

**Abbey-Dale Medical  
Centre  
Blackpool**

**Enter and View Report**



**Friday 14<sup>th</sup> and Monday 17<sup>th</sup> July 2017**

**DISCLAIMER**

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

## Contact Details:

50 Common Edge Road  
Blackpool  
FY45AU

## Staff met during visits:

Janice Deakin - Practice Manager

## Date and time of visits:

Friday 14<sup>th</sup> July at 9am - 12.30pm

Monday 17<sup>th</sup> July at 4pm - 7.30pm

## Healthwatch Blackpool Authorised Representatives:

Katie Taylor (Lead Senior Project Officer)

Jessica Wood (Project Officer)

Bethany Tildesley (Project Officer)

Kim Rushton (Volunteer)



## CQC Report for Abbey-Dale Medical Centre 5<sup>th</sup> April 2016

<http://www.cqc.org.uk/location/1-550225659?referrer=widget3>

Overall Good	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Read overall summary

## Introduction

Healthwatch Blackpool is committed to listening to patients and members of the public in Blackpool. We make sure their views and experiences are heard by those who run, plan and regulate health and social care services. This is achieved through a core programme of work visiting health and social care services and speaking to individuals using the services.

Both visits to the surgery were announced Enter and View visits undertaken by authorised representatives from Healthwatch Blackpool with support from colleagues and volunteers at Healthwatch Lancashire. Local Healthwatch has the authority to enter health and social care premises announced or unannounced, to observe and assess the nature and quality of services and obtain the views of those people using the service.

The team compile a report reflecting observations and feedback from people using the service, making comment where appropriate. The report is sent to the service manager, in this case the practice manager for validation of the facts. Any response from the manager is included within the final version of the report which is published on the Healthwatch Blackpool website at [www.healthwatchblackpool.co.uk](http://www.healthwatchblackpool.co.uk)

On Friday 14<sup>th</sup> July 2017 at 9am - 12.30pm and Monday 17<sup>th</sup> July 2017 at 4pm - 7.30pm, two Healthwatch Blackpool representatives gathered survey responses from patients at Abbey-Dale Medical Centre in Blackpool, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 48 patients.

## Methodology

These visits have been arranged as part of Healthwatch Blackpool's Enter and View GP Services programme.

The aim is to collate feedback from patients on the accessibility of services (for example, the ease of booking appointments), the quality of care provided (for example, if patients feel 'listened to') and the awareness of patient involvement (via Patient Participation Groups).

According to a statistical release by the government's Department for Communities and Local Government, Blackpool is in the 10% most deprived areas of England. Despite these statistics, 14% of Blackpool's GP practices have been rated Outstanding by CQC (Care Quality Commission - the independent regulator of health and social care in England) and 86% are rated good. Nationally, only around 4% of GP Services are rated as Outstanding by CQC.

In April and May of 2016 Healthwatch Blackpool spoke to 294 Blackpool residents as part of a public consultation asking, "Are there any specific issues/services which are a concern to you which you think Healthwatch Blackpool should look into?". Of the 25 specific issues/services that members of the public raised with Healthwatch Blackpool, GP Services had the highest percentage of responses.

More recently in 2017, Healthwatch Blackpool have spoken to members of the public at pop-ups and care circles at a variety of locations across Blackpool - providing an opportunity for people to offer feedback about a service. Feedback from members of the public around their experiences of GP services, along with intelligence from CQC, and the Joint Strategic Needs Assessment for Blackpool has been triangulated to ensure we have visited a range of practices.

Healthwatch Blackpool will rate the areas of Environment, Access and Quality of Care via a Red/Amber/Green review system. This assessment approach has been used in order to make direct comparisons between services and to highlight areas that patients believe are performing well or have room for improvement.

This report reflects the views of 48 patients that we spoke to at the surgery, however, not all surveys were completed in full. This is often due to the patients being called into their appointments during completion of the questionnaire. As such the total number of people that answered each question is detailed in brackets within the reported results.

## Acknowledgements

Healthwatch Blackpool would like to thank all the patients for taking part in this survey. We would like to thank Practice Manager, Janice Deakin together with the staff at the surgery, for their very warm welcome and support during the visit.

Healthwatch Blackpool would like to thank colleagues at Healthwatch Lancashire whose previous work with GP Practices and 'lessons learnt' has helped shape the way this project has been conducted.

## General Information

Abbey-Dale Medical Centre operates within the NHS Blackpool Clinical Commissioning Group area and has around 6000 registered patients (figures from Practice manager during our visit).

The service's opening times are usually Monday 8am - 8.30pm, and Tuesday - Friday 8am - 6.30pm. The service closes on Saturday and Sunday.

There are four GP partners and one permanent locum GP, two Practice Nurses, one Practice Pharmacist along with other support provided by attached staff. The Practice Manager is Janice Deakin.

# Enter and View Observations

GREEN

## Overall Environmental Rating:



### Location and external environment

Abbey-Dale Medical Centre is located South of Blackpool town centre. There is a bus stop outside the surgery and it is on a number of routes. There is a pharmacy on the opposite side of the road from the surgery. The grounds of the Medical Centre has a one way system of cars with parking located at the rear of the building. Disabled parking is available directly outside the entrance. A large grassy area to the side of the building appears well kept.

### Internal environment and reception

The surgery is set across two floors. Through a small entrance area with electrically assisted doors, the reception is on the immediate right where staff sit behind glass shutters. The waiting room appears light and spacious with ample seating around the perimeter and in rows facing the reception desks. In one corner, there is a self-assessment area for patients taking their own weight and blood pressure. A TV next to the reception desks shows relevant health and lifestyle images, videos and alerts patients to their appointments. The corridor was wide and free of clutter, with access to the upstairs rooms by a wide staircase which also had stair lift.

There were no notice boards in the waiting room or down the corridor, there was however a banner advertising the 'My Health UK' app. Patients were alerted to their appointments via the TV screen which also sounded to alert people to a new message.

The flooring was none reflective and was a different colour and easily distinguished from the walls. There was an accessible toilet close to reception that appeared well stocked with toilet roll and soap.

The surgery appeared to be clean, organised and in good condition. The poster informing patients of Healthwatch Blackpool's visit was clearly displayed on the door into the waiting room. There was no clear information about how to make a complaint; when asked the reception staff informed Healthwatch representatives that patients should ask for information regarding complaints from staff.

### Patient involvement in the surgery

There was no clear information about the surgery's Patient Participation Group on display.

The most recent CQC report (April 2016) was available on the surgery website and displayed in the surgery, showing the surgery's overall score of "Good" with a link to the full report on the CQC website.

The Enter and View at Abbey-Dale Medical Centre took place on Friday 14<sup>th</sup> July and Monday 17<sup>th</sup> July 2017. 48 patients shared their views.

## Patient responses for getting to the practice

- We asked: 'How did you get here today?'**  
(48 patients answered)

Walk	Car	Bus	Train/Tram	Other
19%	67%	6%	0%	8%

Other included:

6% - Taxi

2% - Bicycle

- To those who did not use public transport, we asked: 'Would you consider using public transport, or if you do how do you find it?'**  
(46 patients answered)

**30%** said Yes **70%** said No

34% of comments from those who would not consider using public transport to reach their appointment related to living too close to the practice to use public transport. 17% of comments from those who would not consider using public transport to reach their appointment related to it not being suitable due to their physical or mental health needs.

Some of the comments received about considering using public transport:

*"I would go on public transport if I had to."*

*"I was in a rush this morning."*

Some of the comments received about not considering using public transport to reach their appointment:

*"I only live around the corner."*

*"I'm not able to walk far, I use a walking stick."*

*"I have used a bus. It wasn't good. They're never on time and the prices are horrendous."*

In total 39 comments were made about using public transport, these can be found in Appendix 1

## Patient responses for access and booking appointments

AMBER

### Overall access rating:



3. **We asked: 'How do you usually book your appointments?'**  
(46 patients answered)

Telephone	Online	At reception	Repeat appointment
89%	2%	9%	0%

4. **We asked: 'Do you use online booking?'**  
(47 patients answered)

**9%** said Yes    **83%** said No    **9%** Said Sometimes

*Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.*

### Some of the comments received from patients who use online booking:

*"I reorder prescriptions online but my doctor isn't on there to book appointments. Only two of the GP's are."*

*"I just use it for my prescriptions."*

*"It's difficult to use and the doctor I want to see isn't on there."*

5. **We asked those that answered No or Sometimes to Question 4: 'why is this?'**  
(42 patients answered)

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
21%	41%	17%	21%	0%

### Some of the comments received from patients who do not use online booking:

*"I like to speak to someone"*

*"I've never thought about it."*

*"It's easier to phone for an appointment."*

*"I have an iPad but I'd probably end up in China if I tried to book an appointment on it."*

In total 27 comments were made about online booking, these can be found in Appendix 1

6. **We asked: 'Would you consider using a mobile app to communicate with the service?'**

(47 patients answered)

**51%** said Yes

**49%** said No

Some of the comments received about using a mobile app:

*"I very much doubt I'd use it, I don't do apps or Facebook and all that."*

*"It would be easier to get appointments."*

*"I think it's a good idea."*

In total 13 comments were made about using a mobile app, these can be found in Appendix 1

7. **We asked: 'Did you get a reminder for your appointment today?'**

(47 patients answered)

**45%** said Yes

**40%** said No

**15%** were Not Applicable

Some of the comments received from patients about receiving reminders for their appointments:

*"They phoned me up."*

*"A text message."*

*"I do nine times out of ten but I haven't had one today."*

In total 9 comments were made about using a mobile app, these can be found in Appendix 1

8. **We asked: 'Do you find it difficult to get urgent appointments on the same day?'**

(47 patients answered)

**26%** said Yes

**64%** said No

**11%** said Not Applicable

*Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.*

Some positive comments we received about booking urgent appointments:

*"There are lots of doctors so you can see anyone."*

*"I ring at 8am and usually get an appointment."*

*"They're always handy, you can't always see the same doctor but it doesn't matter for an emergency."*

## Some negative or neutral comments we received about booking urgent appointments:

*"I normally have to go to the medical centre at night."*

*"You just have to stay on the phone until someone answers."*

*"It's hard getting through on the phone. I needed appointment today and it was originally Wednesday night I rang and explained what I needed. They managed to accommodate me today."*

*"Getting through on the phone is a nightmare."*

In total 23 comments were made about access to urgent appointments, these can be found in Appendix 1

### 9. **We asked: 'Do you find it difficult to get routine appointments?'**

(47 patients answered)

**18%** said Yes      **73%** said No      **9%** said Not Applicable

## Some positive comments we received about booking routine appointments:

*"I have no problem."*

## Some negative or neutral comments we received about booking routine appointments:

*"It depends if you want to see a specific GP."*

*"You have to book weeks in advance."*

*"My doctor is very popular, sometimes I have to wait a long time."*

In total 11 comments were made about access to routine appointment, these can be found in Appendix 1

### 10. **We asked: 'Are the opening times here convenient for you?'**

(44 patients answered)

**93%** said Yes      **5%** said No      **2%** said Mostly

## Some comments we received about the opening times:

*"They've got great opening times."*

*"I would suggest that they open Saturday instead of a Monday for the working public."*

In total 6 comments were made about opening times, these can be found in Appendix 1



11. **We asked: 'Overall, how would you rate your experience of booking appointments at this surgery?'**

(43 patients answered)

**72%** said Excellent    **28%** said Could Be Improved    **0%** said Poor

**Some positive comments we received about booking appointments**

*"I'd give it nine out of ten."  
"I have no problems whatsoever."*

**Some negative or neutral comments we received about booking appointments**

*"It could be improved for emergency appointments. If I ring in the morning I can't make an afternoon appointment. I have to phone back at 12pm for an afternoon appointment."  
"If you can't get through in the first few minutes you can't get an appointment."*

**In total 14 comments were made about overall access, these can be found in Appendix 1**

## Patient responses for quality of care

GREEN

**Overall Quality Rating:**



12. **We asked: 'How do you find the medical staff e.g. Doctors and Nurses?'**

(42 patients answered)

**79%** said Happy with Staff    **21%** were Happy with Most Staff

**0%** were Unhappy with Staff

**Some positive comments we received about medical staff**

*"They're amazing especially with my son."  
"The nurses are great."  
"They're all brilliant and very accommodating."*

**Some negative or neutral comments we received about medical staff**

*"They're okay."  
"The two nurses seem nice. I will only see one GP due to a bad experience with another."*

*"The doctors can sometimes be an issue."*

In total 20 comments were made about medical staff, these can be found in Appendix 2

13. **We asked: 'How do you find the non-medical staff e.g. receptionists, administrators, practice management?'**  
(42 patients answered)

**91%** said Happy with Staff **7%** were Happy with Most Staff

**2%** were Unhappy with Staff

**Some positive comments we received about non-medical staff**

*"They are brilliant! 5 Star!"*

*"They're kind and help you if they can."*

**Some negative or neutral comments we received about none medical staff**

*"When I ring they ask why I'm ringing and why I need an appointment - I feel this is personal and they shouldn't ask."*

*"It can be disorganised. There seems to be a lot of confusion. There's definitely room for improvement."*

In total 14 comments were made about none medical staff, these can be found in Appendix 2

14. **We asked: 'Do you tend to feel listened to, respected and understood during your appointments?'**  
(43 patients answered)

**84%** said Yes **0%** said No **16%** said Most of the Time

**Some positive comments we received about feeling listened to, respected and understood at appointments**

*"They do the best they can."*

*"Absolutely."*

**Some negative or neutral comments we received about feeling listened to, respected and understood at appointments**

*"It depends which doctor you see."*

*"Sometimes I feel like they're not listening to what I've said."*

In total 6 comments were made about feeling listened to, respected and understood, these can be found in Appendix 2

15. **We asked, How important is it for you to see the same GP?:**

(42 patients answered)

**57%** said Very Important    **14%** said Not at all Important

**29%** said Neither Important nor Unimportant

Some comments we received about seeing the same GP

*"Seeing the same person helps me with my condition and anxiety problems."*

*"I do like the same doctor but only as I've got to know them (I didn't like them at first) they're polite and friendly I don't mind."*

*"I'd like to see the same person but it doesn't happen."*

In total 14 comments were made about the importance of seeing the same GP, these can be found in Appendix 2

16. **We asked: Have you asked to see a specific GP, was this request successful?**

(43 patients answered)

**60%** said Yes, I saw the GP I wanted to see

**12%** said Yes but I was not able to see the GP I wanted

**28%** said I have never requested a specific GP

Some comments we received about requesting to see the same GP

*"I had to wait a little bit longer to see the GP I wanted."*

*"With the nurses I get to see who I want but not with the doctors."*

*"It's very hard to see the doctors I like. It's extremely difficult."*

In total 15 comments were made about the ability to see the same GP, these can be found in Appendix 2

17. **We asked: 'Overall, how satisfied are you with the care provided?'**  
(42 patients answered)

**86%** said Very Satisfied    **14%** said Satisfied    **0%** said Unsatisfied

Some positive comments we received about overall satisfaction with care

*"It's top."  
"Excellent."*

Some negative or neutral comments we received about overall satisfaction with care

*"I look after myself where I can."  
"I'm satisfied once I get to the right person."  
"I'm in between. I've had a bad experience here with my mum."  
"I've been here a long time."*

## Patient responses for involvement in their GP's PPG

18. **We asked: 'Have you heard of the surgery's Patient Participation Group?'**  
(42 patients answered)

**29%** said Yes    **71%** said No    **0%** said they were already a member

19. **We asked those that answered No to Question 18: 'Is this something you would be interested in?'**  
(41 patients answered)

**3%** said Yes    **86%** said No    **12%** said Maybe

*Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.*

Some comments we received about interest in the Patient Participation Group

*"I'm not interested due to my anxiety."*

20. **We asked those that answered Yes or Maybe to Question 19, 'How would you like to be involved?'**  
(6 patients answered)

Attend regular meetings only	Online only	Attend both meetings and online
67%	33%	0%

21. **We asked, 'Have you shared the information you've shared with us, with anyone else?'**  
(40 patients answered)

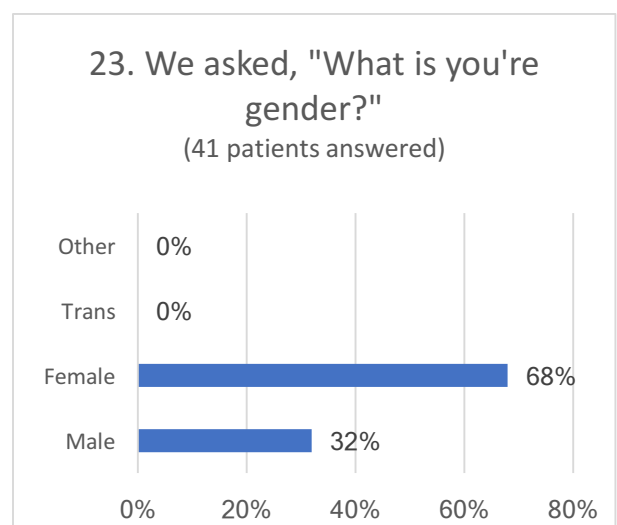
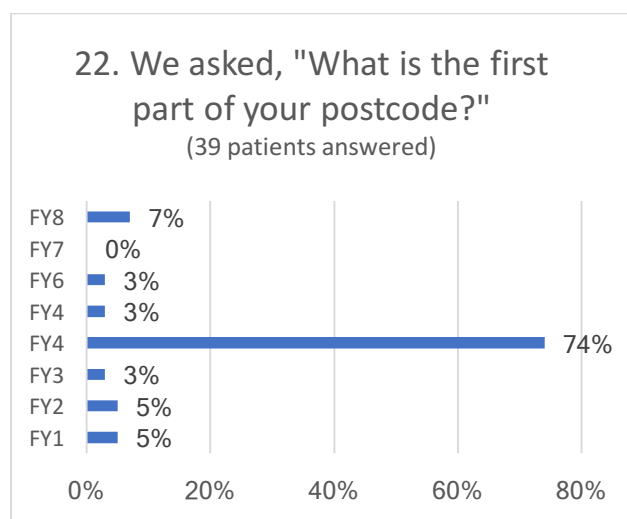
**15% said Yes      85% said No**

If yes, who?

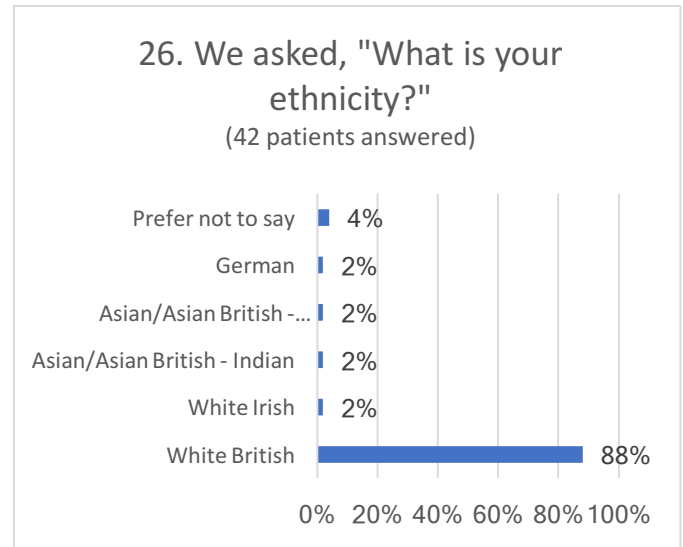
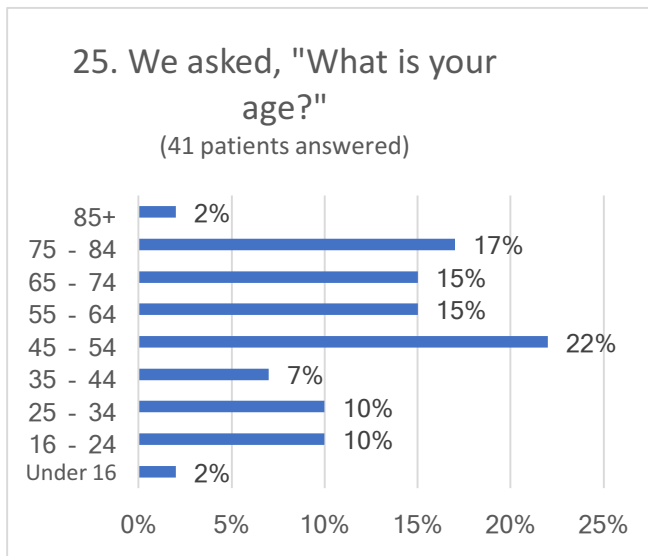
"I filled in a survey that the surgery gave me about feedback."  
 "I've put in a complaint but it wasn't handled well. I wasn't told what happened with it."  
 "The reception. My issue is with getting out of the car park. The vision is sometimes blocked pulling out of the car park due to cars parked on the road. I am worried there may be an accident one day. I have told the surgery but not sure they can do anything about it."  
 "I made a complaint to the surgery, I'm not sure what happened in the end but I think it wasn't very effective."

### Demographic

Please note, percentages have been rounded to the nearest whole number and therefore do not add up to 100%.



- 24.** We asked, 'Is this the same gender as the one on your original birth certificate?' (36 patients answered)  
 Yes – 100%  
 No – 0%



## Healthwatch Blackpool Summary of Findings

Here is a summary of findings from the visits to Abbey-Dale Medical Centre:

Healthwatch Blackpool gave the following ratings;

**Overall Environmental Rating:** GREEN 

- The environment appeared clean and tidy. The surgery appeared accessible and had some dementia friendly adaptations.

**Overall Access Rating:** AMBER 

- None of the patients we spoke to were attending a repeat appointment, most had booked via telephone (89%)
- Of the patients surveyed most of them do not use the online booking service (83%) but most would consider using a mobile phone app (51%).
- Over a quarter of the patients told us they have difficulty getting urgent appointments (26%) although fewer said they have difficulty getting routine appointments (18%)
- All patients found the opening times convenient with only 2% of patients describing opening times as 'mostly convenient'.

- Overall, the majority of patients felt that their experience of booking appointments was 'Excellent' (72%), although some (28%) said it could be improved

GREEN

## Overall Quality Rating:

- None of the patients told Healthwatch representatives spoke with said they were unhappy with medical staff and a small percentage (2%) were unhappy with none medical staff.
- Patients told Healthwatch representatives they felt listened to, respected and understood during appointments (84%) with the rest of patients (16%) saying they felt this way 'most of the time'.
- Most patients told us they felt seeing the same GP was important to them (57%) and most patients said they saw the GP the wanted to when requested (60%).
- Overall, no patients were 'unsatisfied' with the care provided to them, all (100%) said they were 'satisfied' or 'very satisfied'.

### Other Findings Included;

- Most patients got to the surgery by car (67%) and most patients would not consider using public transport to attend their appointments (70%) with most of those citing that they lived too near to get a bus (34%)
- Most patients said they had not heard of the surgeries Patient Participation Group (71%), and most said they would not be interested in joining (85%).
- Of those who did say they were interested in joining most said they would want to be involved by attending regular meetings only (67%).

# Appendix

## Appendix 1

### **2. To those who did not use public transport, we asked: 'Would you consider using public transport, or if you do how do you find it?'**

(46 patients answered)

#### **Some comments we received about considering using public transport:**

*"I have used a bus because my car broke down. You can't rely on the times."*

*"I would consider it but I live very near."*

*"If I needed to I would use a bus."*

*"I use the busses, but very occasionally."*

*"I would go on public transport if I had to."*

*"If I had to."*

*"If I needed to."*

*"I'd consider using a bus if my car broke."*

*"I would use a bus if I had to."*

*"I was in a rush this morning."*

#### **Some comments we received about not considering using public transport to reach their appointment:**

*"I can't get a bus to here."*

*"I only live around the corner."*

*"I'm not able to walk far, I use a walking stick."*

*"I have used a bus. It wasn't good. They're never on time and the prices are horrendous."*

*"I live around the corner."*

*"I'm within walking distance."*

*"The times are not always convenient for getting to appointments"*

*"It's not practical for me due to working"*

*"I live close by."*

*"Because I have anxiety and severe depression, it would be too much for me"*

*"No buses from where I live."*

*"I only live 5 minutes away so don't need to."*

*"It's too busy - would rather walk it."*

*"Not got time to wait for public transport."*

*"I live across the road."*

*"I live far away so it wouldn't be convenient."*

*"I prefer to walk."*

*"It's not that far."*

*"It's not convenient, I'm not near a bus stop."*

*"I prefer walking to using public transport."*

*"I have difficulty walking."*

*"It wouldn't be convenient. There isn't a bus stop near my house."*

*"Not again, I was banned."*

*"I've got my own car."*



*"I walk because I live near the practice."  
"I live within walking distance."  
"I only live minutes away."  
"I wouldn't know how to get a bus here."  
"I can't use a bus, I'm not mobile."*

#### **4. We asked: 'Do you use online booking?'**

(47 patients answered)

#### **Some comments we received from patients who use online booking:**

*"I reorder prescriptions online but my doctor isn't on there to book appointments. Only two of the GP's are."  
"I just use it for my prescriptions."  
"It's difficult to use and the doctor I want to see isn't on there."  
"I have used it in the past but my ID lapsed."  
"I would use it if I had to."*

#### **Some comments we received from patients who do not use online booking:**

*"You hear so many things about it going wrong."  
"I prefer to use a phone."  
"I'm not good with a computer."  
"I never thought of using it."  
"I don't know how to."  
"I like to speak to someone"  
"I haven't got a computer."  
"I can't remember my log in details."  
"I don't have a laptop or anything."  
"I've just not used it."  
"I've never thought about it."  
"I'd rather speak to someone, don't really like internet stuff."  
"I would use it if I knew about it."  
"I just never have."  
"It's easier to phone for an appointment."  
"My computer has a virus."  
"I never got around to getting it set up."  
"I forget to book online."  
"My wifi is off and on."  
"I feel better talking to people."  
"I have an iPad but I'd probably end up in China if I tried to book an appointment on it."  
"I don't like computers."*

## **6. We asked: 'Would you consider using a mobile app to communicate with the service?'**

(47 patients answered)

### **Some comments we received about using a mobile app:**

- "My wife and I don't really use our phones that way."*
- "I use a laptop but I've got an [old fashioned mobile] phone."*
- "I prefer to speak to people."*
- "I very much doubt I'd use it, I don't do apps or Facebook and all that."*
- "I prefer to phone, I prefer the personal touch."*
- "I'd rather speak to someone."*
- "It would be easier to get appointments."*
- "My phone doesn't have apps. It's an old phone."*
- "If I had to I would use it."*
- "I think it's a good idea."*
- "It would be good to book appointments on my phone."*
- "I would prefer to keep the staff."*
- "I'd ring up, I've not got a smart phone."*

## **7. We asked: 'Did you get a reminder for your appointment today?'**

(47 patients answered)

### **Some comments we received from patients about receiving reminders for their appointments:**

- "They phoned me up."*
- "I didn't today but I normally do."*
- "A text message."*
- "I normally get a text when I book."*
- "Sometimes I do."*
- "I was reminded by post."*
- "I do nine times out of ten but I haven't had one today."*
- "I normally get a reminder."*
- "I sometimes get a reminder."*

## **8. We asked: 'Do you find it difficult to get urgent appointments on the same day?'**

(47 patients answered)

### **Some positive comments we received about booking urgent appointments:**

- "It's a really good system."*
- "It's not too bad for me."*
- "There are lots of doctors so you can see anyone."*
- "I've not had a problem before."*
- "I ring at 8am and usually get an appointment."*
- "They're always handy, you can't always see the same doctor but it doesn't matter for an emergency."*
- "The girls on reception are brilliant."*

## Some negative or neutral comments we received about booking urgent appointments:

*"It's difficult to get through, it's always a busy line. By 8.05am all the appointments are taken."*

*"I normally have to go to the medical centre at night."*

*"I have difficulty booking for myself but not for my son."*

*"You just have to stay on the phone until someone answers."*

*"It's very difficult."*

*"Sometimes its difficult."*

*"It's a lot harder now the surgery is bigger."*

*"The issue is trying to get through."*

*"It's sometimes difficult."*

*"The girls on reception are brilliant."*

*"It's hard getting through on the phone. I needed appointment today and it was originally*

*Wednesday night I rang and explained what I needed. They managed to accommodate me today."*

*"Getting through on the phone is a nightmare."*

*"It's difficult sometimes. I usually need it for my daughter and can be a struggle to get an appointment time."*

*"I rarely ask for one."*

*"There aren't always appointments for the same day."*

*"It's difficult because I work away."*

*"I've been trying to get an appointment for three days."*

## **9. We asked: 'Do you find it difficult to get routine appointments?'**

(47 patients answered)

### Some positive comments we received about booking routine appointments:

*"I have no problem."*

### Some negative or neutral comments we received about booking routine appointments:

*"It's not easy to see the doctor you want."*

*"You can get an appointment but not for the same GP."*

*"Since it's changed the time I'm waiting for my appointment has got longer. Instead of a week its a fortnight."*

*"They are fully booked most of the time."*

*"I don't need to come that often."*

*"It depends if you want to see a specific GP."*

*"It's difficult if you want to see a certain doctor."*

*"You have to book weeks in advance."*

*"I've only been registered at this practice for one year."*

*"My doctor is very popular, sometimes I have to wait a long time."*

## **10. We asked: 'Are the opening times here convenient for you?'**

(44 patients answered)

## Some comments we received about the opening times:

*"Something on a Saturday or Sunday would be better because of the traffic."*

*"They've got great opening times."*

*"More late nights would help."*

*"I have to take time off work and I'm self-employed."*

*"I would suggest that they open Saturday instead of a Monday for the working public."*

*"They're convenient for me because I'm retired."*

### **11. We asked: 'Overall, how would you rate your experience of booking appointments at this surgery?'**

(43 patients answered)

## Some positive comments we received about booking appointments

*"I've had no problems."*

*"It's good."*

*"I'd give it nine out of ten."*

*"I have no problems whatsoever."*

*"It's good."*

*"I just ring up."*

*"There are no problems at all."*

*"It's very good."*

*"I'd score it 8/10."*

*"It's good."*

## Some negative or neutral comments we received about booking appointments

*"It could be improved for emergency appointments. If I ring in the morning I can't make an afternoon appointment. I have to phone back at 12pm for an afternoon appointment."*

*"If you can't get through in the first few minutes you can't get an appointment."*

*"Personally, its easier for me to access an appointment on the same day."*

*"I would suggest making an appointment the day before rather than ringing up at 8am."*

## Appendix 2

### **12. We asked: 'How do you find the medical staff e.g. Doctors and Nurses?'**

(42 patients answered)

## Some positive comments we received about medical staff

*"They're as good as gold."*

*"They're amazing especially with my son."*

*"Super."*

*"The nurses are great."*

*"Excellent."*

*"They're perfect."*

*"Lovely."*

*"They're all brilliant and very accommodating."*

*"Everybody's nice."*  
*"They're great."*  
*"They're all good. I have no problems at all."*  
*"They're really helpful."*  
*"They're excellent."*  
*"They're great."*  
*"They're lovely."*

### **Some negative or neutral comments we received about medical staff**

*"They're okay."*  
*"The two nurses seem nice. I will only see one GP due to a bad experience with another."*  
*"The doctors can sometimes be an issue."*  
*"I'm not happy with all of them."*  
*"It's my first time I am seeing a doctor here since the merge. I've seen a nurse and they were really good. The doctors at the old surgery (vicarage lane) weren't always good."*

### **13. We asked: 'How do you find the non-medical staff e.g. receptionists, administrators, practice management?'**

(42 patients answered)

### **Some positive comments we received about non-medical staff**

*"They're really good. They always help."*  
*"They're pretty good."*  
*"Excellent."*  
*"They're lovely."*  
*"I've never had trouble with any."*  
*"They are brilliant! 5 Star!"*  
*"They're kind and help you if they can."*  
*"Good."*  
*"They're very good."*  
*"They're great."*  
*"They're all lovely."*

### **Some negative or neutral comments we received about none medical staff**

*"When I ring they ask why I'm ringing and why I need an appointment - I feel this is personal and they shouldn't ask."*  
*"It can be disorganised. There seems to be a lot of confusion. There's definitely room for improvement."*  
*"They're fine."*

### **14. We asked: 'Do you tend to feel listened to, respected and understood during your appointments?'**

(43 patients answered)

### **Some positive comments we received about feeling listened to, respected and understood at appointments**

"They do the best they can."

"Absolutely."

### **Some negative or neutral comments we received about feeling listened to, respected and understood at appointments**

*"No problems. I have limited English so this is sometimes a problem."*

*"It depends which doctor you see."*

*"Sometimes I feel like they're not listening to what I've said."*

*"Sometimes I don't get long enough especially if you're talking about results."*

### **15. We asked, 'How important is it for you to see the same GP?':**

(42 patients answered)

#### **Some comments we received about seeing the same GP**

*"It depends if they're available or not."*

*"I'm happy with any of the GP's."*

*"I don't want to see some of them though."*

*"I prefer it."*

*"Seeing the same person helps me with my condition and anxiety problems."*

*"I do like the same doctor but only as I've got to know them (I didn't like them at first) they're polite and friendly."*

*"I have been with the same doctor for 20 years, I always want to see them but it's so difficult to get an appointment I'm just happy to see any doctor."*

*"They get to know you so you don't have to explain yourself over and over."*

*"It varies depending on what I'm going for."*

*"It's only important if it's a follow up."*

*"I'd like to see the same person but it doesn't happen."*

*"I prefer to see the same GP but it's not essential."*

*"You do get used to the same doctor."*

### **16. We asked: 'Have you asked to see a specific GP, was this request successful?'**

(43 patients answered)

#### **Some comments we received about requesting to see the same GP**

*"The appointments are normally all taken."*

*"I had to wait a little bit longer to see the GP I wanted."*

*"I did but I had to wait a long time though."*

*"With the nurses I get to see who I want but not with the doctors."*

*"I'm prepared to wait to see the GP I want if necessary."*

*"Unless it's an absolute emergency I won't see anyone other than my GP."*

*"This is important so you don't have to keep explaining the same things."*

*"There is a waiting list all the time for my doctor."*

*"It's very hard to see the doctors I like. It's extremely difficult."*

*"Nine times out of ten I do."*

*"I have no problems."*

*"I will request to see the same person if I have a follow up appointment."*

*"The GP was on holiday so I waited for them. Some give you different opinions. I like to see the same person because it takes time in the appointment for them to read all the notes. I feel like you have to trust them."*

*"The person I want to see is always fully booked."*

*"I might have to wait a while."*

## **Response from provider**

Abbey-Dale Medical Centre was given the opportunity to respond to this report however did not provide a response at the time of publication.

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