



Insight

Mystery shopper exercise across
Nottingham City GPs

September 2015

Commissioned by



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Introduction

Nottingham City Clinical Commissioning Group (CCG) commissioned Healthwatch Nottingham to deliver a mystery shopper exercise across all of the GP practices they commission across Nottingham city. Through this exercise we set out to explore the processes and access times for getting an appointment with a GP. We see that this can be broken down into the following objectives:

1. To explore the patient experience of GP appointment booking processes across all Nottingham City GP practices.
2. To identify the availability of GP appointments, including whether appointments are offered during evenings and weekends.
3. To review the information openly visible in GP practices regarding the availability of appointments at weekends.

The project was developed in response to a new responsiveness contract issued by the CCG. Practices signed up to the contract had to send their receptionists on some training, display weekend opening posters if they have a practice nearby open on a Saturday and/or Sunday and work towards urgent appointments being provided on the same day and routine appointments within three days. Not all city practices signed up to this contract but all were involved within this project.

Our approach

We broke the project down into three core tasks in order to achieve the project objectives:

1. **Phone calls to all practices to book an urgent same day appointment.** These phone calls were undertaken during the week in the morning around one hour after the practice opened. A series of scenarios were developed with the CCG to test the availability of same day appointments with any GP at the practice.
2. **Phone calls to all practices to book a routine appointment.** Through these phone calls our team enquired as to the availability of non-urgent routine appointments and whether the practice were able to offer appointments at the weekend themselves or signpost patients to the Clinical Assessment Service (CAS) where weekend appointments could be accessed.
3. **Visits to all practices to identify if posters signposting patients to weekend appointments or the CAS were on display.** The CCG provided details of the posters expected to be on display.

No appointments were actually booked throughout this exercise. Excuses were made to terminate the phone call before the point of booking.

Phone call flow charts were developed to provide a guide to the conversation with GP practices to ensure that all conversations were comparable in their content. Data collection sheets were provided for each practice for each of the three tasks to ensure that consistent information was collected. Where appropriate the same measures were used across both phone call tasks to allow for comparison.

Our team

A small project team was assembled to undertake this project, which included Healthwatch Nottingham staff and volunteers. The volunteers included some who were already engaged with us, or our colleagues in Healthwatch Nottinghamshire, and others who were newly recruited specifically to help undertake this project.

A team briefing was held at a central venue in Nottingham to introduce the project, provide a full understanding of the objectives and methods to be used and allow familiarisation with the supporting documentation. Those members of the project team who were unable to attend this briefing were provided with an individual briefing.

Summary of findings and recommendations

Nottingham City Clinical Commissioning Group (CCG) commissioned Healthwatch Nottingham to deliver a mystery shopper exercise across all of the 57 GP practices they commission across Nottingham city. Through this exercise we set out to explore the processes and access times for getting an appointment with a GP. To do this we:

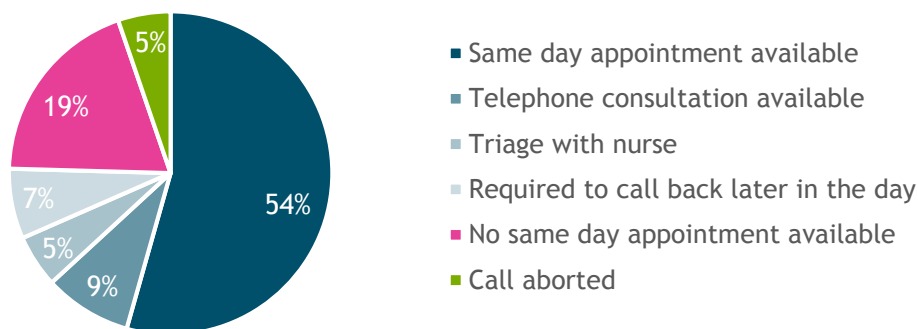
- Phoned all practices approximately one hour after opening to check availability of an urgent same day appointment.
- Phoned all practices to check availability of routine weekday and weekend appointments.
- Visited all practices to identify if posters of how to access weekend appointments were on display.

We trained a team of Healthwatch Nottingham volunteers and staff to undertake these activities.

Main findings

Over two thirds (68%) of all practices were able to offer a same day appointment immediately, or offer some form of triage appointment. Of those practices signed up to the responsiveness contract only 70% offered same day appointments.

Figure 1 Availability of same day appointment



Source: All same day urgent phone calls (n=57 practices)

Three of the four practices requiring a call back later in the day identified that further urgent appointments are released late afternoon which could enable patients to see a doctor that afternoon or evening.

Availability of pre-bookable routine appointments was better; 87% of all practices and 89% of those practices signed up to the responsiveness contract had routine weekday appointments available within two weeks of our call.

Figure 2 Availability of routine weekday appointments



Base: All routine weekend call phone (n=56 practices). One practice could not provide without personal details

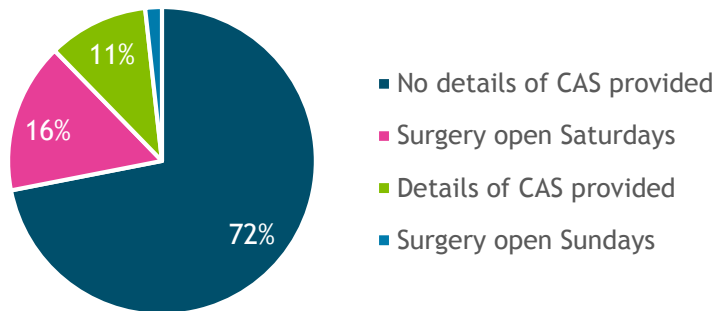
Same day appointments were offered by 11 practices (19%), and five practices identified that if our callers wanted appointments sooner they would need to call in the morning for a same day appointment or use their open sit and wait clinics if offered.

Only four practices identified that they did not offer pre-bookable appointments, three of these were practices signed up to the responsiveness contract.

The provision of information about weekend appointments during the phone calls was low. Only 6 practices signposted our callers to the Clinical Assessment Service (CAS) who administer these appointments. 19 practices which do have practices nearby which are open at weekends failed to provide any information on CAS over the phone. This was despite 13 of them displaying posters in their practices.

Many surgeries couldn't offer any alternative options or information but some practices signposted our callers to other services: three to other named practices; and 16 practices (39%) signposted callers to a walk-in centre for weekend provision.

Figure 3 Availability of weekend appointment details

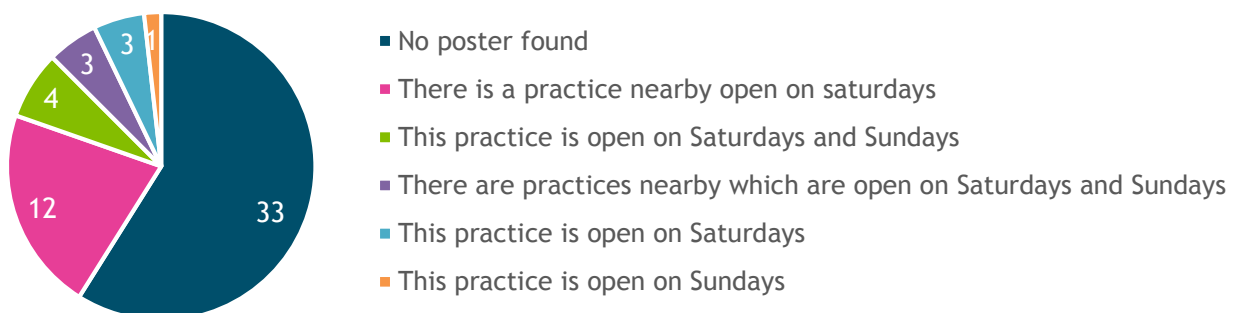


Base: All routine weekend phone calls (n=57 practices).

Almost 60% of all practices displayed the weekend opening posters, which included 75% of those practices who were obliged to display posters. However, posters displayed did not always match what we were expecting to find.

None of the practices asked to display posters indicating practices nearby are open on Saturdays and Sundays displayed them. Also, some practices which were identified as not having practices nearby that were open at weekends, were displaying posters advertising CAS.

Figure 4 Number of weekend posters on display in all practices



Base: All practice visits (n=56). One practice displayed two different posters and is not included in this chart.

Most calls were achieved with just one attempt and they were answered quickly by staff, who were friendly and helpful in trying to find suitable appointments. Negative experiences were confined to a minority of calls and practices.

Overall experiences were largely positive with average ratings of 3.6 stars (when using a five star rating where one star is the worst and five is the best). When looking at the communication of staff answering the phone the majority of practices were classed in the high communication band. Staff were identified as being helpful and friendly in these practices, whilst those practices in the low communication band commented on how staff sounded disinterested and lacking empathy. For example:

“I felt that the receptionist was not really interested.”

“When I said I would check to see if I could get a list and ring back she said ok and put the phone down without saying goodbye.”

Recommendations

Alongside ensuring that practices signed up to the responsiveness contract are delivering the requirements of this agreement, including displaying the correct posters, we make the following recommendations:

Recommendation 1: Work with practices to ensure that same day appointments are not being offered for routine appointments at the detriment to others who do need to see a doctor urgently. Although our two calls were made on different days there were instances when our routine weekend callers were offered a same day appointment when our same day urgent callers were told there were no appointments available.

Recommendation 2: Send guidelines to practices as to when it is appropriate to signpost patients to walk-in centres. Practices signposted to walk-in centres during same day urgent calls and during routine weekend calls without always being fully aware of the reason for the appointment request.

Recommendation 3: There were a small number of callers who reported that they could not understand the explanation given about booking routine appointments and were confused. **Encouraging practices to work with their Patient Participation Group or other patient groups to develop explanations of their booking process for routine appointments would help to prevent this confusion.** This could then stop patients from potentially taking up a same day appointment when it is not needed and also ensure that it's easier to understand the booking process.

Recommendation 4: Send some additional posters to practices and specifically request that these are displayed within the reception area in full view of staff answering the phone. This would ensure that they become more aware of this service and have the details immediately available if requested.

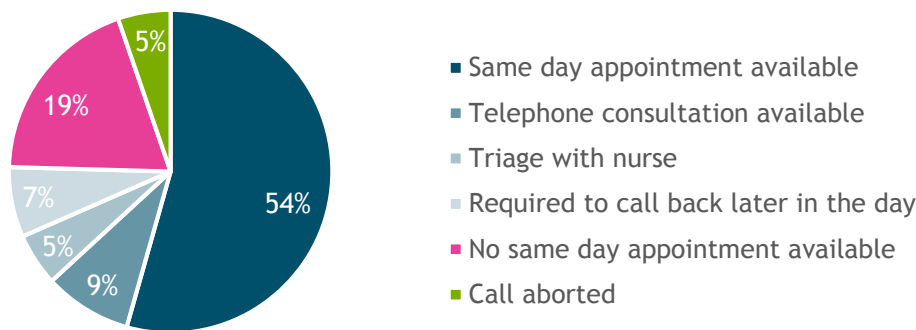
Recommendation 5: Ask practices to make a feature of the weekend availability posters and situate it next to other information specifically about the practice and the availability of appointments to ensure it stands out. Many of our team commented on how practice receptions can be full of information and noticeboards. It was agreed that because practice visitors knew what they were looking for they could locate the posters, but many felt this may not be the case for patients who would be unfamiliar with the poster design. [Note - the project team wondered whether posters are the most effective way to communicate information about weekend services to the public.]

Findings from task 1: Booking an urgent same day appointment

Availability of appointments

As illustrated in Figure 5, over half (54%) of all practices offered our mystery caller a same day face to face appointment with a GP. A further five practices (9%) offered a telephone consultation with a GP, with some indicating that this was a triage. Another three practices (5%) offered this triage through a nurse. In the majority of these calls it was explicitly made know to our caller that following this triage consultation, a face to face appointment with a doctor could be made available if deemed necessary.

Figure 5 Availability of same day appointment



Source: All same day urgent appointment phone calls (n=57 practices)

There were four practices who told our callers that no same day appointments were available at the time of the call but that they could call back mid-afternoon. Three of these practices indicated that other appointments would be released or made available. One practice indicated the call back would only enable them to check for any cancellations.

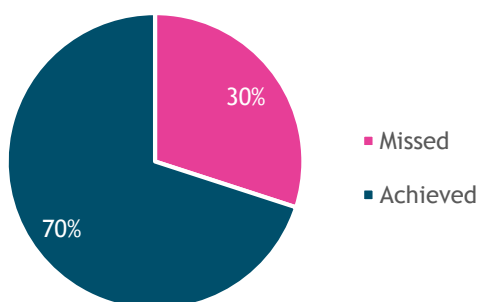
Almost a fifth (19%; 11 practices) were unable to offer a same day appointment with a doctor, through either a face to face appointment or a telephone consultation. Almost half of these practices advised our callers to call back the following morning. Alternatives were offered by almost half (n=5) of practices:

- Two practices offered an appointment with a nurse;
- Two practices advised that the caller could call back to check for cancellations later the same day;
- One practice signposted our caller to the 111 service.

Three calls to practices had to be aborted without identifying the availability of appointments. These practices required the name and/or date of birth of the patient to be seen before appointment availability could be identified. One of these was due to an automated call system, the other two were due to very insistent staff.

There were 31 practices which had signed up to the CCG's responsiveness contract to ensure working towards offering same day urgent appointments. Figure 6 shows that almost a third (30%) of these practices (n=9) did not offer same day appointments and therefore missed this standard.

Figure 6 Achievement of responsiveness standard



Base: Practices signed up to responsiveness (n=30). One call was aborted.

Call process

Table 1 Call process details for urgent same day phone calls

	Mean average	Mode average	Minimum	Maximum
Number of attempts required	1.58	1	1	9
Number of rings to answer	4.39	2	0	20
Minutes placed in a queue		Less than 1 min	Less than 1 min	33

Notes: Not all callers provided details on the number of rings to answer

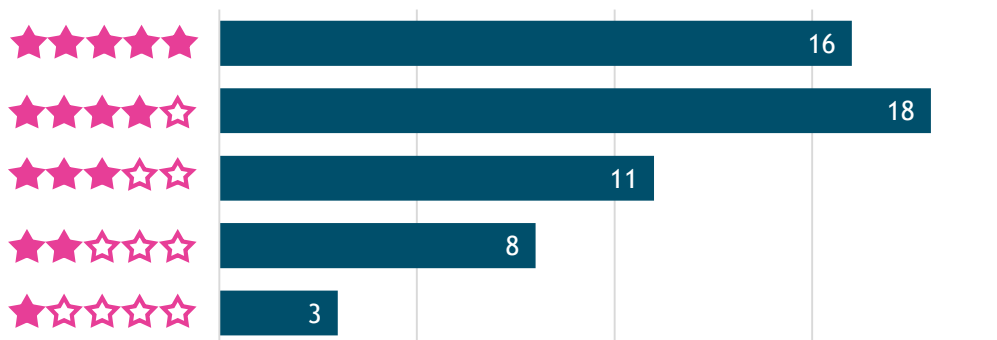
Table 1 shows that overall when callers got through to the practice phone calls were answered efficiently, with calls most frequently answered in two rings, and where callers were placed in a queue they were most likely to speak to staff within one minute.

Over three quarters (77%) of phone calls to practices required just one attempt, but there were 13 practices (23%) which required multiple attempts. Where more than one attempt was required this was due to the line either being engaged (n=8) and/or the call being unanswered after 30 rings (n=4).

Call experience

Callers were asked to rate their overall experience of making the phone call using a five star rating where one is the worst and five is the best. Figure 7 shows that the most frequent overall rating was four-stars, and that the higher ratings of four and five stars were more frequent than the lower ratings.

Figure 7 Profile of overall experience ratings



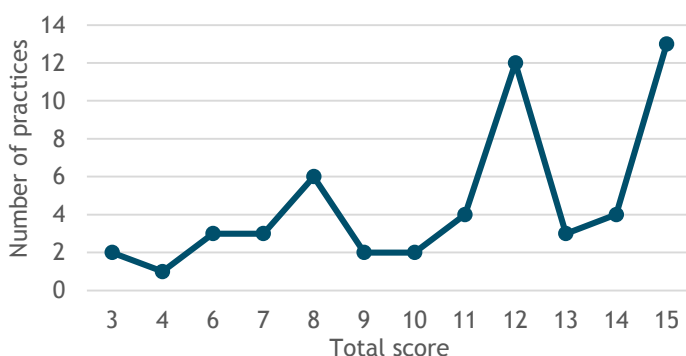
Base: 56 practices. One practice was not provided with any 5-star ratings

Five star ratings were also requested for three measures related to the staff answering the phone:

- How well everything was explained to our caller;
- The helpful and friendly manner of the staff;
- How much they felt cared for during the call.

These ratings have been added together to provide an overall measure for the staff communication during the call. The distribution of these overall staff communication scores is illustrated in Figure 8, and shows that scores of 12 and 15 were most frequently provided.

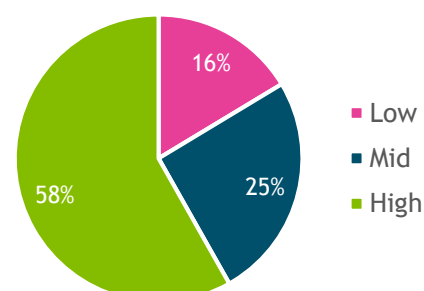
Figure 8 Overall communication measure



Base: 55 practices. Two practices were not provided with all three ratings

Note: Low band practices scored 3-7, mid band practices scored 8-11, high band practices scored 12-15

Figure 9 Percentage of practices by overall communication band



These overall communication scores were then banded to identify high, medium and low scorers. This was calculated from a range of 12 scores in total and the top four scores making up the high band, the middle four scores the mid band and the lowest four scores the low band. As illustrated in Figure 9, the majority of practices scored in the high and mid communication bands, with 16% (nine practices) falling within the low band. The low band incorporated total communication scores of three to seven out of 15.

Written comments provided by callers show that practices which scored within the high communication band had staff answering the phone who were helpful, for example:

“Receptionist did her best when asked me what was wrong she checked with a colleague before saying I would need to be triaged by a nurse.”

“Receptionist was trying to be helpful.”

Staff were identified as being practical when suggesting alternatives, which included appointments with a nurse, or calling back to check for cancellations.

Practices scoring in the low communication band were identified as having staff who were disinterested in the caller, for example:

“Felt I was just a caller. I did not feel receptionist was interested in me.”

“I felt that the receptionist was not really interested.”

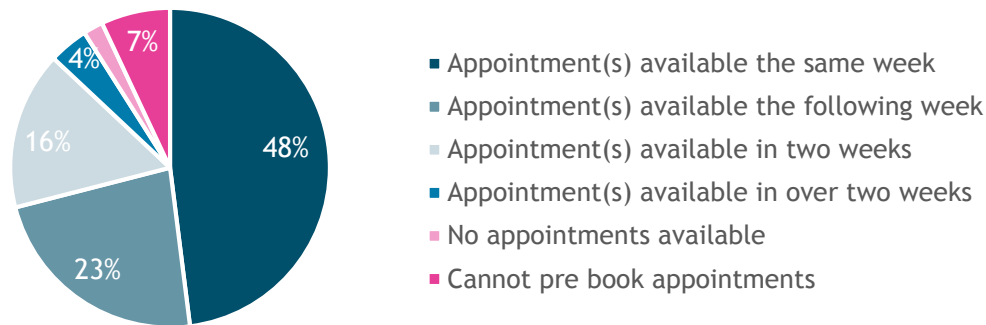
Callers also commented on how staff answering the phone lacked any empathy or warmth.

Findings from task 2: Booking a routine and weekend appointment

Availability of routine weekday appointments

As illustrated in Figure 10 almost half of all practices had routine appointments available the same week; over a third of other practices had appointments available within two weeks. Only a minority of practices had no appointments available for over two weeks or had no appointments currently available to pre book.

Figure 10 Availability of routine weekday appointments



Base: All routine weekend appointment phone calls (n=56). One practice could not provide without personal details

There were four practices which stated that appointments could not be pre booked. Of these four practices three specifically told our caller that to get an appointment they would need to ring early in the morning for an appointment that day, despite our caller telling them that it was not an urgent issue. As illustrated in Table 2, three of these four practices had signed up to the responsiveness contract.

Table 2 Availability of weekday routine appointments by responsiveness

Routine weekday outcome	Number of practices		
	Signed up	Not signed up	All
Appointment(s) available the same week	20	7	27
Appointment(s) available the following week	13	0	13
Appointment(s) available in two weeks	8	1	9
Appointment(s) available in over two weeks	0	2	2
No appointments available	1	0	1
Cannot pre book appointments	3	1	4
Total	45	11	56

Base: All routine weekend appointment phone calls (n=56). One practice could not provide an appointment without personal details

Table 2 shows that 41 of the 46 practices signed up to the responsiveness contract had appointments available to book within two weeks, as did 8 of the 11 practices who have not signed up to the contract. Other findings include:

- 11 practices identified that they had same day appointments available, one of these was specifically identified as a cancellation.
- Five practices identified that if the caller wanted an appointment sooner than the routine appointments available they could call early in the morning for a same day appointment using an open sit and wait clinic.
- Two practices who had appointments available in two weeks identified that this was not usual, indicating that appointments are usually available sooner.

There were a small number of callers who commented that it was difficult to understand the explanation for if and how appointments could be pre-booked which left them very confused:

“Staff sounded friendly and patient and tried to be helpful but it was confusing.”

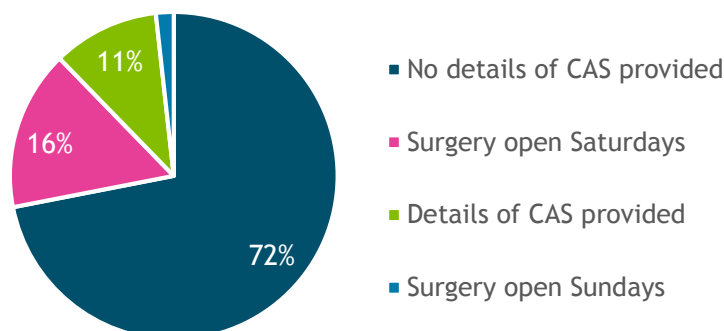
“Pre bookable appointments released every day or get an appointment that day. Very confusing.”

“I didn’t understand what she meant re the pre-booking of appointments and had to ask a few questions to get the full details.”

Availability of weekend appointments

As illustrated in Figure 11 the information provided through the telephone calls about weekend opening was limited. The majority of practices (72%) did not provide any details for CAS.

Figure 11 Availability of weekend appointments



Base: All routine weekend appointment calls (n=57)

Only 11% of practices (n=6) provided details for CAS, and Table 3 shows that half of these practices were not signed up to the responsiveness contract. Of the 46 practices signed up to the contract 33 (72%) did not provide details of CAS.

Table 3 Availability of weekend appointments by responsiveness

Routine weekday outcome	Number of practices		
	Signed up	Not signed up	All
No details of CAS provided	33	8	41
Details of CAS provided	3	3	6
Surgery open Saturdays	9	0	9
Surgery open Sundays	1	0	1
Total	46	11	57

Base: All routine weekend appointment phone calls (n=57).

When enquiring about weekend appointment availability many practices simply stated that they were not open at the weekends and provided no further information or options. They were also practices who did not provide CAS details, but did signpost our callers to other services:

- Three practices signposted our callers to other named surgeries;
- 16 practices (39%) signposted callers to a walk-in centre.

Call process

Table 4 Call process details for routine and weekend appointment calls

	Mean average	Mode average	Minimum	Maximum
Number of attempts required	1.54	1	1	25
Number of rings to answer	4.91	2	0	28
Minutes placed in a queue	2	Less than 1 min	Less than 1 min	4

Notes: Not on all callers provided details on number of rings to answer

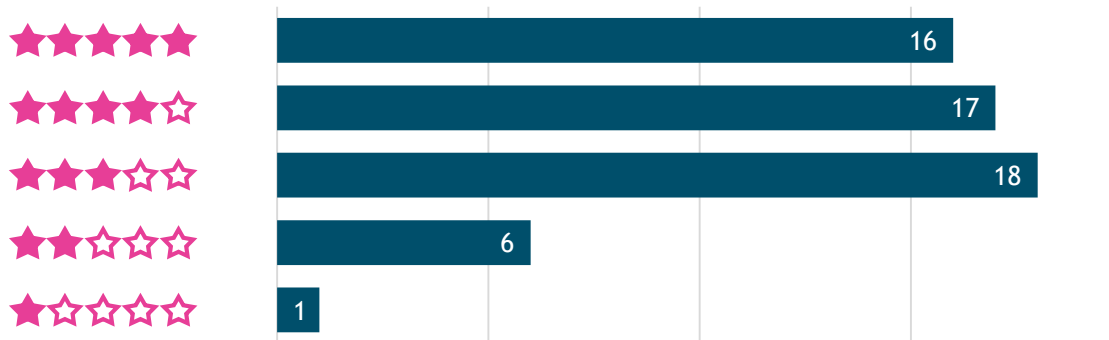
Table 4 shows that, as with the calls for same day urgent appointments, getting through to practices was, for the majority, not a difficult task. 91% of all calls (n=51 practices) took only one attempt, with another five practices requiring two attempts. Repeat attempts were required due to the line being engaged at the first attempt. One practice was engaged 24 times and therefore required 25 attempts.

When callers did get through to the practice the phone was answered by staff after an average of nearly five rings and where callers were placed in queues, they were most likely to speak to staff within one minute.

Call experience

Callers were again asked to rate their overall experience of making the phone call using a five star rating where one is the worst and five is the best. Figure 12 shows that the experience of making the calls was largely positive with just 12% of calls receiving either a one or two-star rating.

Figure 12 Profile of overall experience ratings



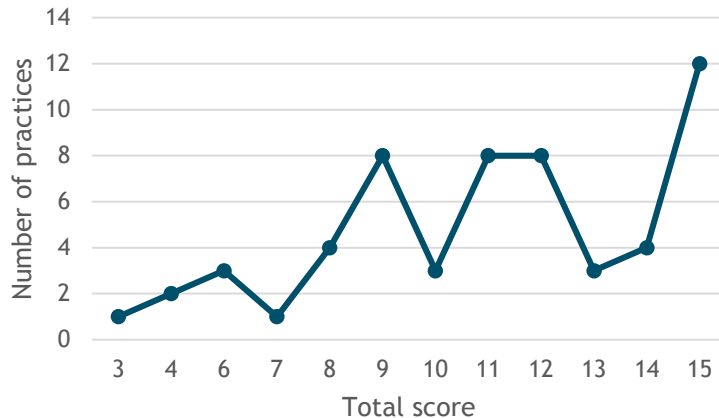
Base: All routine weekend appointment phone calls (n=57)

Five star ratings were also requested for three measures related to the staff answering the phone:

- How well everything was explained to our caller;
- The helpful and friendly manner of the staff;
- How much they felt cared for during the call.

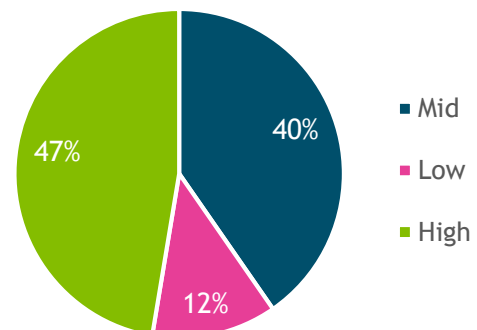
These ratings have been added together to provide an overall measure for the staff communication during the call. The distribution of these overall staff communication scores is illustrated Figure 13. The highest score of 15 was most frequent.

Figure 13 Overall communication measure



Base: All routine weekend appointment phone calls (n=57)

Figure 14 Percentage of practices by overall communication band



These overall communication scores were then banded to identify high, medium and low scorers. This was calculated from a range of 12 scores in total and the top four scores making up the high band, the middle four scores the mid band and the lowest four scores the low band. Figure 14 shows that these bands mirror the overall experience scores with just a minority of practices falling within the low band.

Written comments provided by callers show that, as with the same day urgent appointment phone calls, those practices in the high communication band had staff who were 'helpful' and 'friendly'; 80% of written comments provided by callers mentioned either of these two words. For example:

"Very pleasant and helpful receptionist. Impressed with polite friendly attitude."

"Member of staff helpful. Tried to find me alternative dates and times."

"Extremely professional and friendly receptionist. Impressive!"

Practices scoring in the low communication band received the following comments:

“Very rude receptionist.”

“The woman who took the call was abrupt, monotonal and sounded very unfriendly. When I said I would check to see if I could get a list and ring back she said ok and put the phone down without saying goodbye.”

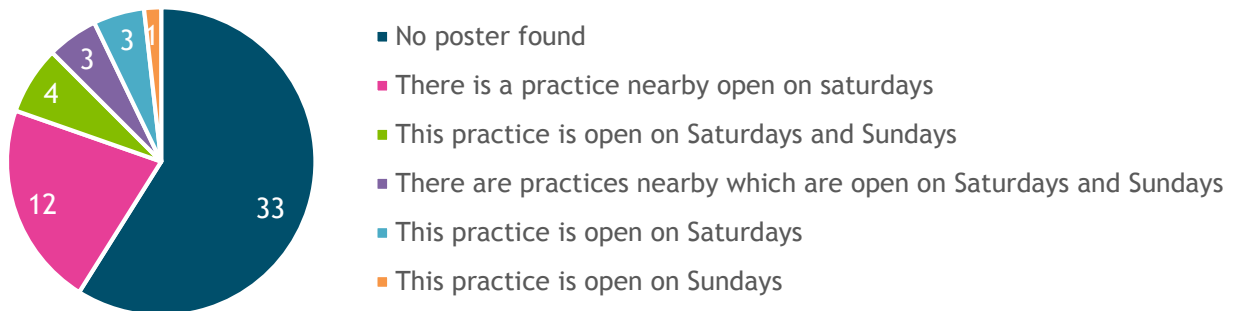
“Unfriendly receptionist!”

Findings from task 3: Practice visits

Presence of posters

All 57 practices were visited as part of the mystery shopping exercise in order to identify if posters providing information on weekend appointments are on display in practices. Figure 15 shows that 33 practices (58%) did not show any posters

Figure 15 Number of CAS posters on display in practices



Base: All practice visits (n=56). One practice displayed two different posters

Over half (59%) of practices matched their requirement with regards to displaying posters. This includes no posters being displayed if no practices nearby are open at weekends and practices who were displaying the correct posters.

Table 5 Number of practices matching poster requirements

Poster to be displayed	Number of practices		
	To display	Match	No match
Not obliged to display a poster	5	4	1
No practice nearby open at weekend (no poster)	24	22	2
Saturday and Sunday practices nearby	12	0	12
Saturday practice nearby	10	4	6
This practice is open on a Saturday	4	4*	0
This practice is open on a Saturday and Sunday	1	0	1
This practice is open on a Sunday	1	1	0
Total	57	35	22

Note: One practice displayed two posters but has been included as a match due to one poster being correct. Matches include expected posters being displayed and no poster being displayed if no nearby practices are open weekends or practices are not obliged to display posters. No match includes posters not being displayed when expected, being displayed when not expected and different posters on display to those expected.

Table 5 shows the posters to be displayed and whether this was matched through observations made during our practice visits. The practices required to display posters indicating that there are practices nearby open on Saturdays and Sundays were the most likely to not be matching - none of these practices were displaying the correct poster. Of these 12 practices:

- Six displayed the poster indicating a practice nearby was open on Saturdays;
- Four displayed posters indicating that they were open on Saturday and Sundays;
- Two displayed no poster at all.

For practices asked to display the posters indicating that there are practices nearby are open on Saturdays, posters were not matched because no posters were on display (n=4 practices), and posters indicating that there were practices nearby open on Saturdays and Sundays were being displayed (n=2 practices).

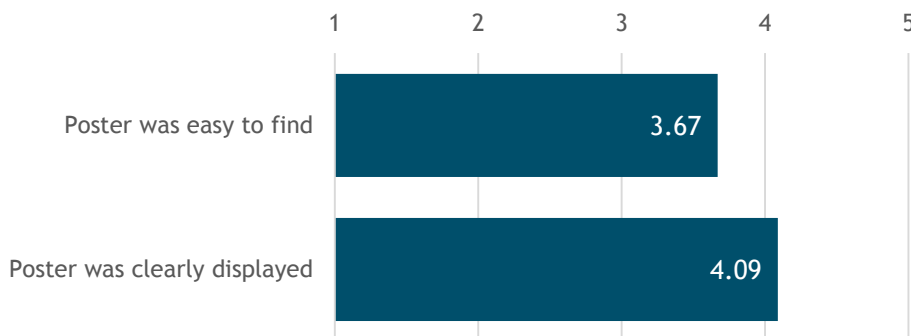
Location of posters

Where posters were displayed, our practice visitors were asked to provide five star ratings for the following:

- How easy the poster was to find;
- Whether the poster was clearly displayed.

Figure 16 illustrates the mean rating for both of these items.

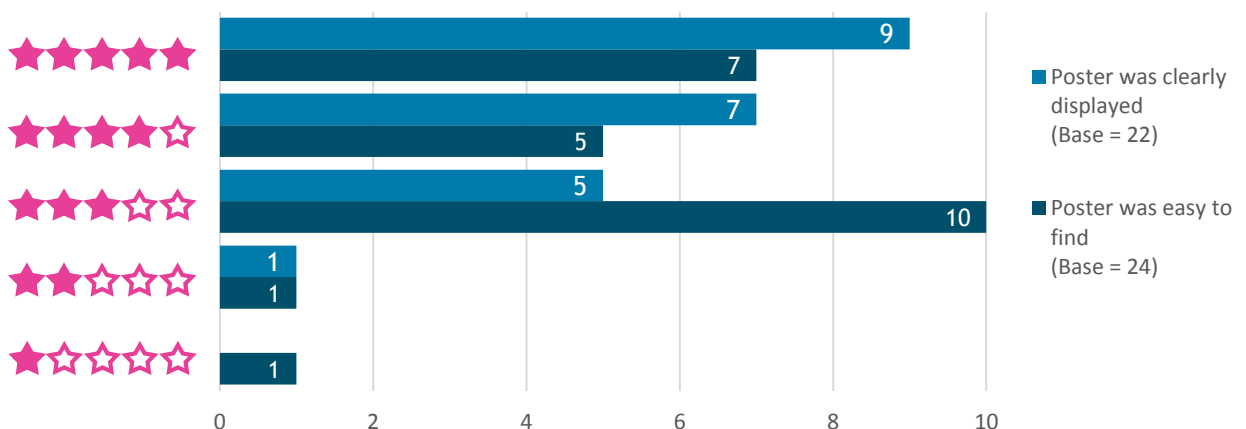
Figure 16 Average ratings for location of posters



Base: All practice visits where posters found (n=24).

Figure 17 shows that three star ratings were most frequently provided for the measure related to posters being easy to find and five star ratings provided for the measure of them being clearly displayed.

Figure 17 Frequency of star ratings for location measures



Base: All practice visits where posters found (n=24).

Written comments on the location of posters identify that the majority of posters are located in the waiting/seating area amongst other information. For example:

“In waiting area on noticeboard (4 noticeboards in area - all reasonably uncluttered). The poster is on the one nearest seating area.”

“The poster is clearly visible in the waiting room on the right hand wall as you turn to sit down.”

Posters placed on noticeboards received positive and negative written comments. Positive comments identified how posters were clearly displayed and located next to other relevant information. Negative comments identified how there was lots of other information surrounding the poster which made it difficult to locate. A number of visitors identified that as they knew which poster they were looking for they were easy to identify, which might mean that for patients unfamiliar with the poster it would not stand out to them. A small number of practices had located their poster(s) on the front doors to the practice where they were easily seen and hard to miss, for example:

“...one large one can be seen before going into the practice...Can be seen even when you are on the bus.”

“You can't miss the one on the front door.”

Appendix: Individual practice overviews

Outcomes

Urgent same day appointment outcome: Call aborted

Notes: Required to key in date of birth.

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Telephone numbers of Basford Medical Centre, Beechdale Surgery and Bilborough Medical Centre given.

Poster found: This practice is open on Saturdays and Sundays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	4
Staff had a helpful and friendly tone		5
I felt like they cared		5
How easy it was to get an appointment	1	4
Overall communication band: High, mid or low	n/a	High

Notes about same day urgent experience

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Notes about routine weekend experience

Receptionist offered early mornings or evenings to help out. Excellent service.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	1	3
Minutes on hold:		
Notes:	Placed in a queue for one minute. Then received a recorded message requiring date of birth to proceed.	Recorded message then placed in a queue for one minute.

Poster location

Notes on poster location

On a noticeboard on the wall in the reception area near some leaflets. Can easily be missed if you are not looking for any other information.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	

Did poster stand out from any other surrounding information?	Yes
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Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Asked for a Saturday, told they are not open.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	4
Staff had a helpful and friendly tone	3	4
I felt like they cared	3	3
How easy it was to get an appointment	3	3
Overall communication band: High, mid or low	Mid	Mid

Notes about same day urgent experience

The call was answered by a very pleasant sounding woman. Immediately offered a same day appointment.

Notes about routine weekend experience

Efficient and business like.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	4	2
No. rings to answer:	30	3
Minutes on hold:		
Notes:	First three attempts were not answered in 30 rings.	First attempt engaged. Second attempt answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Conditional upon providing a name to see if the doctor could fit me in.

Routine weekday appointment outcome: Offered an appointment but only if provided name

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Told they were open on Saturdays.

Poster found: This practice is open on Saturdays

Poster to be displayed: This practice is open on a Saturday

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	1
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	2
Staff had a helpful and friendly tone	5	1
I felt like they cared	5	1
How easy it was to get an appointment		1
Overall communication band: High, mid or low	High	Low

Notes about same day urgent experience

Notes about routine weekend experience

I would not like to be registered with this practice! Extremely aggressive and almost rude receptionist who never responded to good morning or thank you!

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	11	4
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

A lot of posters to look at. I knew what I was looking for. There was a bit of poster build up, posters over posters.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	3

Did poster stand out from any other surrounding information?	No
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Outcomes

Urgent same day appointment outcome: Triage with nurse

Notes:

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Saturdays were fully booked for next two weeks. I asked if I could see a GP of another practice. "No you are registered here; you would have to sign on as a temporary patient to do that."

Poster found: No poster found

Poster to be displayed: This practice is open on a Saturday and Sunday

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	2
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	2
Staff had a helpful and friendly tone	4	2
I felt like they cared	4	2
How easy it was to get an appointment	4	3
Overall communication band: High, mid or low	High	Low

Notes about same day urgent experience

Needed date of birth to register appointment. Receptionist was trying to be helpful.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	1	2
Minutes on hold:		
Notes:	Answered by staff.	Recorded message then answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Required to call back later in the day

Notes: Call back at 3pm for a later urgent appointment. I was told if it was very important I could go straight to the surgery.

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Did not give any options for weekend appointments.

Poster found: This practice is open on Saturdays and Sundays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	5	2
I felt like they cared	5	3
How easy it was to get an appointment		5
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

I was told if it was very important I could go straight to the surgery.

Notes about routine weekend experience

Staff not particularly friendly.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

The poster was placed on a wall in the reception area can be seen when open the door into the reception area.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	4
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Telephone consultation available

Notes: I was advised to ring another branch for the Dr Triage system and the phone number was provided straight away

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes:

Weekend appointment outcome: Surgery open Sundays

Notes: Very helpful when I asked about weekend appointments - they immediately offered Sunday.

Poster found: This practice is open on Sundays

Poster to be displayed: This practice is open on a Sunday

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	5
How easy it was to get an appointment		4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

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Notes about routine weekend experience

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Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	10	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

One small poster located near the reception on a notice board, another in the entrance area and one large one can be seen before going into the practice. On my first visit I did not see the small poster at first. It was only on my second visit I saw it so it can be easily missed but the other large one cannot be missed at the main entrance. Can be seen even when you are on the bus.

Location measures

(5-Star rating, where one is the worst and five is the best)

The poster was easy to find	2
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?	Yes
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Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Advised to ring the following morning. Earliest other appointment was 2 working days.

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	5
Staff had a helpful and friendly tone	3	5
I felt like they cared	2	5
How easy it was to get an appointment	1	5
Overall communication band: High, mid or low	Low	High

Notes about same day urgent experience

This was a frustrating call - the initial message was offputting.

Notes about routine weekend experience

Very impressed with the receptionists tone and attitude even signed off by saying "take care" as though she meant it.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	3	1
No. rings to answer:		0
Minutes on hold:		
Notes:	First two attempts were not answered after 30 rings.	Recorded message then placed in a queue for less than one minute.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Telephone consultation available

Notes: Triage system with doctor after which an appointment could be made.

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: Surgery open Saturdays

Notes:

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	5
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	5
How easy it was to get an appointment	4	5
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Friendly receptionist. Explained weekend booking system. Spoke very quickly - when I asked her to repeat what she had said and explain more slowly she did. Felt cared for!

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	2
No. rings to answer:	2	2
Minutes on hold:		
Notes:	Answered by staff.	

Poster location

Notes on poster location

Waiting area noticeboard.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

No

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Appointment through a sit and wait service. Walk-in Centre offered as an alternative.

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	4
Staff had a helpful and friendly tone	4	5
I felt like they cared	4	5
How easy it was to get an appointment	3	3
Overall communication band: High, mid or low	Mid	High

Notes about same day urgent experience

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Notes about routine weekend experience

Apologetic helpful receptionst.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	0	6
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

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Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

--

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: Surgery open Saturdays

Notes: Offers Saturday appointments in term time.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	5
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	5
How easy it was to get an appointment	5	5
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Nice receptionist!

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	2	1
No. rings to answer:	6	5
Minutes on hold:		
Notes:	First attempt the phone went dead after 11 rings.	Answered by staff.

Poster location

Notes on poster location

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes: 3 GPs on annual leave so nearest appointment 19th August

Weekend appointment outcome: No details of CAS provided

Notes: Surgery stated they had no weekend information.

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	4	3
I felt like they cared	4	3
How easy it was to get an appointment	4	3
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Receptionist did her best when asked me what was wrong she checked with a colleague before saying I would need to be triaged by a nurse. When I checked again she said there were no urgent appointments but offered me one with a doctor at 10.40.

Notes about routine weekend experience

Very business like but no warmth and changed tone of voice when I asked about weekend appointments, Gave a very definite flat "No" response. Impressed that they offered online appointments.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	0	9
Minutes on hold:		
Notes:	Recorded message then answered by staff after several minutes.	Answered by staff.

Poster location

Notes on poster location

Poster was not on noticeboard or co-located with information on noticeboard about making appointments. It was positioned at knee height at counter where you make appointments - was not cluttered by other posters.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	3

Did poster stand out from any other surrounding information?

No

Outcomes

Urgent same day appointment outcome: Triage with nurse

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Told not open weekends.

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	3	2
I felt like they cared	3	2
How easy it was to get an appointment	4	4
Overall communication band: High, mid or low	Mid	Mid

Notes about same day urgent experience

Notes about routine weekend experience

Option of talking to reception rather than going through automated appointment booking service. She wasn't particularly friendly. But she was helpful enough.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	2	2
No. rings to answer:	0	0
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

In waiting area on noticeboard (4 noticeboards in area - all reasonably uncluttered). The poster is on the one nearest seating area. I could spot it as I knew what I was looking for. No posters at reception just an NHS friends and family test box.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	4
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?	No
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Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes: Told it was best to ring in the morning.

Weekend appointment outcome: No details of CAS provided

Notes: Told to ring Platform 1 surgery.

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	2
Staff had a helpful and friendly tone	4	4
I felt like they cared	4	3
How easy it was to get an appointment	5	2
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	2
No. rings to answer:	1	2
Minutes on hold:		
Notes:	Placed in a queue for less than one minute.	

Poster location

Notes on poster location

Not near where reception is but on a glass window pane opposite seating area. Large poster. Lots of other posters and space for information around the whole waiting area. Took a good look round to find it at the start of the corridor down to the consulting rooms. It wasn't necessarily where you would be looking for this information or would stop to look at it.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?

No

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes: Pre bookable appointments released everyday or get an appointment that day. Very confusing.

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	2
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	2
Staff had a helpful and friendly tone	5	3
I felt like they cared	5	3
How easy it was to get an appointment	5	3
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Very friendly lady who asked if it was anything to do with sickness/diarrhoea, coughs, colds or hayfever first.

Notes about routine weekend experience

Staff sounded friendly and patient and tried to be helpful but it was confusing.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	4	8
Minutes on hold:		
Notes:	Answered by staff.	

Poster location

Notes on poster location

The poster is to be seen in the waiting area on the right hand side as you enter reception. Also, near poster with regard to Daybrook Dental Practice waiting. Obvious.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: Required to call back later in the day

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Rest of Saturdays full up in August. I asked if there was any way of getting a Saturday appointment anywhere else. Response "Not really".

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	1	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	1	3
Staff had a helpful and friendly tone	1	4
I felt like they cared	1	4
How easy it was to get an appointment	1	4
Overall communication band: High, mid or low	Low	Mid

Notes about same day urgent experience

Felt I was just a caller. I did not feel receptionist was interested in me. Felt that receptionist was wording from a script and at no time asked what the urgency/emergency was. Did not feel receptionist engaged with me.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	0	4
Minutes on hold:		
Notes:	Answered by staff.	Recorded message then placed in a queue before being answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Due to cancellation.

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes: Have a daily drop in service 10.30-11.30 every day.

Weekend appointment outcome: Details of CAS provided

Notes:

Poster found: This practice is open on Saturdays and Sundays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	5
Staff had a helpful and friendly tone	4	5
I felt like they cared	5	5
How easy it was to get an appointment	3	4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

The receptionist was helpful and practical on the phone. Offered an appointment - cancellation in 20 minutes. However it couldn't be blocked off and if I didn't book it immediately it would go to someone else.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	0
Minutes on hold:		
Notes:	Answered by staff.	Placed in a queue for less than one minute.

Poster location

Notes on poster location

The poster can be easily missed because it is placed behind the entrance doors.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	3

Did poster stand out from any other surrounding information?	No
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Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	3
Staff had a helpful and friendly tone	3	5
I felt like they cared	4	4
How easy it was to get an appointment	4	4
Overall communication band: High, mid or low	Mid	High

Notes about same day urgent experience

Staff sounded miserable and went very quiet after I asked if there were any appointments. It took a good few seconds before she confirmed that there was.

Notes about routine weekend experience

Friendly sounding woman.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	2	1
No. rings to answer:	2	7
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

The poster is clearly visible in the waiting room on the right hand wall as you turn to sit down. Can be seen when seated on far left seats. But maybe if on back wall it would be better appointed.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	4
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	4
Staff had a helpful and friendly tone	3	4
I felt like they cared	1	4
How easy it was to get an appointment	1	3
Overall communication band: High, mid or low	Low	High

Notes about same day urgent experience

The receptionist did not examine how urgent my call was. No empathy or warmth.

Notes about routine weekend experience

Efficiently answered.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	0	7
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes: I didn't understand what she meant re the pre-booking of appointments and had to ask a few questions to get the full details. I could ring back tomorrow and be given an appointment after next Thursday.

Weekend appointment outcome: Details of CAS provided

Notes:

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	2
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	3
Staff had a helpful and friendly tone	4	3
I felt like they cared	4	3
How easy it was to get an appointment	1	1
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Friendly.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	7	3
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Clearly on entrance to waiting area on rear wall, clearly visible at a sensible height! Not far from appointments desk.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Offered an appointment on Saturday morning.

Poster found: There is a practice nearby open on Saturdays; This practice is open Saturdays

Poster to be displayed: This practice is open on a Saturday

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	5	4
I felt like they cared	5	4
How easy it was to get an appointment	5	5
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	5	0
Minutes on hold:		
Notes:	Placed in a queue for two minutes.	Keypad options, placed in queue then answered by staff.

Poster location

Notes on poster location

Large poster on the back of the glass entrance door only visible when you leave the building, this was the poster saying a practice nearby was open. Another smaller poster was located in the surgery on a wall/post just before you go down to the consulting rooms which stated that this practice was open Saturdays. Conflicting information - 2 different posters were on display.

Location measures

(5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	3

Did poster stand out from any other surrounding information?	No
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Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes: For an afternoon appointment I was told I would have to wait two weeks.

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre in the same building.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	4
Staff had a helpful and friendly tone	2	3
I felt like they cared	2	4
How easy it was to get an appointment	3	2
Overall communication band: High, mid or low	Low	Mid

Notes about same day urgent experience

The call was answered, but then put on hold by receptionist with no explanation. On hold for >1 minute before talking again

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	3	1
No. rings to answer:	0	2
Minutes on hold:		
Notes:	First two attempts got engaged tone.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Advised to ring the following day. Upon request for other options was signposted to 111 as an alternative.

Routine weekday appointment outcome: Cannot pre book appointments

Notes: I said it was not urgent - could I not pre-book a few days a head - was told "No" we do not do prebooked appointments.

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	2
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	3
Staff had a helpful and friendly tone	3	2
I felt like they cared	2	1
How easy it was to get an appointment	1	1
Overall communication band: High, mid or low	Mid	Low

Notes about same day urgent experience

Notes about routine weekend experience

Was told sorry all appointments gone for the day and asked what my problem was.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	3	1
No. rings to answer:	0	28
Minutes on hold:		
Notes:	First two attempts got engaged tone.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Offered an appointment on Saturday morning.

Poster found: This practice is open on Saturdays

Poster to be displayed: This practice is open on a Saturday

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	4	4
I felt like they cared	4	3
How easy it was to get an appointment	5	5
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Very official lady, clear and to the point.

Notes about routine weekend experience

Receptionist could have spoken more clearly.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	11	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?	Yes
--	-----

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Advised to ring the following day.

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: I asked if there was any way I could see any GP on a Saturday - "Not really".

Poster found: No poster found

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	3
Staff had a helpful and friendly tone	4	4
I felt like they cared	4	4
How easy it was to get an appointment		3
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Notes about routine weekend experience

I asked about Saturdays as I work. Told they don't do Saturdays but could offer me an appointment at 8.00am or after 5.00pm.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	2	25
No. rings to answer:	5	7
Minutes on hold:		
Notes:	First attempt engaged.	First 24 attempts engaged.

Poster location

Notes on poster location

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Appointment through a sit and wait service.

Routine weekday appointment outcome: Appointment available in over two weeks

Notes: All routine appointments fully booked until the beginning of September, told only option was to join queue at 8.30pm to see GP.

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	2
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	3
Staff had a helpful and friendly tone	3	3
I felt like they cared	4	2
How easy it was to get an appointment	5	1
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Quick response. Very helpfully explained that there were only four patients waiting to see doctor urgently through the open clinic so it wouldn't take too long.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	1	3
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Not obliged to display a poster

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	3
Staff had a helpful and friendly tone	4	4
I felt like they cared	4	3
How easy it was to get an appointment	5	5
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Notes about routine weekend experience

Friendly and helpful to get the right time for me

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	11	3
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

The poster is clearly visible in the waiting room on the right hand wall as you turn to sit down. Can be seen when seated on far left seats. But maybe if on back wall it would be better appointed.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	4
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: Telephone consultation available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	5
Staff had a helpful and friendly tone	3	5
I felt like they cared	2	5
How easy it was to get an appointment	2	5
Overall communication band: High, mid or low	Low	High

Notes about same day urgent experience

Call answered promptly after pressing option 1. Was not asked about urgency.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	20	0
Minutes on hold:		
Notes:	Answered by staff.	Recorded message then answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: Not obliged to display a poster

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	5
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	5
How easy it was to get an appointment	5	4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Receptionist shared my concern about my "symptoms" and asked a few more questions related to a potential stroke.

Notes about routine weekend experience

The receptionist was helpful

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	1	1
Minutes on hold:		
Notes:	Placed in a queue for three minutes.	Placed in a queue for 4 minutes.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Appointment made for Health Centre on Upper Parliament Street.

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes: Told that they would usually have appointments before the 24th.

Weekend appointment outcome: Details of CAS provided

Notes: Told there were urgent appointments on Saturday and Sunday.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	5
Staff had a helpful and friendly tone	4	5
I felt like they cared	4	5
How easy it was to get an appointment	4	3
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

This call was answered promptly - I even got the name of the person answering the phone (Sarah). She thanked me at the end of the call.

Notes about routine weekend experience

Very pleasant and helpful receptionist. Impressed with polite friendly attitude.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	20	8
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	4	4
I felt like they cared	4	4
How easy it was to get an appointment	5	5
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	2
Minutes on hold:		
Notes:	Placed in a queue.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Advised to ring the following day. Appointments with a nurse were available as an alternative.

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: Not obliged to display a poster

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	3	4
I felt like they cared	3	3
How easy it was to get an appointment	1	5
Overall communication band: High, mid or low	Mid	Mid

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	18
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Was offered an appointment after first being told I couldn't book anything.

Weekend appointment outcome: No details of CAS provided

Notes: Was told to call Churchill Medical Centre in Basford. No telephone number was given.

Poster found: No poster found

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	3
Staff had a helpful and friendly tone	4	2
I felt like they cared	3	2
How easy it was to get an appointment	2	3
Overall communication band: High, mid or low	Mid	Low

Notes about same day urgent experience

Notes about routine weekend experience

Staff spoke too quickly it was hard to understand.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	2	1
No. rings to answer:	2	2
Minutes on hold:		
Notes:	First attempt was not answered in 30 rings. 2nd attempt answered by staff.	Answered by staff.

Poster location

Notes on poster location

This surgery has a shared entrance and waiting room with 3 other surgeries. Another practice reception had the poster displayed in their reception desk, there is a possibility others could see it.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Triage with nurse

Notes: Appointments with a doctor may be available if required.

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-In Centre

Poster found: There are practices nearby which are open on Saturdays and Sundays

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	3
Staff had a helpful and friendly tone	2	3
I felt like they cared	2	3
How easy it was to get an appointment	2	5
Overall communication band: High, mid or low	Low	Mid

Notes about same day urgent experience

Staff answered the phone in an abrupt, hurried and unfriendly manner. Sounded harrassed.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	7	1
No. rings to answer:	4	7
Minutes on hold:		
Notes:	First and fifth attempts received no response. Other attempts were engaged. Seventh attempt answered by staff.	Answered by staff.

Poster location

Notes on poster location

Poster is on the wall next to receptionists head. But it's tucked in so not visible to general waiting area which is shared by other GPs. Easy to see and when I commented on it the receptionist knew the detail.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?

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Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: This practice is open on Saturdays and Sundays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	5	5
I felt like they cared	4	5
How easy it was to get an appointment	4	4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Reluctance to give times without my name but advised to give it in order to save a slot. Urgent appointment were available.

Notes about routine weekend experience

The receptionist was very helpful.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	7	1
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

In the waiting area under the reception desk. The poster can be seen only if you bend down or sitting down in the waiting area because of where it is positioned.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	1
The poster was displayed clearly	2

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Telephone consultation available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	2
Staff had a helpful and friendly tone	4	4
I felt like they cared	4	3
How easy it was to get an appointment	5	3
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

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Notes about routine weekend experience

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Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	0
Minutes on hold:		
Notes:	Answered by staff who put me on hold for less than one minute.	Recorded message then answered by staff.

Poster location

Notes on poster location

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Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

--

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	5
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	5
How easy it was to get an appointment	5	4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Appointment was blocked out for me after stating that I would need to call back to book. I had to thank her, admit I was doing a survey and ask her to unblock it.

Notes about routine weekend experience

Friendly and efficient throughout call - surprised to be offered appointment in next evening (This was a Thursday evening when most Nottingham practices have a half day).

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	0
Minutes on hold:		
Notes:	Answered by staff.	Recorded message then answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Advised I could also ring 111.

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Was told "Oh no we don't work weekends". Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	3
Staff had a helpful and friendly tone	5	3
I felt like they cared	4	2
How easy it was to get an appointment	5	2
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

Good service, caring attitude.

Notes about routine weekend experience

Friendly

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	2
No. rings to answer:	4	6
Minutes on hold:		
Notes:	Placed in a queue.	Recorded message then placed in a queue.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?	
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Outcomes

Urgent same day appointment outcome: Call aborted

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Told appointment available today. Needed name to check whether it was my GP

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-In Centre

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	2
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	2
Staff had a helpful and friendly tone	2	1
I felt like they cared	2	1
How easy it was to get an appointment		2
Overall communication band: High, mid or low	Mid	Low

Notes about same day urgent experience

Phone answered quickly. Couldn't get past the issue of being asked for name and DOB. The staff seemed rude and unhelpful. Slightly aggressive.

Notes about routine weekend experience

Very rude receptionist.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	3	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Situated in the seating area. Seating area is some distance from where appointments are made at the reception desk.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?

No

Outcomes

Urgent same day appointment outcome: Call aborted

Notes: Indication that there were urgent appointments available.

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: There are practices nearby which are open on Saturdays and Sundays

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	1
Staff had a helpful and friendly tone	3	1
I felt like they cared	3	1
How easy it was to get an appointment	2	5
Overall communication band: High, mid or low	Mid	Low

Notes about same day urgent experience

Insistent that I gave details on whom the appointment was for before being able to allocate an urgent appointment.

Notes about routine weekend experience

The woman who took the call was abrupt, monotonal and sounded very unfriendly. However, she did offer a choice of weekday appointments straight away. When I said I would check to see if I could get a list and ring back she said ok and put the phone down without saying bye.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	5	1
No. rings to answer:	3	12
Minutes on hold:		
Notes:	First four attempts were engaged. Fifth attempt was answered by staff.	Answered by staff.

Poster location

Notes on poster location

Displayed in the waiting room. There is a plethora of information making it a little difficult to locate but found it on second circuit.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	4

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Appointment through a sit and wait service.

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	3
Staff had a helpful and friendly tone	2	3
I felt like they cared	2	3
How easy it was to get an appointment	2	5
Overall communication band: High, mid or low	Low	Mid

Notes about same day urgent experience

Notes about routine weekend experience

Friendly.

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	3	16
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Advised to ring the following morning.

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes: Told to ring early in the morning for same day appointments.

Weekend appointment outcome: No details of CAS provided

Notes: Said they didn't know of anywhere open at weekends.

Poster found: No poster found

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	4	3
I felt like they cared	3	3
How easy it was to get an appointment	1	3
Overall communication band: High, mid or low	Mid	Mid

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	1	1
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Responsiveness: Not signed

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: I asked if it was possible to see a GP. I was told, "The nurse is very much a GP, the only thing she can't do is refer you to see a specialist."

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre. When I asked if they knew any GP's who were open at the weekend told they "do not know of any doctors who are open at the weekends - you could try the walk-in centre".

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	3
Staff had a helpful and friendly tone	3	4
I felt like they cared	2	4
How easy it was to get an appointment	4	5
Overall communication band: High, mid or low	Mid	Mid

Notes about same day urgent experience

I asked if it was possible to see a GP. I was told, "The nurse is very much a GP, the only thing she can't do is refer you to see a specialist".

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	3
Minutes on hold:		
Notes:	Placed in a queue for less than one minute.	Recorded message then answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Appointment available in over two weeks

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-In Centre

Poster found: No poster found

Poster to be displayed: Not obliged to display a poster

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	3
Staff had a helpful and friendly tone	5	3
I felt like they cared	5	3
How easy it was to get an appointment	5	1
Overall communication band: High, mid or low	High	Mid

Notes about same day urgent experience

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Notes about routine weekend experience

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Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	4	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

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Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

--

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Would only be available in an 'emergency'

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best		5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me		5
Staff had a helpful and friendly tone		5
I felt like they cared		5
How easy it was to get an appointment		5
Overall communication band: High, mid or low	0	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	2	1
No. rings to answer:	5	2
Minutes on hold:		
Notes:	First attempt engaged. Second attempt was answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Required to call back later in the day

Notes: Afternoon urgent appointments are released after 3pm. An appointment with nurse was available as an alternative.

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: Details of CAS provided

Notes: I asked about Saturdays "We don't open on a Saturday". I asked if there was anyway I could see a GP anywhere else. "Hang on I saw a notice on the wall. Let me go fetch it". She then gave me the telephone number to ring.

Poster found: No poster found

Poster to be displayed: Not obliged to display a poster

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	5	4
I felt like they cared	5	4
How easy it was to get an appointment	5	4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

All morning urgent appointments gone. Was offered a nurse appointment at noon. Was told there are urgent appointments available for the Dr in the afternoon but told to ring back after 3pm as these not released until then.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	3
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Telephone consultation available

Notes: Triage system with doctor after which an appointment could be made.

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	5
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	5
How easy it was to get an appointment	5	5
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

She wanted to know my name and address and details of the problem so she could decide which course of action to take. Told her that I had to sort the kids out and ring back. She was worried that I might be wasting my time as I might not need to come in but I told her I was sure I would have to and would call her back.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	8
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

This surgery has a shared entrance and waiting room with 3 other surgeries. Another practice reception had the poster displayed in their reception desk, there is a possibility others could see it.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment in two weeks

Notes:

Weekend appointment outcome: Details of CAS provided

Notes:

Poster found: There are practices nearby which are open on Saturdays and Sundays

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	5	5
I felt like they cared	5	4
How easy it was to get an appointment	5	3
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	3	0
Minutes on hold:		
Notes:	Recorded message then answered by staff almost immediately.	Placed in a queue then answered by staff in less than one minute

Poster location

Notes on poster location

One large poster on the front door. Another smaller poster on the noticeboard in the waiting area. Both situated away from reception desk, noticeboard was full of posters but it was still clearly visible.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes:

Routine weekday appointment outcome: Cannot pre book appointments

Notes: But was offered a cancellation for that afternoon.

Weekend appointment outcome: No details of CAS provided

Notes: Said they didn't know of anywhere open at weekends.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	1	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	1	4
Staff had a helpful and friendly tone	1	4
I felt like they cared	1	3
How easy it was to get an appointment	1	3
Overall communication band: High, mid or low	Low	Mid

Notes about same day urgent experience

First there was a prerecorded message stating that the call cost was 7p per minute. I was then told I would be connected to the surgery. I was then placed in a queue for 9 minutes. Then told I was connected to the surgery and offered 2 keypad options. I was then placed in another queue for 24 minutes (no indication of my position). When I spoke to someone she was miserable and uncaring.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	2	40
Minutes on hold:		
Notes:	Answered by staff.	Recorded message then placed in a queue for two minutes.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: I asked and she said there was no alternative weekend provision.

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	5	4
I felt like they cared	5	4
How easy it was to get an appointment	5	3
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	10	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Two posters were clearly displayed on the main notice board in the waiting room, which is round the corner from the practice reception. Very clear. A third poster is very near reception on right hand wall on entrance to waiting area. Can be clearly seen when seated.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?	Yes
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Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Offered an appointment the same week

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Offered an appointment on Saturday morning.

Poster found: This practice is open on Saturdays

Poster to be displayed: This practice is open on a Saturday

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	4	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	4
Staff had a helpful and friendly tone	3	4
I felt like they cared	2	4
How easy it was to get an appointment	0	5
Overall communication band: High, mid or low	Mid	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	2
No. rings to answer:	10	1
Minutes on hold:		
Notes:	Answered by staff	Answered by staff.

Poster location

Notes on poster location

The poster is located to the left of main reception. Not immediately obvious but friendly staff drew my attention to it. There were two large posters on a studded wall on right hand side of entrance identifying how to contact GP services if surgery closed.

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	3
The poster was displayed clearly	3

Did poster stand out from any other surrounding information?

No

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Offered to call back to check for cancellation.

Routine weekday appointment outcome: Offered an appointment the same week

Notes: Same day appointment offered

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-In Centre

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	2	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	4
Staff had a helpful and friendly tone	4	5
I felt like they cared	1	4
How easy it was to get an appointment	1	5
Overall communication band: High, mid or low	Mid	High

Notes about same day urgent experience

Key pad access clear, however, I got to end of options and couldn't recall what number to press. No option to repeat message. This would have helped. When I got through, pleasant receptionist who apologised for no appointments being available. The reason I scored poorly was because I could not get through.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	9	2
No. rings to answer:	0	4
Minutes on hold:		
Notes:	First eight attempts were engaged. Ninth attempt was given keypad options.	Engaged then answered by staff

Poster location

Notes on poster location

Large poster on the front door as you go in. Another smaller poster in the main waiting area. Relatively close to reception area. Very clearly visible, didn't take much looking. You can't miss the one on the front door.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	5
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?

Yes

Outcomes

Urgent same day appointment outcome: Required to call back later in the day

Notes: Call back at 3.30pm when I would be offered an evening appointment with a GP.

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-in Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	4	5
Staff had a helpful and friendly tone	4	5
I felt like they cared	4	5
How easy it was to get an appointment	2	2
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	4	8
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: No same day appointment available

Notes: Offered to call back at 2.30pm to check for cancellation.

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: Saturday practice nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	2
Staff had a helpful and friendly tone	5	2
I felt like they cared	5	2
How easy it was to get an appointment	3	3
Overall communication band: High, mid or low	High	Low

Notes about same day urgent experience

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Notes about routine weekend experience

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Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	4	4
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

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Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

--

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes: Appointment through a sit and wait service or I could call back at 1.30pm for an afternoon appointment.

Routine weekday appointment outcome: Cannot pre book appointments

Notes:

Weekend appointment outcome: No details of CAS provided

Notes:

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	3	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	3	5
Staff had a helpful and friendly tone	3	4
I felt like they cared	2	3
How easy it was to get an appointment	0	1
Overall communication band: High, mid or low	Mid	High

Notes about same day urgent experience

Receptionist bright and cheery - clearly spoken.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	4	4
Minutes on hold:		
Notes:	Answered by staff	Answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: No appointments available

Notes:

Weekend appointment outcome: Surgery open Saturdays

Notes: Told that surgery has a monthly Saturday clinic, but no details given on how to book. Signposted to Walk-In Centre.

Poster found: No poster found

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	1	3
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	2	3
Staff had a helpful and friendly tone	1	3
I felt like they cared	1	3
How easy it was to get an appointment		1
Overall communication band: High, mid or low	Low	Mid

Notes about same day urgent experience

I felt that the receptionist was not really interested. There was no warmth to her voice.

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	0	2
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff very quickly.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find

The poster was displayed clearly

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Telephone consultation available

Notes: Triage system with doctor after which an appointment could be made if necessary.

Routine weekday appointment outcome: Offered an appointment the following week

Notes:

Weekend appointment outcome: No details of CAS provided

Notes: Signposted to Walk-In Centre

Poster found: No poster found

Poster to be displayed: Saturday and Sunday practices nearby

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	4
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	4
Staff had a helpful and friendly tone	4	5
I felt like they cared	4	4
How easy it was to get an appointment		2
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	0	3
Minutes on hold:		
Notes:	Recorded message then placed on hold for one minute.	Recorded message then answered by staff.

Poster location

Notes on poster location

Location measures (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	
The poster was displayed clearly	

Did poster stand out from any other surrounding information?

Outcomes

Urgent same day appointment outcome: Same day appointment available

Notes:

Routine weekday appointment outcome: Cannot pre book appointments

Notes: Told to ring early in mornings for appointments that day.

Weekend appointment outcome: Details of CAS provided

Notes: Very informative.

Poster found: There is a practice nearby open on Saturdays

Poster to be displayed: No practice nearby open at weekend

Call experience

	Same day urgent call	Routine weekend call
Overall rating 5-Star rating, where one is the worst and five is the best	5	5
Communication measures (5-Star rating, where one is the worst and five is the best)		
Everything was clearly explained to me	5	5
Staff had a helpful and friendly tone	5	5
I felt like they cared	4	5
How easy it was to get an appointment	5	4
Overall communication band: High, mid or low	High	High

Notes about same day urgent experience

Notes about routine weekend experience

Call process details

	Same day urgent call	Routine weekend call
Attempts required:	1	1
No. rings to answer:	1	0
Minutes on hold:		
Notes:	Answered by staff.	Answered by staff.

Poster location

Notes on poster location

Near reception area to practice. The poster did spring out to me, but was that because I was looking for it. There were lots of posters.

Location measures

 (5-Star rating, where one is the worst and five is the best)

The poster was easy to find	4
The poster was displayed clearly	5

Did poster stand out from any other surrounding information?

Yes

Acknowledgements

We would like to thank the volunteers involved in this project. Thank you for giving up your time and energy to prepare for and undertake phone calls and visit GP practices.

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