

Stonyhill Medical Practice Blackpool

Enter and View Report



Wednesday 19th and Thursday 20th 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:

South Shore Primary Care Centre
Lytham Road
Blackpool
FY41TJ

Staff met during visits:

Joyce Kirkham and Norrie Umpley -
Receptionists

Date and time of visits:

Wednesday 19th July 2017 at 9am - 12:30pm

Thursday 20th July 2017 at 4pm - 5pm

Healthwatch Blackpool

Authorised Representatives:

Katie Taylor (Lead Senior Project Officer)

Sam Parker (Communications and
Engagement Officer)

Beth Tildesley (Project Officer)

Nick Colledge (Project Officer)



CQC Report for Stonyhill Medical Practice 21st June 2017

<http://www.cqc.org.uk/location/1-540719995>

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 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

On Wednesday 19th July 2017 from 9am - 12:30pm and Thursday 20th July 2017 from 4pm - 5pm, two Healthwatch representatives gathered survey responses from patients at Stonyhill Medical Practice in Blackpool, to obtain the views of people using the service and to observe the environment. This report summarises the reviews of 33 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 33 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, Sue Smith, together with the staff at the practice, for making us feel welcome 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

Stonyhill Medical Practice operates within the NHS Blackpool Clinical Commissioning Group area and has around 9,000 registered patients (information supplied by receptionist).

The service's opening times are 8am - 6.30pm Monday, Wednesday and Friday, with an extended evening surgery till 7:45pm on Tuesdays and Thursdays. The service closes on Saturday and Sunday.

There are five GPs, two Nurse Practitioners, three Practice Nurses, two Health Care assistants and a Practice Pharmacist, along with other community, practice management and administrative/reception staff. The Practice Manager is Sue Smith.

Enter and View Observations

GREEN

Overall Environmental Rating:



Location and external environment

Stonyhill Medical Practice is located in the south shore neighbourhood of Blackpool - serving an area from Bloomfield Road in the north, Vicarage Lane/Midgeland Road/Queensway to the east, and St Annes Road East in the south and ending at The Promenade in the west. The practice is based within a three-floored modern purpose-built primary care centre and shares the building with two other GP surgeries, a pharmacy and other community services. The practice is located on a main road, with good public transport links, and has car parking on site for patients - shared with the other GP surgeries (including dedicated parking spaces for patients with disabilities). Some limited on-street parking is also available. There is disabled access to the surgery. Signage within the building indicated the location of the Stonyhill Medical Practice, alongside other services available within the building.

Internal environment and reception

The medical practice is located on the second floor with both stair and lift access for patients (accessible for patients with disabilities). The reception and waiting area was light, spacious and airy with ample seating for patients. There was also a small play area for children. There were both male and female toilet facilities, along with single cubical unisex toilets with disabled access and disability friendly adaptations (e.g. dementia-friendly 'blue' toilet seats) located close to the medical practice and on the same floor.

The notice boards held relevant and up-to-date information about services within the practice and wider primary care centre, along with details of local support groups for various needs and current health campaigns. Whilst informative, the noticeboards were fairly cluttered with information, including posters displaying a planned merger of the practice with the Harrowside surgery (there was no indication of timeframe and whether this was a recent announcement). There was a table containing information to encourage patient engagement and feedback as well as details of the complaints policy and procedure.

Patients were alerted of their appointments via a TV screen. Healthwatch representatives observed that when patients were alerted of their appointments by the TV screen there was no accompanying audio and this could pose a challenge to visually impaired patients. During the visit, however, it was noted that medical staff often supplemented the TV appointment alerts, by coming out to find patients. The surgery appeared to be clean, organised and in good condition. During our visits, there was one receptionist at the desk who appeared friendly and assisted patients quickly. The queuing system arrangement at the reception desk enabled patients to have a degree of privacy when speaking to the receptionist. The poster informing patients of Healthwatch Blackpool's visit was clearly displayed in the waiting room. A CQC summary report from June 2017 was also displayed on the noticeboard, showing the surgery's overall score of "Good".

The Enter and View at Stonyhill Medical Practice took place on Wednesday 19th July and Thursday 20th July 2017, 33 patients shared their views

Patient responses for getting to the practice

1. **We asked: 'How did you get here today?'**
(33 patients answered)

Walk	Car	Bus	Train/Tram	Other
18%	67%	15%	0%	0%

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

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?'**
(28 patients answered)

29% said Yes **71%** said No

44% 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. Three patients also commented about difficulty with parking.

Some of the comments about considering using public transport:

"We do use a bus sometimes and it's fine."

"I'd usually walk, but I could use public transport if I needed to."

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

"I would have to go via the town centre from town. Having said that parking is an issue."

"It's not convenient to get a bus – I would walk, but my health restricts me. Despite this the parking is very limited and can be difficult to find a place to park when they're busy."

"I live close enough that I wouldn't need to."

In total, 19 comments were made about using public transport. These can be found in Appendix 1.

Patient responses for access and booking appointments

GREEN

Overall Access Rating:



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

Telephone	Online	At reception	Repeat appointment
81%	10%	10%	0%

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

13% said Yes **84%** said No **3%** Said Sometimes

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

"It's okay."

"Whenever I've tried it just hasn't happened. We use online for re-ordering prescriptions though."

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

Don't use a computer	Don't want to	Unaware of it	Don't have log in details yet	Unsuitable
29%	50%	7%	14%	0%

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

"It's nicer to talk to the receptionists."

"The appointments available online are too far in advance for what I need, it's usually for my child."

"I always come into reception, the phone service is diabolical, in fact, I've given up on the phones altogether now."

In total, 17 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?'**

(31 patients answered)

58% said Yes **42%** said No

Some of the comments we received about using a mobile app:

"It would be easier a lot of apps are more direct."

"I don't own a mobile phone."

In total, 7 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?'**

(30 patients answered)

70% said Yes **23%** said No **7%** were Not Applicable

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

"This is really useful for me, when you get to my age you start to forget stuff."

"I just write it in the diary."

In total, 6 comments were made about receiving an appointment reminder. These can be found in Appendix 1.

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

(31 patients answered)

19% said Yes **65%** said No **16%** said Not Applicable

Some positive comments we received about booking urgent appointments:

"Nine out of ten times you get one. I have an ongoing illness and the reception staff recognise my needs."

"Fortunately, I have no difficulties."

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

"It's someone difficult, it's hard on a Monday."

"There aren't enough available appointments and sometimes it's difficult to get through because everyone's ringing up at 8am."

In total, 17 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?'**

(30 patients answered)

13% said Yes **80%** said No **7%** said Not Applicable

Some positive comments we received about booking routine appointments:

"It's very good. I've not had a problem and I've been coming here for 30 years."

"There was a cancellation so they rang and offered it to me."

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

"It's harder to get routine appointments, but that's no problem."

"It's a two week wait for an appointment at the moment, it seems quite a long time."

In total, 12 comments were made about access to routine appointments. These can be found in Appendix 1.

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

(31 patients answered)

90% said Yes **3%** said No **7%** said Mostly

Some comments we received about the opening times:

"Late evenings are particularly good."

"This surgery doesn't open on a Saturday and there's no doctors here on a Wednesday afternoon. It's bad compared to other surgeries that I've been looking at."

In total, 7 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?'**
(31 patients answered)

74% said Excellent **26%** said Could Be Improved **0%** said Poor

Some positive comments we received about booking appointments

*"I've never had a problem."
"It's very easy to book in here."*

Some negative or neutral comments we received about booking appointments

*"The process is fine, but getting appointments is the issue."
"Phone lines and opening hours could definitely be improved."*

In total, 11 comments were made about overall access to appointments. These can be found in Appendix 1.

Patient responses for quality of care

Overall Quality Rating: 

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

74% said Happy with Staff **26%** were Happy with Most Staff

0% were Unhappy with Staff

Some positive comments we received about medical staff

*"I'm happy with the staff, particularly the nurses, they're excellent."
"I've been with this surgery since I was 12 and even though the doctors have changed over so many times I can still say they are all smashing."*

Some negative or neutral comments we received about medical staff

"Some are okay, some I refuse to see."

"I'd say I'm happy although only they can see you for one health matter. I had to book a separate appointment for another problem"

In total, 14 comments were made about the 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?'**
(30 patients answered)

90% said Happy with Staff **10%** were Happy with Most Staff

0% were Unhappy with Staff

Some positive comments we received about non-medical staff

"They're very good, always polite and helpful."

"I've never had a bad experience. I don't mind about being asked about my reason for ringing."

Some negative or neutral comments we received about none medical staff

"90% of the time they're okay, 10% there seems to be a lack of communication between reception and the doctors."

"Things can always be improved."

In total, 14 comments were made about the non-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?'**
(28 patients answered)

64% said Yes **4%** said No **32%** said Most of the time

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

"I certainly feel listened too, although they try to let you diagnose your problem."

"I do feel listened too at this practice."

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

"With the Doctor's yes I do. With the Nurse's I feel rushed."

"My husband has hearing difficulties, I'm not aware of any hearing loops or support with this."

In total, 9 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?':**
(27 patients answered)

52% said Very Important **11%** said Not Important **37%** said Unsure

Some comments we received about seeing the same GP

"It would be lovely, but not easy these days. It would certainly save time as you don't have to continually explain your health conditions."

"I've seen a couple of different GPs and that's fine."

In total, 10 comments were made about 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?'**
(27 patients answered)

74% said Yes, I saw the GP I wanted to see

7% said Yes but I was not able to see the GP I wanted

19% said I have never requested a specific GP

Some comments we received about requesting to see the same GP

"Yes, but sometimes with quite a long wait."

"I can usually see my preferred GP if I plan ahead."

In total, 5 comments were made about requesting to see the same GP. These can be found in Appendix 2.

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

70% said Very Satisfied **30%** said Satisfied **0%** said Unsatisfied

Some positive comments we received about overall satisfaction with care

*"I'm well treated. I can trust them, it's a load off my mind."
"Excellent."*

There were no negative or neutral comments about overall satisfaction with care.

Patient responses for involvement in their GP's PPG

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

11% said Yes **89%** 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?'**
(33 patients answered)

11% said Yes **82%** said No **7%** said Maybe

Some comments we received about interest in the Patient Participation Group

*"I used to be a member but I decided it wasn't worth it."
"Timewise it's a problem, with work and the kids."
"We're too busy for this."*

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

Attend regular meetings only	Online only	Attend both meetings and online
40%	20%	40%

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

27% said Yes 73% said No

Some comments we received about interest in the Patient Participation Group

"I've told the nurses here."

"I'm always telling my friends to come here because they're always waiting weeks for appointments with their GPs."

"I've shared it with someone similar to yourselves [Healthwatch], but I can't remember who it was."

"I've not fed back to the surgery but I have elsewhere."

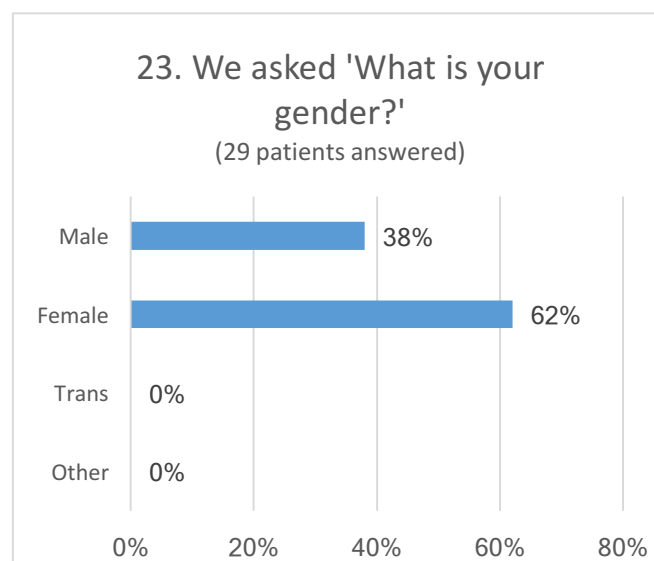
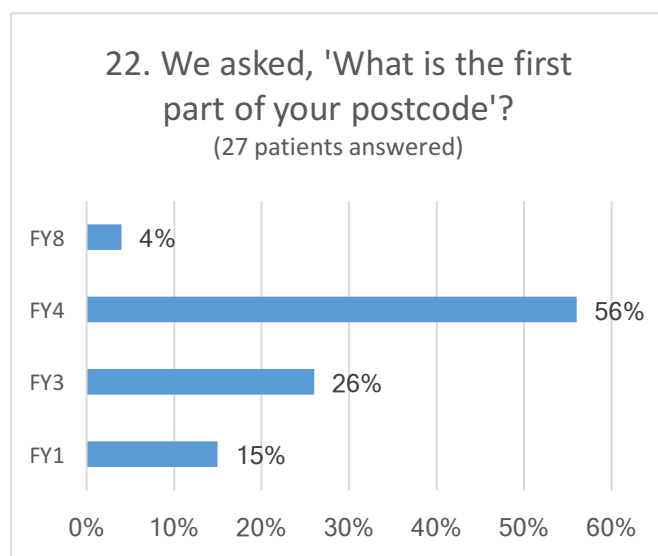
"I've fed back to the surgery."

"I've received a feedback form via post at my house, I can't remember who it was from though."

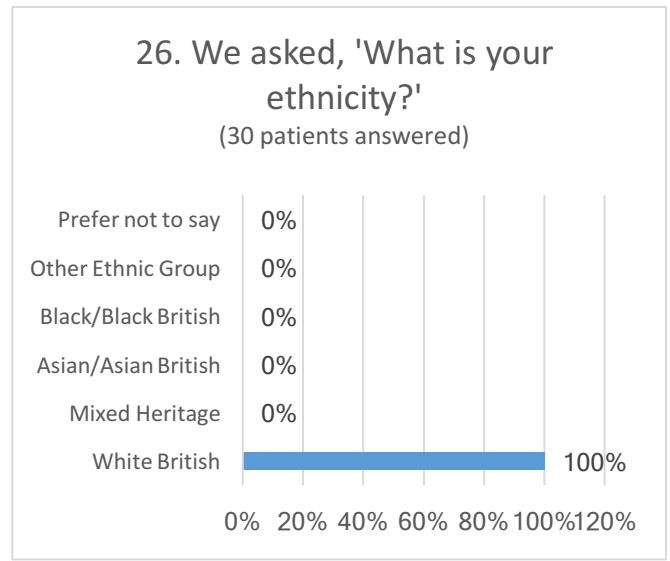
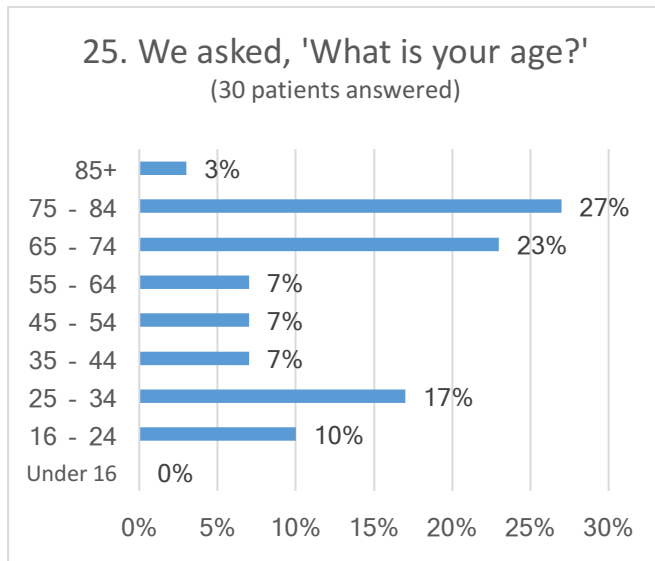
"About two years ago at the practice."

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?' (30 patients answered)
 Yes – 100%



Healthwatch Blackpool Summary of Findings

Here is a summary of findings from the visits to Stonyhill Medical Centre:

Healthwatch Blackpool gave the following ratings:

GREEN

Overall Environmental Rating: ■

- The environment appeared clean and tidy with mostly appropriate and up-to-date information provided. The surgery appeared accessible and had some dementia friendly adaptations.

GREEN

Overall Access Rating: ■

- The majority of patients booked appointments by telephone (81%) with no patients attending for a repeat appointment.
- Of the patients surveyed most of them do not use the online booking service (84%) but most would consider using a mobile phone app (58%).
- The majority of patients told us they do not have difficulty getting urgent appointments (65%) but said they did not have difficulty getting routine appointments (80%)
- A minority of patients said the opening times were not convenient to them (3%).
- Overall, patients felt that their experience of booking appointments was 'excellent' (74%)

Overall Quality Rating:

- No patients told Healthwatch representatives they were unhappy with either medical or non-medical staff. More patients told us they were happy with non-medical staff (90%), than told us they were happy with medical staff (74%).
- The majority of patients told Healthwatch representatives they felt listened to, respected and understood during appointments (64%) with some saying they did not feel this way (4%).
- Most patients told us they felt seeing the same GP was important to them (52%) and most patients said they had asked to see a specific GP and as a result saw the GP they requested (74%).
- Overall, no patients were unsatisfied with the quality of care, most described themselves as 'very satisfied' (70%).

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 (71%) with most of those citing that they lived too near to get a bus (44%)
- Most patients said they had not heard of the surgeries Patient Participation group (89%), and most said they would not be interested in joining (82%).
- Of those who did say they were interested in joining, equal numbers said they would want to be involved by attending regular meetings or by both meetings and online. (40% regular meetings and 40% both meetings and online).

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?'

(33 patients answered)

Some comments we received about considering using public transport:

"We do use a bus sometimes and its fine."

"I would consider it, although it would be very awkward for me to get here."

"I'd usually walk, but I could use public transport if I needed to."

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

"I don't like using the bus."

"It's not far enough to use public transport."

"I've got a car so I don't need to."

"I live locally."

"I live close enough that I wouldn't need to."

"I live very close so I would probably just end up walking."

"I live too far away to get public transport."

"I would have to go via the town centre from town. Having said that parking is an issue."

"I live around the corner so I don't need to use public transport."

"There's no need, as I live close by."

"It's just a little difficult to get to the bus stop from my home."

"It's not convenient to get bus - I would walk, but my health restricts me. Despite this the parking is very limited and can be difficult to find a place to park when they're busy."

"It's easier to walk, I live about a mile away."

"I'll walk if I don't drive."

"It's difficult to get the bus. There is parking, but limited disability spaces, so we have to get to come much earlier."

"We couldn't use public transport if we wanted to as there are no buses where we live."

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

(32 patients answered)

Some comments we received from patients who use online booking:

"It's okay."

"I order prescriptions online but I don't want to use it for appointments."

"Whenever I've tried it just hasn't happened. We use online for re-ordering prescriptions though."

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

"I just prefer to ring up, I prefer to speak to someone."

"I find it easier over the phone."

"I find it easier to ring up."
"It's easier to book by phone."
"I find it easier to ring up."
"I'm waiting to hear back - I have registered."
"It's nicer to talk to the receptionists."
"The appointments available online are too far in advance for what I need, as it's usually for my child."
"I always come into reception, the phone service is diabolical, in fact I've given up on the phones altogether now."
"Quite happy using the phone."
"I have tried to register for this but I can't seem to log onto it, so still booking appointments by phone."
"I prefer to phone and I've had no problems."
"It's easier to ring, it's also difficult for me to use online booking as I don't have any log in details."
"Prefer to use the phone."

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

(31 patients answered)

Some comments we received about using a mobile app:

"It would be easier, a lot of apps are more direct."
"I don't have these sorts of gadgets."
"I already order my prescriptions online, so yes, why not!"
"I like a good app."
"I would order prescriptions via an app."
"I do like to speak to people face to face but I'd consider using this."
"I don't own a mobile phone."

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

(30 patients answered)

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

"I get a text when I book and I've had one since then too."
"I normally do."
"Normally I do."
"This is really useful for me, when you get to my age you start to forget stuff."
"I had it written down on a card for me."
"I just write it in the diary."

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

(30 patients answered)

Some positive comments we received about booking urgent appointments:

"I rang at midday and got an appointment for this afternoon."
"It's very good."
"I called yesterday quite late on and I managed to get in today."
"I've always managed to get one when needed."
"It's not difficult, not been a problem."
"If it's urgent I get in on the same day."
"Nine out of ten times you get one. I have an ongoing illness and the reception staff recognise my needs."
"Fortunately, I have no difficulties. The staff are very good."
"Usually can get an appointment on the day if its urgent."
"It's fine. If it's urgent I can usually get an appointment straightaway."

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

"It's not difficult if you ring up when they tell you to."
"It's sometimes difficult, its hard on a Monday."
"There aren't enough available appointments and sometimes it's difficult to get through because everyone's ringing up at 8am."
"There aren't enough appointments available."
"Yes, but don't generally need to book urgent appointments."
"I think its bad if you phone up on the day, so we try to avoid doing this."
"There's usually a long wait for any appointments."

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

(30 patients answered)

Some positive comments we received about booking routine appointments:

"I always find them quite quick."
"It's very good. I've not had a problem and I've been coming here for 30 years."
"There was a cancellation so they rang and offered it to me."
"We're very well looked after here, we've just retired to Blackpool from abroad and we feel very lucky and pleased at how we've been looked after."
"No problem, usually sorted by the receptionist."
"The doctor usually books it in or sometimes we just ring up."

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

"It's at least 2 weeks before I can get a routine appointment."
"It's okay if you plan ahead."
"It's straightforward it's just routine."
"I tend to book 2-3 weeks in advance to get an appointment."
"It's harder to get routine appointments, but that's no problem."
"It's a two week wait for an appointment at the moment, it seems quite a long time."

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

(31 patients answered)

Some comments we received about the opening times:

"They are convenient, although I would prefer more evenings."

"More late nights would be good as I work full time."

"Late evenings are particularly good."

"Not if you're working. Weekend options would be good."

"This surgery doesn't open on a Saturday and there's no doctors here on a Wednesday afternoon. It's bad compared to other surgeries that I've been looking at."

"Late appointments (up to 7pm) work well for me."

"They're pretty flexible - as long as they can accommodate around working times like early or late appointments."

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

(31 patients answered)

Some positive comments we received about booking appointments

"I've never had a problem."

"Very helpful."

"It's very easy to book in here."

"Very good."

"Pretty good."

Some negative or neutral comments we received about booking appointments

"The process is fine, but getting appointments is the issue."

"Phone lines and opening hours could definitely be improved."

"Eight out of ten. Although Joyce on reception is amazing."

"I never have problems. You know they will be busy."

"Ok generally, phoning is frustrating."

"If a GP can't see you, they can't see you. That's fair enough."

Appendix 2

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

(31 patients answered)

Some positive comments we received about medical staff

"They're all very good."

"I've never had a problem."

"They're excellent."

"They're brilliant."

"I'm happy with the staff, particularly the nurses, they're excellent."

"I've been with this surgery since I was 12 and even though the doctors have changed over so many times I can still say they are all smashing."

"They're great."

"They're fine."

Some negative or neutral comments we received about medical staff

"Some are okay, some I refuse to see."

"I have my favourite one. Sometimes I do feel rushed by the GPs."

"I've been with the practice for about three years and seen most staff in that time."

"I don't think ten minutes is long enough. I had to set up three appointments for three separate health matters. It would have been much easier to have dealt with them all in one visit and not had to come back for another two appointments."

"I'd say I'm happy although only they can see you for one health matter. I had to book a separate appointment for another problem"

"There are five doctors here and not one of them had the courtesy to tell me I'm diabetic - I only found out because I came in to complain about a rude receptionist and the practice manager told me. I've had private tests since that say I'm not. I've been with this practice since 1943, the deterioration since the practice merged has been disgraceful and it's about to merge again. This place used to be a lovely hospital building and what they've done to it is atrocious."

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

(30 patients answered)

Some positive comments we received about non-medical staff

"The receptionist is normally on is lovely."

"I can't complain about any of them!"

"I've always had good experiences."

"They're very good, always polite and helpful."

"They're alright."

"They're very nice and helpful."

"They're great."

"They're fine."

"Absolutely excellent."

"Very good."

"They're wonderful."

"I've never had a bad experience. I don't mind about being asked about my reason for ringing."

Some negative or neutral comments we received about none medical staff

"90% of the time they're okay, 10% there seems to be a lack of communication between reception and the doctors."

"Things can always be improved."

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

(28 patients answered)

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

"The treatments are very good."

"They've got a good rapport."

"I certainly feel listened to too, although they try to let you diagnose your problem."

"I do feel listened to at this practice."

"They do listen."

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

"After 3 years, still can't find medication that works or procedure that will help me."

"With the Doctor's yes I do. With the Nurse's I feel rushed."

"If you get the right one."

"My husband has hearing difficulties, I'm not aware of any hearing loops or support with this."

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

(27 patients answered)

Some comments we received about seeing the same GP

"It's always a preference to see the same person."

"I see different ones because they're all good."

"They understand your history better so I think it is important to see the same one."

"I don't mind seeing someone else, and some different doctors provide different services anyway."

"It would be lovely, but not easy these days. It would certainly save time as you don't have to continually explain your health conditions."

"It's generally very important."

"I've seen a couple of different GPs and that's fine."

"If I want to [see the same person] then I ask."

"It's usually very important although I didn't arrange to see the same GP today. This appointment was arranged by the practice."

"You feel better if you see the same one. I very much prefer to see the same one, although I would go to another if I had to."

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

(27 patients answered)

Some comments we received about requesting to see the same GP

"I have had times where I have been unsuccessful and, I've had a bad experience with this."

"Yes, but sometimes with quite a long wait."

"Normally I can but not today."

"I can usually see my preferred GP if I plan ahead."

"Sometimes you can't get in though, so I'm happy to see someone else when needed."

Response from provider

Stonyhill Surgery were given the opportunity to respond to this report however did not provide a response at the time of publication.

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