

# Ladies Walk and Midanbury Surgeries Report

## Surveying Patient Experience & Feedback

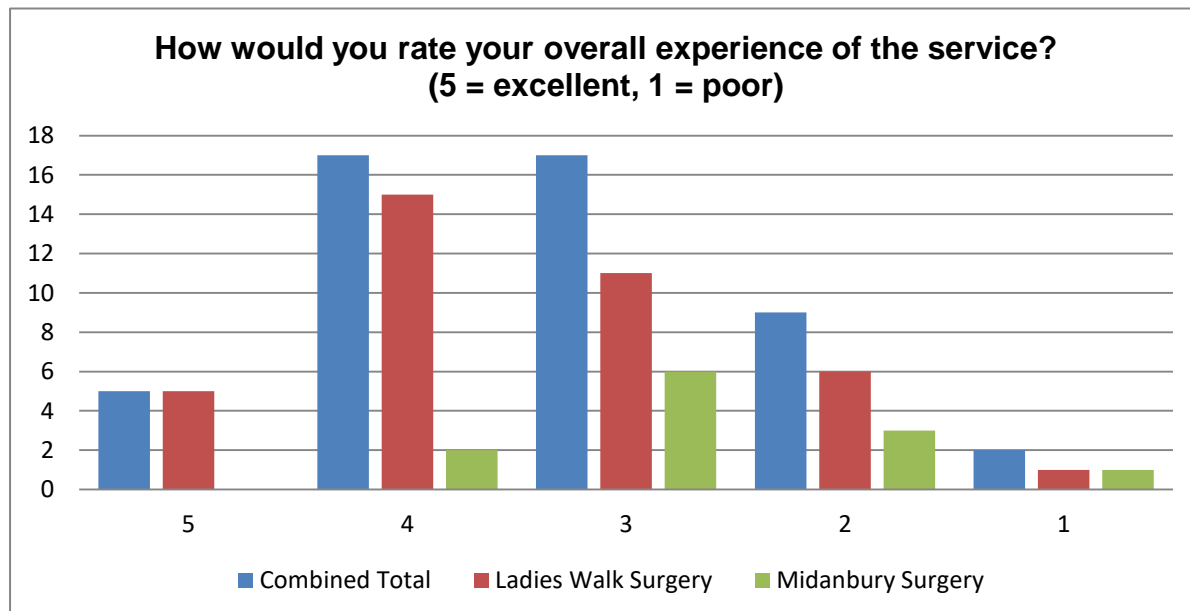
### Background

Healthwatch Southampton is committed to championing the public's voice and ensuring services are listening to responding to local patients' needs and ideas for improvement. As part of this work we held a series of engagement events at Ladies Walk & Midanbury Surgeries, surveying a total of 50 patients during 3 engagement events throughout February – April 2017.

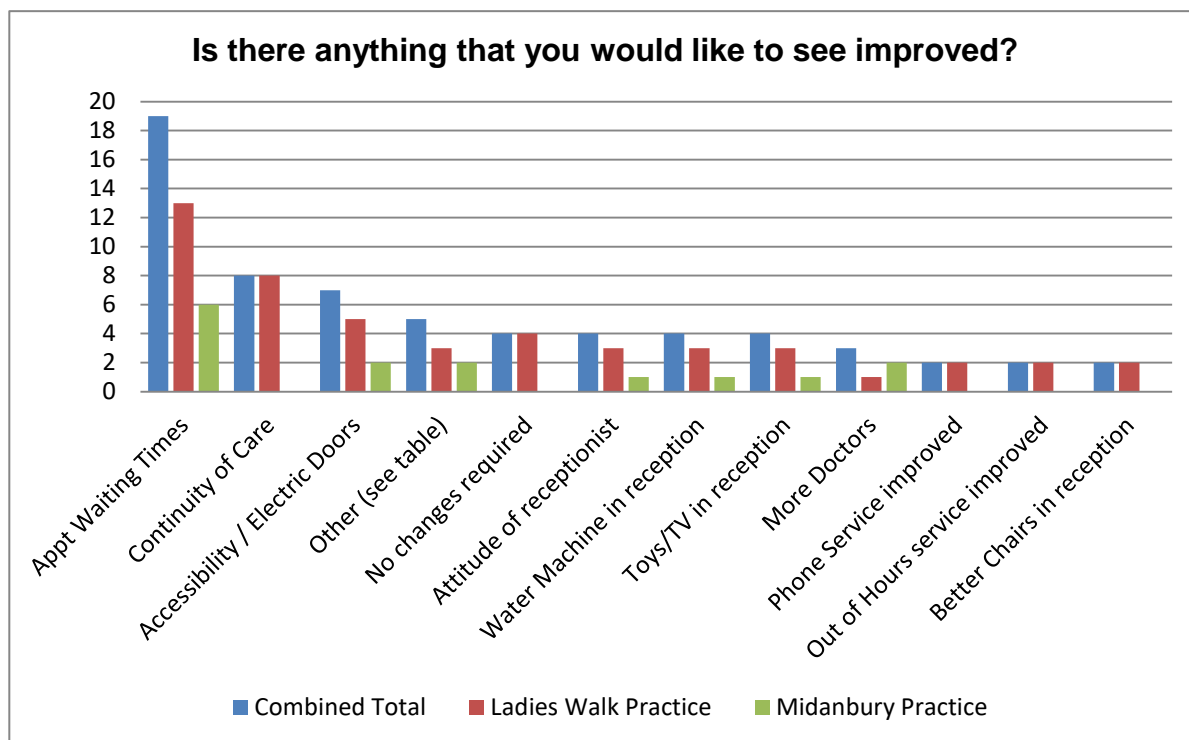
### Methodology

Steve and Chris Beale attended Ladies Walk Surgery on 27<sup>th</sup> February and 25<sup>th</sup> April 2017 and Midanbury Surgery on 14<sup>th</sup> March 2017. They spoke to 50 patients, asking them to detail their experience of the surgery, whether there was anything they'd like to see improved and to rate their overall experience of the surgery out of 5 (5 = excellent, 1 = poor).

### Results



- **The combined average score across both surgeries was 3.28/5**
- The average at Ladies Walk Surgery was higher than the combined average at 3.45/5
- The average at Midanbury Surgery was lower than the combined average at 2.75/5



Area	Combined Total	Ladies Walk Surgery	Midanbury Surgery
Appointment Waiting Times	19	13	6
Continuity of Care	8	8	0
Accessibility / Electric door	7	5	2
No changes required	4	4	0
Attitude of receptionist	4	3	1
Water machine in reception	4	3	1
Toys/TV in reception	4	3	1
More doctors	3	1	2
Phone service improved	2	2	0
Out of hours service improved	2	2	0
Better chairs in reception	2	2	0
Establish PPG	1	0	1
Improved opening hours	1	0	1
Late appointments	1	1	0
Improved parking	1	1	0
Better Medicine Information Sheet	1	1	0

## Conclusion

Generally patients found that their overall experience had been positive. 35 of the 50 patients surveyed specifically mentioned positive experiences. Positive sentiments included:

- 'All good, all staff nice'.
- 'Doctors are good'.
- 'Staff are polite and good.'
- 'Good, clean and polite staff. Nurse always nice.'
- 'Very good, do a good job'.

Although feedback was generally fairly positive a number of key themes arose from our survey that indicated where patients felt improved were most needed. These include:

- Appointment waiting times
- Continuity of care
- Accessibility / access
- Staff attitude

### Appointment waiting times

Overwhelmingly, appointment waiting times are the key area patients would like to see improved. 19/50 people surveyed indicated that they felt waiting times were too long. Quotes included:

- 'Always told to phone after 2, then given an appointment 3 weeks later'.
- 'I find it so hard to get an appointment, even if I ring at 8am. When you do get an appointment it is usually about 3 weeks' time'.
- 'Getting an appointment needs improving'.
- 'Apart from waiting times for your own doctor, the surgery is very good.'

### Continuity of care

Continuity of care was a common theme, with several patients noting an increase in locum staff and that there were increased waiting times to see their named doctor. Quotes include:

- 'Be able to see the same doctor, so you have continuity and they can actually relate to when you saw them previously.'
- 'Only one doctor on at a time.'
- 'Be able to see own doctor sooner'.

### Accessibility / access

Several patients indicated that they currently struggled with access to the consulting rooms from the main reception and suggested installing an automated door for those with mobility issues:

- 'Wheelchair access'
- 'Electric doors into doctors corridor as hard to open.'
- 'Better access doors from waiting room to surgery rooms'.
- 'Automatic doors for wheelchairs'.
- 'Better access to consulting rooms'.

**Staff attitude**

Although the general view of patients surveyed was that the staffs at both practices were good, four patients specifically mentioned negative experiences with staff at reception:

- 'Better reception staff.'
- 'Better receptionist.'
- 'Trying to get past receptionist'.
- 'Better attitude – reception.'

Other suggestions for improving the service delivered included installing a water machine in the reception, improving the out of hours service and telephone systems and employing more doctors.

**Feedback from Ladies Walk & Midanbury Surgeries**

*Thank you for the feedback you have collated from our patients, following a series of engagement events held at Ladies Walk Practices during February and April 2017.*

*The practice welcomes all types of feedback and this is used to improve the services we offer to our patients.*

*Your report shows that you gained feedback from 50 patients during these events and although generally the feedback was positive there were a few areas that patients felt could be improved upon.*

**Appointment waiting times**

*Appointment waiting times is one of the areas we constantly monitor and I understand that some patients feel that waiting times to get an appointment is too long. As a practice we feel a wait of up to two weeks is actually quite good compared to other local surgeries in our area. The practice has spent many hours over the last few years looking to improve our appointment availability and one of the positive feedbacks from the CQC Inspectors during our inspection in January 2017, was that they felt that the wait time for appointments was good and the urgent care system meant that patients with a clinical need were offered same day appointments.*

**Continuity of care**

*The practice has been trying to recruit more doctors but due to the national recruitment problems at the moment, we have been finding this difficult, therefore due to partners annual leave and a 3 month sabbatical with one of the partners, we have had to have locums at the practice to continue to offer the level of appointments that we need. This sometimes means that it is difficult to see the same doctor all the time. Hopefully this will improve in the near future.*

**Accessibility/access**

*Your feedback shows that some patients struggle with the access to some consulting rooms etc. We are aware of the difficulties and have been looking in depth at how this can be improved. We have already replaced the access doors to the entrance at Thornhill Park Surgery and they are now automatic. We have looked at replacing the double doors from the waiting area into the corridor but due to the close reception door, we have been told this is not viable. The same*

*problem has arisen with the reception area into the waiting room at Thornhill Park Surgery, as viewed to be unsafe with constant opening with children around. We will continue to look at other areas of access and improve where needed. We would like to advise patients that if they have difficulty entering these areas then they must let the reception staff know, who will help them.*

**Staff attitude**

*We are sorry that some of our patients have experienced negative experiences with reception staff. All of our reception staff work very hard and are often only relaying information given by the doctors. If anyone has a particular problem, then I am happy to discuss this with them personally.*

*You can email Ladies Walk Practice at - [SOCCG.Ladieswalkpractice@nhs.net](mailto:SOCCG.Ladieswalkpractice@nhs.net).*

*We would be happy for you to share our report from the Care Quality Commission, as this gives a more in-depth overview of the practice and the services we offer to our patients:*

*[Click here to read the latest CQC Report dated 14<sup>th</sup> February 2017](#)*

**Janet Fry**

*Practice Manager*