

## **PATIENT SURVEY REPORT OF FINDINGS**

March 2014

We held a meeting of our Patient Group on Tuesday 24 September 2013 which was hosted by Annette Given (Practice Manager) and Dr Joy Shacklock. We invited 20 members of the group and we were pleased to welcome 8 patients to give us their views on the quality and range of services we offer.

- The agenda for the meeting was: Welcome & Introduction
- Practice News and Changes
  - Training Practice Status
  - Research & Data Sharing
  - Care Quality Commission
  - Electronic Prescription Service
  - Mobility Scooters
- HARD Clinical Commissioning Group
- Review Survey Action Plan 2012-2013 & plan Patient Survey for 2013 – 2014
- Any Other Business

### **Survey Action Plan (2012 – 2013) – (Updated March 2014)**

#### **Repeat Prescription Service**

We agreed that we would do a review of the repeat prescription service as although patient satisfaction was good at 82%, we felt that there was room for improving the efficiency and safety of the system.

Dr Kirby, Dr Hammatt, Dr Maw and the practice manager reviewed the medicines management systems which resulted in the following outcomes

***Employ two members of staff to lead on the administrative elements of medicines management as part of their job role.*** Two senior members of reception staff were given promotions to Team Leader roles with an aim to develop in this area.

***Re-start CCG lead teaching sessions for local administrators who are involved in medicines management*** - The local medicines management team were contacted as were other local practice managers and a new course of medicines management was set up for administrators. Our two new practice team leaders completed this course over the Autumn 2013.

***Start electronic prescribing*** – Spa Surgery was the first surgery in North Yorkshire to implement electronic prescribing (EPS2). Following staff training during October and November we went 'live' at the end of November.

**Start using patient prescription request tool through System1** - There is then an audit trail for all requests and these are all done electronically so accept/refusal can be seen with a justification, named person and outcome.

**All tasks to be marked as prescription request/prescription query**

Discussed at admin team meeting and training undertaken by staff via the new admin medicines management leads.

**Employ a practice pharmacist to help review, develop and implement our medicines management policies** – Following review and planning it was agreed to invest in this important position within the practice team. A recruitment campaign has resulted in the appointment of a pharmacist from April 2014.

**Access / Appointments System**

**Duty Doctor System – audit use and appropriateness of requests.** A duty doctor is available every day from 8am – 6pm. He/she has responsibility for triaging all requests from patients who deem themselves to be in need of urgent medical treatment that day. The demand for this service is very hard to predict with a range from 30 – 70 patient contacts a day. Dr Emms completed an audit in March 2013 to review the use and appropriateness of patient contacts made by the duty doctor over a 5 day period.

Analysis and Findings showed that 90% of patient contacts were appropriate. 27% resulted in a same day appointment with either duty doctor or another doctor, 7% resulted in home visits and 10% were given a routine appointment. Just under half of patients (45%) using the doctor duty system were given advice with or without a prescription. (Inappropriate requests were deemed to be for administrative tasks such as sick notes for chronic illnesses and repeat prescriptions where patients had not ordered and needed urgently).

Conclusions - Although 10% of the appointments given out were not for the same day and these could possibly have been dealt with directly by receptionists, it was argued that these had been properly triaged and patients were more likely to wait longer for an appointment if they had discussed their problem with a doctor. Availability of appointments for the receptionists to book into, does influence the work load of the duty doctor however, the week audited showed that without the duty doctor system, 90% of patients would have had appointments in the system which would have been entirely inappropriate for 45% as these were handled more efficiently by telephone.

**Actions from this audit:**

Survey patients for satisfaction rates with duty doctor system

Review number of embargoed slots available when doctors/nurses are on holiday or unavailable – maintain agreed levels

Update the Practice contingency plan to ensure continuity of service

Nurse consultations – audit consultation reason and use of clinic time to ensure that these appointments are used efficiently

The practice manager and senior practice nurse reviewed the use of appointments for practice nurses. Length of appointments for treatments were updated and in order to improve efficiency, 'treatment clinics' and 'chronic disease' clinics were separated so that nurses could use their time more efficiently. An apprentice Health Care Assistant was appointed to assist with administrative tasks, setting up equipment/clearing up during nurse surgeries.

It was agreed that patient satisfaction survey would include specific questions regarding nurse appointments in 2013-2014.

### **IDEAS FOR 2013 – 2014 SURVEY**

We discussed the opening times of the Practice (see below).

	Monday	Tuesday	Wednesday	Thursday	Friday
Open	0800	0730	0730	0730	0800
Closed	1800	1900	1800	1900	1800

These had not changed from 2011-2012 and the Out of Hours service continues to cover from its base at Harrogate District Foundation Trust.

With this in mind, we agreed to survey patients about the following topics for 2013-2014 survey:

- Satisfaction with the Duty Doctor System
- Impact of newly qualified doctors and undergraduate students training in the practice
- Satisfaction with the Practice Nurse service

We also considered a few questions about the general service to patients ie ease of getting through on the telephone; helpfulness of reception staff; cleanliness of surgery; how welcoming the practice is.

The practice manager drafted a questionnaire which was posted to all members of the patient group for comments and approval.

The final Questionnaire was then completed and the survey commenced in November 2013. We had hoped to complete the survey by the end of January but because of poor uptake by patients we continued until last week in February 2013.

Two versions of the questionnaire were available:

- Online survey via the website
- Questionnaires handed to patients at Reception Desk

A total of 174 completed surveys were returned

- 36 were completed online (21%)
- 138 were completed at the surgery (79%)

**See Results – Appendix A**

## **ACTION PLAN 2013 – 2014**

The results of the Patient Survey were presented to 10 members of the Patient Group on Tuesday 11 March 2013. The details were discussed and the group highlighted a number of areas for action.

The following Action Plan was agreed:

- **Satisfaction with the Duty Doctor System**

There was a high satisfaction rate with the Duty Doctor system and it was agreed that this should continue in its present form. Some concerns regarding the waiting time for a routine appointment. Agreed that the doctors will increase the number of patients per surgery from 14 to 15 patients and the locum cover will be reviewed in the light of Dr Foley reducing his sessions after April. A recruitment campaign is to commence soon to replace Dr Foley who will leave us in September 2014 and Dr Emms who is to retire in December 2014.

A concerted effort to be made to raise awareness of the number of people who do not attend for their appointments, this will include researching the possibility of allowing patients to text cancellation of appointments.

- **Impact of newly qualified doctors and undergraduate students training in the practice**

The positive response to teaching in the practice was very encouraging. The practice will continue to strive to keep patients aware of the teaching and training. All patients will be informed when booking appointments that they may be seen by a doctor in training or a medical student and they will always have the opportunity to decline.

- **Satisfaction with the Practice Nurse service**

The very high level of satisfaction with the service provided by the nurses was well received by everyone at the practice. We are currently reviewing how our nurses work and whether there is an opportunity for extending the shared phlebotomy service to other shared treatment room services (eg ear syringing; minor dressings; minor injuries etc). A feasibility study has been commissioned by the four practices who work from MSMC and the results of this will be shared with the patient group.

- **Notifying Patients of the Results of Survey and Action Plan**

The Patient Group were supportive of continuing to have regular newsletters and to use other methods such as the LCD screens, Notice boards and Website to keep patients informed of the results of the survey and any other changes to staff or services.

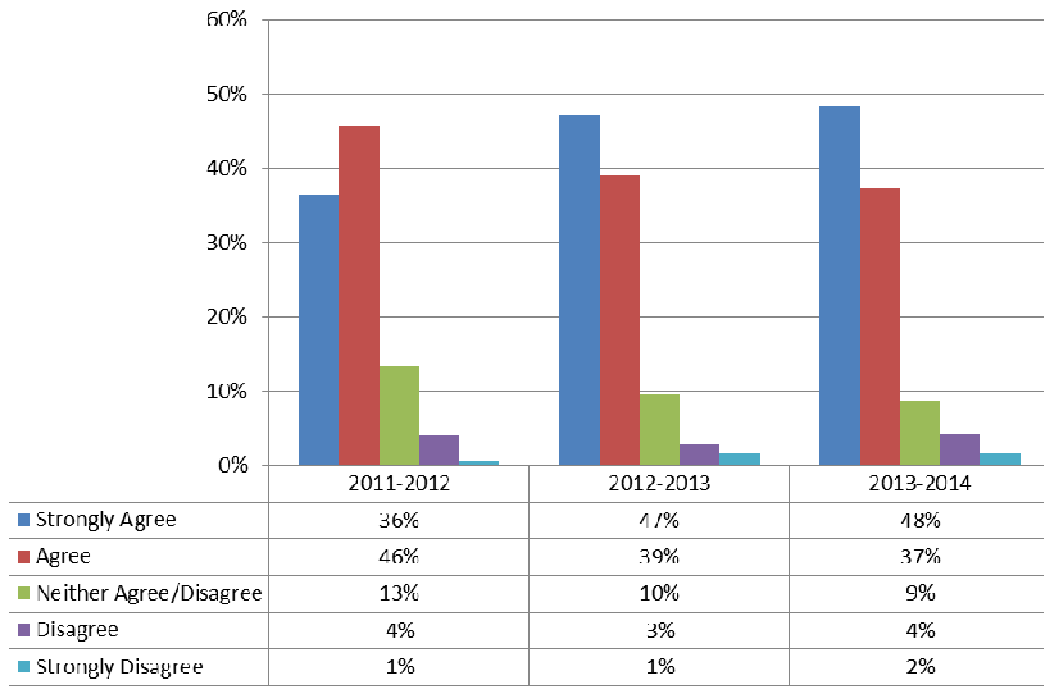
We will continue to inform patients of our opening times (including extended opening times) via the Newsletters, LCD screens, Notice boards and Website.

**Next Meeting**

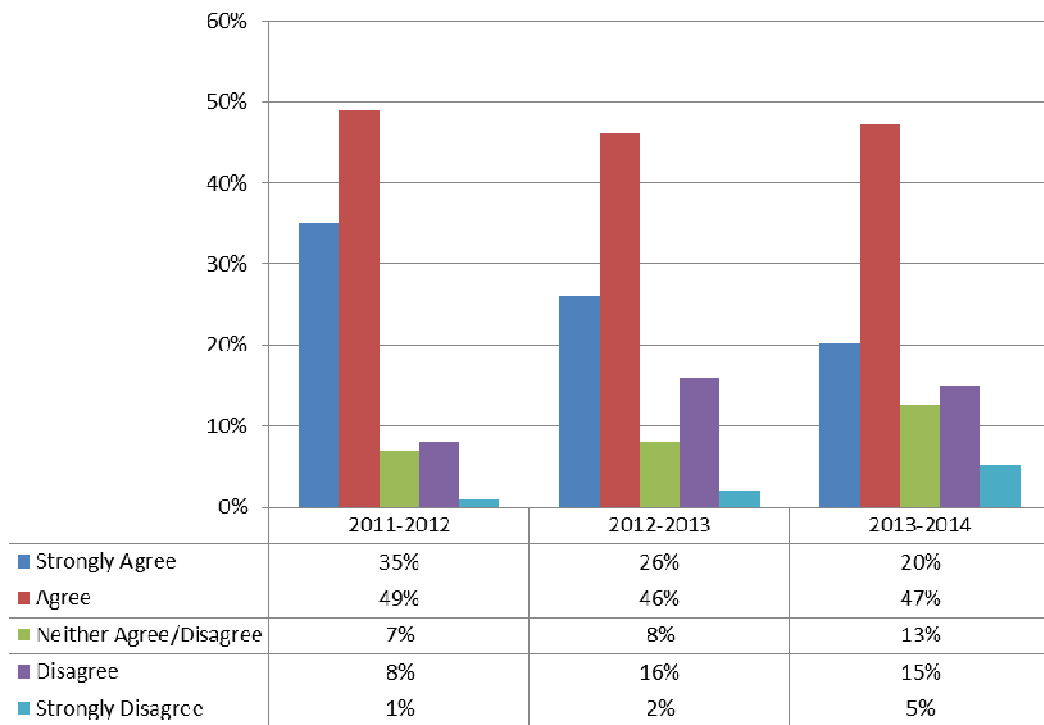
We will reconvene the Patient Group in September 2014 to review the Action Plan and to plan the next Patient Survey.

# RESULTS OF PATIENT SURVEY

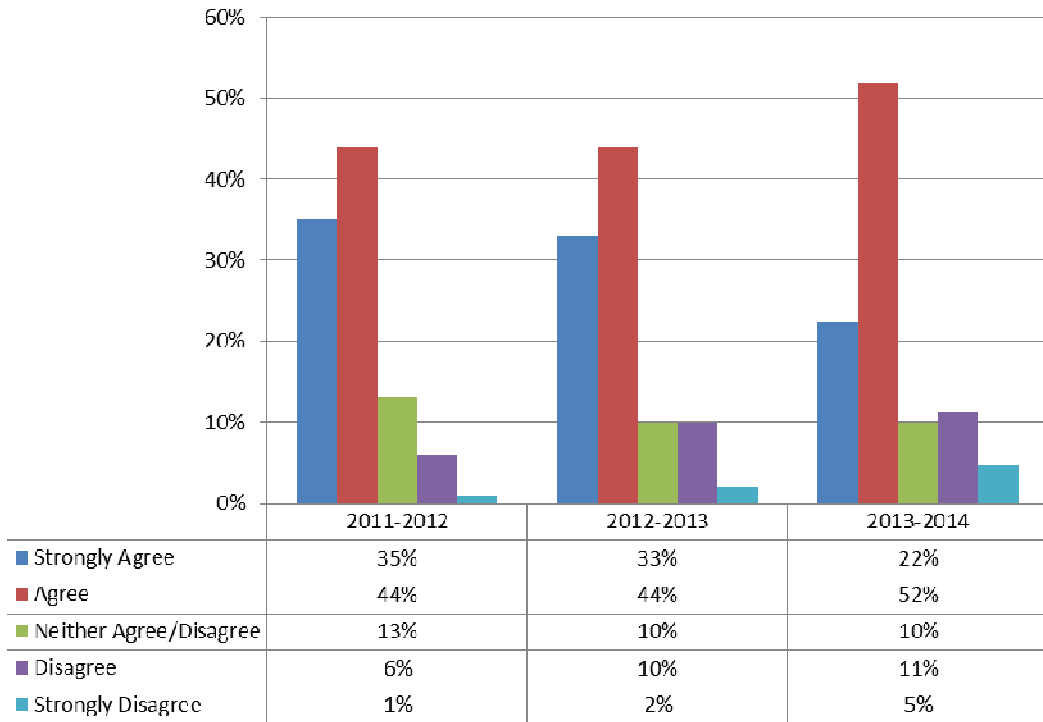
**If I need an urgent appointment, I am usually seen or spoken to on the same day**



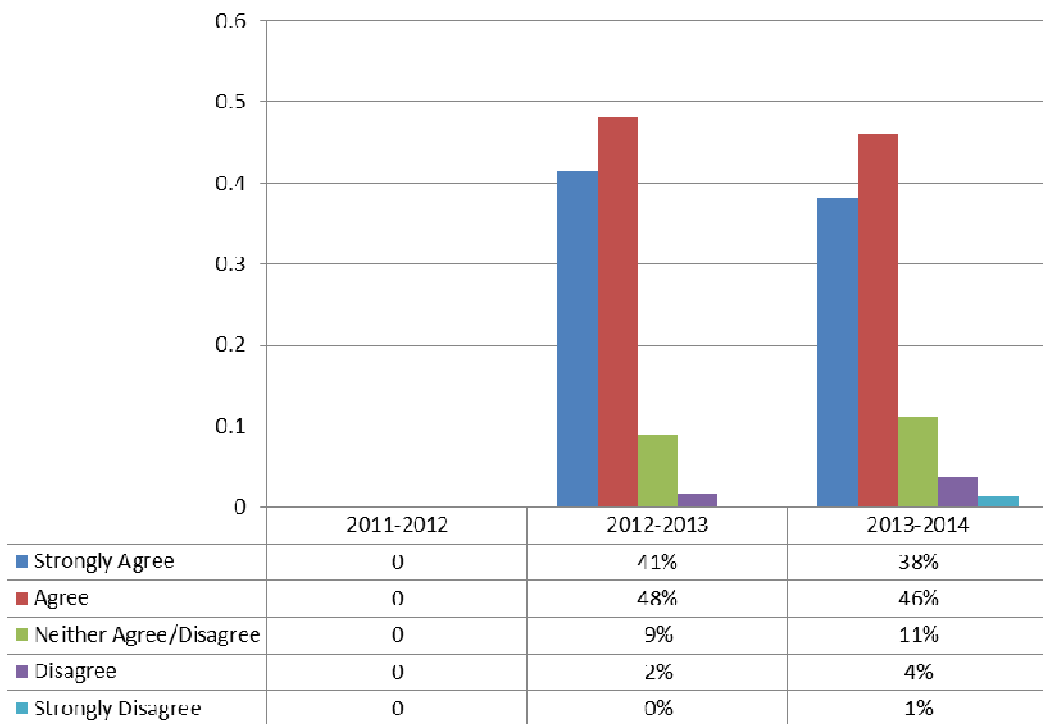
**I find it easy to get a routine appointment with a doctor**



### I am happy with the current appointment system



### I was happy with the service I received from the Duty Doctor



**If you disagree with any statements, please can you say why so we can learn from your experience?**

Sometimes getting a routine appointment with the doctor I usually see can take 3 weeks

It can take weeks to see my doctor of choice.

I had to wait ten days to get a routine appointment

I prefer to see the same doctor but unless I can wait 2-3 weeks, that is not possible

It seems to be almost impossible to get an appointment with Dr Maw.

To get a routine appointment is dreadful e.g on 5th December the next appointment was 17th December, disgraceful! Telephoning at 8am is difficult, still can't get an appointment easily.

Sometimes i can't get a non urgent appointment within one week

usually have to wait 2 weeks- which is quite a long time

Need same day appointments. Don't like telling the receptionists my medical issues just to get an appointment.

Not told how steroids would affect my diabetes even though I had a chest infection - other times Duty Doctor was fine.

It is too hard to get a routine appointment- they are always booked up too far in advance.

It is usually a fortnight to get an appointment with the particular doctor i prefer.

well over a week for a routine appointment is a bit long

Booking online can be difficult because of time frame, certainly if you want a specific doctor.

I found having to use the 111 service irritating and unhelpful. The doctor was fine.

It would be great to be able to book routine appointments online

Appointments for the day being released at 8am means people doing an early job/school run or without a computer miss out. Perhaps a later release of some, e.g mid morning would help

Find it very difficult as a working parent to get a routine appointment that i could arrange with my full time job. Maybe working patients could have a little more priority over early/late appointments rather than the OAP/non working who can come anytime.

Not had to use this service



i am not happy with your current arrangements regarding non-urgent appointments. To be asked to wait 7 days before getting an appointment is very poor and is open to abuse. What is non-urgent to one person, another may insist it is urgent and leap-frog your appointment system. Why not have some appointments each day for people who ring that day as, in my experience, it seems to be the only way to get to see certain doctors rather than having to wait weeks for one.

One always wants 'faster', 'sooner', 'now' appointments

This is a great way to get worrying situations dealt with quickly. It opens the door to an urgent appointment or visit but also assists the patient to self-help where possible.

Having to wait up to a week for an appointment - we are asked to make an appointment to see the same doctor but this is not possible most of the time

Waiting time for a non urgent appointment can be up to one week however when chips are down has been half an hour

If ill I want to see doctor that day or following day - not 2, 3 or more later

not always happy - however happy with some doctors. It is just because of delay in treatment and not been able to see same doctor which causes patient and doctor difficulty.

I was happy with my experience in the last two weeks as I was lucky enough to get a cancellation to see the doctor (phoned Friday and saw a doctor Monday). At the end of last year, however, I had a series of chest infections (I suffer with COPD) I don't feel happy with an urgent appointment being a phone discussion. Also I found appointments to see a doctor on a non-urgent basis were so far away that it frightened me that I might end up with a severe breathing problem and in distress. I don't know if this situation has been restricted in 2013.

waiting times to see the doctor are too long

it would help if one knew who the Duty Doctor was before attempting to get an urgent/emergency appointment

Find staff on reception are often rude and dismissive with usually an answer of try again in the morning.

2 weeks for ear syringing and then cancelled.

An increased number of evening apts is needed to accommodate patients working and commuting who can't get back to Harrogate before 7pm

Normal waiting time for routine appointments is far too long. Normally my appointments are not incredibly urgent, but I have to book on the day otherwise I cannot see a doctor for 10 days - 2 weeks. I feel terrible taking these appointments as other patients may need to see doctors urgently. I

always wait if possible but it is not always possible to wait 10-14 days to see a gp.

I work away in London during the week and I find it impossible to get an appointment on a suitable day, normally Monday morning, unless I book weeks in advance. This is not convenient as the nature of my work in the NHS means that I cannot guarantee that I will be able to make that appointment weeks in the future.

**The surgery is now a training practice which means we have newly qualified doctors and undergraduate medical students who are gaining experience in GP practice. Please comment on your experience of service from newly qualified doctors and / or medical students**

They were ok, No problems at all

It was a non urgent case & easy for trainee doctor to give advice

I have seen Dr Walton on a number of occasions & she is excellent.

The receptionist did not inform me I would be seeing a medical student but the doctor with them did so I was informed.

Very Good

No problems they have to get experience some how

Doctor took great interest in my condition

Very good

Excellent, very thorough, went to make sure about one point with her supervising doctor

No issues, I have received treatment which I have expected

fine

Very satisfied

Absolutely fine, the trained doctor was always present too.

I understood that a GP would be with the trainee doctor, but he/she was not.

Saw a trainee midwife. Very lovely lady and I received a great level of care.

I was very glad to have her there.

Very positive experience- very thorough Doctor

good

Very knowledgeable to my needs

No problem at all

Very good, Dr Emms was the supervising doctor and she gave excellent teaching to the medical student and very good clinical service to myself.

If i did then it was explained to me

good

good, thorough

Very encouraging that they are been given contact with 'REAL' patients, each have asked relevant questions, been polite and thanked us for being allowed to enhance their training.

self check in. Dr/nurse told me

Asked me if i minded a trainee doctor sitting in at my appointment in front of the trainee. Would have preferred to be asked in private

V. Positive - Dr Walton :)

Apart from a short wait whilst she consulted someone more senior, it was fine

They were very good

Trainee Doctor was very pleasant and when unknown was honest and went to gain other GP advice for us.

The Dr asked me as soon as i went in for the appointment for my consent

medical student supervised by doctor hammatt was fine/ trainee doctor 'not good'

trainee midwife- pleasant experience, appointment took longer than normal but fine as had time to spare.

Very thorough

Both my husband and I saw medical students

very thorough - asked for opinion of senior where necessary

My experiences were good and I would question anything I was not happy with.

no problem with this situation

always got patient consent - no issues

Very professional, had to liaise quite a lot with a more experienced dr

The trainee doctor who i saw (female) was excellent, very thorough, very patient and checked everything with a qualified doctor before i left.

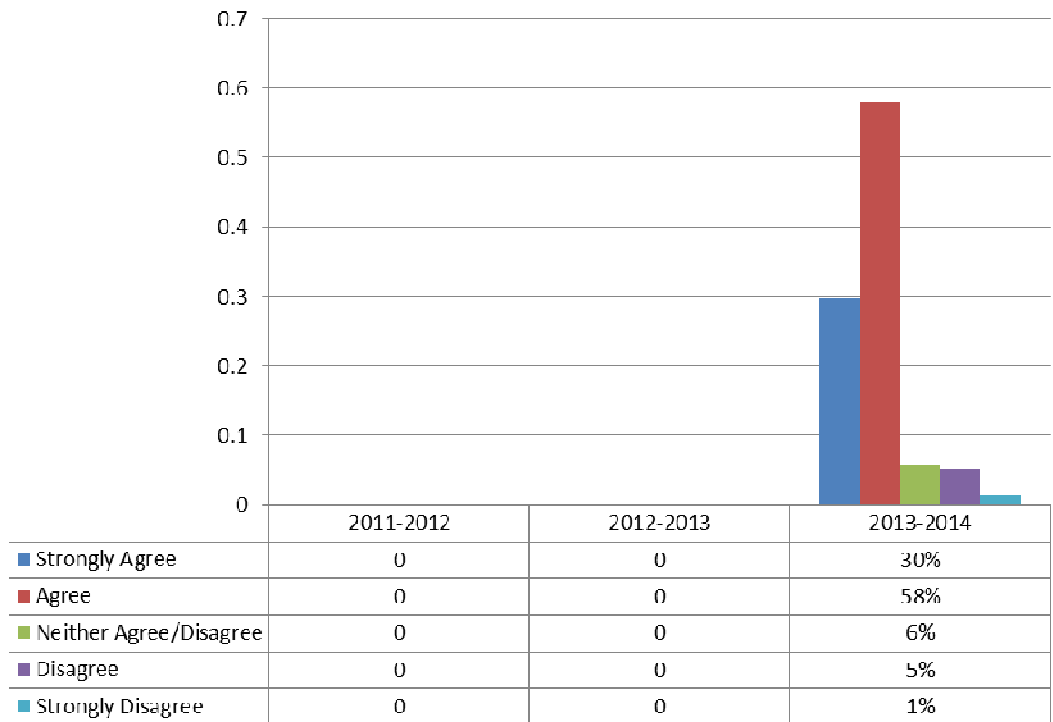
Very Good

No problems- very good.

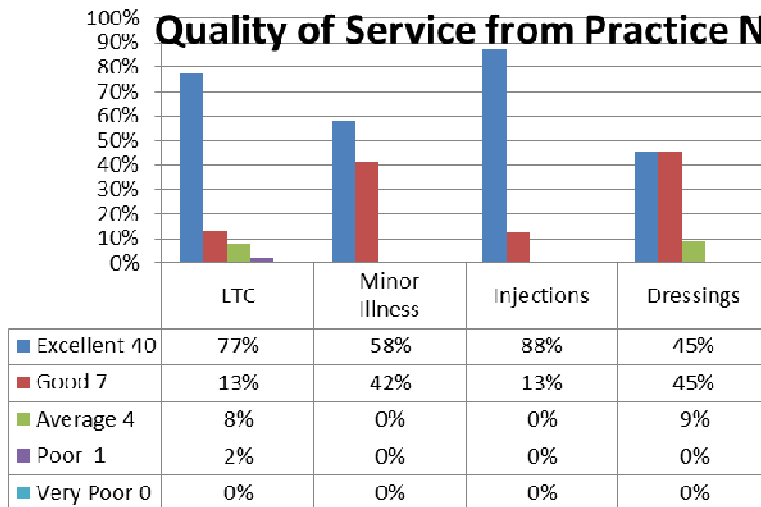
No problems, they were respectful and only asked the odd question

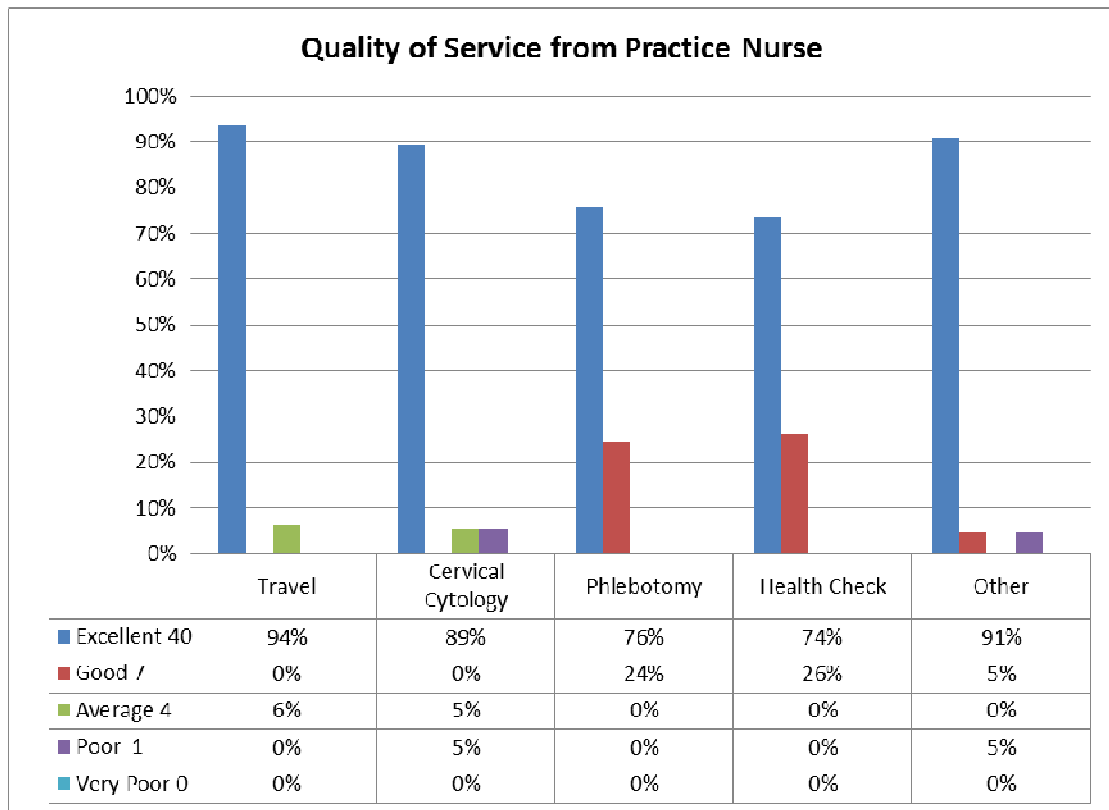
Excellent - a real 'calling'

### It is easy to make an appointment with a nurse



### Quality of Service from Practice Nurse





**If you felt your experience with the nurse was average or below average, please can you explain why so we can learn from your experience?**

Rushed, unfriendly too matter of a fact. No rapport

Out of vaccine for travel destination

I did not get full feedback on my COPD by the nurse. See above re trainee doctor.

A trip to South America needed malaria tablets at considerable expense for me and my wife. The others on the tour, including Australians and Spanish people, had no malaria tablets. No one suffered and we felt that we had wasted money being overly cautious. Perhaps GB has a cautious approach.

The soonest appointment is always weeks away! Even emergency ones. And if i dont have a phone to ring at 8am i can't even make an emergency appointment.

Stitches removed following surgery. Was told when I rang 5 days before stitches needed removing that the practice nurses are booked up two weeks in advance. Having said that when I said I needed stitches removed and appointment was made for me on the day required.

The nursing staff are most pleasant and professional.

Over 65 NHS Assesment - the follow up was very bad. It was very difficult to arrange a follow up appointment - the nurse was either not available or there were no appointments.

seemingly lack of interest

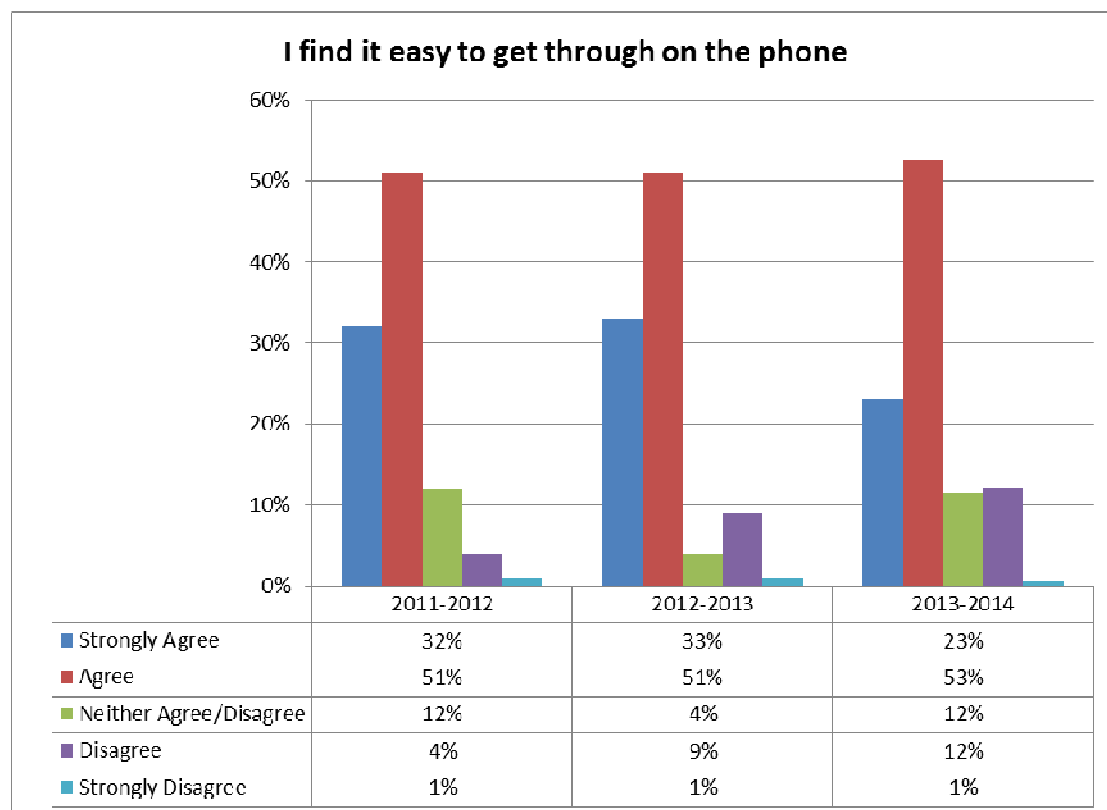
I feel my experiences are now about average! It would be helpful if one could make a routine/regular appointment with a particular doctor more than 2 weeks ahead

Ear syringe. Too long a wait

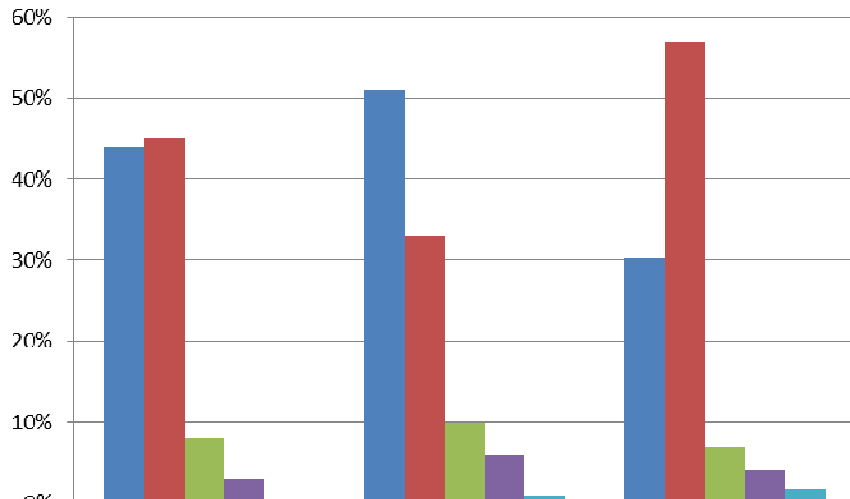
The 8 week apt for myself as a new mother and my baby was only possible at 8:15am after some discussion I was offered an apt at 9:15am. Early morning nurse apts are difficult to get to given how tricky it can be to get a baby ready for that time in the morning. Afternoon nurse apts for baby clinic would be much better.

The practice nurse stated she would look into a question I had and contact me, however I did not hear anything (3 months on).

I think the nurses who take the blood are very good, however, I do think they should wash their hands whilst the patient is present.

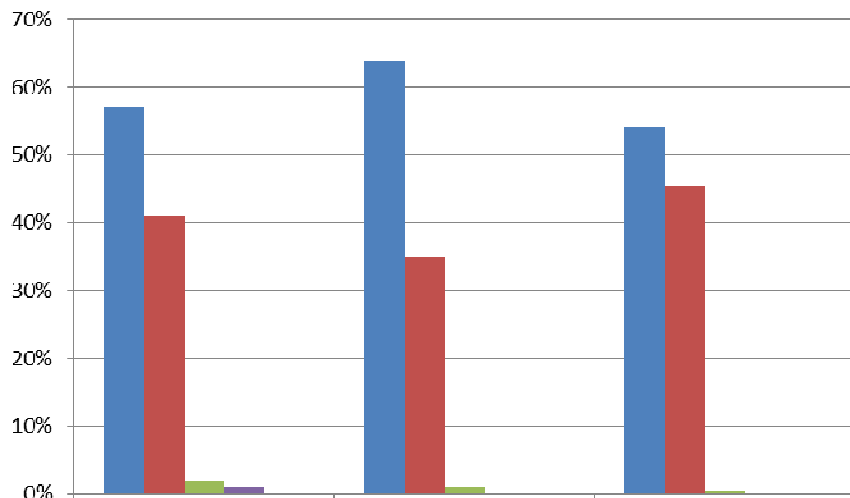


### The Reception staff are helpful

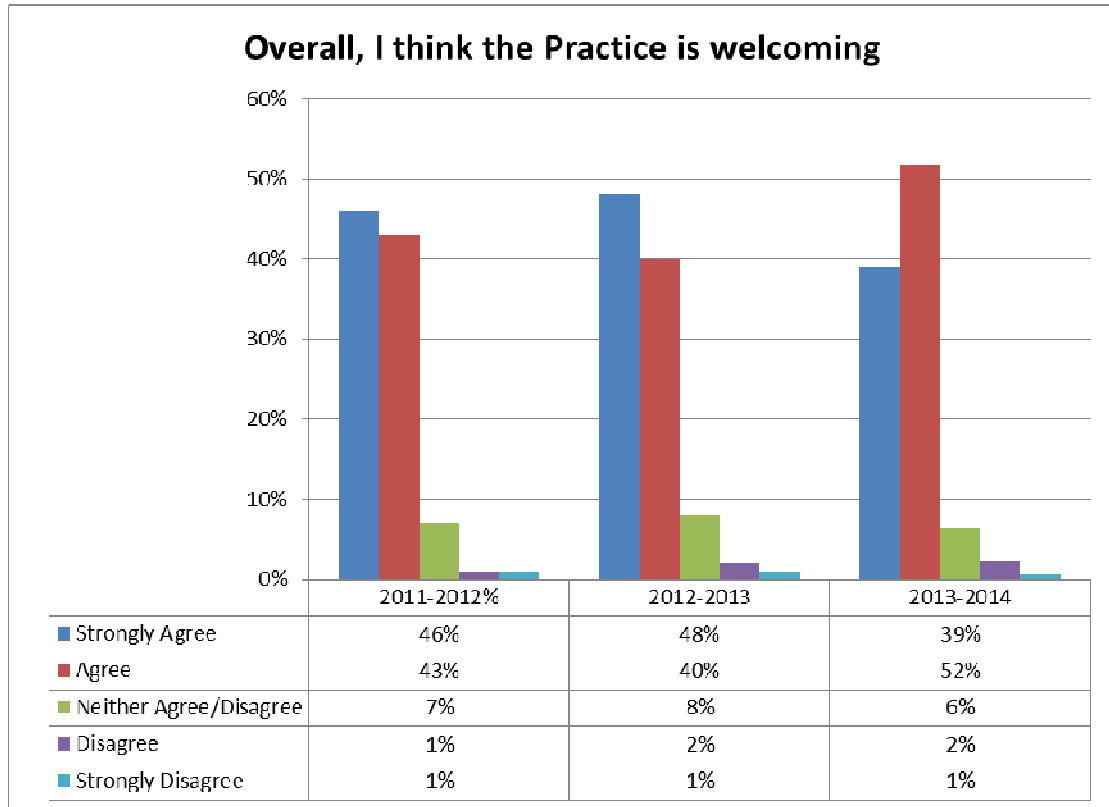


	2011-2012	2012-2013	2013-2014
Strongly Agree	44%	51%	30%
Agree	45%	33%	57%
Neither Agree/Disagree	8%	10%	7%
Disagree	3%	6%	4%
Strongly Disagree	0%	1%	2%

### The Surgery is clean & tidy



	2011-2012	2012-2013	2013-2014
Strongly Agree	57%	64%	54%
Agree	41%	35%	45%
Neither Agree/Disagree	2%	1%	1%
Disagree	1%	0%	0%
Strongly Disagree	0%	0%	0%



#### Any Other Comment you may like to make about the service we provide

Sometimes im not sure if my problem constitutes an urgent appointment or a phonecall from the duty doc. Maybe a list of common reasons for urgent appointments somewhere on the website and what can wait for a routine appointment

As a 30 something year old male, we are a social group well known for not going to the doctor! However on the occasions I have needed to call the surgery, I have found the reception staff rushed on the phone (I appreciate they have busy periods) and at times have been verging on intimidating and aggressive. This has sometimes made me feel that I am putting them out. When collecting blood results the reception staff appeared to be more interested in gossip rather than patients at the counter! Despite the above the surgery overall is very good

It depends which receptionist is on duty.

Some of the receptionists are very abrupt and do not smile

I find the staff, inc. Drs can often be unfriendly and make me feel as though im being a nuisance and not listening properly.

When making an appointment, i have to wait a while before an appointment is available

No complaints at all

Dr Shacklock is a very understanding doctor who listens carefully and has time for her patients.

Sometimes reception staff can be very 'short' with you. When you feel ill or worried about something this does not help



I am very happy with this surgery and find it better than my previous one.

I would like to be able to see my own GP sooner, often have to wait 3 weeks to have an appointment with her (Dr Prowse)

Very difficult to get an appointment with Dr Maw

Depending on the time of day getting through on the phone can be difficult.

It would help pass the time if the televisions had a news channel on with subtitles. The screens shown are very repetitive if you've a long wait

Thank You for providing such a brilliant service. It makes being ill a lot more pleasant!

Many times when submitting online repeat prescription requests the section for additional comments is totally ignored.

magazines in waiting area

Too long a message

Online System- would be useful to have facility to ask questions/make queries by email. Using repeat prescription service- i have asked questions in the relevant field on the form but am told this is not looked at

car park is a difficult shape

There is not enough parking space to move in the car park is restricted

Blood tests are very quick and well carried out.

I know it must help to have the answer phone msg repeating the same information but it is a tad annoying.

I only visit the doctor every couple of years but i find this practice very efficient

Just need to work on helping people get appointments sooner and easier

Wonderful helpful practice

Find it difficult for a routine appointment for my child. Was told i phoned too early (2 weeks) to book 6-8 wk. So called the next week as i was told and then struggled to be seen and ended up with a very early appointment with 2 children.

This year i have had to be seen on a number of times including telephone calls and i feel i have had excellent care by all i have seen. Thank You.

My wife and i have a routine of ordering prescriptions every 4 weeks. Quite often one item is not supplied because it has been prescribed within that time. This means we can never order all our requirements together and its infuriating

Not sure the I would class the surgery as welcoming as I very rarely speak to a receptionist because of the automated booking in system, so no interaction with a human being. The building is clean and modern and I like the separate waiting areas. Appointments are supposed to be at 10 minute intervals, but some doctors, who are really popular, always seem to be running very late. I realise all patients have differing needs but surely it is the doctors responsibility to keep on time as near as

possible and this should be pointed out to the patient. Although as in Q1, because patients are having to wait a long time for non-urgent appointments, they may do as I do, and take a list of problems and queries when I make an infrequent visit to the doctors, although I always start the consultation with the most urgent. More appointments need to be available on a daily basis. It also makes it hard to see your doctor of choice, because most of the doctors attached to the practice are part-time and so the number of appointments per week are reduced. On a positive side I see you have appointments earlier and in the evening which was workers should be a boom.

I haven't any complaints - I have always found the staff helpful and have always been able to either talk to or see a GP

Helpful staff, appointments system very good - feel I can always be seen within good time frame, urgent or otherwise

I feel I am getting the best service you can offer bearing in mind current constraints - a very good service!

Sometimes I feel that the reception staff take decisions/make statements which are not within their realm of expertise.

generally the overall service has improved recently - the younger members of reception staff are helpful and present a very professional front

I just feel anxious that I can't call a problem 'urgent' but it might be serious or turn into something serious if it takes too long to see a doctor. I don't know if the new system for prescriptions will cause me a problem, I want to carry on collecting them and taking them to a pharmacy myself so that I can keep control. I don't want them sending electronically and hope I won't be told I have to stop collecting them myself.

I joined the practice in 2013 and I am so happy with the way they have helped me with my current problems and the GP was amazing - she has helped me through so much and I would recommend her to anyone. Thank-you Dr Maw :)

maybe transport for people who are bad on foot or elderly

I am very happy with The Spa Surgery and find this practice much better than my previous practice in lots of ways. Thank you for all your hard work and good service.

A great surgery. Well done

I am in the caring profession myself and feel that staff could be friendlier and more welcoming. The atmosphere is sometimes quite cold!

reception staff can be rude and snappy. They're supposed to provide a caring efficient service.

Too far from town.

The reception staff could be a bit more friendly on the phone

I think the Spa Surgery is the best in Harrogate and the staff are always most helpful. Please do not change!

I find the reception staff miserable. I am aware that they have to deal with all types of patients but their attitude leaves a lot to be desired. They never 'greet' the patients, just stare and expect the patient to speak! The car park is a nightmare and made

worse by the amount of waiting time for the appointment. Some of the GPs seem to find it impossible to keep to time. I appreciate that some patients may unexpectedly need more than the 10 minutes booked but some staff are habitually late. Having made these adverse comments the care and advice given is good.

I am very happy with the service provided.

We are very lucky to have such a brilliant facility. I have been a patient for 40 years - no complaints at all.

I have tried hard to find some sort of fault, just any minor thing I can object about, but... nothing - a great medical practice, thanks!

## Appendix B

# Patient Group Representation

Our practice population profile:

## PRACTICE POPULATION

Age Range	Male	Female	Total	Age Range
0 – 15	780 50%	765 50%	1545	15%
16 – 24	491 45%	612 55%	1103	11%
25 – 34	621 49%	641 51%	1262	12%
35 – 44	732 53%	649 47%	1381	14%
45 – 54	772 50%	765 50%	1537	15%
55 – 64	595 50%	592 50%	1187	12%
65 – 74	512 49%	534 51%	1046	10%
75 – 84	321 43%	427 57%	748	7%
85+	133 33%	274 67%	407	4%
Total	4957 49%	5259 51%	10216	100%

## Ethnicity – Practice Population

	Patient Count	
(XaJQv) British or mixed British - ethnic category 2001 census	4611	45.32%
(XaJQw) Irish - ethnic category 2001 census	33	0.32%
(XaJQx) Other White background - ethnic category 2001 census	371	3.65%
(XaJQy) White and Black Caribbean - ethnic category 2001 census	5	0.05%
(XaJQz) White and Black African - ethnic category 2001 census	13	0.13%
(XaJR0) White and Asian - ethnic category 2001 census	14	0.14%
(XaJR1) Other Mixed background - ethnic category 2001 census	41	0.40%
(XaJR2) Indian or British Indian - ethnic category 2001 census	35	0.34%
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	5	0.05%
(XaJR4) Bangladeshi or British Bangladeshi - ethn categ 2001 census	1	0.01%
(XaJR5) Other Asian background - ethnic category 2001 census	36	0.35%
(XaJR6) Caribbean - ethnic category 2001 census	6	0.06%
(XaJR7) African - ethnic category 2001 census	42	0.41%
(XaJR8) Other Black background - ethnic category 2001 census	4	0.04%
(XaJR9) Chinese - ethnic category 2001 census	102	1.00%
(XaJRA) Other - ethnic category 2001 census	66	0.65%
(XaJRB) Ethnic category not stated - 2001 census	4790	47.08%
		0.00%
Total	10175	100.00%

## PATIENT GROUP

Age Range	Male	Female	Total	TARGET	over/under target	
0 - 15	0	0	0	0%	3	-3
16 - 24	0	0	0	0%	2	-2
25 - 34	0	0	0	0%	2	-2
35 - 44	0	0	0	0%	2	-2
45 - 54	2	0	2	12%	3	-1
55 - 64	0	2	2	12%	2	0
65 - 74	1	3	4	24%	2	2
75 - 84	6	2	8	47%	1	7
85+	1	0	1	6%	1	0
Total	10	7	17	100%	17	0

Our Patient Group numbers have dropped since last year. This is due to patients leaving the practice and a few who decided they did not wish to continue to be involved in the group. However we have recruited three new members who responded to appeals in our newsletters and information displayed on our noticeboards.

We continue to try to recruit younger patients but this has proved difficult. However as we are school doctors for two local boarding schools, one of the Partners (Dr Shacklock) meets annually with sixth form students. They discuss preparation for university and steps to take with regard to registering with local doctor, sexual health and well-being.

All the members of the patient group are White British which is not surprising as we have very low numbers of patients with other ethnic origins and this is solely because of the area in which we live.

We now have:

### **Core Patient Participation Group**

We now have a settled patient group of 17 patients (including three patients recruited this year) who meet two or three times each year to assist us in designing and managing a structure which both reflects and gains the views of the most appropriate cross section of our registered population.

### **Patient Surveys**

This involves a random selection of patients who attend the surgery so we can review the quality of a broad range of our services such as opening hours, repeat prescriptions, ability to book appointments ahead or to be seen quickly, telephone answering etc.