

**Woodlands Surgery  
Response to 2007 Patient Questionnaire**

You may remember that we carried out our last patient survey in September 2007. We would like to feed back to you about some of the comments and suggestions that were made by the 256 patients who completed the questionnaire.

There were some comments that came up for comment more regularly than others; we have summarised these in the table below:

<b>Comments Relating to</b>	<b>No. of Comments</b>	<b>What Patients Told Us</b>	<b>Response by Practice</b>	<b>Action Plan</b>
Waiting room size	20	The first floor waiting room is too small, so gets crowded & hot.	This is mentioned every year. We try and manage the space; you may have been asked to wait downstairs until there is space upstairs. We will make sure that the air conditioning is turned on first thing every morning as soon as we turn the heating off & we will ensure a receptionist opens a window each day in the winter to help with ventilation.	If patients arrive with one or more other people then they will be asked to wait downstairs & a note made so the doctor can see where they are waiting. Either the doctor will call down to the receptionist or come downstairs to get the patient. If you do get asked to wait downstairs then please do not worry that you will miss your appointment.
Building comments	11	We had a number of comments about our building and how difficult it is for those with young children and push chairs.	Comments about the building are nearly the same each year. We have to make the most of the current facilities; until such time as we move into a new building. This is not likely in the short term. Those with young children and/or pushchairs can always ask to be seen on the ground floor. Please tell the receptionist that this is what you would prefer.	Communicate with patients that the ground floor treatment room is available for those who come with very young children in pushchairs or for those who find managing the stairs difficult.
Wanting the surgery to be open longer so that those patients who work can fit in their appointments outside their working hours.	26	We had a lot of comments about opening hours.	At the moment it looks likely that we will have a new contract in April that will require us to extend our opening hours. We believe that this should help those people who need to see a doctor but are at work during the week.	We will let patients know of any changes as soon as they are finalised. We will look at your requests when considering when to open extra hours.
Receptionists	13	We had a number of comments about the receptionists not smiling or being friendly. However we had a larger number of comments saying that the reception staff were very friendly and helpful.	The reception team receive training and reminders about 'customer service' at regular intervals. The comments help as another reminder.	We will continue to undertake regular training.

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Nurses & doctors	8	We had a few comments about the care from doctors and nurses but these were completely outweighed by the positive comments.	We always try and give a good service and take any negative comments seriously.	To give all our patients an excellent service at all times.
General frustrations with the appointment system; including either only able to book an appointment on the day or not being able to book in advance or being told to ring back another time.	18	Apart from general frustrations with making appointments some patients find it difficult to see the doctor of their choice at a convenient time without a long wait.	There is some misunderstanding in some cases as to how our appointment system works. We try very hard to offer a range of appointments both 'book on day' and 'bookable in advance'.	We will try and communicate more effectively the way the current system works. We are going to introduce appointment booking on-line. We will devote our next Newsletter to Appointment System 'Facts and Myths'.
Late running of appointments	10	You told us that you sometimes have to wait a long time to see the doctor which causes frustration.	Unfortunately some appointments sometimes require more than 10 minutes of the doctor's time. The late morning appointment times are only approximate and we will try and inform patients about this.	We will keep reminding patients about appointment times being approximate and we will keep trying to run on time. To help keep appointments running to time patients will be asked to make another appointment if they come with more than one problem.

### **Summary**

We had lots of positive comments from patients – thank you. In considering your comments and suggestions we feel that we should be more active in our communication with you. The most comments we received are around the appointment system and opening hours. With the introduction of extended hours and the ability to book appointments on-line we hope that this year's questionnaire will have fewer comments on these subjects.

### **Patient group**

With a likely move in the future; together with our desire to provide a better service we would like to form a patient group. We anticipate meeting every 3 months in the evening. Please contact Mrs Rachel Galloway, Practice Manager if you might be interested in joining the group. We hope to have a doctor and receptionist from the practice in the group as well.

RG, 02/08