

This Report

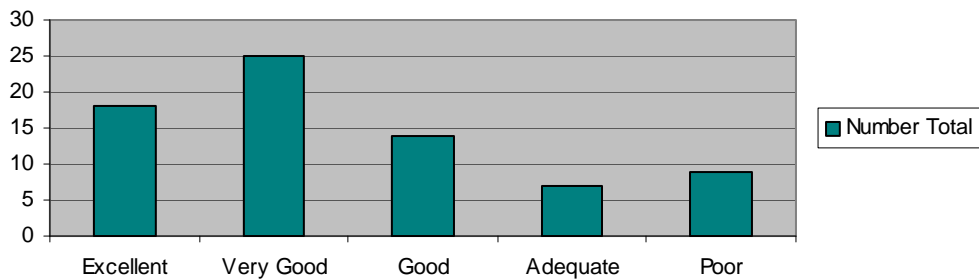
Provider:	Honor Oak Group Practice
Date:	23 June 2010 – 21 July 2010
Narrative:	<p>Lewisham LINK conducted outreach at Honor Oak Group Practice from 23 June – 21 July 2010.</p> <p>73 Health Services surveys were collected.</p> <p>This report summarises the survey results (Section 1) and provides observations and recommendations (Section 2).</p>

Section 1 – Survey Results

1. Booking - How easy was it to book your appointment?

Totals

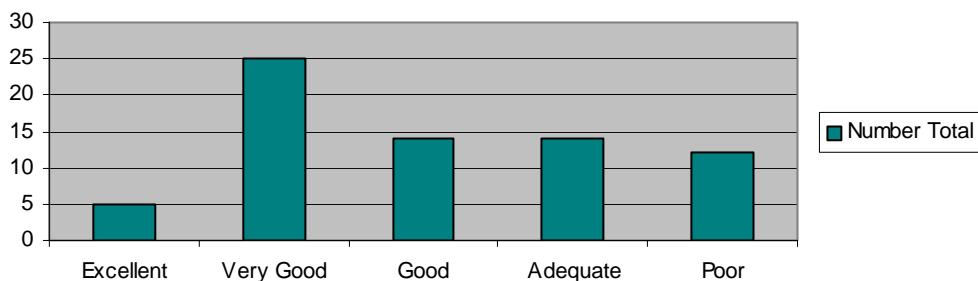
Excellent	Very Good	Good	Adequate	Poor	TOTAL
18	25	14	7	9	73
24%	34%	19%	9%	12%	



2. Waiting Times - How long did you have to wait for the appointment?

Totals

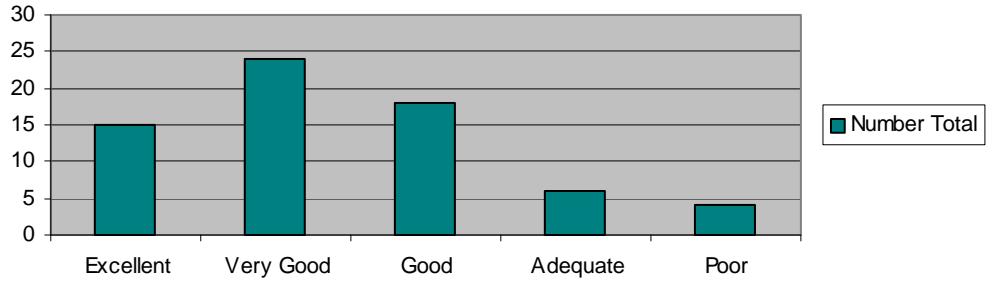
Excellent	Very Good	Good	Adequate	Poor	TOTAL
5	25	14	14	12	70
7%	34%	19%	19%	16%	



3. Treatment - How was the treatment?

Totals

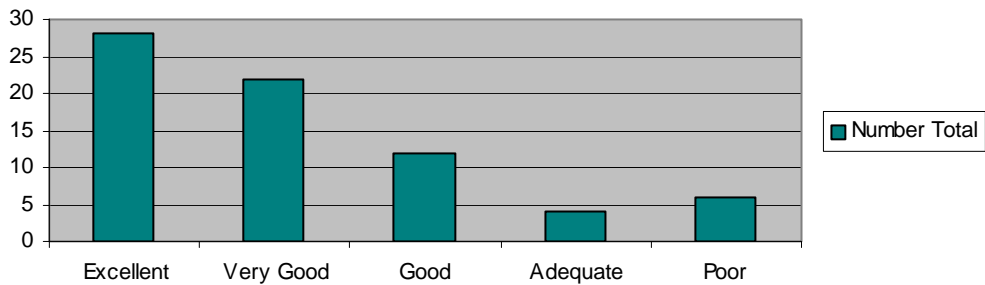
Excellent	Very Good	Good	Adequate	Poor	TOTAL
15	24	18	6	4	67
20%	32%	24%	8%	5%	



4. Customer Service - How were you treated by staff throughout?

Totals

Excellent	Very Good	Good	Adequate	Poor	TOTAL
28	22	12	4	6	72
38%	30%	16%	5%	8%	



Section 2 – Observations and Recommendations

Booking

77% of respondents selected good or better, however 12% selected poor.

Observations:

- The telephone system is jammed for a while after opening time.
- Working patients in particular find it difficult to book.

Recommendations:

- Additional phone capacity for a while after opening time.
- A system advising patients of how long the telephone queue is.

Selected Comments:

"Need to make it easier for people who work."

"Appointments need to be accessible for working parents."

"Finally got appointment 5 days after first attempt."

"You have to call very early in order for an appointment to be made."

"Not very easy - I had to try for 2 days."

"Difficult to get through by phone."

"Not good - keep you on hold a long time."

"Difficult to make an appointment for working people."

"Appointments are not available readily and you have to call back many times to get appointment."

Waiting Times

60% of respondents selected good or better, however 16% selected poor.

Observations:

- Waits in excess of 30 minutes were common and some patients had experienced waits in excess of 1 hour.
- Patients who use the electronic booking system feel this has enhanced the quality of service.

Recommendations:

- Ascertain the average waiting time and inform patients.
- Raise awareness of the electronic booking system.

Selected Comments:

"Like electronic booking system – better than queuing up."

"Can be up to 1 hour depending on GP."

Treatment

76% of respondents selected good or better.

Observations:

- Many patients value their relationships with particular doctors and this could impact positively on wellbeing.
- Patients can feel obliged to use family members as translators.

Recommendations:

- Offer patients, particularly those with ongoing conditions the opportunity to see the same doctor. If this option exists, raise awareness.
- Provide a translation service if required. If this option exists, raise awareness.

Selected Comments:

"Computer records can't tell the whole story."

"In order to see doctor of choice, need to book one week in advance."

Customer Service

84% of respondents selected good or better.

Observations:

- A high level of patient satisfaction exists. Reception staff and doctors have been praised by patients.
- The overall environment is welcoming and this could impact positively on wellbeing.

Recommendations:

- Convey these findings to staff!

Selected Comments:

"Staff always a welcome smile and always a goodbye."

"Reception Staff excellent."

"Doctor listens, doesn't prescribe medication until she knows exactly what is wrong with me."

"Reception staff advise, will call back, helpful."

"Excellent-receptionists and doctors very helpful."

"Very good. The look of the surgery has improved too."

"Friendly - community place."

End of Report