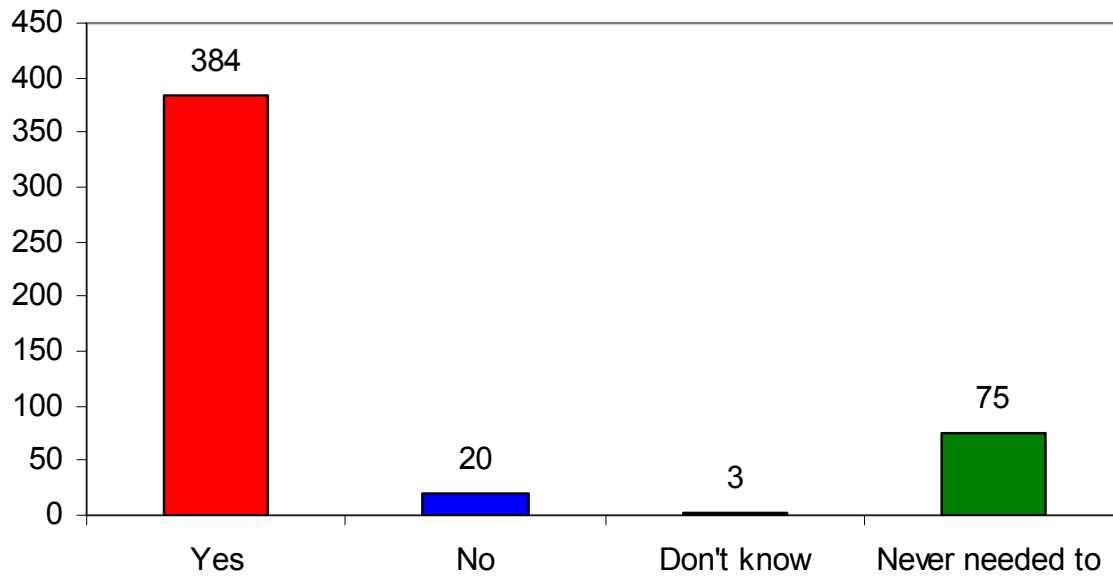
This chart shows the split of responses between our three surgeries for the patient survey:



The response is a reasonable reflection of our practice surgery distribution as shown in the chart below.



Q1. We offer 'on the day' or emergency appointments to any patient who states that they need to be seen that day. If you have needed to see a GP urgently, have you been offered an appointment on the same day?



It is encouraging to note that 79% of patients surveyed had been offered an “on the day appointment” when required.

Of the remaining 21% of patients surveyed, 15% had never needed an emergency appointment.

The Practice must ensure that patients are aware that this service is available and that it is used appropriately.

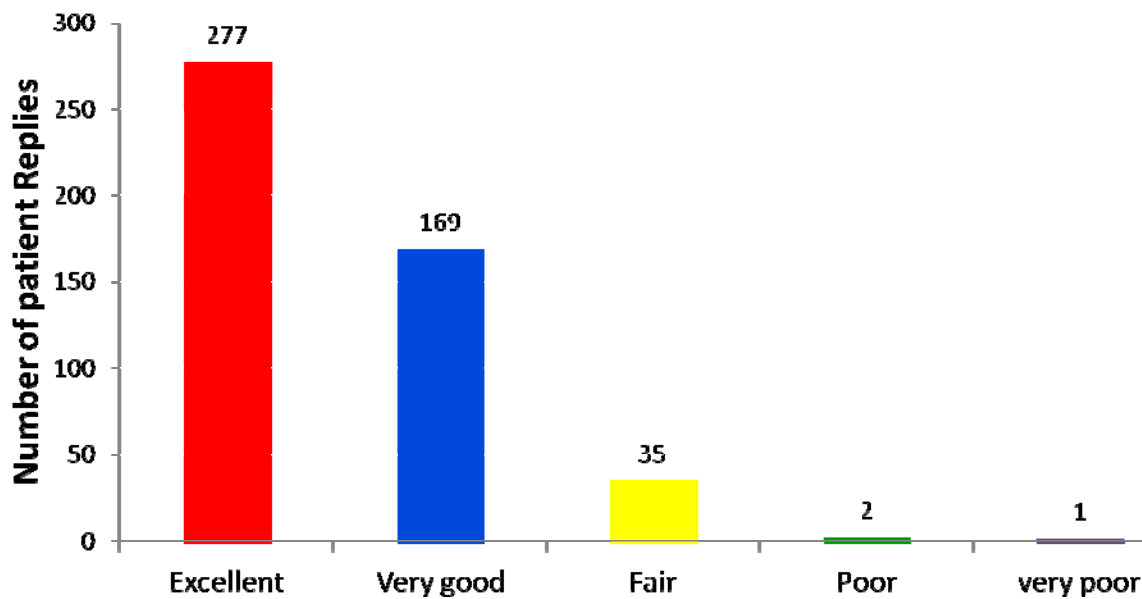
Patients Comments

“Always found this to be a very helpful service. Reception staff always try their best to help and fit in an appointment.”

“Excellent service we were able to see a GP within an hour of calling for an emergency appointment.”

“Whilst I have never needed an emergency appointment, people in my family have and they were always seen by a doctor on that day.”

Q2. How do you rate the way you are treated by the receptionists at your surgery?



The Practice is very proud of its staff and the service and care they provide for our patients. Therefore, we were delighted by the patient response that approximately 92% of those surveyed rated the service they received from our reception staff as “excellent” or “very good”.

We must continue to strive to offer the best service possible to our patients by ensuring the ongoing training of staff.

Patient Comments

“I have been ill and suffered a bereavement and the doctors and receptionists could not have been nicer to me or done more for me and my family.”

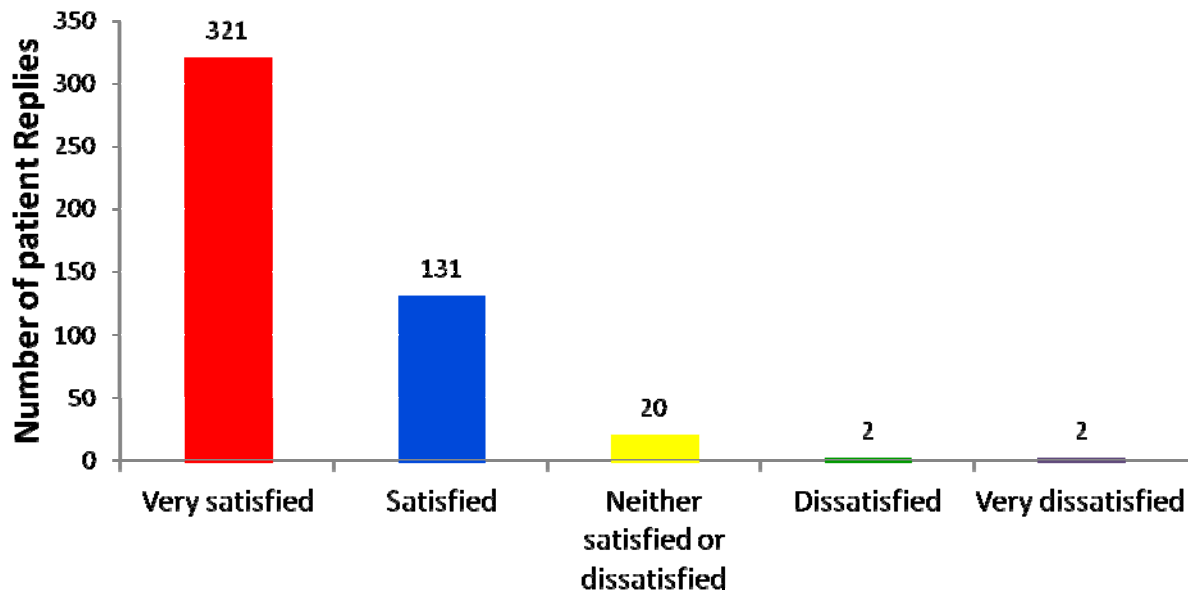
“Always friendly, knowledgeable and eager to help, none of the barriers you sometimes experience.”

“I was a bit ratty on the phone but she still kept her cool -sorry!”

“Most are extremely helpful, especially when my children are unwell. Almost always they are polite and friendly.”

“Some are more friendly than others.”

Q3. Overall how satisfied are you with your doctor?



Of those patients surveyed, 93% were “very satisfied” or “satisfied” with their doctor. This could be considered our “core service” and we recognise that it is important that **all** patients are happy with the level of care provided by our clinicians.

Whilst the results are pleasing, we must continue to improve patient services and perceptions of the care they are receiving, primarily through training.

Patient Comments

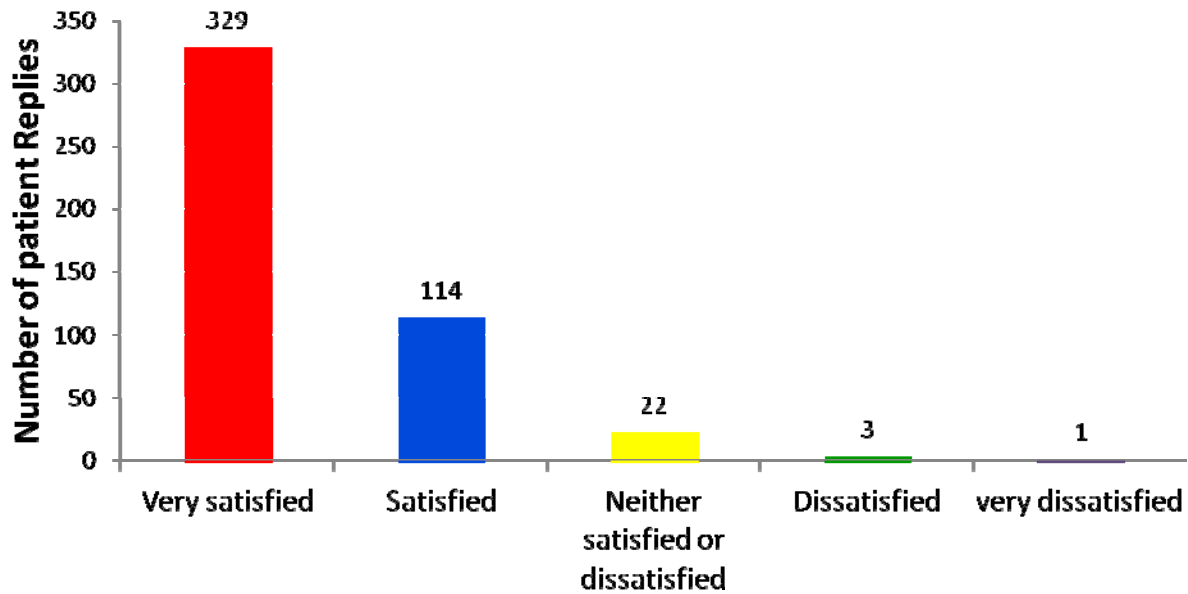
“All the doctors within the practice are excellent and are happy to spend as much time as is needed with me. I never feel they are in a hurry to see the next patient even if there is a waiting room full.”

“A recent emergency was treated very promptly, professionally and sensitively.”

“The doctors in the surgery are excellent. Very professional and understanding.”

“Ranges from “very satisfied” to “neither satisfied or dissatisfied” depending upon which doctor I have seen.”

Q4. Overall how satisfied are you with your Nurse Practitioner/Practice Nurse?



The results for this question were very similar to the previous question. 91% of those surveyed were “very satisfied” or “satisfied” with the Nurse Practitioner or Nurse they had seen. A number of patients who answered “neither satisfied nor dissatisfied” did comment that they had not had a nurse appointment.

However, there is room for improvement and again this must be by ongoing training with the nursing staff.

Patient Comments

“All the nurses are excellent at their jobs and provide a first rate service and always go the extra mile.”

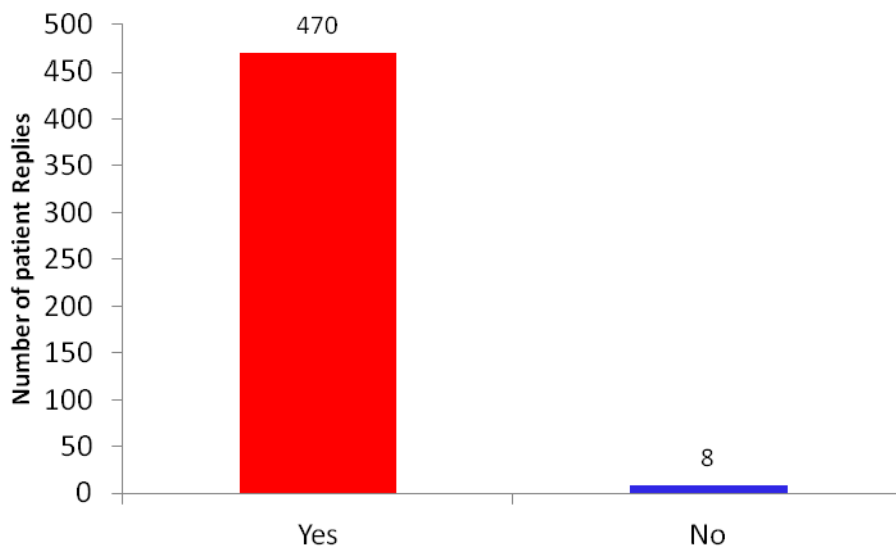
“Recent check up she was very friendly and efficient.”

“Always looked after me well.”

“No adverse comment to make, have not really come into contact with her.”

“I haven't seen the nurse here before.”

Q5. Routine appointments are 10 minutes. Occasionally a consultation can take longer which causes the doctor’s clinic to run late. With this in mind, are you willing to wait to be seen?



Approximately 97% of patients surveyed were happy to wait when clinics run late. Many patients stated that they would like to be informed if this is the case.

The Practice will investigate the possibility of “Self Check-In” screen being used to inform patients when they book in that the clinician they are going to see is running late and approximately what the length of wait will be.

Another comment from patients which appeared several times was the possibility of increasing the appointment times from 10 minutes to 15 minutes. However, the major drawback of doing this is that you would only be able to offer 4 appointments per hour, whereas at present we can offer 6. Therefore, over the length of a morning surgery, you would see fewer patients, making waiting times for routine appointments longer.

Patient Comments

“As far as I am concerned, the system has always worked. I don't mind waiting as it means patients who need more time get it.”

“I understand that appointments can over run and know that one day it could be my appointment causing the delay.”

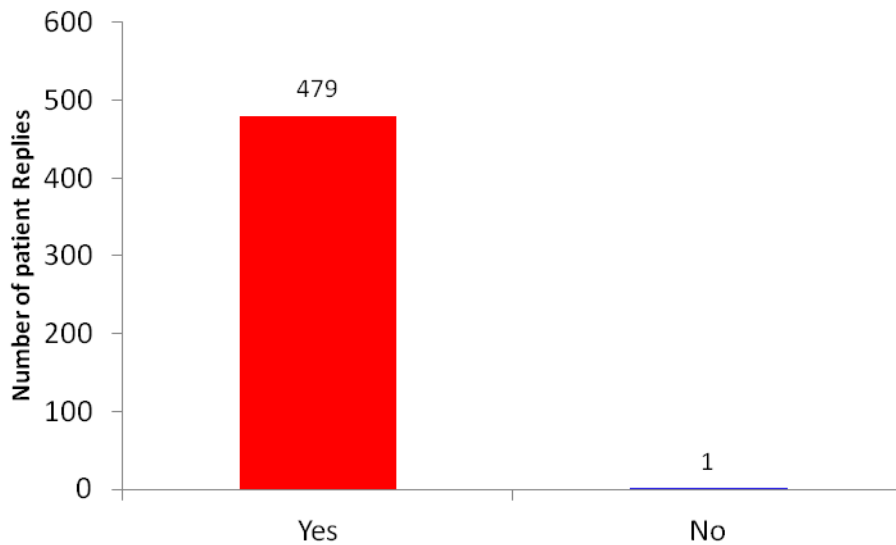
“Sometimes would be useful/helpful to know the approximate time to wait if there is a delay.”

“If more than 15 minutes helpful if informed of delay.”

“Running late does appear to be a normal situation rather than an exceptional one. Maybe 10 minutes is too short.”

“Although maybe you could offer longer appointments where necessary.”

Q6. Thinking about your most recent visit to the surgery, were you happy with the cleanliness of the public areas (waiting areas, consultation rooms)?



It is very important to the Practice that the facilities we provide are clean, tidy and welcoming, so that patients are confident, from the moment they enter the surgery, of the high standards of care we set ourselves.

Almost 99% of patients surveyed were very happy with the cleanliness of their surgery.

Patient Comments

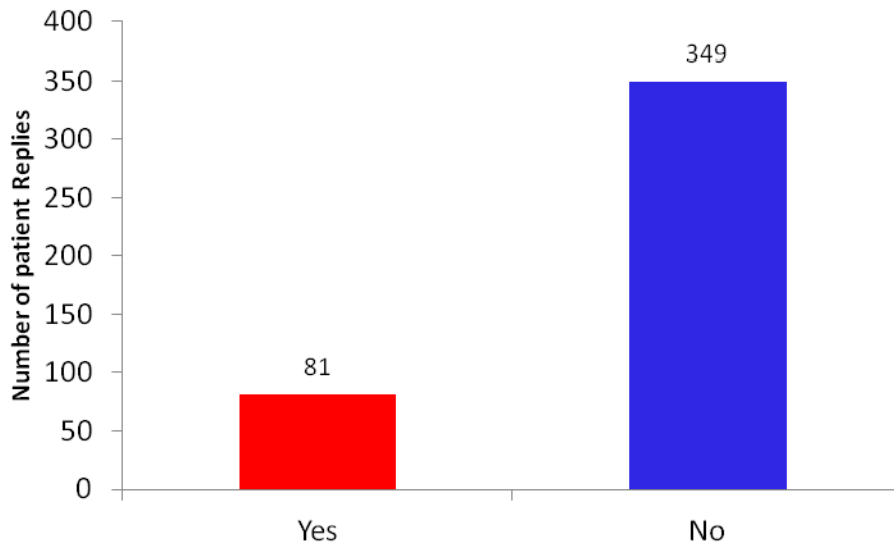
“I have never seen the surgery dirty or looking unhygienic.”

“The practice is always clean and tidy whenever I visit (which is weekly).”

“Excellent.”

“Normally very good but waiting room floor dirty because of muddy conditions outside lately, hard to do much about this as most people wipe their feet as requested.”

Q7. The expected housing developments in Cringleford, Hethersett and Mulbarton will inevitably increase the population for our Practice area. Do you think the current surgery facilities are sufficient to cope with the demand?



72% of patients surveyed do not think the current surgery facilities are sufficient to cope with the increasing demand of our patient population.

Whilst almost 17% of patients thought that the facilities were sufficient, there were very few comments from patients as to why they thought the facilities would be sufficient.

Overwhelmingly, patients comments considered the services would be “overstretched” feared “longer waiting times” for appointments and commented that there were simply “not enough doctors”.

Unfortunately, following a major reorganisation of the NHS last year, there has been a “freeze” placed on the funding available to GP practices to carry out renovations or extensions to surgeries.

However, as the population expands and new housing developments go up, the Practice will continue to lobby the appropriate bodies on behalf of our patients to provide the service we want to offer.

Patient Comments

“I do worry that the surgery facilities may not be able to cope with the increased demands that will undoubtedly be placed upon it when the new housing developments are fully occupied.”

“Probably not, this is a good surgery, don't over stretch the staff.”

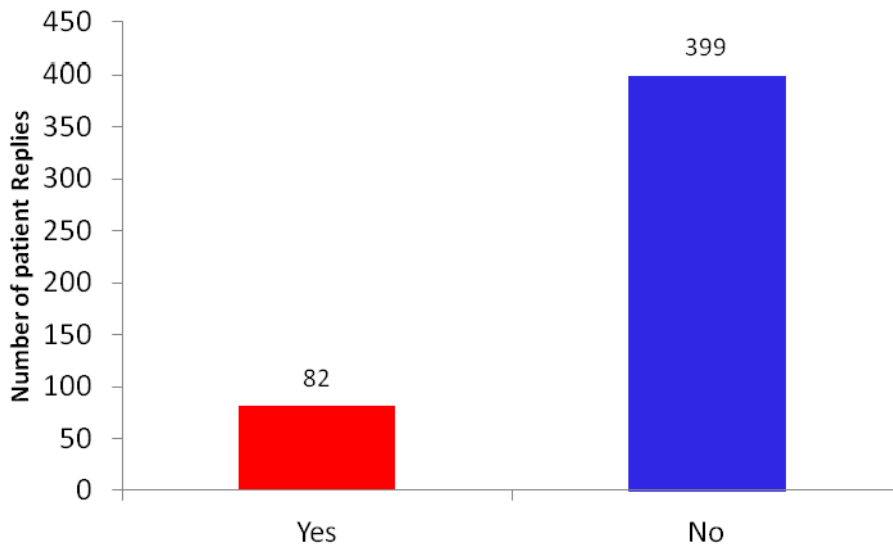
“Demand is too high already for the current GP practice. More housing would certainly necessitate new/larger surgery facilities.”

“Very concerned about increased housing and surgery facilities.”

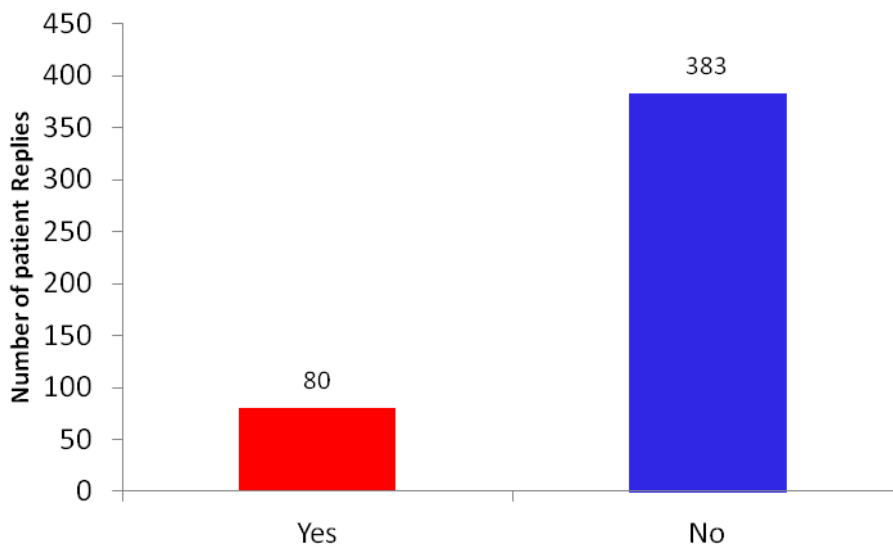
“In general facilities in Mulbarton (schools etc) are already struggling to cope with increased population, so further increase would put a strain on the current surgery facilities.”

Q8. In April 2013 South Norfolk Clinical Commissioning Group (SNCCG) took over responsibility for commissioning services for patients in our Practice area.

Are you aware of the role of SNCCG?



Would you like to become involved in shaping healthcare for the residents of South Norfolk?



The South Norfolk Clinical Commissioning Group (SNCCG) has had responsibility for planning care and paying for health and care services in our region for almost a year now.

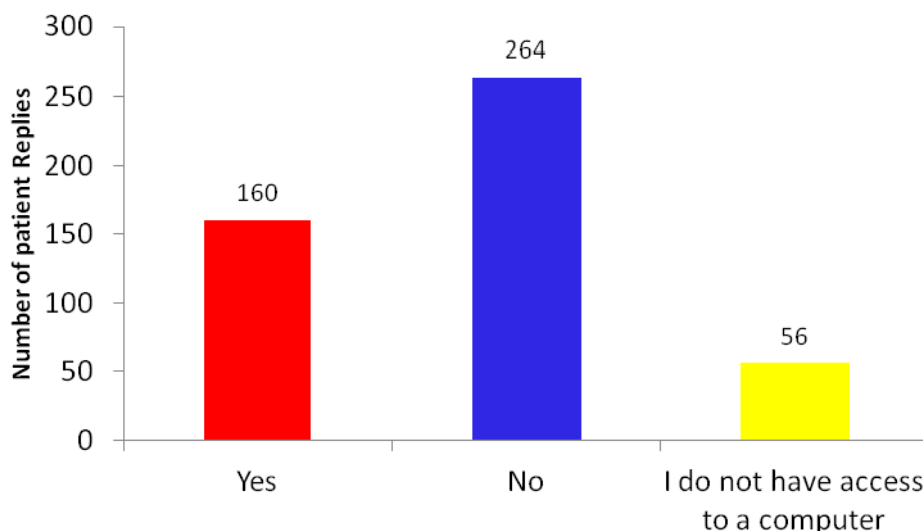
They are keen to hear from any patients who are interested in becoming involved, by attending their Governing Body meetings. If you would like further information about SNCCG or the dates and venues for these meetings, please visit their website at www.southnorfolkccg.nhs.uk

Patient Comments

“I would be happy to help so long as the organisation in question has genuine influence.”

“I am aware the commissioning service exists but know nothing of its role or what it means in practice.”

Q9. Have you visited your new surgery website which was launched in January 2014?



We re-launched our surgery websites in January 2014. It has a lot of useful information for example our opening times, the services we offer and links to other websites.

The website also has the facility to link to our clinical software. Many patients already use the website to order their repeat prescriptions for medication by accessing part of their own medical records. This facility, in time, will allow patients to book and cancel appointments online too.

If you would like more information about the online prescription service, please speak to any member of staff at your surgery.

Patient Comments

“I really like the new website it is full of helpful and interesting information. It is clear and easy to use.”

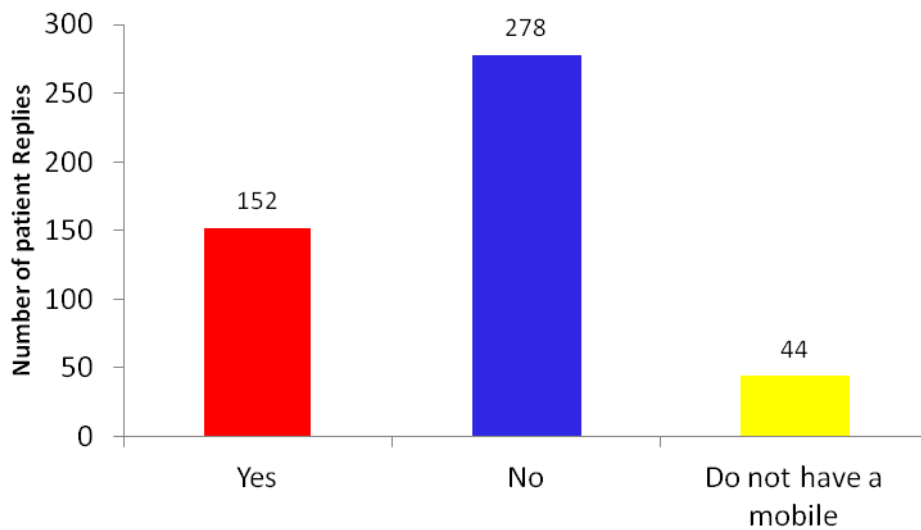
“It took a while to sort out repeat prescription procedure but have now mastered it. I regularly read any updates and notification of items like the annual flu day. It is also helpful to read details of the staff.”

“Simple to use, easy navigation, very effective.”

“I think it's easier and more user friendly, I look forward to seeing it develop and using new facilities.”

“It seems to work pretty well so far. It will also be useful when it becomes possible to arrange appointments online.”

Q10. Did you realise you can “opt in” to receive text reminders for medical appointments etc?



Offering to text reminders for medical appointments is a relatively new concept for the Practice. At present we are collating mobile telephone numbers, together with the patient’s written consent. We took the opportunity to include a “Consent to Text” form at the back of the survey.

Our ability to offer timely appointments is in part hampered by the increasing number of patients who fail to attend appointments. The figures for missed appointments are reported regularly in the Practice newsletter available in your surgery waiting room.

We hope that by texting medical appointment reminders, we may see a drop in the numbers of missed appointments.

Patient Comments

“This is a great idea to prevent missed appointments.”

“Brilliant idea.”

“Would be useful, will opt in.”

“I believe there have been a lot on non attendees recently which is wasting doctor’s time and prevents other patients being seen. Is there anything that can be done regarding this ie fines, double booking?”

“I still think the number of missed appointments is unacceptable. Firmer action needs to be taken against offenders.”

“Mulbarton surgery always tries to help people but their life is made difficult by the 80+ people each month not turning up. Then the patients turn on the receptionists who have no appointments left, there should be a charge.”

If you would like to give your consent to receive medical appointment reminders by text please speak to a receptionist or click on “Text Message Reminders” under “Further Information” on our websites.

If you would like to comment on any aspect of the service we provide or have any ideas on how we could improve care, please use the box below.

Some of the Patient Comments

“I am concerned that additional housing and therefore patients will put too much pressure on the surgery and make the service less efficient. I think this needs to be addressed before there is a major problem with the number of patients.”

“Feel very fortunate to be part of such an excellent surgery.”

“Need more doctors as so many more patients.”

“Usual problem which has persisted for years is the difficulty in getting through to the appointment line at the beginning of the morning for a "same day" appointment.”

“I feel the practice is run very efficiently. I particularly value the willingness of the GP to discuss a matter by telephone if a wait for an appointment seems too long.”

“No ideas how to improve care. We are very fortunate to have such a well organised and happy surgery team.”

“We are more than happy with the care we receive from the surgery. With 2 young children we are here quite a bit and are always treated well. Even minor problems are dealt with well. Everyone is always friendly and it is a nice environment to come to.”

“A bigger practice is needed to cope with current number of patients, let alone more! More GP's needed.”

“Feel very fortunate to be a patient in this practice. Thank you for your care, kindness, even humour!”

“On the day appointments are generally good but quite a long wait for non on the day appointments - 10 days or so is too long.”

“Sometimes have to park in side street because not enough parking spaces available.”

“Appreciating the difficulties the practice has to cope with I feel they do very well.”

“The care and consideration is excellent from all.”

“Somewhere to breastfeed if surgery is running late.”

“There is only one thing I find slightly frustrating is the dispensary being closed at lunchtime, therefore, I can't simply pick-up a prescription at this time.”

Summary of Action Points

- Ensure patients are aware of “on the day” emergency appointments and that they are used appropriately.
- Continued training of clinical and administrative staff.
- Use of the “Self Check In” screen to advise patients of any delays with regard to appointment times.
- Continue to lobby appropriate bodies with regard to the increasing population in our patient area and its effects on the service we offer.
- Continue to “advertise” the Practice websites for the benefit of patients and add to the information available on it.
- Introduce text reminders for medical appointments and monitor the effect on missed appointments.

Communication of Survey Findings

“Thank you for the opportunity to read the draft Patient Satisfaction Survey. The document covers the issues and reads well. I would not suggest any changes.”

“Having read through report & survey results my attention was focused on the age range spread of the VPPG. Given that the survey was active for six days (cannot count the weekend for handwritten surveys) and the comment made about breast-feeding facilities..... I wondered what the age range of those taking part in the survey was. Did it reflect the overall practice distribution.”

“I am seriously impressed by the thoughtfulness of the 2013 and 2014 surveys. I especially like the box inviting any relevant comment on the final version of the 2014 survey. The whole VPPG constituency seems to be well matched to the patient distribution. There is evidence that demonstrates the points raised from previous questionnaires have been considered and feedback made available to patients in a number of ways.

In future (cause I don't always make the response deadlines.....,) I wonder if the nurse practitioner question could mention something like: If you have seen one of our nurse practitioners during the past year, etc etc. That would potentially prevent the skewed results.”

“Nice to get this. The charts are helpful, and the analysis very carefully worded for tone and accuracy.”

“Overall, this is an excellent set of results suggesting that the surgery (all 3 branches) is delivering an accessible service, and the patient’s satisfaction with the doctors and other staff is high. However, it is disappointing to note that the majority are not really interested in being involved with shaping the services!”

“I have studied this survey and my impression is that you must be very pleased with the result. The results shown are very much in line with my own experience in using the Cringleford practice.

The report is well laid out and the comparisons easy to understand. My one concern is that all responses were either initiated by contact with the surgery staff or through the practice web site. You do not include any indication that independent approaches were made and people who may have a legitimate complaint could be put off replying with their views.”

Publication of the Results

A paper copy of the survey is available in each of the Surgery waiting rooms, and an electronic copy is available on each Surgery website.

All the clinicians and managers received an electronic copy of the findings.

All the patient comments used in this survey are anonymous. We do not have details of their name, gender or which day they attended in order to protect patient confidentiality. Full copies of these were distributed to the clinicians and managers indicating only which surgery the patient had attended.

Appendix 1

Virtual Patient Participation Group Form

The Humbleyard Practice has a Virtual Patient Participation Group. This enables the Practice to communicate (by e-mail) with a representative sample of approximately 100 patients from the Practice population to obtain their views on the range and quality of services we provide.

The group may in time be involved in decisions about services we may commission however, initially we would like your input regarding the questions we should ask in our annual Patient Survey, which all patients will have the opportunity to complete.

We need a few more patients to volunteer their time. If you would like to be involved please complete this form and return it to your surgery reception. Alternatively, you can complete the form online at www.cringlefordsurgery.co.uk under "Get Involved" We will then add you to our Virtual Patient Participation Group and contact you for your assistance.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients that are registered at this practice.

Are you? Male Female

| | | |
|---------------|-----------------------------------|----------------------------------|
| Age: Group | Under 16 <input type="checkbox"/> | 17 - 24 <input type="checkbox"/> |
| | 25 – 34 <input type="checkbox"/> | 35 – 44 <input type="checkbox"/> |
| | 45 – 54 <input type="checkbox"/> | 55 – 64 <input type="checkbox"/> |
| | 65 – 74 <input type="checkbox"/> | 75 - 84 <input type="checkbox"/> |
| | Over 84 <input type="checkbox"/> | <input type="checkbox"/> |

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

| | | | | | |
|----------------------------------|--------------------------|-------------------------------------|--------------------------|----------------------------------|--------------------------|
| White British Group | <input type="checkbox"/> | Irish | <input type="checkbox"/> | White & Black African | <input type="checkbox"/> |
| Mixed White & Black Caribbean | <input type="checkbox"/> | Black or Black British Caribbean | <input type="checkbox"/> | African | <input type="checkbox"/> |
| White & Asian | <input type="checkbox"/> | Asian or Asian British Indian | <input type="checkbox"/> | Pakistani | <input type="checkbox"/> |
| Bangladeshi | <input type="checkbox"/> | Chinese | <input type="checkbox"/> | Chinese or other ethnic Group | <input type="checkbox"/> |
| Any Other | <input type="checkbox"/> | | | | |

How would you describe how often you come to the practice?

| | | | |
|------------------------------------|---------------------------------------|--------------------------------------|--------------------------|
| Regularly <input type="checkbox"/> | Occasionally <input type="checkbox"/> | Very rarely <input type="checkbox"/> | <input type="checkbox"/> |
|------------------------------------|---------------------------------------|--------------------------------------|--------------------------|

The questions we may ask will only be general questions about the Practice and not personal. Your contact details will be kept securely and only used for this purpose and not shared with anyone else. You are able to decline to take part at any time.

Please return this completed form to the receptionist.

Thank you.

The Humbleyard Doctors.

Appendix 2

VPPG Email

The Humbleyard Practice

Cringleford Hethersett & Mulbarton Surgeries

www.humbleyardpractice.co.uk

Drs. Overy, Rowe, Morris, Harwood, Lomax, Birks, Naheed, Cook, Voigt, Murugappan, Dhorajiwala, Epstein & Mr Lindsey.

Dear Virtual Patient Participation Group (VPPG) Member

We are writing to ask for your assistance with the Patient Satisfaction Survey for 2014. We would be grateful if you could give up just a few moments of your time to read this email and provide any comments.

Firstly, we would like to ask if you are still happy to be a member of the VPPG. If not, please reply via email to this address and we will remove you from the contact list.

We would also like to ask if any of you would volunteer to take part in a Practice Patient Participation Group meeting possibly on a quarterly basis. It would discuss matters applicable to the Practice population as a whole (Cringleford, Hethersett and Mulbarton). If we have enough volunteers representative of our patient population to start a group, we will let you know.

We have attached the action points from 2013 survey and the Practice responses to these.

Also attached are the proposed questions for the 2014 survey, which we would like you to provide feedback on and also make suggestions if you think there are other questions we should be asking.

I should be grateful if you could send your replies to this email address crin.d82064@nhs.net by Monday 27 January 2014.

Summary of Action Points From the 2013 Patient Satisfaction Survey

Following on from the 2013 survey we identified a number of action points for the Practice to address over the coming year. A list of these action points are below.

- Look at our telephone system to see if call queuing is a possibility.
- Write to patients that fail to attend for their appointments.
- Display monthly posters in the waiting rooms detailing lost appointment hours.
- Obtain information and consent to text appointment reminders.
- Make patients aware of the telephone appointment system to determine the urgency of a condition.
- Continue to train and support reception staff.
- Continue to review our GPs educational and development needs.
- To continue to support our nursing staff with educational and developmental training.
- Ensure patients are aware of the services that we provide by advertising them more widely in the surgery and on the website.
- To maximise use of the excellent minor surgery facilities at Cringleford Surgery for the benefit of the Practice population and investigate extending its use for other purposes if possible.

- To ensure patients are made fully aware of the reasons for their change in medication and any concerns they have are answered.
- To be involved with ongoing housing plans.

The practice has looked at "call waiting" on its telephone system, but it is not a service currently available. There is also the issue that keeping patients waiting on calls they will be charged for until the line becomes free versus the patient having to redial because the line is engaged.

The practice has carried out some research into the number of appointments missed where patients have not attended and failed to cancel the appointment. The numbers are so high that it would not be possible to write to these patients individually due to time constraints and associated costs. However, we are now proactively seeking consent from patients to text message them appointment reminders and incorporated in this we could text missed appointments too. This will be an ongoing process and take some time before the benefits are apparent.

Educational and developmental training of our clinical staff is always ongoing and a priority. The administrative staff are appraised and their training needs addressed. Recent training within our Dispensaries has equipped staff to offer support and advice with medication reviews.

The launch of the new practice website will enable us to offer services online that our previous site was unable to for example the ability to link it through to our clinical system for online repeat prescription ordering and eventually to be able to offer online appointment booking and cancellations.

The excellent minor surgery facilities are used by all three of our surgeries for the benefit of all our patients.

First Draft of 2014 Patient Satisfaction Survey

Q1. We offer 'on the day' or emergency appointments to any patient who states that they need to be seen that day. If you have needed to see a GP urgently, have you been offered an appointment on the same day?

Yes
 No
 Don't know/ never needed to

Plus box for comments

Q2. How do you rate the way you are treated by the receptionists at your surgery?

Excellent
 Very good
 Good
 Fair
 Poor
 Very poor

Plus box for comments

Q3. Overall how satisfied are you with your usual doctor?

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied

Plus box for comments

Q4. Overall how satisfied are you with your Nurse Practitioner/Practice Nurse?

Very satisfied
Satisfied
Neither satisfied nor dissatisfied
Dissatisfied
Very dissatisfied

Plus box for comments

Q5. Routine appointments are 10 minutes. Occasionally a consultation can take longer which causes the doctor's clinic to run late. With this in mind, are you willing to wait to be seen?

Yes
No

If no, can you provide ideas how to improve the service?

Q6. Thinking about your most recent visit to the surgery, were you happy with the cleanliness of the public areas (waiting areas, consultation rooms)?

Yes
No

Plus box for comments

Q7. The expected housing developments in Cringleford, Hethersett and Mulbarton will inevitably increase the population for our Practice area. Do you think the current surgery facilities are sufficient to cope with the demand?

Yes
No

Plus box for comments

Q8. In April 2013 South Norfolk Clinical Commissioning Group (SNCCG) took over responsibility for commissioning services for patients in our Practice area.

Are you aware of the role of SNCCG?

Yes
No

Would you like to become involved in shaping healthcare for the residents of South Norfolk?

Yes
No

Further information about SNCCG can be found on our website at www.humbleyardpractice.co.uk

Q9. Have you visited your new surgery website which was launched in January 2014?

Yes
No

If YES please let us know what you think of it.

Q10. Did you realise you can “opt in” to receive text reminders for medical appointments etc?

Yes
No

Plus box for comments

At the end of this survey there is a tear-off page attached if you would like to consent to the Practice contacting you via text message

For the online survey, patients will be able to follow a link which will take them to the correct page to provide their consent

Q11. If you would like to comment on any aspect of the service we provide or have any ideas on how we could improve care, please use the box below.

Plus box for comments

If you would like to become a member of our Virtual Patient Participation Group, you can obtain a registration form from your surgery reception or visit our website www.humbleyardpractice.co.uk and follow the “Patient Group” link under Further Information

Appendix 3

The Humbleyard Practice Patient Satisfaction Survey 2014

Cringleford, Hethersett & Mulbarton Surgeries

Drs. Overy, Rowe, Morris, Harwood, Lomax, Birks, Naheed, Cook, Voigt, Murugappan, Dhorajiwala, Epstein & Mr Lindsey.

Q1. We offer 'on the day' or emergency appointments to any patient who states that they need to be seen that day. If you have needed to see a GP urgently, have you been offered an appointment on the same day?

- Yes
- No
- Don't know
- Never needed to

Any comments:

Q2. How do you rate the way you are treated by the receptionists at your surgery?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

Any comments:

Q3. Overall how satisfied are you with your doctor?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

Q4. Overall how satisfied are you with your Nurse Practitioner/Practice Nurse?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Any comments:

Q5. Routine appointments are 10 minutes. Occasionally a consultation can take longer which causes the doctor's clinic to run late. With this in mind, are you willing to wait to be seen?

- Yes
- No

Please provide comments on how to improve the service?

Q6. Thinking about your most recent visit to the surgery, were you happy with the cleanliness of the public areas (waiting areas, consultation rooms)?

- Yes
- No

Any comments:

Q7. The expected housing developments in Cringleford, Hethersett and Mulbarton will inevitably increase the population for our Practice area. Do you think the current surgery facilities are sufficient to cope with the demand?

- Yes
- No

Any comments:

Q8. In April 2013 South Norfolk Clinical Commissioning Group (SNCCG) took over responsibility for commissioning services for patients in our Practice area.

Are you aware of the role of SNCCG?

- Yes
- No

Would you like to become involved in shaping healthcare for the residents of South Norfolk?

- Yes
- No

Any comments:

Further information about SNCCG can be found on our website at www.cranglefordsurgery.co.uk
www.hethersettsurgery.co.uk www.mulbartonsurgery.co.uk

Q9. Have you visited your new surgery website which was launched in January 2014?
www.cranglefordsurgery.co.uk www.hethersettsurgery.co.uk www.mulbartonsurgery.co.uk
www.humbleyardpractice.co.uk

- Yes
- No
- Do not have access to a computer

If YES please let us know what you think of it.

Q10. Did you realise you can “opt in” to receive text reminders for medical appointments etc?

- Yes
- No
- Do not have a mobile telephone

Any comments:

At the end of this survey there is a tear-off page attached if you would like to consent to the Practice contacting you via text message

Q11. If you would like to comment on any aspect of the service we provide or have any ideas on how we could improve care, please use the box below.

Any comments:

If you would like to become a member of our Virtual Patient Participation Group, you can obtain a registration form from your surgery reception or visit our website www.cringefordsurgery.co.uk www.hethersettsurgery.co.uk www.mulbartonsurgery.co.uk and follow the “Patient Group” link under Further Information.

The Humbleyard Practice
Cringleford Hethersett & Mulbarton Surgeries

www.humbleyardpractice.co.uk

Drs. Overy, Rowe, Morris, Harwood, Lomax, Birks, Naheed, Cook, Voigt, Murugappan, Dhorajiwala,
Epstein & Mr Lindsey.

Consent to Text Medical Reminders

Name:.....

Address.....

.....

.....

Mobile Telephone Number.....

I consent to The Humbleyard Practice using my mobile telephone number to text me medical reminders.

Signed.....

Dated.....