

# Ball Tree Surgery

## Patient Survey Report

February 2020



Thank you to everyone for all your comments and feedback!

### Who responded?

- Thus far about 200 replies
- 60% Female and 40% Male respondents
- Age groups mostly aged 30+ and majority aged 50+
- 15% commented that they had a disability
- Over 50% have been with us for more than 21 years and nearly 90% for more than 5 years
- 60% visited us up to 5 times in the past year 35% more than 6 times
- Many people's awareness was increased regarding our opening hours and weekend appointments

### Recommendation of our services

- 88% positive
- 6% neutral
- 9% didn't answer
- Our ongoing text based survey runs at about 92-93% positive on average

### Issues raised

- Waiting times
- Access to appointments
- Décor needs updating
- Slow service

### Positives

- Helpful and friendly staff
- Caring staff
- Efficiency
- Responsiveness

### Our response

- We are sorry when we get things wrong
- We are hoping to redecorate at some point later this year if finances permit
- We are constantly reviewing our access to appointments to try an balance on the day and pre-bookable
- We know that sometimes there can be a long wait – we are sorry when this is the case – we do try to run to time however often the reason for the delays are due to the complexity of referring to additional services or serious medical situations that require a longer time to support.

### Disabled Access

#### Issues raised:

- Doors
- Stair Lift
- Parking
- Disabled toilets
- Narrow doorways and corridors

#### Our response

- We totally agree with you – we would love to have better facilities
- We need a huge investment in new land and a new build to achieve this
- Please lobby your MPs and local politicians and ask them to help us!



## About our Reception Team

### Reception Team – Professionalism

Over 92% Positive responses

### Reception Team – Friendliness

Over 90% Positive responses

### Reception Team – Helpfulness

Over 96% Positive responses

### Reception Team - Feedback

#### Issues raised:

- Too many questions
- Can feel rushed
- Not letting people know when running late
- Not enough staff at busy periods
- Customer service
- Not smiling enough
- Long queues
- Call waiting times
- Telephone call menus

#### Positives

- Polite
- Efficient
- Helpful
- Friendly
- Caring
- Smart
- Productive
- Amazing

#### Our response

- We are sorry when we get it wrong
- We have to ask questions – this does take time – but it is important and necessary
- It can sometimes be incredibly busy – over 400 calls trying to get through in the mornings – if we sound pressured or rushed we apologise
- It is often really difficult to let people know which clinician may be running behind – the reception team are often responding to tasks or on the phone and cannot always monitor up to 16 different clinicians working at any one time. When we know a clinician is running behind time we try to let people know when they check in. However the situation can change very quickly if the clinician receives a complex telephone call or there is an emergency.

### Online Services

Website: 60% registered to use the service – but a third of the respondents haven't used it yet  
App: 50% registered to use the service – but a nearly half of the respondents haven't used it yet  
Paperless Prescriptions: over 70% are registered thus far

#### Our response

- We are keen to have more access to our services via Online and via App
- To make more use of the App we need to have a large number of people using it.
- The more people that use it the more we may be able to open up different types of appointment to be booked online.
- Booking appointments is more complicated than might be imagined. For example not all GPs and Nurses are trained to provide all services. Given the number of clinicians and the number of services it is too complicated to provide access online as the technology that the NHS has cannot prevent people from booking in with a clinician that is not trained to deliver the service that they need. For example, not all nurses are trained to provide diabetes review appointments and only some are trained for particular types of dressings. Not all GPs are trained to provide certain injections
- This is why we have a trained reception team asking questions. They are trying to find the most suitable person in the soonest slot.

## Communications

- Generally comments were positive regarding the layout and readability of our letters
- Some people asked for more texting – we are looking into this where the technology permits

## Website

Not many were aware that there is a website [www.theballtreesurgery.co.uk](http://www.theballtreesurgery.co.uk)

## Notice Boards

Requests for

- More information about weight loss & fitness groups
- More information about mental health support
- Tidier presentation

## Premises

Requests for

- Improvements to waiting areas
- More privacy at the desk
- Decoration
- Modernisation
- Changes to doors – access
- Parking
- Different location for Blood Pressure machines
- Better seating

## Our response

- We totally agree – we have plans for the below – but currently we cannot afford these
- Improve the seats at both branches when finances permit – we have had a quote and it is about £3,500 so we will have to save for these.
- Redecoration at both sites when finances permit – due to the need to decorate outside of usual working hours, as we are not permitted to close, these costs are additionally high
- There is no other space for BP machines
- There is no space near the reception areas to increase privacy we are sorry
- We agree that parking is difficult – we cannot increase the size of our land however
- We need a single location and a single storey new building for the clinical rooms as we agree that the access is not as it ought to be. We have explored this and there is currently no funding in the NHS for this and no suitable or affordable land available locally for us to put a building even were there to be funding. We continue to lobby for you all to have a better health centre.
- We are awaiting repairs to the electronic doors

## Access to Appointments

We review our appointments diary every week to try to find the best balance of on the day and pre-bookable appointments given the number of GPs and Nurses working

- We asked if you could access a range of our appointments in a reasonable time. The majority of replies indicated that access was reasonable.
- The pressure though for GP appointments has outpaced the NHS's ability to provide them.
- Many responses thought that it is reasonable in the current time to access a non-urgent appointment with any GP in just a few days. This would be ideal but it is not realistic currently.
- Responses showed that people thought it was reasonable to wait slightly longer for a preferred GP appointment – but again many people's expectations was for a shorter wait than is currently feasible.
- For Nursing appointments people were prepared to wait a little longer – in fact more in line with what is more realistic to hope for waiting for a non-urgent GP appointment – around 2 – 3 weeks.
- For blood tests people mostly thought about a week to two weeks wait was acceptable

## About GPs

- Feedback was generally very positive regarding GP interactions with some really lovely comments – thank you.

## About Nurses

- Feedback was generally very positive regarding Nursing interactions with some really lovely comments – thank you.