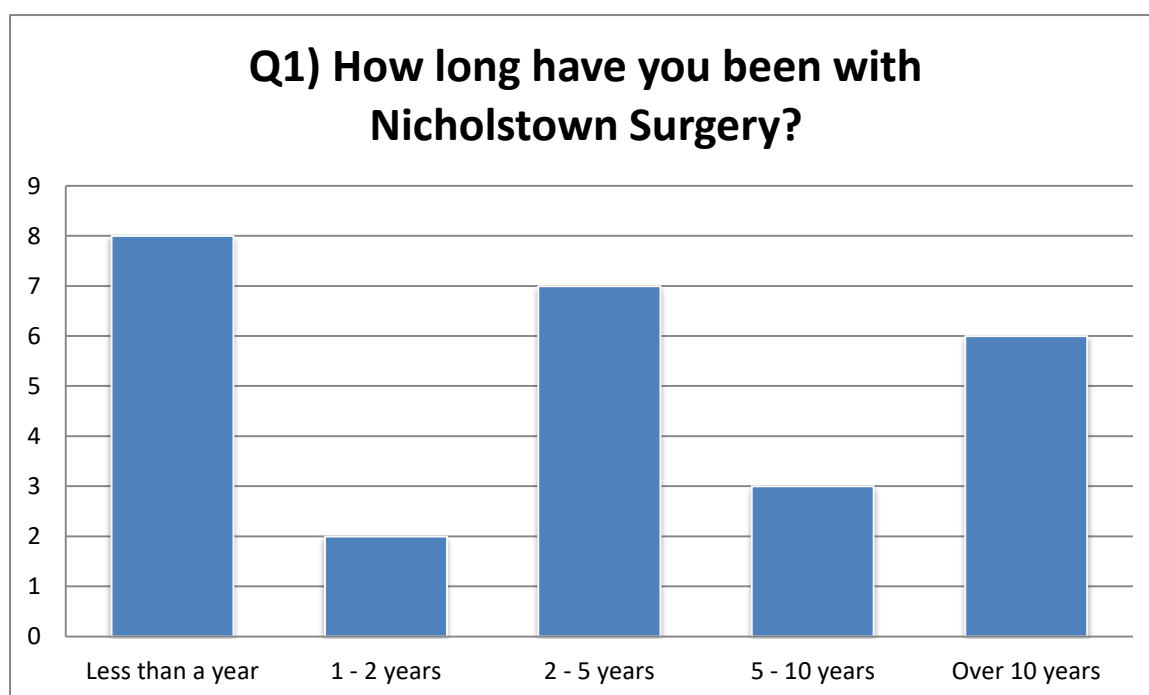


Feedback from outreach at Nicholstown Surgery – 22nd November 2016

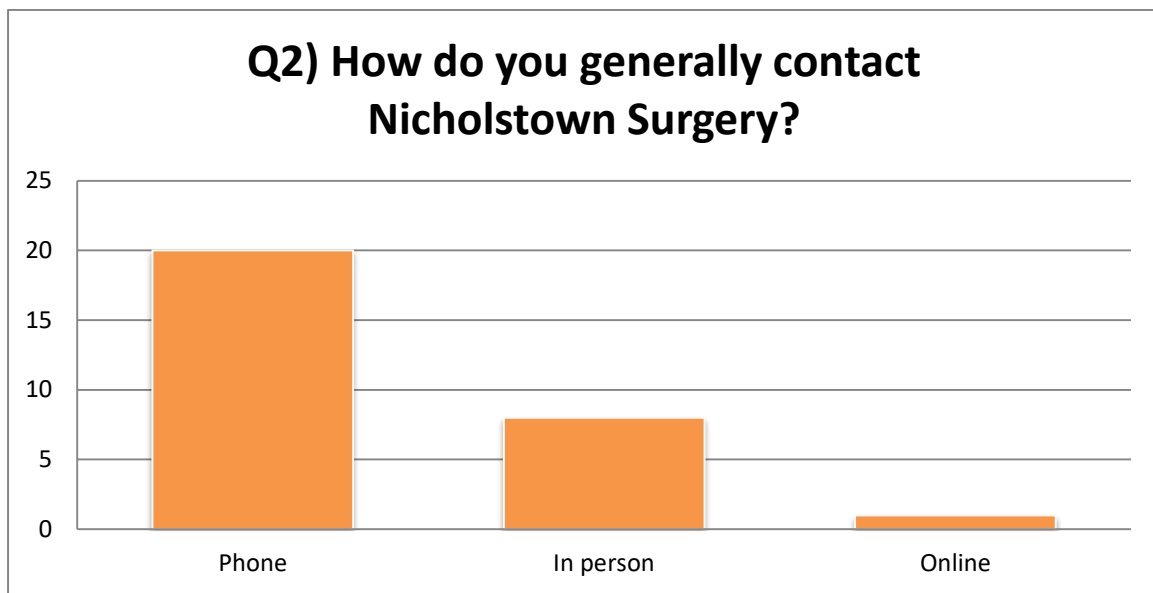
Sialou N’Guesan (Mossia) contacted Sam Goold (Community Development Worker at Healthwatch Southampton) about creating a patient survey for her surgery at Nicholstown) focusing on patient experience of booking appointments.

We spoke to nearly 30 patients and the results were fed back and discussed at the Patient Participation Group Meeting in November. The surgery is aiming to improve its Patient Participation Group and Mossia’s efforts have helped to galvanize this - If you are with Nicholstown Surgery and want to get involved, you are welcome to come to the next Patient Participation Group Meeting at the surgery scheduled for 6 p.m .on Tuesday 17th January 2017.

Our thanks also go out to all the team at Nicholstown Surgery for being so accommodating. We hope that these efforts have helped the surgery and patient and public participation can continue to be developed.



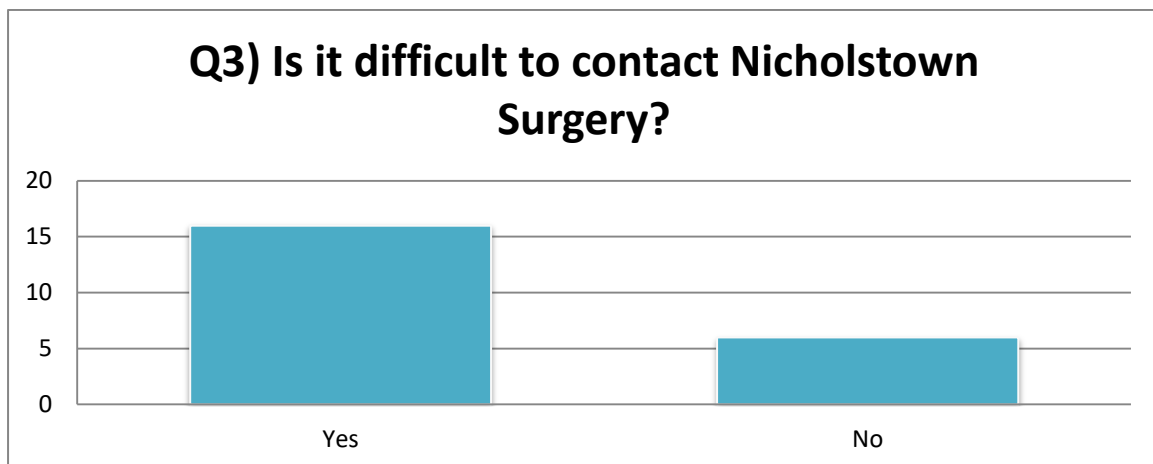
Q1 - No Additional Comments



Q2 - Additional Comments

I come in person because I can't get through on the phone.

Phoning hours should be more flexible.



Q3 - Additional Comments

It depends. For example, when there is training.

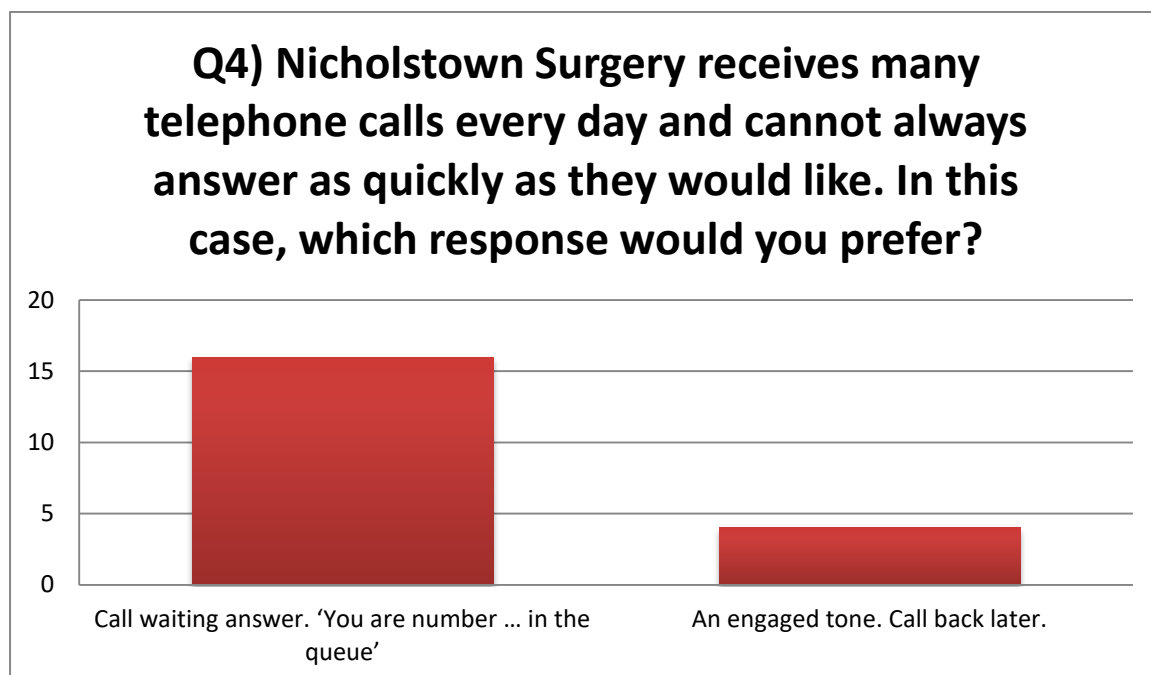
It is difficult on the phone therefore I come in person. My hearing aids are not compatible with the phone.

It's horrible and annoying. I had to wait 40 minutes [on the phone] which costs.

Sometimes it is difficult.

Not too easy.

It takes a while.



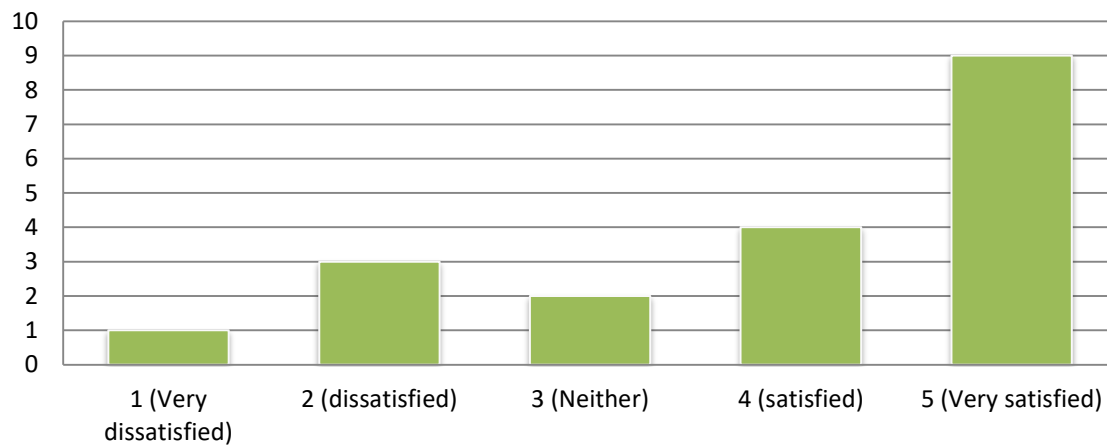
Q4 - Additional Comments

Queuing costs money and uses up credit.

It doesn't matter.

I don't use the telephone because of language difficulties.

**Q5) How satisfied are you when explaining
your medical condition/symptom over the
telephone?**



Q5 –No Additional Comments

Q6) What would you like to see improved about Nicholstown Surgery?

Comments:

- Quicker appointments.
- Probably increase number of professional bodies in case of advice.
- Make more appointments available.
- You get through to an automated machine and then get cut off.
Suggestions: self-referral options, ask patients if someone drops out, staff training on clinic times.
- Computer board in waiting area e.g. for estimated time of wait.
- Appointment spaces should be available as there are children and elderly people who can't wait longer due to their condition.
- Answer the phone quickly.
- The five-minute cut-off is disappointing.
- The phone system is not satisfactory.
- Sometimes we have to drop our children off to school as well as getting them ready and when we need to contact the GP after getting through we are told there are no appointments. Please improve.
- Reduce waiting time over the phone and waiting area. Pharmacy attached to surgery to aid the collection of medicines.
- It's fine.
- No.
- Same day appointment.
- Just booking appointments. Long waits on the phone.
- Less waiting times – it's getting worse. I know it is not their fault.
- The telephone service. Pretty much it. Everything else is fine.
- It's alright.
- It's ok.

Summary

It highlighted that the majority of patients surveyed contact the surgery by telephone but can find it difficult to get through and can sometimes get cut off. Having got through people we surveyed were generally satisfied with explaining their condition over the telephone but getting to speak to a member of staff initially was the main problem. We raised this with the surgery at their Patient Participation Group who are aware of the problem and are working to address this. Our thanks go to the staff at Nicholstown for supporting us to conduct the survey.

Sam Goold

Community Development Worker

Healthwatch Southampton

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