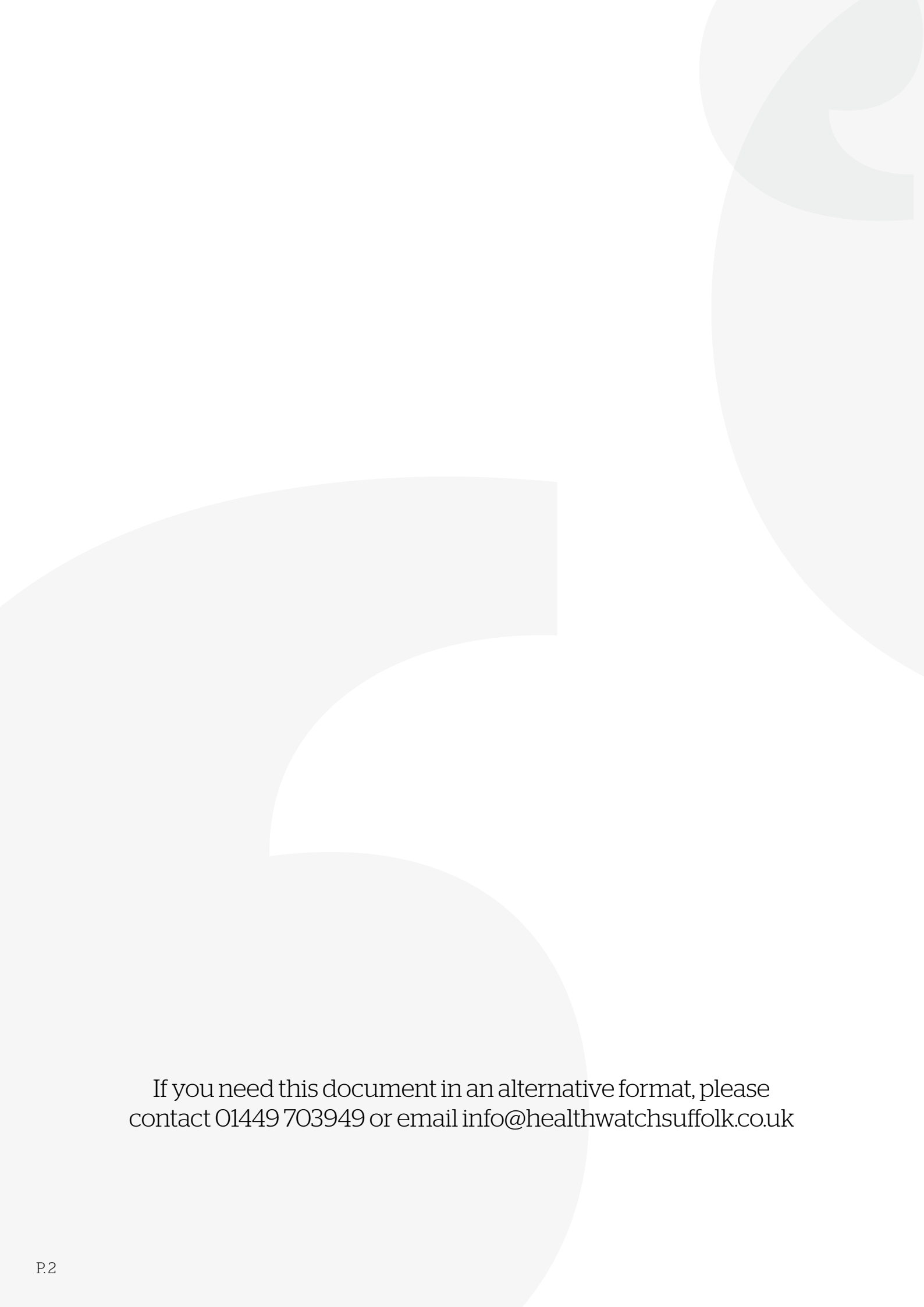




GP practices in Suffolk

A summary of patient feedback March 2018 -
March 2019

Published June 2019



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contact 01449 703949 or email info@healthwatchsuffolk.co.uk



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About Healthwatch Suffolk...



Health and social care services work best when people are involved in shaping or making decisions about their treatment and care.

Our job is to find out what matters to you and to help make sure your views are used to shape services now and for the future.

We make sure that the people responsible for planning, delivering or regulating your services are made aware of your experiences. We encourage them to involve you when they are planning changes to local care.

We can also help you, or someone you know, to find out about local care and where to find support.

For more information about Healthwatch Suffolk, including our statutory powers and how we are making a difference to local services, please visit our website:

www.healthwatchsuffolk.co.uk/services

Any questions about the content of this report can be directed to the Healthwatch Suffolk Communication and Information Services team. Email info@healthwatchsuffolk.co.uk or call 01449 703949.

This report...



In 2018, we published our first comprehensive report about people's experiences of GP practices in east and west Suffolk.

The purpose of that report was specifically to support the Care Quality Commission in planning and prioritising its inspections of local practices. Importantly, we know that the report has been used by the regulator to inform its decision making and to challenge practices to improve, where improvements have been deemed necessary.

Following the publication of the report, we received positive feedback from other networks and bodies concerned with the planning of primary care services, such as the Suffolk Clinical Commissioning Group Primary Care Commissioning Committees.

With the above in mind, and following requests from professionals working within our local health and social care system, we

have committed to compiling this report for a second time.

We will make this report available to the public so that people can compare their practice with others in the county. We will also make it available to the Care Quality Commission, local commissioners and also to all GP practices in the county.

What have we included?

This report is a summary of all feedback shared with Healthwatch Suffolk about Suffolk GP practices within the period March 2018 to March 2019.

We have included patient experience data recorded onto the Healthwatch Suffolk Feedback Centre (www.healthwatchsuffolk.co.uk/services) and also the NHS website.

As in our previous report, we have also incorporated some data from the national

“CQC have continued to have an effective working relationship with Healthwatch Suffolk. CQC have made use of the Healthwatch Suffolk report (April 2018) ‘GP practices in Suffolk. What people told us February 2017 to February 2018.’ This has been used in GP practice inspection reports to evidence feedback from patients. Future versions of the report will be used to help support inspection planning through the use of GP practice Annual Regulatory Reviews.”

Anna Gleadell (CQC Inspector)

GP Patient Survey commissioned by NHS England and managed by Ipsos MORI (an independent research agency). This data is available to access from

www.gp-patient.co.uk.

Please note: This briefing is not a full assessment of the performance of all GP practices in Suffolk. It is intended as a statement of patient experience data recorded by Healthwatch Suffolk within the period March 2018 to March 2019.

The quantities of feedback reported are not sufficient to claim that the opinions expressed are representative of the entire Suffolk population. We do however feel that the feedback provided is nonetheless important and is likely to be a fair reflection of patient experience.

How do we record feedback about GP practices?

People can feedback to us about any health or social care service in Suffolk by using our Feedback Centre (available on the Healthwatch Suffolk website). All feedback submitted to us is moderated to ensure it is based upon a genuine experience of using local services.

Providers of care have the opportunity to respond to patient comments listed on the Feedback Centre. A number of practices are proactive in doing so, sometimes

highlighting things they will action or do differently to improve people’s experiences of their services.

Since the publication of our last report, we have continued to engage GP practices about the value of listening to people’s experiences. This, coupled with the continued support of the CQC, has led to an increased uptake in the use of our website ‘widget’.

Practices can place our ‘widget’ onto the front end of their website as a means to encourage people to feedback about their service. This has helped to boost the amount of feedback we have recorded about practices, thus ensuring a balanced representation of people’s experiences.

It is positive that practices are supporting us to collate more feedback. We view the use of our widget as an important component of demonstrating a clear commitment to being open to the views of patients and also to transparency about the issues people may be facing.

A significant proportion of the feedback recorded by Healthwatch Suffolk is obtained by our Community Development Team (CD team).

Throughout the period, our team has continued to maintain and establish positive relationships with GP practices

across the county. We note that there has been a continued positive trend in the willingness of practices to engage with us.

During our visits, the CD team have the opportunity to talk to patients and family members about their views on the practice but also about their use of other services (e.g. acute hospitals or care homes etc).

We also dedicate time to sharing information with patients that is helpful to the practice. This might include signposting people to alternative sources of support or helping people to understand more about the way their local practice is working.

Enquiries regarding the Healthwatch Suffolk widget or visits by our CD team can be directed to info@healthwatchsuffolk.co.uk.



Click to view the Healthwatch Suffolk Feedback Centre Terms and Conditions



Click to visit the Healthwatch Suffolk Feedback Centre

“Suffolk GP Federation has worked closely with Healthwatch Suffolk. As pressure on our local NHS services intensifies it is vital the patient voice is fully heard, particularly when changes are proposed. Healthwatch play this role and are an invaluable source of advice to the Federation as we seek to deliver services. It can be hard to get balanced objective patient feedback in healthcare. Healthwatch Suffolk are able to provide this and we appreciate them as a “critical friend”.”

David Pannell
Chief Executive (Suffolk GP Federation)

“High Street Surgery has really appreciated the support we have received from Healthwatch Suffolk. It has allowed us to listen to the views of our patients through communicating with them on our behalf.

“Healthwatch Suffolk allows patients to give an honest opinion about local healthcare, allowing us to take into account patient viewpoints and concerns. We would like say thank you for their help in encouraging our patients to understand data sharing and the positive effect it has on the patient journey.”

Tracy Neave
Practice Manager (High Street Surgery, Lowestoft)

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Clinical Commissioning Group Statements



Clinical Commissioning Groups are the bodies responsible for planning local NHS services and this includes responsibility for commissioning primary care across the county.

We asked the NHS Ipswich and East Suffolk, West Suffolk and Great Yarmouth and Waveney Clinical Commissioning Groups to respond to this report. You can read their statements below.



The findings for East and West Suffolk are positive overall.

There appears to be a strong correlation between national survey data and Healthwatch's local data. It is good to see the growing number of practices using or planning to use the Healthwatch feedback widget. We will encourage this further.

The report includes a very helpful account of experiences of the changes within primary medical care currently including care navigation, the introduction of new clinical roles and range of consultation types.

The report clearly highlights excellent practice as well as areas in which we need to support improvement; within individual practices to reduce unwarranted variation and more broadly through further training and education, including:

- Continuously improving knowledge about mental health and wellbeing (an evening training and education programme is supporting this currently, using Alliance transformation funds)

- Developing knowledge and consultation skills with LGBTQ patients including younger people
- Customer service and care navigation skills

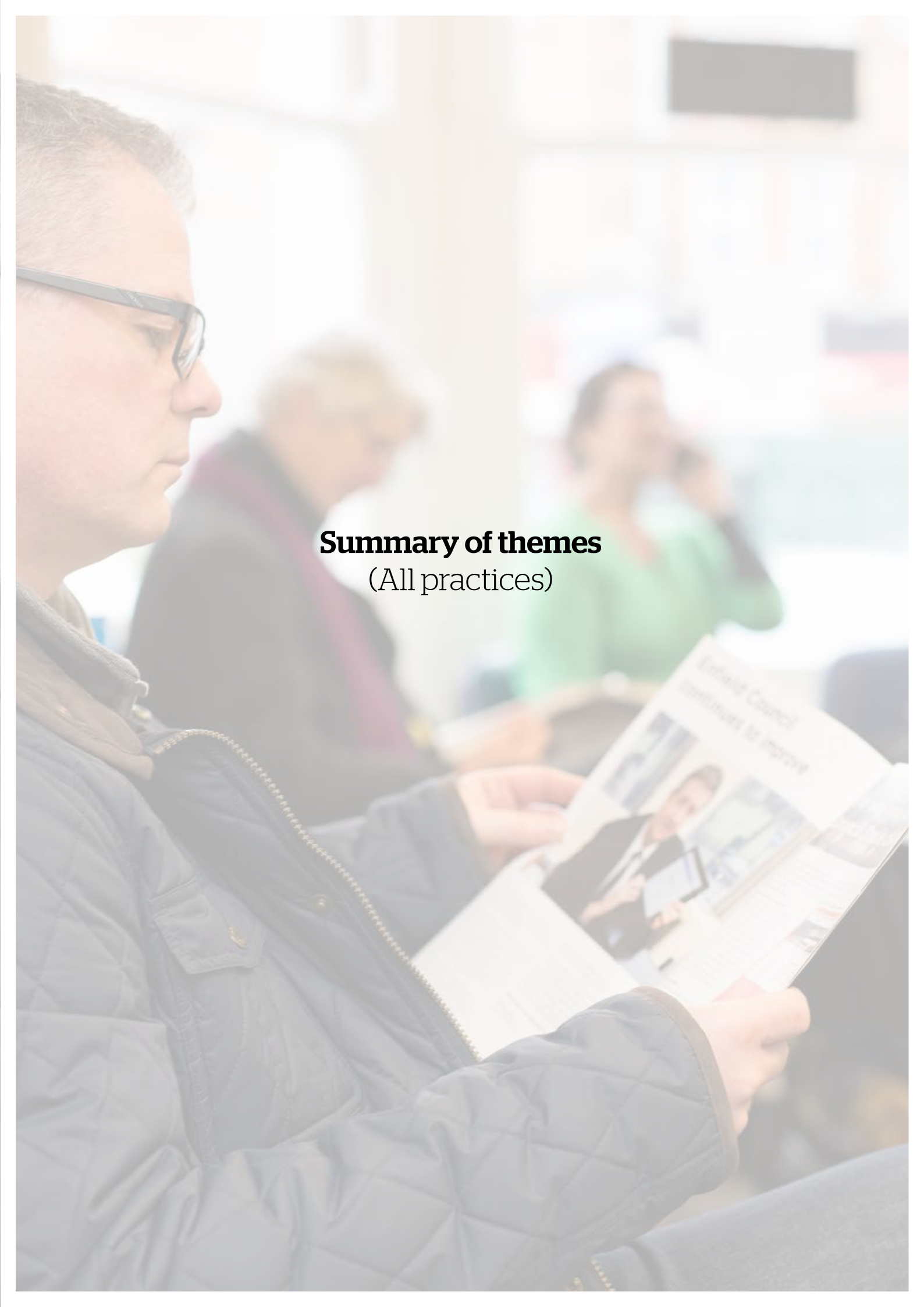
Some telephone systems do remain under strain at specific times of the day and, as you rightly indicate, we need to support appropriate improvements and encourage use of alternatives.

We would like to thank Healthwatch Suffolk for this report which highlights some really positive comments about staff within general practice but does also show some areas for improvement. Healthwatch is a member of the Great Yarmouth and Waveney Local Delivery Group and the Primary Care Commissioning Committee and supports us in the development of general practice locally.

It is good to see that the majority of the comments about GP surgery staff were positive with most referring to staff attitudes being polite or friendly. Most made general positive comments about GPs, including that they were friendly, efficient or provided them with good support.

We were concerned to see that we received a greater proportion of negative comments about accessing appointments in Waveney and we also received a higher proportion of negative comments about waiting times than either Ipswich or East Suffolk. We are aware of these issues and are working with practices and emerging Primary Care Networks to support improvements in resilience and sustainability.

We will share the report with our practices and Primary Care Networks and will continue to work with them to support improvements to access to primary care services, such as through initiatives like the improved access service which now offers an additional 2,400 appointments per month.

A man with short grey hair and glasses, wearing a blue quilted jacket, is shown in profile, reading a newspaper. The newspaper has a headline that reads "Enfield Council continues to improve" and features a photograph of a man in a suit. In the background, two other people are visible but out of focus: a woman with blonde hair and a woman in a green top. The setting appears to be a public space with large windows and a bulletin board in the background.

Summary of themes

(All practices)

At a glance...



This section outlines key themes identified within all of the feedback about GP practices in east and west Suffolk and Waveney. We have included examples of comments attributed to each. CQC ratings are as available on its website at publication.

Ratings

People have rated their overall experience within GP practices in Suffolk as an encouraging four out of a possible five stars (3.94) based on 2,619 individual ratings.



Inadequate Requires improvement Good Outstanding

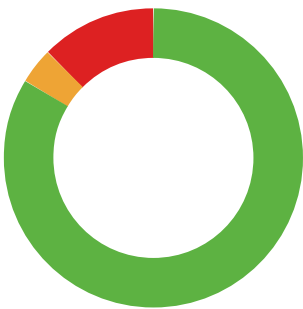
Ratings by the Care Quality Commission are as follows:



These figures are based on practices featured within this briefing. Practices are featured if Healthwatch Suffolk has obtained or recorded feedback about them.

Top themes

The graphics below show the top six themes within people's feedback and how **positive**, **neutral** or **negative** they were about them.



Quality of care
Based on 351 references



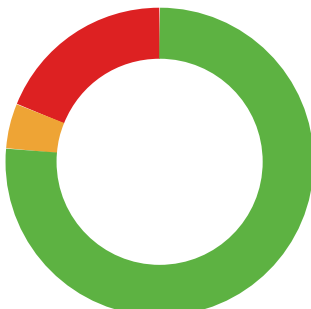
Ease of access
Based on 1,546 references



Triage and care navigation
Based on 194 references



Phone system
Based on 278 references



Staff
Based on 1,117 references



Waiting at appointments
Based on 245 references

Analysis of themes (All practices)



The following section describes the most common themes in the combined data for all three CCG areas: Ipswich and East Suffolk, West Suffolk and Great Yarmouth and Waveney. It is not related to any particular practice.

What have people told us?

There was a combined total of 2,619 comments recorded onto the Healthwatch Suffolk Feedback Centre and NHS website about 77 different services between March 2018 and March 2019. Overall, people rated Suffolk practices an average of 3.96 out of five stars. Last year, the average star rating for combined NHS and HWS data was 3.94.

In comparison, 2018 Ipsos Mori GP Patient Survey data showed that 85% of people in a Suffolk CCG area said that their GP practice was “good” or “very good”. Fifty-nine percent of the 2,619 comments were overall positive in sentiment. Twenty-three percent were negative, and 18% were mixed.

Accessing an appointment

There were 1,546 references to access in the comments.

People referred to the ease of booking appointments (943) and waiting times (496). A small number felt there was a lack of access to appointments or treatment from their GP surgery (107).

41% of references to accessing appointments were negative about the ease of accessing their GP surgery. 48% of references were positive and 11% were mixed.

In both Ipswich and East and West Suffolk CCGs, there were more positive or neutral references to accessing an appointment

than negative ones. In Great Yarmouth and Waveney CCG, there was a greater proportion of negative comments about accessing appointments. This suggests that difficulty in accessing a GP appointment may affect a greater number of Waveney residents.

Accessing an appointment: Booking appointments

There were 943 references to booking an appointment. The majority (533) made positive comments about booking appointments, 307 negative and 103 neutral.

Positive comments about booking an appointment generally referred to being able to book an appointment easily and receiving that appointment promptly when needed.

Examples of positive feedback include:

‘Always able to get an appointment with a doctor when needed. Never have any problems, good staff too.’

‘Can usually get a same day appointment

In focus: GP Patient Survey 2018

In the GP Patient Survey, there were 10,970 responses across all three Suffolk CCG areas to the question ‘Overall, how would you describe your experience of making an appointment?’

On average, 73% said their experience was either “very good” or “fairly good”. 12% rated their experience as “fairly poor” or “very poor” and 15% said “neither good nor poor”.

and you normally get to see the same doctor who is very good. They are especially good at getting appointments for my child.'

The majority of negative comments about booking appointments refer to problems with phone systems, or difficulty accessing an appointment at all.

Examples of negative comments about booking an appointment:

'I can never get an appointment. It isn't possible to book in advance and if I phone and all appointments are gone the phone cuts off.'

'Really struggle to get appointments at the surgery. There are long queues on the phone which is frustrating. I don't like being asked the reason for the appointment and at times reception staff can be a bit curt and unfriendly.'

'It's very difficult to get appointments, even to get a baby's vaccination done has taken about a month. It's difficult at each of the sites and I've taken the first available appointment. Once you do see someone they are all very good.'

Accessing an appointment: Waiting times

There were 496 references to waiting for an appointment.

In focus: Waiting at appointments

245 comments referred to the amount of time people had spent in the waiting room for an appointment. 63% were negative in sentiment.

'I find the surgery mixed in my experience. Sometimes you wait 10 minutes past your appointment, which is ok, but more than 20 minutes is pretty bad. I was in at 10 am and it is more than 30 minutes today, yet no one tells you this is the case when you turn up.'

'I have had mixed experiences here. In general I feel that there is no longer the 'time to care', you feel rushed although most of the time the surgery runs late (at least 20 minutes).'

People's experiences of waiting times were mixed in sentiment. There were 223 negative references to waiting times for an appointment".

213 were positive and 60 were neutral or mixed. Like comments about booking appointments, NHS Great Yarmouth and Waveney CCG received a higher proportion of negative comments about waiting times than either Ipswich and East

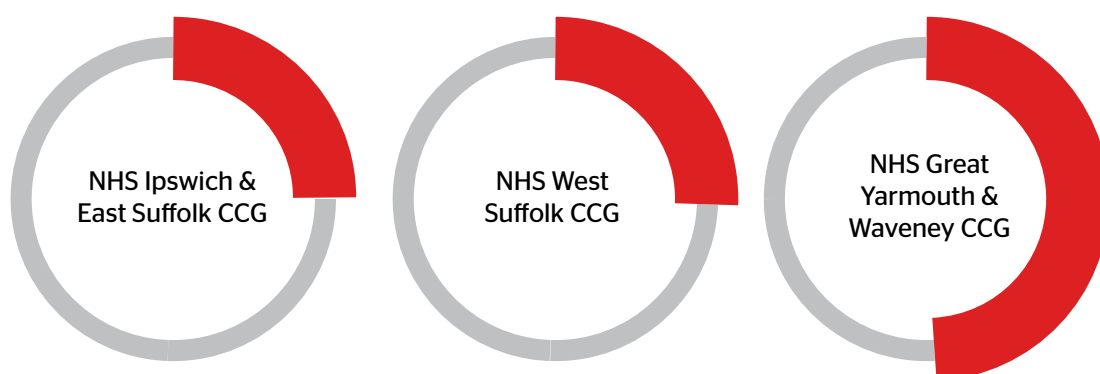


Chart: Negativity about access to appointments by Clinical Commissioning group.

In focus: GP Patient Survey 2018

There were 10,239 responses about Suffolk GP surgeries in the GP Patient Survey 2018 to the question 'how long after initially trying to book [your last] appointment did the appointment take place?'.
The average responses across the three Suffolk CCG areas were:

- On the same day (40%)
- On the next day (11%)
- A few days later (24%)
- A week or more later (19%)
- Can't remember (6%)

or West Suffolk CCG.

Negative comments about waiting times for appointments most commonly referred to general long waits for an appointment, or a wait to see a named GP or other healthcare professional.

Examples of negative comments about waiting times include:

'I was told by the nurse that I had something quite seriously wrong and that I would need to see the GP and have a blood test. Appointments to see the GP were not available for 10 days and the blood test would be 20

days which meant that I've had no information about what I should be doing or how serious it is.'

"On the day" are limited and there is only 1 GP accessible for this. Advanced for a GP you have to wait about 6 weeks, so it is quite a difficult situation. The care is amazing. It is just capacity.'

'Staff extremely friendly - reception staff in particular go the extra mile! However, waiting times long - told 5 - 6 week wait for a regular appointment although was offered the chance to ring in on the day. This may be difficult as I work full time!'

Positive comments about waiting times overlapped with those that were positive about booking appointments. Generally, positive comments about waiting times referred to being able to access a GP appointment when they needed one.

Many of these focussed on being able to get an appointment "on the day". Some mentioned that, although they could not see their named GP, their surgery could find them an appointment with another GP. Comments about this were mixed, with some preferring continuity and others being happy to see another GP or other healthcare professional.

'Can always get an appointment when you need one and the staff are all very good, flexible and accommodating.'

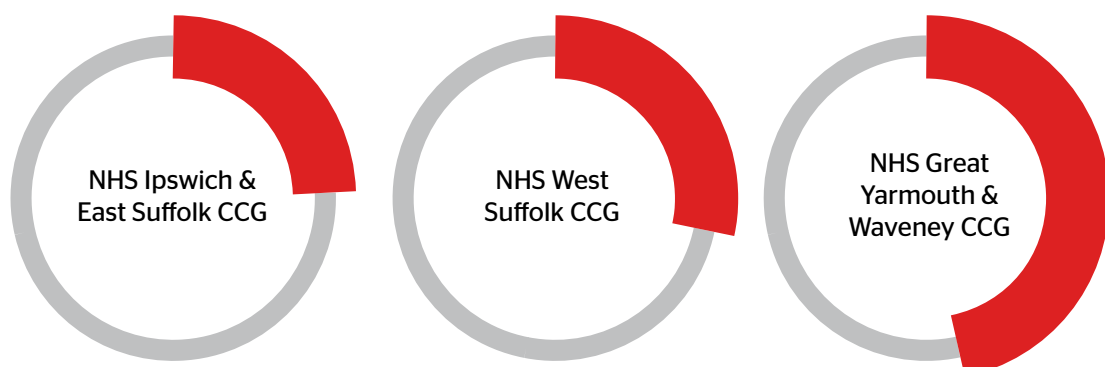


Chart: Negativity about waiting by Clinical Commissioning group.

In focus: GP Patient Survey 2018

Eleven-thousand and fifty-four (11,054) Suffolk respondents to the GP Patient Survey 2018 answered the question “the last time you tried to access a GP appointment, ‘were you satisfied with the type of appointment (or appointments) you were offered?’

On average, 79% were satisfied with the appointment that they were offered and 16% percent said they were not satisfied, but still took the appointment.

Only five percent (546 people) said that they were unsatisfied and did not take the appointment. This five percent figure was the same across all three Suffolk CCG areas.

The most common reasons given for not accepting the appointment were:

1. That there were not any appointments available for the time or day that the respondent wanted (49% on average across all three CCGs).
2. That the respondent could not book ahead at their GP practice (36% on average across all three CCGs).

Of those who did not accept their last appointment, an average of 35% across all three CCGs did not see or speak to anyone. Twenty-nine percent decided to contact their surgery another time, and 16% got an appointment on another day.

Nothing needs to change.’

‘I can get an appointment on the day I need one, I do mainly see the nurse practitioner and have a good relationship with her. Generally, I feel the system works well and nothing needs to change.’

‘You can always get appointments, usually with the doctor you want but if it’s an emergency you may not - which is absolutely fine. They are very accommodating for my needs.’

‘Normally never have delays getting an appointment within 48 hours. It would be nice if patients had some involvement when they are allocated a doctor. Care has also been very good.’

‘You don’t have to wait as you will get to see someone on the day. I tend to use the morning sessions more but do have afternoon appointments too.

Staff are really good, they are polite and listen to you and give you time. I do try to see the same GP.’

Accessing an appointment: Lack of access

There were 106 comments in which people felt that they had been unable to or had difficulty accessing an appointment or treatment through their GP surgery. Reasons given for this include long wait times to access an appointment, being unable to get an appointment when it was needed or a lack of capacity.

Some people were unable to book an appointment over the phone, including not being able to call in to the surgery in the morning because of work or other commitments. Some felt that the reception staff had not handled their call well or had spoken to them rudely.

Thirty-two of the references to a lack of access were about practices in Ipswich and East Suffolk, 47 were about practices in Great Yarmouth and Waveney and 27 were about practices in West Suffolk. All 106 comments about a lack of access to a GP surgery were negative in sentiment.

'I have called this surgery every day, twice a day, for the last 2 weeks. I am still yet to get an appointment as every time I finally manage to get through to speak to someone I am told my problem is 'not urgent' enough...'

'Doctor told me to come back in two weeks. Receptionist says unless I call Monday morning at 8.30 for emergency appointment, she can't help!!! Explained I'm at work this is not possible so she said, "OK then goodbye!"

'This feedback concerns my adult daughter but I was involved. There was poor communication with GP practice and a duty on call GP was dismissive and did not return a call when promised. The incident then required an emergency admission to hospital via A&E as no support was provided.'

In focus: GP Patient Survey 2018

In the GP patient survey, 11,881 people in the three Suffolk CCG areas answered the question 'Generally, how easy is it to get through to someone at your GP practice on the phone?'

In contrast to Healthwatch Suffolk and NHS website data, an average of 76% said that it was very easy or fairly easy to get through to someone on the phone.

Communication: Phone systems

Of the 278 references to phone systems in the comments, 61% (170) were negative. There were 69 positive comments, and 39 neutral. The majority of the comments about phone systems were negative in all three CCG areas.

Negative comments about phone systems often centred around long waits in a queue to book appointments over the phone, appointments not being made available over the phone and having to call in the morning for an appointment.

'Find the booking system difficult to get through on at the busy time of 8am. However, if you leave it later, all appointments are gone and you get told to ring at 8am again.'

'Very busy and even getting through on the phone is extremely difficult. Throughout the day the phone isn't answered, this morning it took nearly 40 minutes to get through but I did get a doctor's appointment. To have to wait three days for an appointment when you're not well isn't great and I wasn't offered a GP+ appointment or call back from the doctor. Staff can be a little sharp or unfriendly, once you've been told there are no appointments available they just finish the call.'

'Rang 46 times one morning from 8am to get an appointment. By 8.25 when I eventually got through none left, happened the following day. They will not allow you to pre book an appointment i.e. if matter is 'non-urgent' cannot book an appointment for next week - only do appointments that day and nothing else. No help on the phone, called in and was told if I couldn't ring by 8.10 I had no chance (I usually drive to work that time of day).'

In focus: GP Patient Survey 2018

There were 11,860 responses from the three Suffolk CCG areas in the GP patient survey to the question 'In the past 12 months, have you booked general practice appointments in any of the following ways?'

The majority (79%) of respondents across all three Suffolk CCG areas had booked an appointment by telephone. Only 7% on average across all three CCG areas had used online booking or an app.

Positive comments about phone systems referred to responsive communication or calls back from staff. A number of people indicated that they had liked phone systems which told them where they were in the queue.

'Never been any problems with the surgery, it's good. The staff have been very good and can I can get appointments when I need them. Having the call waiting on the phones in the queue it does at least mean you can get on with things while you're waiting.'

'The new phone system at least tells you where you are in the queue and you can do other things while waiting which is an improvement. Generally everything works well and I see my own GP most of the time.'

'I can get appointments when I need them. the phone system is an improvement from the previous one and I like using the online system for booking advanced appointments. Staff are all quite good too.'

Communication: Online systems

Comments about online booking systems were more evenly split in sentiment than those about phone systems.

Of 72 comments that referred to online booking systems, 47% were positive and 43% were negative. 10% of comments were mixed or neutral.

Positive comments included those about being able to order repeat prescriptions and book appointments through an online service. Two respondents said that the e-consultation service at their surgery was useful, but that it needed to be better communicated about to ensure that patients were aware of it.

'I can get appointments when I need them. The phone system is an improvement from the previous one and I like using the online system for booking advanced appointments. Staff are all quite good too.'

'I was aware of this new service only because a friend told me about it, so I feel they need to communicate it better to their patients for those who can access the internet. I have always found getting appointments difficult and so felt that this new assessment online, may be a good way to get a response.'

'Do use the online system to order prescriptions and book afternoon appointments which works well.'

'I do use online system for prescriptions which is good too and medications are available when needed.'

Negative comments about online systems mostly referred to respondents feeling that there were a limited number of appointments available through online booking or poor access to appointments.

Some reported that the online system did not work or contained incorrect information.

'It's difficult to get an appointment, so I come to the surgery to get them now. The online booking is pointless as appointments aren't available whenever you go on the system.'

'Online appointments aren't very good as you can't get next day appointments and they're limited.'

'There is an online booking system, but I can't remember my user number which is long and complicated so I phone in. My lower overall marks reflect the issues with getting through and securing an appointment. Clinically they are fine.'

Staff

The wider theme of staff included general references to "staff", doctors/ GPs, nurses, reception staff and any other staff members in the comments e.g physiotherapists and pharmacists.

The majority of the comments about GP surgery staff were positive (76%). There were more positive comments than neutral or negative comments in all three CCG areas.

Staff: General

There were 343 references to GP surgery "staff" in general.

These comments appeared to refer to either clinical and reception staff together, or the reception and administration staff alone. Most of these referred to staff attitudes being polite or friendly, or talked in general about how the surgery staff had approached them.

Examples of general comments about staff include:

'Shocking service with rude and unhelpful staff. I am still waiting on test results almost 5 months later.'

'In the last 4 years of being a patient at the surgery I could not praise all the staff enough.'

'I'm really happy with the surgery, you don't have to wait too long for an appointment or to be seen at the surgery. Staff really listen to what you are saying and they are incredibly friendly and helpful.'

Staff: GPs

Within comments about staff, there were 317 references to GPs.

Like other comments about staff, the majority of these (75%) were positive in sentiment. Most made general positive comments about GPs, including that they were friendly, efficient or provided them with good support.

Examples of positive comments about GPs include:

'My late wife and myself have been with this practice for well over 40 yrs. I have nothing but praise for all the doctors nurses and backroom staff the treatment and help given to my dear wife towards the end was nothing but fantastic and for myself I had a phone call from a well-respected doctor at 8.15 PM one evening to give me the results of an outpatients test I had. That is service, thank you.'

'There was a delay in being seen and we were informed it was a locum who wasn't as familiar with the surgery. I didn't mind at all, the doctor we saw was brilliant. She was thorough, caring and explained everything so well.'

There were 60 negative comments about GPs. Most of these referred to GP

attitudes, including feeling like the GP had not listened to the patient or had not taken their concerns seriously. Negative comments about GPs include:

'I have struggled to get appointments after the birth of my child and had post-natal depression and felt like they talked down to me. They made me feel worse when I left instead of better. There are a couple of GPs that I refuse to see now.'

'Dr was very rude and abrupt during an appointment and my daughter left in tears about how she had been treated. We did speak to the practice manager and received a call from the doctor to apologise which was appreciated.'

"I'm not saying this to attack the doctors or to be rude, but whenever my family or myself go they just don't seem to really care about our issues. They mostly just brush us off. Its thanks to this that I haven't gone when I really need to."

'The GP criticised me for not feeding my child by breast. Asked me why and I told him to look at my notes. Then told me 'you didn't try hard enough'. Made me feel awful, as I wanted to breast feed but due to the way in which my child was born I had found it impossible.'

Staff: Nurses

People were very positive about their experience with nurses at their GP surgery.

Of 145 comments about nurses, only eleven were negative and three were mixed. Most comments about nurses were quite general, but referred to the nurses as being caring, friendly and communicating with them well. A few comments talked about nurses having more time to care than GPs.

'First time I have ever visited, can't say enough about nurse 'name'. She was so sympathetic and didn't feel like I had wasted their time.'

'I usually see the nurse practitioner and she is very thorough and listens carefully to me when I describe my symptoms.'

'Nurses are better than GPs in treatment explanations. GPs tend to be in a hurry. I'd like them to listen more. The nurses listened and I felt she was really interested in what I said and helping me. GPs should be better listeners and get better idea of bigger picture.'

'The nursing team were excellent - always patient and reassuring and I am so grateful to them all for helping me through this challenging time. Particular thanks to one lovely nurse who always greeted me with a smile and reassured me greatly.'

Staff: Reception

There were 277 references to reception staff in the comments. Of these, 50% (138) were positive. There were 114 negative comments, and 25 neutral or mixed ones.

Most positive references to reception staff were quite general. For example, that they were polite, professional or efficient. Others commented that reception staff went out of their way to help them obtain an appointment.

Some people have balanced positive comments about reception staff with negative references to the availability of appointments, or the capacity of the surgery.

Examples of positive comments about reception staff include:

'When I have rang up anxious,

receptionists have been very kind and also called my local pharmacist so I can then pop in there and get some information for some reassurance.

'The receptionists are all so helpful and try to fit you in. It has gotten busier and busier over the years but they manage well.'

'I have a chronic pain condition and need to speak to a GP about ongoing pain relief, but every time I call, I am told unless it is an extreme emergency, I cannot speak to a doctor for 12 days. I do feel sorry for the receptionists, they try to help, but there is always nothing they can do. I am sure their job satisfaction must be zero at the moment with so many disgruntled patients, and they are the first line.'

Similarly to feedback about GPs, most of the 114 negative comments about receptionists referred to the perception that a receptionist at their surgery had been rude, unfriendly or had a poor attitude.

A number also referred to feeling that

receptionists asked too many questions, had too much authority on medical issues, or were trying to prevent them from accessing an appointment. Examples of negative comments about reception staff include:

'Absolute nightmare now to get appointment have to book weeks ahead to see a doctor. Receptionist makes you feel very uncomfortable and ask too many questions you are made to feel uncomfortable when trying to get an appointment.'

'Very difficult to get regular blood tests especially when results are needed for other services. The initial response from reception can be a little defensive and almost makes you feel like you're not allowed to have the appointment being offered.'

In focus: Care navigation

Fifty- five percent of the 58 references to care navigation were negative. A further 22% were mixed, and 23% were positive. Respondents who gave negative comments referred to not wanting to be asked questions about their condition by a receptionist or that this should be personal or confidential. Some reported feeling receptionists were trying to prevent them from getting an appointment.

'Really struggle to get appointments at the surgery. There are long

queues on the phone which is frustrating. I don't like being asked the reason for the appointment and at times reception staff can be a bit curt and unfriendly.'

'Overall a good surgery but it's gone downhill in recent years as patients can no longer choose to see a doctor themselves as they have to explain symptoms etc to receptionists who are not health care professionals. I know the receptionists are told to do this by

the doctors but this still means that patient choice has been taken away and now doctors and administrators decide if you can see a doctor - this is wrong!

'When I phone for an appointment the receptionists ask a lot of intrusive questions and their attitude can be "miserable". I understand the idea of triage to most appropriate services but from my experience when my son was unwell with tonsillitis, we didn't get an on the day appointment so he deteriorated and ended up in hospital very unwell with quinsy which I believe was due to a decision by a medically untrained receptionist.'

'To get any appointment takes time, especially getting through on the phone. I've been asked to call back the next day which did result in an appointment. I don't particularly like being asked why I need the appointment which in some cases is asked a bit abruptly. Since they started care navigation it does seem to have got a bit more difficult to get an appointment

'Receptionists are mostly nice women and helpful, but I do object to having to tell them what I want to see doctor for. Surely this is private. I have tried saying it's personal but

they won't accept this now, most embarrassing if it really is personal.'

Some commenters reported that they were happy to discuss their health needs with a care navigator. Positive comments about care navigation included:

'Easy to get an appointment or have a call back with a doctor and the staff are friendly. The phone message about care navigation was clear and easy to understand and I'm not worried by the receptionists asking the reason for the appointment.'

'I had personal concerns about my condition following time spent in the emergency department. I was very grateful for the receptionist's and care navigator's decision to offer me the GP of my choice for the follow-up appointment when I rang after discharge. The appointment has helped me to have a more balanced approach to any future needs.'

'I like that I can speak to and see my GP in a reasonable amount of time. Quite happy with the idea of care navigation.'

Quality of Care

There were 351 references to patient experience and the quality of treatment in GP surgeries.

The vast majority of these were positive (84%). These included comments about the way GPs had handled ongoing health

issues or difficult events in the respondent's life, as well as a number of general comments about good care people had received.

Many described being able to access treatment promptly and easily.

'Having registered with the practice

late last year after a move from the London area I was impressed with the approach of both the lady who took my initial call - friendly and helpful - and the doctor who subsequently called me. The doctor immediately made two suggestions, one of which had been explicitly rejected when I asked about it at my previous practice. Overall a very positive experience that came as a pleasant surprise.'

'As a new patient my husband was looked after very well and the review was in depth which was really great. This meant that the doctors picked up on issues that needed addressing and quickly investigated things further. Really impressed with the attention to detail.'

'Exemplary care in community and compassionate in a situation around EoL [End of life]. Good sense of humour and fun.'

'Very well cared for and conditions are well managed by staff. I see whoever is available and I'm happy with everyone. The diabetic nurse is wonderful, lots of information is provided. I can get blood tests for INRs when I need them and the results come in online. I've had a couple of telephone consultations which have been great.'

'Cannot speak highly enough of my treatment here. I have a number of health conditions and they see me for them when I feel I am concerned about something particular.'

The small number of negative comments about the experience of treatment included references to not receiving the appropriate treatment and comments about staff attitudes and communication.

'One particular GP working at this surgery has not only been dismissive

toward my menstrual health related issues but also gives off the impression that he has something better he'd rather pay attention to. I feel let down and utterly lost about this kind of treatment as I have come to the surgery seeking help and I am left with this feeling of depression from this behaviour. I have been made to feel as though I am a burden and have even been compared to other patients when I told the doctor the medication, I had been given felt too strong for me.'

"Been complaining for over 2 years of worsening condition. No investigation, no referral to specialist, nothing. All I'm told is to carry on taking the same medication which clearly isn't doing anything. Complete disregard to patient care, health and impact on daily living. Assuming they're more worried about the budget."

'I didn't have a tremendous issue with what the nurse said to me, it was more the way in which she chose to convey her words that I am unhappy with. Her approach and demeanour seemed at stark odds with the warm, caring environment that is promoted by the practice. If she had only taken the time to listen to me and not become verbally combative, I probably would not have reacted by getting annoyed and frustrated. The experience could have been so much better.'

'On a Friday, I called the surgery as I could barely move. GP called back and told me just to take my current prescribed painkillers. Saturday, I was unable to move at all out of bed and so called 999... I did not know about GP+ and so wonder why on the Friday I did not get sent there, as I believe the scenario on the Saturday could have been avoided.'

'My GP took 5 months to sort a referral

for rheumatology! When I called for an update, he denied all knowledge and insisted he didn't say that, until I confirmed me and my partner were witness to this! He magically found the references in my notes and I received an appointment not 4 hours later.'

'At 6 months review they diagnosed HBP [High Blood Pressure] so tablet strength was increased considerably. This produced a 'Zombie' like reaction. I was told to stop (taking the tablets) over the 'phone but this didn't help so I went to the emergency doctor. They were shocked at the strength and said that the tablets should never have been prescribed. So, all the tablets were taken away and I was told to get another appointment with my own doctor. However, that has proved impossible, so I have self-prescribed myself the original dose. I have had to ring 111 twice now as the lethargy has continued. I feel insecure and uncared for.'

Other themes: Explanations and advice

There were 87 comments about the explanations and advice about treatment given by GP surgeries.

These comments were mostly positive (86%). Positive comments usually indicate people have received information relevant to their needs and at the right time.

Negative comments related to both not being given the relevant information in an appointment or in other communications (e.g test results) as well as inconsistencies in the advice and explanations provided by different staff members.

'Very responsive when you call, they organised a home visit really quickly. The queue system on the phone is an improvement and care navigation has been great and ensures the right person sees me. The staff are all kind

and the emergency care practitioner I saw discussed the care needed very well and really listened to what the problems were, really great.'

'Care provided is excellent, you feel you can talk to staff. Explanations about care and next steps are good the only thing is that the carpark isn't big enough for patients.'

'A good surgery where treatment is explained well and the quality of care is good.'

'I came in for a review of severe muscular aches. Had blood tests taken and a scan. The results were sent to an old address which was somewhat 70miles away from the surgery. This distance from the surgery should have prompted the GP to verify my address. I waited weeks for the results while my condition worsened to the stage I was bedbound. When I did get my blood tests they just handed me a printed version with no explanation and I had to wait a total of 4 weeks to have an explanation of my results. In this time I had to call 111 for advice as I couldn't eat or drink or walk as I had worsened more so. Extremely disappointed in the service.'

'I called later in the day and was given an appointment who didn't really want to see me as it was getting late in the day. By the way I had to wait for 30mins. He didn't mention any side affects of the medication I was given so I had no idea how these would affect me so needless to say I had very nasty side affects that kept me in bed for 2 days.'

'It would be nice to have a bit more continuity with the doctor you see as it can feel a bit disjointed and can mean explanations differ.'

'My husband has had a diagnosis of diabetes for some years and he was only recently told unequivocally that it was important for him to lose weight. He had never been told that directly before and it did have an impact. Previously it was almost as if clinicians were too nice to tell him outright. Also, when I accompany him to appointments his diabetes often isn't taken into consideration when he presents for other issues-this must waste resources.'

Other themes: Time to care

Of 83 comments about time to care, 33% were negative and 64% were positive.

Positive comments about time to care referred to GPs taking the time to listen, discuss and explain things to the patient. People valued the time given to them by their GP. Many said that their GP did not make them feel "rushed". Some described GPs giving them additional time on top of their 10-minute consultation. However, some offset this by saying that this meant that appointments could sometimes run late.

'I have a preferred doctor who I see if I possibly can. He is an 'old fashioned doctor' who really listens to me and knows me. He often runs a bit late but I don't mind the wait because he finds a few extra minutes for me when I need it. The locums also run late but not for that same reason! I think that in this new, bigger surgery staff have lost the personal touch-I was known before and it doesn't feel like that now.'

'It's great to get medications, I've had no problems and they deliver them which is great. Doctors and nurses are very good and helpful. You never feel rushed in appointments and they don't mind if you go over your 10 minutes.'

In focus: GP Patient Survey 2018

The GP Patient Survey recorded 11,170 responses from the three Suffolk CCG areas to the question 'last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?'

On average across all three CCG areas, eighty-seven percent said that they felt that the healthcare professional was either "very good" or "good" at giving them enough time. Only three percent said that they felt that the professional was poor or very poor at this. Eight percent said the professional was neither good nor poor.

To see a specific doctor, who I prefer to see, does take more time. She explains everything really well.'

'My doctor is very good and spends as much time as is needed with me but that means I am often late going in.'

Negative comments about time to care included references to wanting to be able to talk about more than one issue in a single appointment. Some related to feeling rushed in appointments to the surgery running behind schedule. A minority felt that they were not given the appropriate amount of time for their appointment.

'I have had mixed experiences here. In general, I feel that there is no longer the 'time to care', you feel rushed although most of the time the surgery runs late (at least 20 minutes).'

'The appointment was 15 minutes late which is fine, but I felt slightly rushed in the appointment so that I forgot to

mention everything.'

'Most doctors are good, you don't get to see your own GP though and with some locums it can feel you are being rushed out.'

'I find that the nurses don't demonstrate compassion-I have been in and out in less than five minutes-that's not long enough to get all my needs articulated. I don't feel that I am properly listened to and it has delayed my medical progress. I have had to escalate myself to a GP to get sorted.'

'I don't like the 10-minute, one illness rule which means I have to book another appointment.'

'Appointments run really behind so when you have your appointment, they rush you through and have a strict one issue per appointment rule.'

'There is no time for personal care here. Our appointment was running 40 minutes late and we had all of 3 minutes with the GP. It is continually like this. They say you can only talk about one thing. When the 2nd thing we needed to tell him is important as it relates to the first thing. My partner has breathing problems and he was not allowed to talk about that. We dread calling this place but what choice do we have. This place needs a big shake up.'

Other themes: Consistency of care

There were 50 comments about the consistency of care from the respondents' GP surgery. There were 20 positive comments, 20 negative and 10 mixed.

Positive comments about consistency related to building up a continued relationship with a single member of staff. It was clear that many valued this type of relationship. Some also said that they were

happy to see any member of staff at the surgery.

'Both the doctors and nurses listen and do their best to help. All staff members are unfailingly kind and helpful'

'We went from one nurse to the other for a while as they had 'differences of opinion' about the treatment. Now we see the same nurse it is really good, and she books us in regularly with her, so she knows where we are at with the treatment'

'I have been a patient here for some years and over time I have come to value a particular GP. I have been to others but this one suits me very well. I sometimes have to wait up to three weeks for an appointment, but I am happy with this as I know I could see another doctor more quickly in an emergency'

'I was a bit reticent about the size of the surgery and that one didn't necessarily have control of who would see each time. However, my fear was very much unfounded. One doctor has taken the lead for me and one doctor for my son. They have been excellent!'

'Get to see doctors quickly and happy to attend any of the sites. I'll also see any of the doctors available and staff are friendly and helpful. What they are doing now is working well. Asthma reviews monitor my condition well.'

'I've used this surgery for over 40 years and feel so lucky to be registered with them. Doctors are excellent, always taking time to listen properly. You always feel as if you are involved in decisions about your treatment. There are so many horror stories from other areas of the county, it's a blessing to be here.'

Negative comments about consistency mostly related to inconsistent attitudes, advice or quality of treatment between GPs or other healthcare staff. One reported receiving inconsistent information from receptionists. Some referred to feeling that they had to repeat their story multiple times to different GPs or professionals.

'There is no consistency of staff and so every time you need to see a doctor you have to see somebody different and then go through the whole of your medical history each time.'

'The reception staff all do their jobs differently. I am constantly told different things on the telephone, well once a month when I have called for a prescription. I've been told twice my prescription was being sent directly to the pharmacy and it hadn't. Trust me this is highly irritating when you have to stand in their poor queuing system or trying to keep three children behaved.'
'There are some brilliant staff at the surgery but also some that are not so good, it can be a little hit and miss.'

'Depending who you see it can feel like you're concerns are being dismissed. Some of the newer doctors are better. There is often a gradual decline in interest from doctors over the years.'

'Some GPs are more patient than others. Also, they will only talk about one problem at a time and one would need to book another appointment for any extra issues. Triage system for appointment isn't great. GPs need to listen to their patients.'

Mental Health

There were a total of 30 comments about experiences related to mental health in the comments about GP surgeries.

In focus: GP Patient Survey 2018

In the GP Patient Survey 2018, 11,029 people in Suffolk responded to the question 'During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?'

On average, 60% of people reported that they either did not have any mental health needs, or that this did not apply to their last appointment. Twenty-two percent said that their health professional had "definitely" recognised and understood their needs, and 12% said "to some extent".

Of these, 21 were negative, 8 were positive and two were mixed. All of the comments related to experiences of either anxiety, depression or suicidal ideation, apart from one, which related to psychosis.

Most of the positive comments which made reference to mental health treatment from a GP surgery related either generally to the practice as a whole or were positive about their experience with a specific GP.

'This is a really good practice. Really, really good with mental health problems. Couldn't have helped me more-I don't think I would be alive without them.'

'This practice has been so supportive of us as a family. My child's need for assessments around her mental health have always been thorough. They leave no stone unturned.'

'I have been seeing [my GP] due to mental health issues that have been ongoing for most of my life. He is the first doctor that has really been able help to me. He has a good bedside manner and actually listens to me patiently. And doesn't rush me. He is very careful when prescribing medications and very knowledgeable, he referred me to a mindfulness course and it has changed my life. I now feel because of this I have complete control over my life and am finally ready to start reducing my medication. I don't know why one of my previous doctors couldn't do this for me, it was so simple... Cannot praise this doctor highly enough he really improved the quality of my life.'

Negative references to support for mental health from GP surgeries included comments about poor links or communication with mental health services or not being able to access mental health support, feeling that their GP had a poor attitude to their mental health or did not treat them with empathy. Two respondents felt that they had been asked about their medications inappropriately discussed or taken away by a GP when attending another appointment. The one mixed comment said that their surgeries support for mental health was hit and miss.

'I have struggled to get appointments after birth of my child and had post-natal depression and felt like they talked down to me. They made me feel worse when I left instead of better. There are a couple of GP's that I refuse to see now.'

'The doctor I saw for a medication

review was one of the rudest people I have come across. The doctor took me off two of my medications which I have been taking for a long time to stabilize my health and questioned me on why I take anti-depressants. I felt humiliated that my mental health was treated like a joke, especially considering my circumstances, clearly noted on my medical file.'

'Mental health support is a little hit and miss at times, they don't always understand how bad it can be.'

A Very Different Conversation



During 2018, a partnership between Suffolk User Forum, Suffolk Parent Carer Network, Suffolk Family Carers, Healthwatch Suffolk, Ipswich and East Suffolk and NHS West Suffolk Clinical Commissioning Groups, the Norfolk & Suffolk NHS Foundation Trust and Suffolk County Council carried out engagement about mental health services in Suffolk as part of #averydifferentconversation.

These conversations took place across Suffolk using an online survey and at engagement events with the public, service users, carers, teachers, mental health service staff and professionals. As a result of this engagement, a Mental Health and Emotional Wellbeing Strategy for east and west Suffolk was published which set out a vision for the transformation of mental health services in Suffolk.

Three separate in-depth qualitative surveys were coproduced by the partnership and distributed online and at engagement events. There was one survey for service users, one for carers and one for professionals.

There were 768 responses to the surveys. 444 were from service users and members of the public, 169 were from carers and 155 were from professionals and staff.

In these surveys, service users and members of the public, carers and staff and professionals were asked what could be improved about GP surgeries support for mental health.

Out of 1,502 responses about GPs there were:

- 89 negative mentions of the waiting times, both in accessing an initial

appointment (57) and the waiting times for secondary services (32). The majority of these comments were from service users and members of the public (67).

'It takes so long to get an appointment that by the time I get one the crisis has passed.'
(Service user or member of the public)

'I can talk to my doctor if I feel depressed and I have a prescription for anti-depressants. Unfortunately, my own doctor works part time, and it is usually very difficult to get a quick appointment.'
(Carer)

'I think there is a good level of awareness but frustration in not being able to access services promptly.' (Professional)

- 59 people, including 43 service users and members of the public, 9 carers and 7 professionals, felt that GP surgeries should have dedicated mental health staff.

'Have regular mental health nurse clinics at practice' (Service user or member of the public)

'Provide counselling services on site'
(Service user or member of the public)

- 46 people made reference to difficulty accessing mental health services through a GP. Most of these comments refer to the limited availability of secondary services.

'There is one G.P at my surgery who is very understanding but they are frustrated at the lack of services and it is difficult to see them regularly' (Service user or member of the public)

'With little mental health support we are at a loss to how else to help other than trouble shoot and prescribe' (Professional)

- 22 service users and members of the public, 7 carers and 5 professionals felt that there was an over-reliance on medication to treat mental health. Fourteen people said that they would like to access talking therapy through their GP.

'The impact of living with mental health issues are not talked about enough. Treatment seems to be mostly medication not therapy like counselling' (Service users and public)

'Understanding the huge importance of therapies, including talking therapies, rather than solely medication' (Service users and public)

- Fifty-eight people made a negative comment or suggested that the information and signposting about

mental health from GPs needed to be improved.

'Maybe if they could send information out in a format that I understand e.g. large print/ easy read. I have looked at the website and it is not accessible to my needs.' (Service user or member of the public)

'Improve the GP knowledge of mental health and what is available locally.' (Service user or member of the public)

'Signposting from my GP practice was abysmal and I was incorrectly signposted to start with. This resulted in a number of doors being closed to me for accessing the appropriate professionals.' (Service user or member of the public)



Mental health services in east & west Suffolk

A very different conversation

We submitted evidence to the House of Commons Women and Equalities Select Committee about LGBTQ*+ people's experiences of health and care provision.

This submission included evidence from our "My Health, Our Future" project exploring the views of almost 14,000 children and young people about their mental health and wellbeing. Our data indicates that, when compared to their non-LGBTQ+ peers, LGBTQ+ young people:

- experience lower levels of wellbeing
- worry more about their body image
- are more likely to have self-harmed
- experience more online bullying
- spend more time using electronic screens & social media
- are more likely to have tried drugs or alcohol

Our findings have implications for the commissioning of services and also the way in which services interact with LGBTQ*+ people to ensure care is meeting their needs and that people feel able to access support.

In addition to our "My Health, Our Future" data, findings from our LGBTQ*+ survey relevant to this paper include:

- Feedback from a local Trans Support Group indicated that many GPs are not equipped to support young transgender individuals. Children and young people who are questioning their gender or going through a transition, need access to a GP trained specifically to support them.
- Although many people had positive experiences of interaction with local services, it is evident that many have experienced inequality, hostility, stigma

and heteronormativity within services. This has been a barrier to receiving care that meets their needs.

- Access to appropriate care that is specific to the needs of LGBTQ+ people is an issue and there is variation between services (e.g. GP approaches to the management of hormone levels).

Examples of feedback from LGBTQ*+ people about their experiences of GP practices include:

"I am lucky enough to be able to say that my GP has no issues with my being gay, and when it is relevant I can discuss related matters with him..."

"My GP has bibles in the waiting room and a large sign in his consulting room inviting patients to 'Pray with me if it's bad news' As a gay man I feel very anxious my doctor is a practising Christian. I feel inhibited and frightened to discuss health issues concerned with my sexuality."

"It can be awkward to get past the sexually active but not using contraception. Doctors and nurses tend to assume you're straight."

"... I've met with doctors and nurses who assume that male homosexuality is about promiscuity and that we are all accepting of open discussion of sexual practices. So many misunderstandings..."

"Assumption that your sexual partners are of the opposite sex... Loses trust straight away."

'...When seeing a locum with our son but without my wife, he asked what

my 'husband' did for work. I stated that my 'wife' did... He then said 'oh so you are the husband'. Then proceeded to tell me that our son could legally find his father when he is older. He knew nothing about us. It was a very horrible situation..."

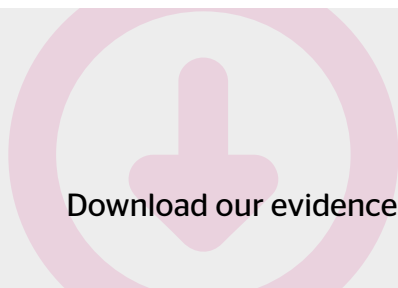
"...Many GPs still won't refer to GIC on first presentation... General treatment is highly variable... In terms of hormone monitoring, my doctors listened and were receptive to my needs. Doctors at a different practice would not accept that I had experience and knowledge about my own treatment and refused any alteration to hormone prescriptions (if required by blood tests) without GIC approval, despite the result being the same - raise/lower dose as needed, check bloods in 8 weeks (which I had in writing from the GIC)."

"Over the years I have met with open hostility and clear prejudice especially from GPs and GP practice staff. Questions like "are you a homo?" and "I suppose you go to gay saunas?)" Sent by a GP to a sexual health clinic because of a verucca... They gave me a prescription for bazuka (yes, seriously. I had already purchased it but I think they felt compelled to do something)... There is no chance of discussing any concerns with a GP - mine cannot talk about sex without getting so flustered that he has to resort to crude remarks or shuffles around in his chair..."

**"OVER THE YEARS I
HAVE MET WITH OPEN
HOSTILITY AND CLEAR
PREJUDICE ESPECIALLY
FROM GPs AND GP
PRACTICE STAFF."**



Visit the Suffolk Gender Identity Hub on the Healthy Suffolk website for information and useful resources.



Download our evidence from www.healthwatchesuffolk.co.uk/reports

What do we think?



We note that the majority of people's experiences are positive overall. Indeed, the overall star rating of the services (based on Healthwatch Suffolk and NHS website data) has increased from 3.84 to 3.94 stars.

Despite the rise in overall star ratings within the period, there remains too much variation in people's experiences across all aspects of provision (e.g. waiting times, access, treatment and staff attitude).

The reasons for this are both complicated and varied. They can also be highly localised and population specific. However, it continues to be our view that the NHS needs to make booking and cancelling appointments much simpler across the county.

It is hoped that the use of new technology such as the NHS App, may go some way to improving this. However, this cannot be relied upon as a single solution (it will not be suited to everyone) and must be coupled with other efforts to better manage access to appointments.

Where problems with access exist, it is our view that improvements can be made. This might include:

- Better promotion of alternative services such as GP+, which we know is not pro-actively offered to patients by all local practices.
- Improved knowledge about signposting and the availability of other services that can meet the needs of patients.
- Better communication with patients about practice procedures and care navigation. Healthwatch Suffolk can support practices to engage patients about this, whilst also obtaining feedback to support service planning.
- Encouraging patients to sign-up to digital

access solutions (e.g. the NHS App) where possible and having conversations with people about sharing their full health record.

- When patients are calling to book an appointment, people prefer a system that provides information about where they are in the call queue.
- Ensure there is a trusted voice on the automated telephone line, perhaps allocating a known GP to be the voice of the practice.
- Making use of dedicated means through which people can cancel appointments (e.g. digital or telephone based).

Our data shows that some patients continue to indicate a reticence to engage with new ways of working (e.g. care navigation). We believe this is, in part, due to a lack of understanding about the way in which practices operate and the extent to which various professionals can respond to patient need.

The reality is that practices have been forced to operate in this way because of workforce pressures and directives from NHS England. The concept of care navigation is still new to the public and within the history of primary care provision. It will take time, culturally, to embed these new ways of working and to make people feel more comfortable about speaking with non-clinicians about their health.

Healthwatch Suffolk is currently working with the Suffolk GP Federation to produce a series of short videos that will help to explain more about the range of professionals people may be referred to within their local practice. We are hopeful that local practices and commissioners may be able to use these videos to support patient education.

It is to be commended that people's

experiences of treatment at their practice is highly positive, once they have obtained an appointment. Where there is negativity about staff or experience of treatment, this tends to be related to the nature of people's interaction with professionals and the perception of poor staff attitude.

It is absolutely right to expect a zero tolerance approach to poor patient behaviour but we must not forget that this should be reciprocated by staff at all times. There simply cannot be a place for dismissive or rude attitudes by GPs or staff toward patients.

Data obtained as part of the efforts to inform future strategies for mental health provision in Waveney and east and west Suffolk indicates that mental health support from GP practices is too varied. There is a lack of consistency in approach and knowledge that means patients report very different experiences across the county.

Some patients report very good experiences and these are often attributed to particular individual GPs or other professionals. Others report a lack of understanding by their GP, or that they had not been referred to the support or treatment they need. This is compounded by a severe lack of access to mental health provision in the county.

The new mental health strategies that were agreed in February and March 2019 are an opportunity to address these concerns.

We know that GP's spend significant amounts of their time treating mental health concerns and that they are not always best placed to address people's concerns. We do feel, however, that practices could do more to support people's mental health. This could include training for professionals, partnership working with other services and ensuring a consistent offer of information about local

support (NHS or otherwise) both within the practice and on the practice website.

Feedback highlighted within this paper shows that there is a need for greater awareness about the issues faced by LGBTQ*+ people when accessing health and care services. This could be improved with better training for all staff and perhaps better links with external specialist organisations or support networks.

We know that LGBTQ*+ young people are particularly vulnerable to issues that may impact upon their wellbeing. It is imperative that GP practices do everything they can to ensure that every patient feels safe and fully able to discuss health issues, including sexual health issues, without fear of judgment or inappropriate questioning.

Looking ahead, Healthwatch Suffolk is aware of the intentions of NHS England, local commissioners and providers to bring about Primary Care Networks, which will be in addition to existing Integrated neighbourhood Teams.

A core concept in the latest NHS long-term plan, Primary Care Networks aim to formally gather general practices in order to work together and offer patients a wider range of services. This includes services that individual practices may have previously been unable to provide (such as first contact physiotherapy or social prescribing), while also easing any ongoing local staffing issues or financial pressures.

The expectation from NHS England is that the vast majority of these networks will be geographically-based, each covering a minimum population of 30,000. Integrated community-based teams will be developed around these areas, while mental health and community services will be expected to form around these designated boundaries.

Although Wales, Scotland and Northern

Ireland have already implemented similar models, collaboration has been most successful historically when established in an organic manner, and it is accepted that an investment in both time and energy is required in order to nurture relationships between newly-linked practices.

Initiatives, such as Primary Care Networks, are necessary in a climate where patients and family carers would wish for more joined up health and care services and best use of resources. It will be important however, that there is adequate information for people about this developing work and opportunities for people to influence their work locally wherever possible.

Interpreting the practice tables



The practice tables highlighted within the following sections combine data from the Healthwatch Suffolk website, NHS website, national GP Patient Survey 2018 and the Care Quality Commission.

The tables are sorted by Healthwatch Suffolk and NHS website feedback quantity and no other measure.

It is important to note that star ratings alone can be misleading if feedback quantity is low. That is why we have included a new column called “Overall experience good”.

The figure recorded within the “Overall experience good” column is the combined percentage of people that either:

- Rated their practice as four or five stars on the Healthwatch Suffolk website.
- Rated their practice as four or five stars on the NHS website.
- Rated their practice as “good” or “very good” overall within their responses to the GP Patient Survey 2018

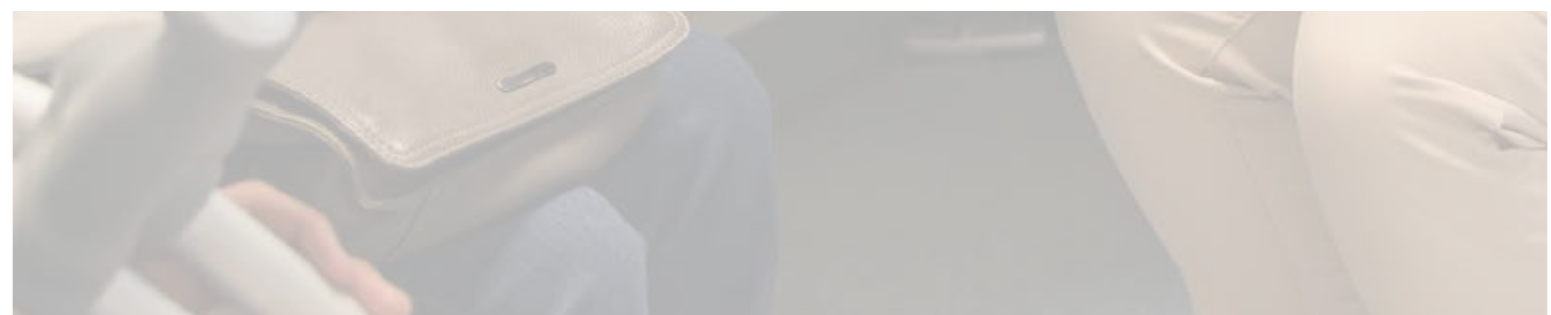
The figure recorded next to the percentage figure in brackets is the total combined responses from any of the above sources, which should be higher than the total star ratings recorded by Healthwatch Suffolk or the NHS website alone.

We have included indicators within the tables that aim to show how the data differs from that reported in our last report (published in February 2018) and how the practice compares with the average figures for their particular CCG area.

Please refer to the top of the tables for more information about these indicators.



Practice breakdown
(Ipswich and East Suffolk
Clinical Commissioning Group)



Within this section, you will find information about member practices of the NHS Ipswich and East Suffolk Clinical Commissioning Group.

We have included a table that brings information together from multiple sources for the purposes of comparison . Practices are only listed if Healthwatch Suffolk has recorded feedback about them.

The data shown includes:

- Amalgamated feedback recorded by Healthwatch Suffolk and the NHS website. This feedback has been jointly interpreted to determine sentiment.
- Care Quality Commission ratings as listed on the regulators website at the time of publication.
- Figures from the National GP Survey 2018 (Published by Ipsos Mori).

NHS Ipswich and East CCG practice table

Important note: GP Patient Survey 2018 data is January to April 2018. NHS and Healthwatch data is March 2018 to March 2019. Tables are sorted by Healthwatch Suffolk and NHS website feedback quantity.

Healthwatch Suffolk and NHS website feedback				
<p>Note:</p> <ul style="list-style-type: none"> (+%) = Higher than this CCG area average (-%) = Less than this CCG area average (=) = Same as this CCG area average <p>Colour icons indicate if overall sentiment has changed since our report published February 2018.</p> <p>*Practice is using the Healthwatch Suffolk widget to invite feedback from the public.</p> <p>*Practice has requested the Healthwatch Suffolk widget but has not yet launched it.</p>				
Practice	Comments	Star rating	All feedback (% Positive)	HWS Link
Constable Country Rural Medical Practice (All sites)*	138	3.8	↑ 62% (=)	
Debenham Group Practice (All sites)*	138	4.4	↓ 63% (+1%)	
Combs Ford Surgery*	126	4.2	↑ 63% (+1%)	
Stowhealth*	96	4.5	↑ 73% (+11%)	
Needham Market Country Practice	65	4.4	↑ 65% (+3%)	
Mendlesham Medical Group	63	4.7	↓ 81% (+19%)	
Deben Road Surgery*	56	3.7	↑ 55% (-7%)	
Saxmundham Health Centre*	54	3.7	↑ 50% (-12%)	
The Chesterfield Drive Practice*	55	3.8	↓ 62% (=)	
Bildeston Health Centre	50	4.7	↑ 84% (+22%)	
Framfield House Surgery	49	4.0	↑ 51% (-11%)	

Comparison from previous report published February 2018

→ Same ↑ Improved ↓ Poorer

GP Patient survey and combined data				The Care Quality Commission	
<p>Note:</p> <p>Overall experience good” is the combination of those who rated their practice as four or five star on the NHS/Healthwatch Suffolk website and people that rated their practice as “good” or “Very good” overall within the GP survey 2018. The figure in brackets is the total number of combined responses from these sources.</p> <ul style="list-style-type: none"> (+) = Higher than this CCG area average (-) = Less than this CCG area average (=) = Same as this CCG area average 				<p>Note:</p> <p>Colour icons indicate whether the rating has changed since our report published February 2018.</p> <p>Ratings are as available on the CQC website at time of publication.</p>	
Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Got an appointment last time tried	CQC rating	CQC link
63% (278)	130	→ 55% (-)	↓ 55% (-)	→ Good	
88% (253)	129	↓ 73% (-)	↓ 65% (+)	→ Good	
81% (148)	115	→ 73% (-)	↓ 63% (-)	→ Good	
84% (350)	108	↑ 87% (+)	↓ 71% (+)	↓ Good	
86% (229)	139	↑ 64% (-)	↓ 47% (-)	→ Good	
96% (163)	140	↓ 90% (+)	↓ 81% (+)	→ Good	
79% (151)	111	↓ 70% (-)	↓ 64% (=)	→ Good	
78% (178)	124	↓ 72% (-)	↓ 66% (+)	↓ Requires improvement	
86% (241)	92	↓ 79% (+)	↓ 48% (-)	→ Good	
97% (142)	132	↑ 94% (+)	↓ 88% (+)	→ Good	
83% (212)	125	↓ 78% (+)	↓ 66% (+)	→ Good	

Practice	Comments	Star rating	All feedback (% Positive)	HWS Link
Two Rivers Medical Centre	47	3.9	↑ 66% (+4%)	
Fressingfield Medical Centre	45	4.6	↓ 73% (+11%)	
Ravenswood Medical Practice*	43	2.8	↓ 30% (-32%)	
Walton Surgery*	34	3.1	↓ 44% (-18%)	
Burlington Primary Care*	33	2.5	↓ 27% (-35%)	
Eye Health Centre*	31	4.6	↑ 77% (+15%)	
Framlingham Medical Practice	31	4.2	↑ 55% (-7%)	
Haven Health*	31	4.5	↑ 65% (+3%)	
The Peninsula Practice*	29	4.5	↓ 79% (+17%)	
Martlesham Heath Surgery*	29	4.0	↓ 48% (-14%)	
Howard House Surgery*	27	4.2	↑ 59% (-3%)	
The Birches Medical Centre*	23	3.6	↑ 61% (-1%)	
Church Farm Surgery	22	4.5	68% (+6%)	
The Derby Road Practice	19	2.8	↓ 37%	
Holbrook & Shotley Surgery	15	5	↑ 94% (+32%)	
Wickham Market Medical Centre*	16	4.3	↓ 38% (-24%)	
Hadleigh Boxford Group Practice*	14	4.8	↑ 86% (+24%)	
Little St John Street Surgery	14	4.4	↓ 57% (-5%)	
The Leiston Surgery*	14	4.1	↓ 64% (+2%)	

Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Got an appointment last time tried	CQC rating	CQC link
76% (370)	100	↓ 66% (-)	↓ 48% (-)	→ Good	
98% (118)	139	↑ 94% (+)	↓ 84% (+)	→ Good	
73% (240)	117	↓ 62% (-)	↓ 45% (-)	→ Good	
77% (91)	108	↓ 83% (-)	↓ 84% (-)	↓ Inadequate	
66% (248)	110	↓ 64% (-)	↓ 46% (-)	↑ Good	
91% (112)	119	↑ 90% (+)	↓ 78% (+)	→ Good	
87% (155)	134	↓ 86% (+)	↓ 84% (+)	→ Good	
92% (130)	104	↑ 86% (+)	↓ 68% (+)	→ Good	
91% (82)	112	↑ 93% (+)	↓ 87% (+)	→ Outstanding	
81% (110)	127	↓ 72% (-)	↓ 62% (-)	→ Archived (Good)	
85% (130)	131	↓ 77% (+)	↓ 57% (-)	→ Good	
68% (77)	111	↓ 47% (-)	↓ 32% (-)	↓ Requires improvement	
95% (78)	128	82% (+)	68% (-)	→ Good	
84% (235)	104	↑ 74% (-)	↓ 59% (-)	→ Good	
99% (213)	132	→ 92% (+)	↓ 83% (+)	→ Good	
91% (148)	118	↓ 86% (+)	↓ 82% (+)	→ Good	
96% (211)	126	↓ 85% (-)	↓ 77% (-)	→ Good	
98% (105)	127	→ 93% (+)	↓ 80% (+)	↑ Outstanding	
90% (107)	127	↑ 83% (+)	↓ 73% (+)	→ Good	

Practice	Comments	Star rating	All feedback (% Positive)	HWS Link	
The Norwich Road Surgery	13	2.5	↓ 23% (-39%)		
Felixstowe Road Medical Practice	11	2.0	↓ 27% (-35%)		
Hawthorn Drive Surgery	9	3.2	↑ 44% (-18%)		
Orchard Street Medical Practice*	9	4.3	↓ 56% (-6%)		
Barrack Lane Medical Centre	6	4.3	↑ 83% (+21%)		
Grove Medical Centre*	6	4.0	↑ 67% (+5%)		
Ivry Street Medical Practice	5	4.4	↑ 80% (+18%)		
The Barham & Claydon Surgery	1	4	↑ 100% (+38%)		

Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Got an appointment last time tried	CQC rating	CQC link
68% (147)	103	↓ 56% (-)	↓ 56% (-)	→ Good	
85% (153)	115	↑ 63% (-)	↓ 46% (-)	→ Good	
77% (112)	109	↑ 73% (-)	↓ 63% (-)	↓ Requires improvement	
90% (198)	115	↓ 90% (+)	↓ 88% (+)	→ Good	
83% (233)	110	↑ 78% (+)	↓ 65% (+)	→ Good	
88% (204)	109	↑ 76% (=)	↓ 57% (-)	→ Good	
95% (160)	114	↓ 84% (+)	↓ 68% (+)	→ Good	
89% (36)	114	↓ 79% (+)	↓ 66% (+)	↑ Good	

NHS Ipswich and East Suffolk CCG practice theme table

Important note: Tables are sorted by Healthwatch Suffolk and NHS website feedback quantity. Only practices with 30 or more responses are included. Feedback quantity is an important factor in determining the validity of a theme and be misleading if not accounted for.

Please note the following information regarding our themes:

- **Ease of access:** Includes references to people's experience of booking appointments, waiting times and lack of access.
- **Staff:** Includes any mention of a member of the practice staff team.
- **Quality and experience:** Includes references where people have commented about their experience of treatment.

We have also included an example positive quote for each practice.

	Positive comments	Total comments	% Positive
Constable Country Medical Practice (138 comments)			
Ease of access	41	81	51%
Staff	58	78	74%
Quality and experience	14	21	67%
<i>"I don't like going to see doctors if I can help it but the staff at this surgery are so wonderful that they put me at ease immediately. The reception staff are open, welcoming and helpful. The pharmacy staff are outstanding and the doctor I saw today was particularly wonderful - empathetic, attentive, astute, professional and kind. I feel very lucky to have a centre like this as my local surgery."</i>			
Debenham Group Practice (138 comments)			
Ease of access	74	125	59%
Staff	44	45	98%
Quality and experience	13	15	87%
<i>"They are absolutely wonderful. No trouble getting an appointment, it really is fantastic care that we've had. The attention and information given has always been very good."</i>			

Combs Ford Surgery (126 comments)			
Ease of access	50	95	53%
Staff	53	62	85%
Quality and experience	15	16	94%
<p><i>"Very responsive when you call, they organised a home visit really quickly. The queue system on the phone is an improvement and care navigation has been great and ensures the right person sees me. The staff are all kind and the emergency care practitioner I saw discussed the care needed very well and really listened to what the problems were, really great."</i></p>			
Stowhealth (96 comments)			
Ease of access	47	57	82%
Staff	30	33	91%
Quality and experience	6	6	100%
<p><i>"I cannot praise the surgery highly enough for their help and support following my recent surgery. The nursing team were excellent - always patient and reassuring and I am so grateful to them all for helping me through this challenging time. Particular thanks to one lovely nurse who always greeted me with a smile and reassured me greatly. Thanks to everyone, from the kind reception staff to the excellent nursing team."</i></p>			
Needham Market Country Practice (65 comments)			
Ease of access	19	53	36%
Staff	29	31	94%
Quality and experience	9	9	100%
<p><i>"Like the appointment system, its always better to be able to book in advance but I don't have difficulties normally. Staff are pleasant and the surgery is nice, light and airy. The dispensary staff are helpful and will sort issues out quickly. I do like to see my own GP as he knows me and whats going on. Having the call backs from my GP works very well too."</i></p>			

Mendlesham Medical Group (63 comments)			
Ease of access	43	48	90%
Staff	26	29	90%
Quality and experience	8	8	100%
<i>"I really like my doctors as they listen to your concerns and really try to help. Appointments are easy enough to get and I don't have any issues getting to see someone. They explain things well and its great to have the pharmacy on site."</i>			
Deben Road Surgery (56 comments)			
Ease of access	8	20	40%
Staff	12	27	44%
Quality and experience	10	13	77%
<i>"I would highly recommend this surgery. The reception staff in particular have always been so helpful and friendly and will always go out of their way to help. Myself and my family have been highly impressed with all the staff and are saddened to be moving out of this surgery's catchment area. Thank you to all the staff."</i>			
The Chesterfield Drive Practice (55 comments)			
Ease of access	6	20	30%
Staff	16	21	76%
Quality and experience	6	8	75%
<i>"I don't go very often (which suits me well!) however the few contacts that I have had with the surgery have been superb."</i>			
Saxmundham Health Centre (54 comments)			
Ease of access	4	15	27%
Staff	9	14	64%
Quality and experience	3	3	100%
<i>"Treatment from a particular doctor who is classed as the locum is fantastic and knowledgeable. His clinical expertise is fantastic! I find that he listens and also answers your questions when you need further clarification and also keeps you informed via written official doctors letter and telephone consultation if requested. Extremely polite and well mannered professional."</i>			

Bildeston Health Centre (50 comments)

Ease of access	13	21	62%
Staff	28	29	97%
Quality and experience	4	4	100%

"They are lovely, you can get appointments when you need them and I use both the morning and afternoon sessions. Everything works well and the staff are all helpful and the GPs are great."

Framfield House Surgery (49 comments)

Ease of access	15	29	52%
Staff	9	16	56%
Quality and experience	4	5	80%

"This is a great practice as far as we are concerned. Always able to get an appointment when we need one. The nursing staff are particularly caring. We feel very lucky."

Two Rivers Medical Centre (47 comments)

Ease of access	10	31	32%
Staff	16	21	76%
Quality and experience	8	9	89%

"Great experience good initial phone assessment then offered appointment 40 mins later - understanding GP who took time to listen and ease concerns."

Fressingfield Medical Centre (45 comments)

Ease of access	19	22	86%
Staff	20	23	87%
Quality and experience	14	14	100%

"Good, staff were very friendly caring and understanding in all departments. Doctors all great, I have every confidence in them and my own doctor is wonderful with my elderly parents."

Ravenswood Medical Practice (43 comments)			
Ease of access	3	30	10%
Staff	3	11	27%
Quality and experience	2	3	67%
<p><i>"At first I wasn't sure about having to speak to a GP on the phone before having an actual appointment but I'm really impressed with the range of issues that have been dealt with over the phone without the need for me to come in. I've seen a few different GP's and nurses and I've been impressed with all of them."</i></p>			
Walton Surgery (34 comments)			
Ease of access	6	18	33%
Staff	4	8	50%
Quality and experience	3	3	100%
<p><i>"Had a blood test today and as usual was treated very well by the HCA. I have had no problem accessing the service."</i></p>			
Burlington Primary Care (33 comments)			
Ease of access	3	20	15%
Staff	6	15	40%
Quality and experience	2	3	67%
<p><i>"Have an outstanding and supportive service from the practice. They do try to make sure that my son sees the same GP all the time."</i></p>			
Eye Health Centre (31 comments)			
Ease of access	15	20	75%
Staff	4	7	57%
Quality and experience	3	3	100%
<p><i>"Seen quickly and the staff are friendly. In particular, the reception staff are really good. Medical staff are very good at explaining issues and absolutely nothing needs to change."</i></p>			

Framlingham Medical Practice (31 comments)

Ease of access	6	12	50%
Staff	11	14	79%
Quality and experience	8	8	100%

"Thank you for the excellent service that Framlingham Medical Practice has provided me, I read some of the past feedback received by your surgery and wanted the staff to be aware that my personal experience has been always very positive. You have provided a great service for my family and I wanted to publicly thank you."

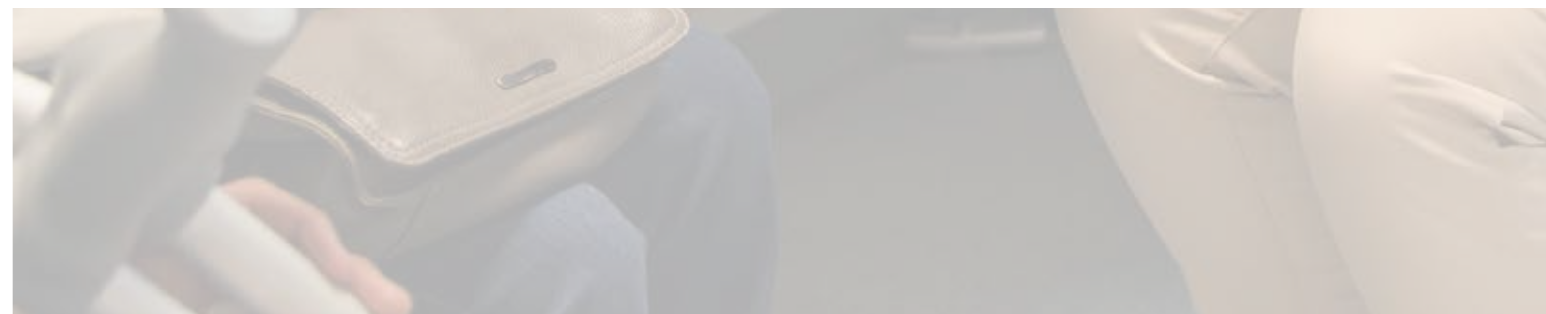
Haven Health (31 comments)

Ease of access	15	18	83%
Staff	7	10	70%
Quality and experience	5	5	100%

"I called the doctors at 8am this morning for a problem I had, I spoke to the receptionist who could not have been more helpful and gave me a same day appointment at 10.10 am, I saw a doctor who was very caring and helpful, well done Haven Health, thank you very much a wonderful service."



Practice breakdown
(NHS West Suffolk
Clinical Commissioning Group)



Within this section, you will find information about member practices of the NHS West Suffolk Clinical Commissioning Group.

We have included a table that brings information together from multiple sources for the purposes of comparison . Practices are only listed if Healthwatch Suffolk has recorded feedback about them.

The data shown includes:

- Amalgamated feedback recorded by Healthwatch Suffolk and the NHS website. This feedback has been jointly interpreted to determine sentiment.
- Care Quality Commission ratings as listed on the regulators website at the time of publication.
- Figures from the National GP Survey 2018 (Published by Ipsos Mori).

NHS West Suffolk CCG practice table

Important note: GP patient Survey 2018 data is January to April 2018. NHS and Healthwatch data is March 2018 to March 2019. Tables are sorted by Healthwatch Suffolk and NHS website feedback quantity.

Healthwatch Suffolk and NHS website feedback

Note:

- (+%) = Higher than this CCG area average
- (-%) = Less than this CCG area average
- (=) = Same as this CCG area average

Colour icons indicate if overall sentiment has changed since our report published February 2018.

*Practice is using the Healthwatch Suffolk widget to invite feedback from the public.

*Practice has requested the Healthwatch Suffolk widget but has not yet launched it.

Practice	Comments	Star rating	All feedback % Positive	HWS Link
The Guildhall and Barrow Surgery*	91	4.5	↑ 74% (+8%)	
Siam Surgery	78	4.5	↓ 69% (+3%)	
Christmas Maltings and Clements Surgery	77	2.9	↑ 38% (-28%)	
Swan Surgery*	76	4.5	↑ 69% (+3%)	
Forest Group Practice	60	4.2	↓ 70% (+4%)	
The Long Melford Practice	60	3.6	↓ 60% (-6%)	
Glemsford Surgery	54	4.6	↑ 89% (+23%)	
Brandon Medical Practice	38	4.1	↑ 76% (+10%)	
Botesdale Health Centre	37	4.6	↓ 73% (+7%)	
Market Cross Surgery	31	4.6	↓ 68% (+2%)	
Rookery Medical Partnership	30	4.1	↓ 60% (-6%)	

Comparison from previous report published February 2018

→ Same ↑ Improved ↓ Poorer

GP Patient Survey and combined data				The Care Quality Commission	
<p>Note:</p> <p>“Overall experience good” is the combination of those who rated their practice as four or five star on the NHS/Healthwatch Suffolk website and people that rated their practice as “good” or “Very good” overall within the GP survey 2018. The figure in brackets is the total number of combined responses from these sources.</p> <ul style="list-style-type: none"> (+) = Higher than this CCG area average (-) = Less than this CCG area average (=) = Same as this CCG area average 				<p>Note:</p> <p>Colour icons indicate whether the rating has changed since our report published February 2018.</p> <p>Ratings are as available on the CQC website at time of publication.</p>	
Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Choice of appointment last time tried	CQC rating	CQC link
93% (254)	112	↑ 90% (+)	↓ 80% (+)	→ Good	
82% (205)	121	↑ 82% (+)	↓ 73% (+)	→ Good	
53% (304)	116	↓ 35% (-)	↓ 31% (-)	↓ Inadequate	
88% (229)	103	↓ 78% (+)	↓ 80% (+)	→ Good	
87% (162)	118	↓ 76% (+)	↓ 65% (-)	→ Good	
80% (191)	136	↓ 69% (-)	↓ 54% (-)	→ Good	
93% (120)	132	↓ 88% (+)	↓ 82% (+)	→ Good	
85% (110)	115	↑ 78% (+)	↓ 57% (-)	→ Good	
94% (161)	129	↑ 88% (+)	↓ 83% (+)	→ Good	
97% (148)	117	↓ 76% (+)	↓ 70% (+)	→ Outstanding	
90% (218)	98	↑ 77% (+)	↓ 73% (+)	→ Good	

Practice	Comments	Star rating	All feedback % Positive	HWS Lin
Angel Hill Surgery*	8	3.5	↓ 50% (+16%)	
Woolpit Health Centre	8	3.5	↑ 63% (-3%)	
Haverhill Family Practice	6	5.0	↑ 100%	
Oakfield Surgery*	6	4.3	↑ 67% (+1%)	
Victoria Surgery	6	3.7	↑ 67% (+1%)	
Lakenheath Surgery	5	2.0	↓ 20% (-46%)	
Hardwicke House Group Practice*	4	4.2	↑ 100%	
Wickhambrook Surgery	3	4.5	↓ 67% (+1%)	
Orchard House Surgery*	2	4.0	↓ 50% (-16%)	
Reynard Surgery and White House Surgery	2	4.0	↓ 50% (-16%)	

	Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Choice of appointment last time tried	CQC rating	CQC link
	87% (195)	111	→ 72 (-)	↓ 67 (+)	→ Good	
	90% (194)	133	↓ 75 (+)	↓ 65 (-)	→ Good	
	72% (199)	111	↓ 48 (-)	↓ 38 (-)	↓ Requires improvement	
	93% (100)	101	↑ 82 (+)	↓ 72 (+)	→ Good	
	93% (151)	119	↓ 72 (-)	↓ 60 (-)	→ Good	
	67% (76)	103	↓ 62 (-)	↓ 55 (-)	→ Good	
	91% (310)	116	→ 76 (+)	↓ 68 (+)	→ Good	
	91% (67)	120	↓ 85 (+)	↓ 76 (+)	→ Good	
	87% (76)	117	↓ 90 (+)	↓ 83 (+)	→ Outstanding	
	90% (104)	113	↓ 87 (+)	↓ 85 (+)	→ Good	

NHS West Suffolk CCG Practice theme table

Important note: Tables are sorted by Healthwatch Suffolk and NHS website feedback quantity. Only practices with 30 or more responses are included. Feedback quantity is an important factor in determining the validity of a theme and be misleading if not accounted for.

Please note the following information regarding our themes:

- **Ease of access:** Includes references to people's experience of booking appointments, waiting times and lack of access.
- **Staff:** Includes any mention of a member of the practice staff team.
- **Quality and experience:** Includes references where people have commented about their experience of treatment.

We have also included an example positive quote for each practice.

	Positive comments	Total comments	% Positive
The Guildhall and Barrow Surgery (91 comments)			
Ease of access	21	38	55%
Staff	27	34	79%
Quality and experience	16	18	89%
"Friendly and professional surgery, always looked after me. I can get advanced appointments when needed or on the day. I was ill this winter and I was very well cared for."			
Siam Surgery (Sudbury Community Health Centre) (78 comments)			
Ease of access	37	47	79%
Staff	28	39	72%
Quality and experience	5	7	71%
"Very efficient, you can get appointments when they are needed and staff are very very good, they have a caring nature. There's nothing that needs improving at this time."			
Clements And Christmas Maltings Surgery (77 comments)			
Ease of access	17	62	27%
Staff	11	20	55%
Quality and experience	2	3	67%

"I have had nothing but excellent service from this doctor's surgery. Yes, it can take a while on the phone - but new systems are in place to help with this. Every time I have needed to see or speak to a doctor, I have been given access. The doctors, nurses, support staff all are working in very difficult situations, with little finding and time. They are all providing the best care they can, and are doing an excellent job."

Swan Surgery (76 comments)

Ease of access	29	45	64%
Staff	28	37	76%
Quality and experience	6	6	100%

"This practice suits me very well - it is absolutely brilliant! I transferred here because I felt I wasn't listened to at my previous practice. Every single person I have seen here has been great."

Forest Group Practice (60 comments)

Ease of access	16	36	44%
Staff	18	22	82%
Quality and experience	6	6	100%

"I feel much better looked after here than I did a few years ago. I can now get a (timely) appointment and the doctors seem better. The reception staff are great."

The Long Melford Practice (60 comments)

Ease of access	18	56	32%
Staff	23	24	96%
Quality and experience	5	9	56%

"I personally find this surgery to be excellent. Can always get through to reception who usually get the duty doctor to phone back to discuss - and then book an appointment if necessary. Have no complaints about the care received staff are always smiling and helpful and waiting times are minimal."

Glemsford Surgery (54 comments)			
Ease of access	29	38	76%
Staff	40	41	98%
Quality and experience	4	4	100%
<i>It's a good service, I have a good relationship with the GPs I see and I'm happy to see different doctors. Staff are helpful and will try to do all they can to get you fitted in.</i>			
Brandon Medical Practice (38 comments)			
Ease of access	9	19	47%
Staff	24	27	89%
Quality and experience	6	6	100%
<i>"Today I visited Brandon Medical Practice and had a consultation with one of the partners, it was exceptionally thorough, comprehensive and compassionate. I have never received such a high standard of care in any other practice. I feel that my health concerns are in the best hands possible and that gives me a sense of optimism with regards to the future."</i>			
Botesdale Health Centre (37 comments)			
Ease of access	9	13	69%
Staff	9	9	100%
Quality and experience	8	8	100%
<i>"Excellent, every one of the doctors is lovely. They really know me well and they are all very nice. Its a very homely surgery and this is important to me. They always give plenty of time to discuss things with them. I never have any problems getting prescriptions and it all works very well for me."</i>			
Market Cross Surgery (31 comments)			
Ease of access	7	7	100%
Staff	5	7	71%
Quality and experience	5	5	100%

"This is a rural practice and I have previous experience of a large urban practice. They are like chalk and cheese! This is a very personal place, I have only had good experiences. I can get a routine appointment with my favourite clinician within a couple of weeks. On the day consultations/appointments are available for emergencies. I have always thought my consultations have been thorough and the advice/treatment reassuring."

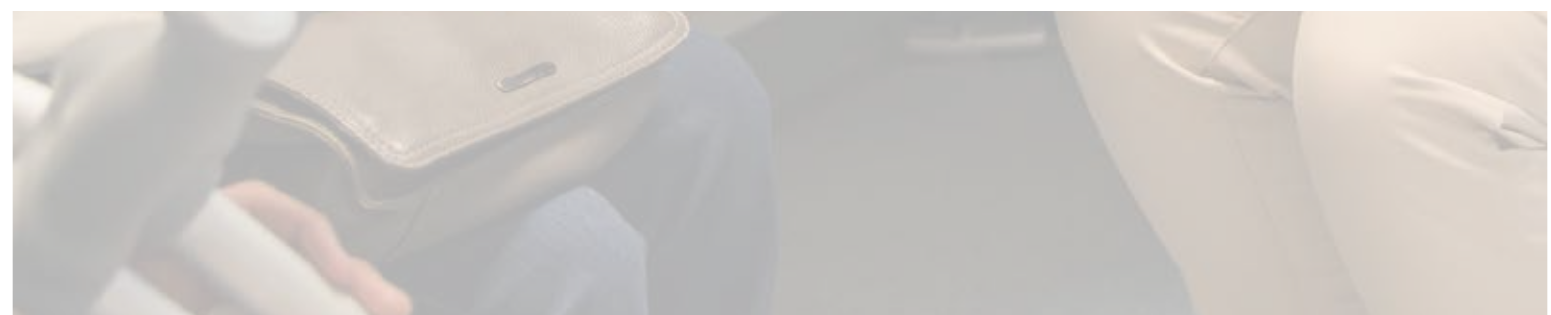
The Rookery Medical Centre (30 comments)

Ease of access	11	24	46%
Staff	15	15	100%
Quality and experience	8	9	89%

"This is a really good practice. Really, really good with mental health problems. Couldn't have helped me more - I don't think I would be alive without them."



Practice breakdown
(NHS Great Yarmouth and Waveney
Clinical Commissioning Group)



Within this section, you will find information about member practices of the NHS Great Yarmouth and Waveney Clinical Commissioning Group.

We have included a table that brings information together from multiple sources for the purposes of comparison . Practices are only listed if Healthwatch Suffolk has recorded feedback about them.

The data shown includes:

- Amalgamated feedback recorded by Healthwatch Suffolk and the NHS website. This feedback has been jointly interpreted to determine sentiment.
- Care Quality Commission ratings as listed on the regulators website at the time of publication.
- Figures from the National GP Survey 2018 (Published by Ipsos Mori).

NHS Great Yarmouth and Waveney CCG practice table

Important note: GP patient Survey 2018 data is January to April 2018. NHS and Healthwatch data is March 2018 to March 2019. Tables are sorted by Healthwatch Suffolk and NHS website feedback quantity.

Healthwatch Suffolk and NHS website feedback

Note:

- (+%) = Higher than this CCG area average
- (-%) = Less than this CCG area average
- (=) = Same as this CCG area average

*Practice is using the Healthwatch Suffolk widget to invite feedback from the public.

*Practice has requested the Healthwatch Suffolk widget but has not yet launched it.

Practice	Comments	Star rating	All feedback % Positive	HWS Link
Alexandra and Crestview Surgeries*	75	3.3	24% (-13%)	
Bridge Road Surgery*	58	2.9	24% (-13%)	
Rosedale Surgery*	50	3.9	44% (+7%)	
Beccles Medical Centre	47	3.0	30% (-7%)	
Andaman Surgery	38	4.2	45% (+8%)	
Victoria Road Surgery	31	4.3	42% (+5%)	
Longshore Surgeries	31	4.2	59% (+22%)	
Bungay Medical practice*	30	3.2	30% (-7%)	
Cutlers Hill Surgery	22	3.8	59% (+22%)	
Kirkley Mill Surgery	21	3.3	48% (+11%)	

GP Patient Survey and combined data				The Care Quality Commission	
<p>Note:</p> <p>“Overall experience good” is the combination of those who rated their practice as four or five star on the NHS/Healthwatch Suffolk website and people that rated their practice as “Fairly good” or “Very good” overall within the GP survey 2018. The figure in brackets is the total number of combined responses from these sources.</p> <ul style="list-style-type: none"> (+) = Higher than this CCG area average (-) = Less than this CCG area average (=) = Same as this CCG area average 				<p>Ratings are as available on the CQC website at time of publication.</p> <p>Comparable data is unavailable because this CCG area was not included within the last Healthwatch Suffolk analysis (published February 2018).</p>	
Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Got an appointment last time tried	CQC rating	CQC link
72% (274)	112	59% (-)	56% (-)	Requires improvement	
72% (229)	134	63% (-)	51% (-)	Good	
83% (221)	114	75% (+)	57% (-)	Good	
81% (315)	123	63% (-)	51% (-)	Good	
86% (124)	101	75% (+)	59% (+)	Good	
92% (178)	117	81% (+)	53% (-)	Good	
88% (120)	129	66% (-)	51% (-)	Good	
77% (176)	104	67% (-)	38% (-)	Good	
85% (167)	131	68% (-)	52% (-)	Good	
65% (101)	93	62% (-)	59% (+)	Requires improvement	

Practice	Comments	Star rating	All feedback % Positive	HWS Link
Sole Bay Health Centre*	18	4.6	56% (+9%)	
The Millwood Partnership	10	2.1	10% (-27%)	Not listed
East Norfolk Medical Practice	9	3.8	44% (+7%)	Not listed
High Street Surgery*	6	4.5	67% (+30%)	
The Beaches Medical Centre	5	1.2	0% (-37%)	Not listed
Coastal Villages Practice	1	5	100% (+63%)	
The Park Surgery	1	5	0% (-37%)	

Overall experience “good”	National GP Surveys completed	Booking appointments (Good)	Got an appointment last time tried	CQC rating	CQC link
93% (87)	120	77% (+)	61% (+)	Outstanding	
80% (167)	107	67% (-)	50% (-)	Good	
84% (336)	96	73% (+)	70% (+)	Good	
90% (109)	113	72% (+)	44% (-)	Requires improvement	
78% (115)	Unavailable	Unavailable	Unavailable	Inadequate	
87% (243)	122	81% (+)	64% (+)	Good	
76% (37)	114	98% (+)	94% (+)	Outstanding	

NHS Great Yarmouth and Waveney CCG practice theme table

Important note: Tables are sorted by Healthwatch Suffolk and NHS website feedback quantity. Only practices with 30 or more responses are included. Feedback quantity is an important factor in determining the validity of a theme and be misleading if not accounted for.

Please note the following information regarding our themes:

- **Ease of access:** Includes references to people's experience of booking appointments, waiting times and lack of access.
- **Staff:** Includes any mention of a member of the practice staff team.
- **Quality and experience:** Includes references where people have commented about their experience of treatment.

We have also included an example positive quote for each practice.

	Positive comments	Total comments	% Positive
Alexandra & Crestview Surgeries (75 comments)			
Ease of access	7	51	14%
Staff	6	23	26%
Quality and experience	2	7	29%
<i>"Compared to my last practice I cannot fault the surgery... We have also found receptionists to be empathetic and helpful. Glad we found you."</i>			
Bridge Road Surgery (58 comments)			
Ease of access	12	51	24%
Staff	10	16	63%
Quality and experience	2	6	33%
<i>"I find the surgery excellent. Very caring and the staff that I see are nice. Nothing is too much trouble."</i>			
Rosedale Surgery (50 comments)			
Ease of access	9	28	32%
Staff	12	15	80%
Quality and experience	7	8	88%

"I really like my registered doctor. He is the friendliest and most caring doctor I have ever met. He's helped me and my children numerous times and I feel like he's always there to hear my problems."

Beccles Medical Centre (47 comments)

Ease of access	1	16	6%
Staff	10	15	67%
Quality and experience	0	3	0%

"The lovely receptionist was patient and kind with my mum. We saw a wonderful nurse who was just great with my mum. She listened carefully to what my mum had to say and examined her thoroughly. As we left the surgery the receptionist asked if mum was ok which was very sweet of her."

Andaman Surgery (38 comments)

Ease of access	10	13	77%
Staff	9	15	60%
Quality and experience	3	6	50%

"I have always found this surgery excellent. The doctors and staff are friendly and polite and receptionists will always try to make me an appointment when convenient to me. Emergency appointments are available when necessary but it may not always be for my own doctor which is understandable. I have not found anything to complain about up till now and I have been with surgery for approx. 7 years."

Longshore Surgeries (31 comments)

Ease of access	3	21	14%
Staff	12	13	92%
Quality and experience	5	6	83%

"I am so grateful for the care and treatment received from The Longshore group of practices. I appreciate how hard it is becoming for the NHS staff to cope with the increasing pressure of more and more patients needing treatment and yet they do manage to keep going. My doctor is indeed a lovely lady which makes seeing her a pleasure. 10/10 all round!"

Victoria Road Surgery (31 comments)

Ease of access	9	19	47%
Staff	3	4	75%
Quality and experience	6	9	67%

"We have been with the practice for many years. We are always so pleased with the care and treatment we receive. All the staff are professional and kind.Nothing is ever too much trouble.Receptionists are always helpful and polite.We are so lucky to have such a superb GP Surgery."

Bungay Medical Practice (30 comments)

Ease of access	3	17	18%
Staff	3	11	27%
Quality and experience	1	2	50%

"Appointment choice is so much better than my old practice. Trained nurses are lovely and receptionists are helpful. Thank you all."

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