



**ALRESFORD SURGERY PATIENT FORUM
ALRESFORD SURGERY VIRTUAL PATIENT GROUP**

ANNUAL REPORT

MARCH 2014

Practice Profile

The Alresford Surgery is a Partnership providing general medical services to the market town of Alresford and the surrounding rural area.

The Practice currently has six partners providing 33 sessions each week (8,7,6,4,4,4) and two employed GPs providing 10 sessions a week (6,4). The Practice is a training practice and teaches medical students from Southampton University as well as GP registrars.

Alresford Surgery has a practice population of 9337 (January 2014). The full profile is as follows:

Age	Male	Female	Total	%
0 - 9	525	513	1038	11
10 - 19	542	554	1096	12
20 - 29	362	320	682	7
30 - 39	415	436	851	9
40 - 49	708	716	1424	15
50 - 59	697	682	1379	15
60 - 69	616	681	1297	14
70 - 79	447	488	935	10
80 - 89	204	306	510	5
90 - 99	37	83	120	1
100+	3	2	5	0.05
TOTAL	4556	4781	9337	

Our ethnic mix consists of a population which is 99.4% white with the remaining 0.6% being made up of Pakistani, Indian, Asian and Chinese and 'Other' ethnic groups.

Opening Times and Extended Hours

The surgery is open from 8.30am – 6.30pm Monday to Friday with telephone lines open from 8.00am for emergencies. In addition, extended hours surgeries are available on Saturday mornings from 8.00 – 11.30 and on one evening each week from 6.30 – 7.30pm. Drs Cribb, Stokes, Lowman, Wright, Cross and Webb work the extended hours surgeries on a rota basis.

Appointments for regular and extended hours surgeries can be booked in person at the surgery, by telephone or online.

Patient Participation Overview

The Alresford Surgery Patient Representation Group (PRG), known as Alresford Surgery Patient Forum, was set up to continue and develop patient involvement in the shaping of services provided by the Alresford Surgery. In addition to the Patient Forum, which meets approximately four times a year, we also

operate a Virtual Patient Group for those who cannot attend meetings. Members of the Virtual Patient Group agree to be contacted by email.

All registered patients are invited to attend Patient Forum meetings or to join our Virtual Patient Group. These groups are advertised in the following ways:

- posters around the surgery
- electronic notice board in the surgery waiting room
- website
- monthly newsletter which is delivered by email to patients who subscribe in this way and is published in 'What's On in Alresford' (delivered free to every household in the town), Alresford Forum (also delivered free of charge to households in the town) as well as the parish magazines which cover our rural villages.
- Surgery brochure, a copy of which is given to new patients upon registration
- Letters to 16year olds – each month we write to our teenage patients reaching their 16th birthday. The letter includes an invitation to join our patient groups.
- Posters sent to Sunbeams Children's Centre.

During 2013 and 2014 the Patient Forum met four times:

20th June 2013

24th September 2013

3rd December 2013

28th January 2014

Representation

The Patient Forum meetings regularly attract an attendance of between 8 and 16 patients as follows:

Age	Male	Female	Total	% (of total patient population)
0 - 9				
10 - 19				
20 - 29				
30 - 39				
40 - 49				
50 - 59	1	2	3	0.03
60 - 69	2	2	4	0.04
70 - 79	5	2	7	0.07
80 - 89		2	2	0.02
90 - 99				

100+				
TOTAL	8	8	16	0.17

All members of the Patient Forum declare themselves to be of 'White' ethnic background.

Virtual Patient Group

Age	Male	Female	Total	% (of total patient population)
0-9				
10-19				
20 – 29				
30 – 39	1	1	2	0.02
40 – 49		6	6	0.06
50 – 59	1	4	5	0.05
60 – 69	3	1	4	0.04
70 – 79	5	2	7	0.07
80 - 89				
90 – 99				
100+				
TOTAL	10	14	24	0.25

23 members of the Virtual Patient Group declare themselves to be of 'white' origin, 1 member declares themselves to be of 'other' ethnic origin.

It is noted that there are no members of either group who are aged under 30 years. All patients achieving their 16th birthday are informed about our Patient Forum and Virtual Patient Group. Posters advertising Patient Forum meetings and the Virtual Patient Group are sent to Sunbeams Children's Centre.

Gaining the Views of Patients Regarding Areas of Priority

During September, October and November 2013 patients were asked for their views on which areas of the surgery's services should be looked at in closer detail. The short questionnaire was available on the website, in the surgery and was sent as an email link to all members of the Virtual Patient Group. 72 responses were received and the results were as follows:

- 40% selected clinical care
- 78% selected getting an appointment
- 11% selected reception issues
- 35% selected opening times
- 30% selected communication with patients

Respondents were also given an opportunity to make free text comments and suggestions.

(respondents were asked to tick all those that applied to them which is why percentages do not add up to 100%)

The Patient Forum reviewed and discussed these results together with all the comments that were made. It was agreed that Alresford Surgery should conduct a survey addressing the subject of appointment availability and that we should include questions about how and where patients find information about the surgery. The Patient Forum requested plenty of space for free text comments at the end of each section of the survey. Questions for the survey were agreed at the Patient Forum meeting held on 3rd December 2013.

Collate Patient Views Through the use of a Survey

A survey on the subject of booking appointments was carried out between 5th December 2013 and 14th January 2014.

The survey consisted of 14 questions with sections covering reception, seeing a particular doctor, seeing any doctor, opening times and surgery information and publicity. After each section there were areas for free-text comments. The survey was launched on Thursday 5th December 2013 and was available electronically via the website and on paper. The survey closed on Tuesday 14th January 2014. 129 responses were received in total of which 37 were paper responses and 92 were via the website.

The survey was publicised with posters around the surgery including our electronic waiting room notice board, via our website and through our monthly newsletter which is which is delivered by email to patients who subscribe in this way, published in 'What's On in Alresford' (delivered free to every household in the town), Alresford Forum (also delivered free of charge to households in the town) as well as the parish magazines which cover our rural villages. The members of the Virtual Patient Reference Group were contacted directly by email with an electronic link to the survey.

The survey results can be found in Appendix A. The comments received can be found in Appendix B.

Provide the PRG with the Opportunity to Discuss the Survey Findings and Reach Agreement with the PRG on Changes to Services.

The survey results were discussed with the Patient Forum on 28th January 2014 and a draft action plan was agreed. The action plan was implemented once the Virtual Patient Group were given an opportunity to comment. Minutes of all Patient Forum meetings are published on our website and hard copies are available in a folder in the waiting room.

The Virtual Patient Group were contacted by email on 30th January 2014 with a copy of the survey results and the draft action plan and were asked for their comments and any further suggestions.

Agree an Action Plan with the PRG and Seek PRG Agreement to Implement Changes

The following action points were drafted by the Patient Forum meeting held on 28th January 2014 and were sent to the Virtual Patient Group for comment and suggestion on 30th January 2014:

- a) Publish dates for evening and Saturday surgeries in our monthly newsletter and on the website.
ACTION: regular ongoing – monthly
- b) Keep waiting patients better informed about doctors and nurses running late via waiting room information screen
ACTION: regular ongoing
- c) Encourage patients to plan ahead for booking routine appointments via publicity in the newsletter and website.
ACTION: Article in newsletter – January 2014
- d) Consider using web based social media (eg Facebook and Twitter) as another means to connect with patients and keep them informed about surgery news and services and to engage the views of the younger members of our patient list.
ACTION: for discussion at Partners meeting
- e) Promote online appointment booking (online booking facility implemented and is promoted via the website, newsletter, waiting room information, leaflets, practice brochure)
ACTION: Regular ongoing publicity
- f) Review access to 'soon' (i.e. 2-3 days) appointments.
ACTION: For discussion at Partner strategy meeting – May 2014
- g) Consider the use of email between patients and doctors via generic email address
ACTION: Initial discussion at Patient Forum meeting – further discussion with Partners
- h) Take measures to reduce DNA (Did Not Attend) rates by promoting the text message reminder service and using positive publicity to encourage attendance. (Ongoing – text message reminder facility implemented and promoted via website, newsletter, waiting room information, practice brochure)
ACTION: regular ongoing publicity
- i) Use regular team meetings (partner, doctor, nurse, reception, dispensary and management) to review difficulties, train and make improvements.
ACTION: regular ongoing

Review Action Plan for year 2012/13

- a) Publish information to help patients get the best from their surgery, particularly in terms of seeing the most appropriate clinician at the most appropriate time in order to improve continuity of care.
ACTION – article in surgery newsletter, February 2013. Article also added to website.
- b) Copies of the newsletter will be made available in the waiting room, at local pharmacies and at Thursday lunch club.
ACTION – newsletter emailed to member of lunch club team. Copies of newsletter printed and placed on reception desk and in waiting room.
- c) Re-record the telephone message using a shorter message and a female voice.
ACTION – message re-recorded January 2013
- d) Keep patients better informed about doctors and nurses running late
ACTION - Ongoing
- e) Re-publish information about 28 day prescribing – what, why etc.
ACTION – article in surgery newsletter, March 2013. Article also added to website.
- f) Purchase a screen for the waiting room to provide health information and surgery news.
ACTION – Screen purchased and mounted on wall in waiting room February 2013.
- g) Doctors will review the use of courtesy titles when calling patients.
ACTION – discussed at Partners meeting on 15th January 2013.

APPENDIX A
SURVEY RESULTS

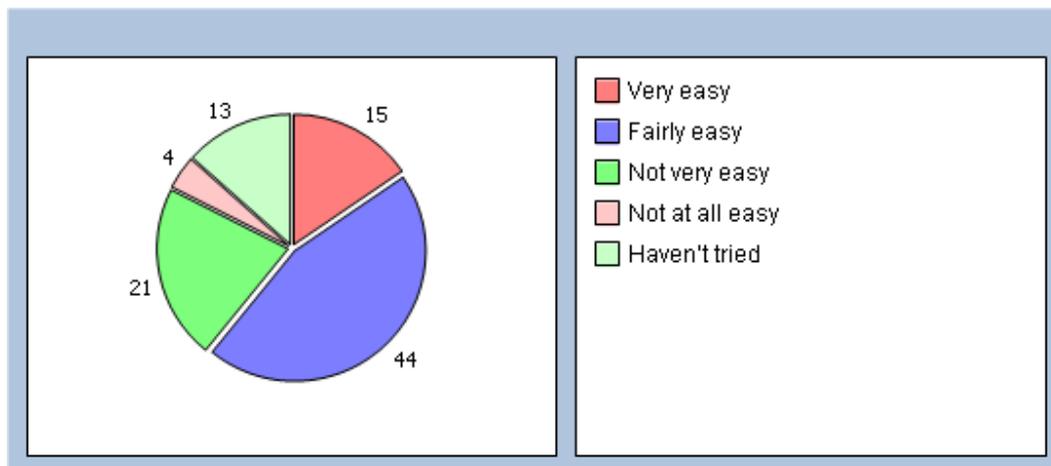
About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

Very helpful 62%
 Fairly helpful 31%
 Not very helpful 4%
 Not at all helpful 0%
 Don't know 0%

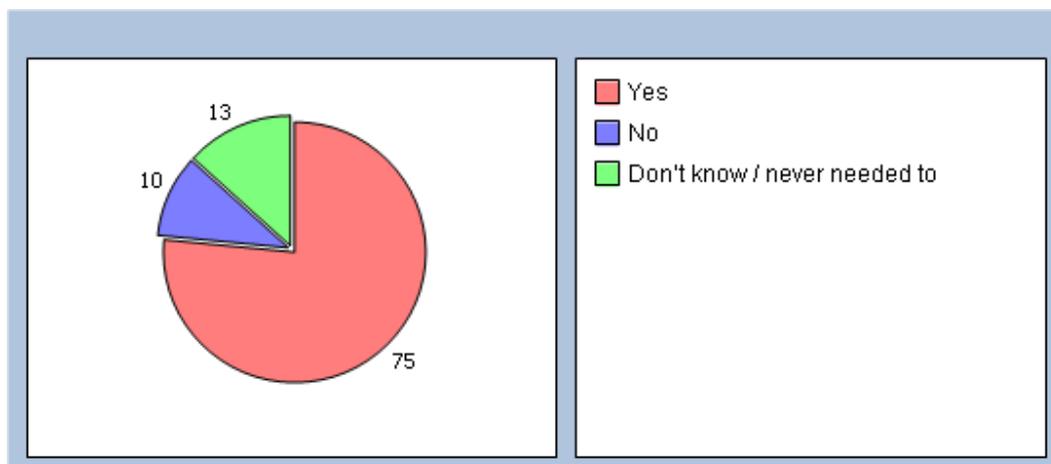
Q2 How easy is it to speak to any doctor or nurse on the phone at your GP practice?

Very easy 15%
 Fairly easy 44%
 Not very easy 21%
 Not at all easy 4%
 Don't know 0%
 Haven't tried 13%



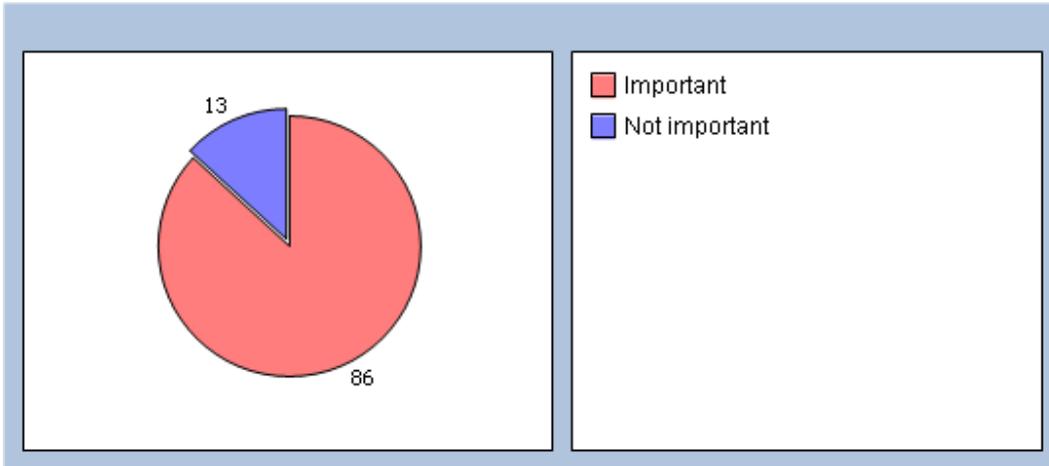
Q3 If you need assistance urgently, can you normally get advice and/or be seen on the same day?

Yes 75%
 No 10%
 Don't know / never needed to 13%



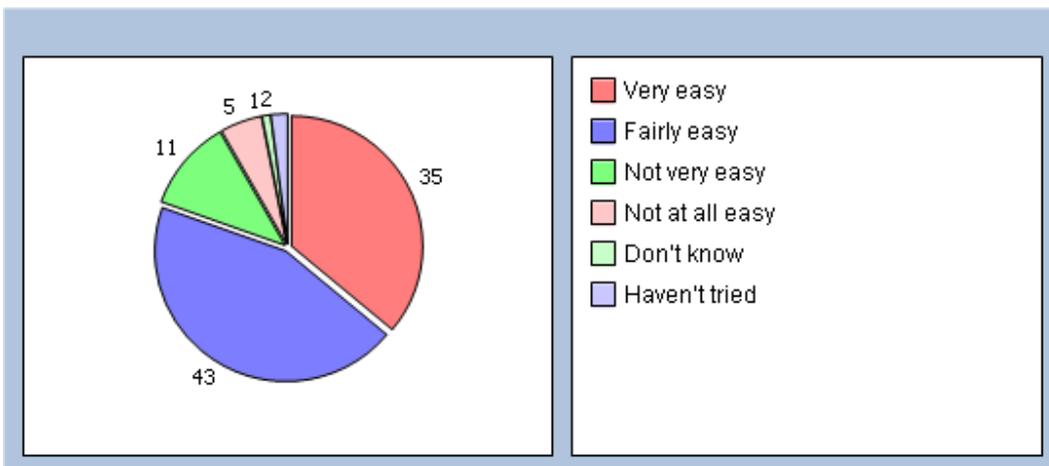
Q4 How important is it to you to be able to book appointments ahead of time in your practice?

Important 86%
 Not important 13%



Q5 How easy is it to book ahead in your practice?

Very easy 35%
 Fairly easy 43%
 Not very easy 11%
 Not at all easy 5%
 Don't know 1%
 Haven't tried 2%

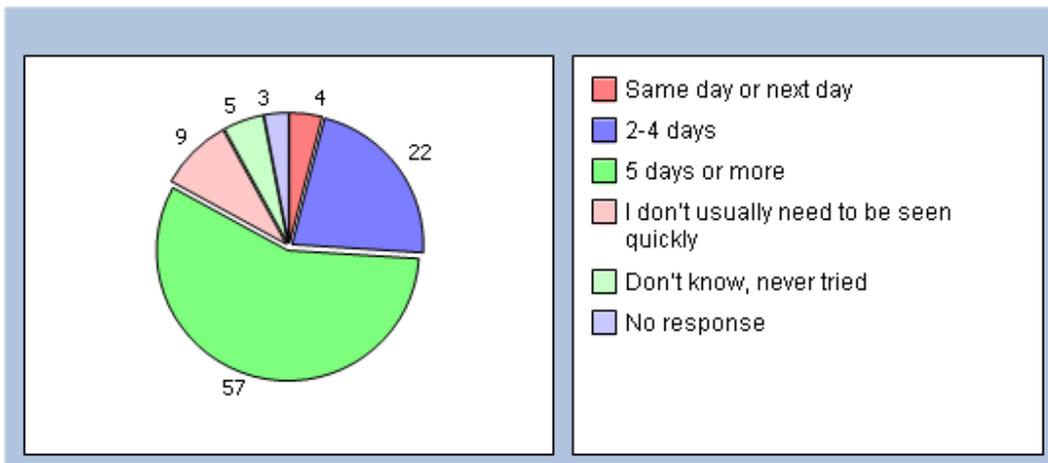


Q6 Do you have any comments about booking appointments?

Thinking of times when you want to see a particular doctor:

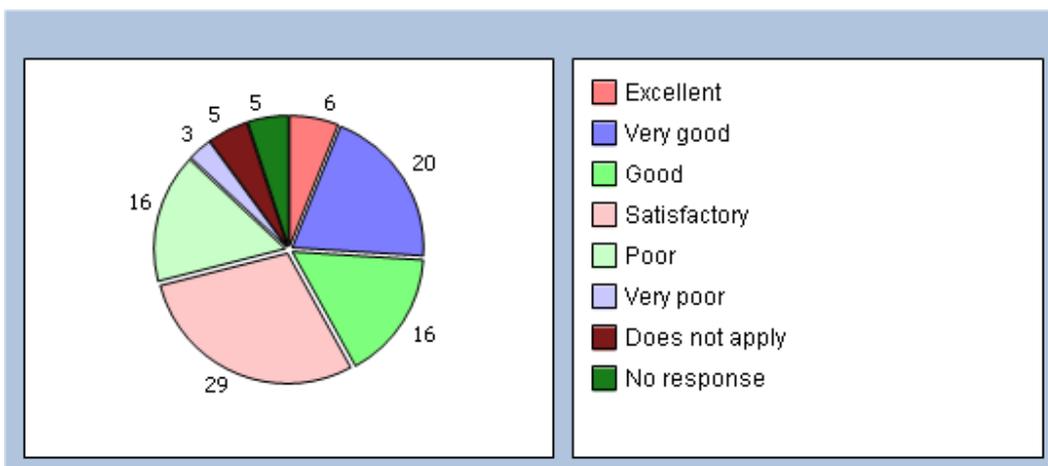
Q7 How quickly do you usually get seen?

Same day or next day 4%
 2-4 days 22%
 5 days or more 57%
 I don't usually need to be seen quickly 9%
 Don't know, never tried 5%
 No response 3%



Q8 How do you rate how quickly you were seen?

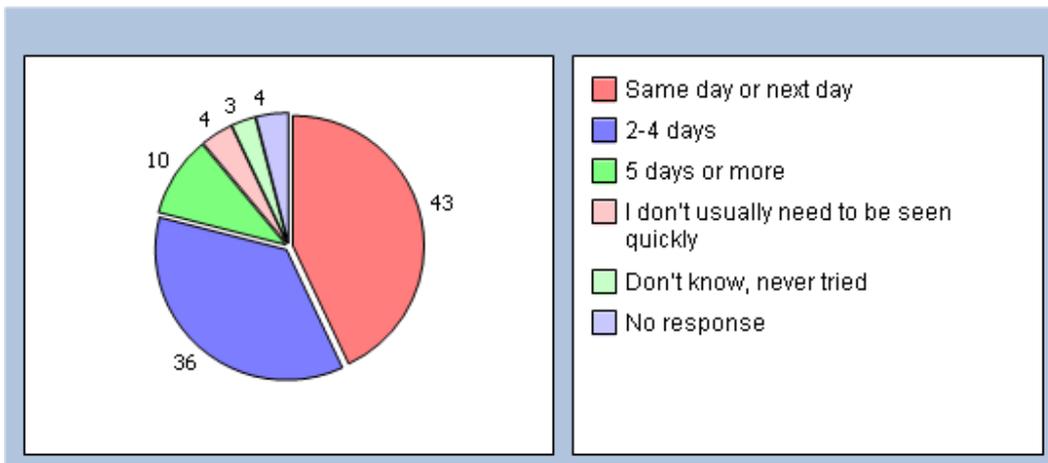
Excellent 6%
 Very good 20%
 Good 16%
 Satisfactory 29%
 Poor 16%
 Very poor 3%
 Does not apply 5%
 No response 5%



Thinking of times when you are willing to see any doctor:

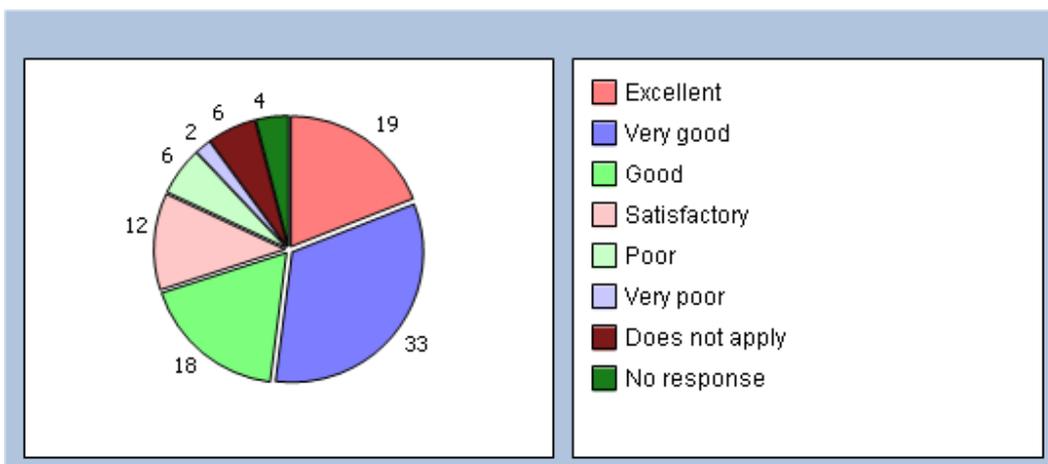
Q9 How quickly do you usually get seen?

Same day or next day 43%
 2-4 days 36%
 5 days or more 10%
 I don't usually need to be seen quickly 4%
 Don't know, never tried 3%
 No response 4%



Q10 How do you rate how quickly you were seen?

- Excellent 19%
- Very good 33%
- Good 18%
- Satisfactory 12%
- Poor 6%
- Very poor 2%
- Does not apply 6%
- No response 4%

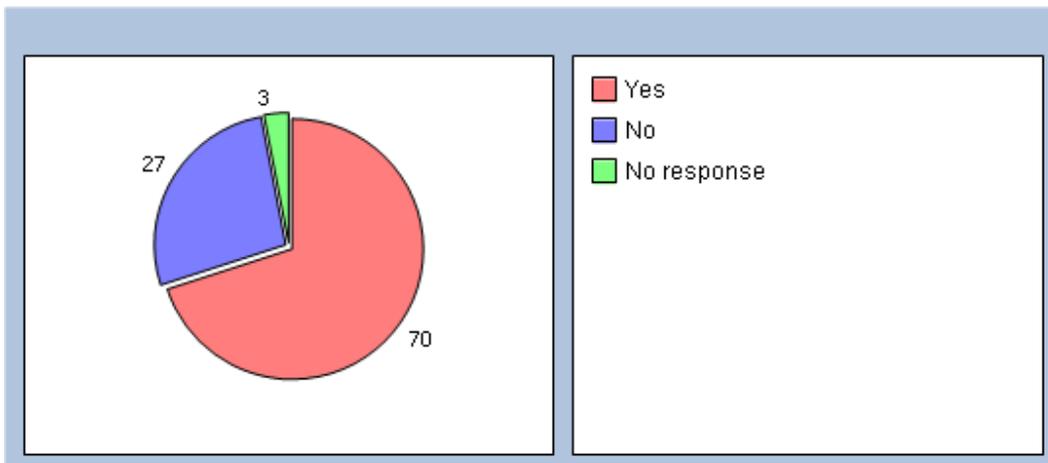


Q11 Do you have any comments about access to the doctors?

Thinking of surgery opening times:

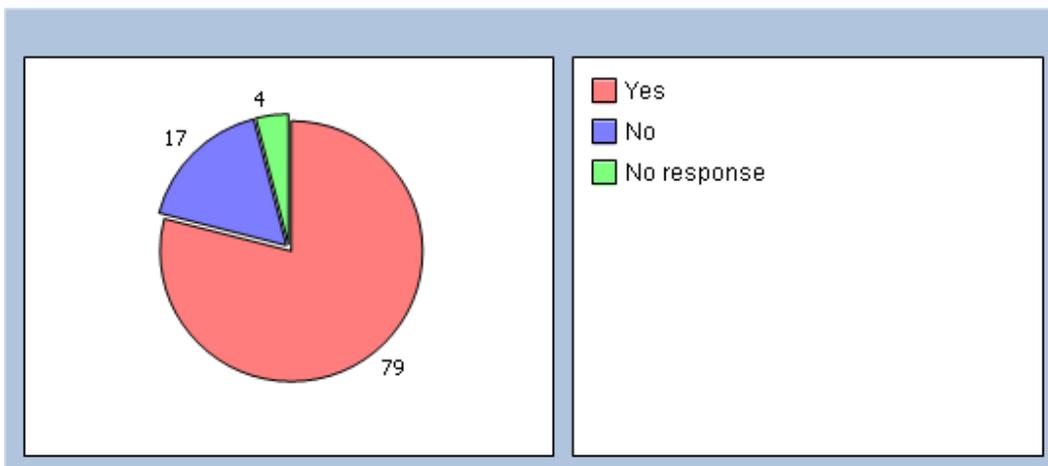
Q12 Are you aware of the surgery evening surgeries?

- Yes 70%
- No 27%
- No response 3%



Q13 Are you aware of the surgery Saturday morning surgeries?

Yes 79%
 No 17%
 No response 4%



Q14 Do you have any comments about surgery opening times?

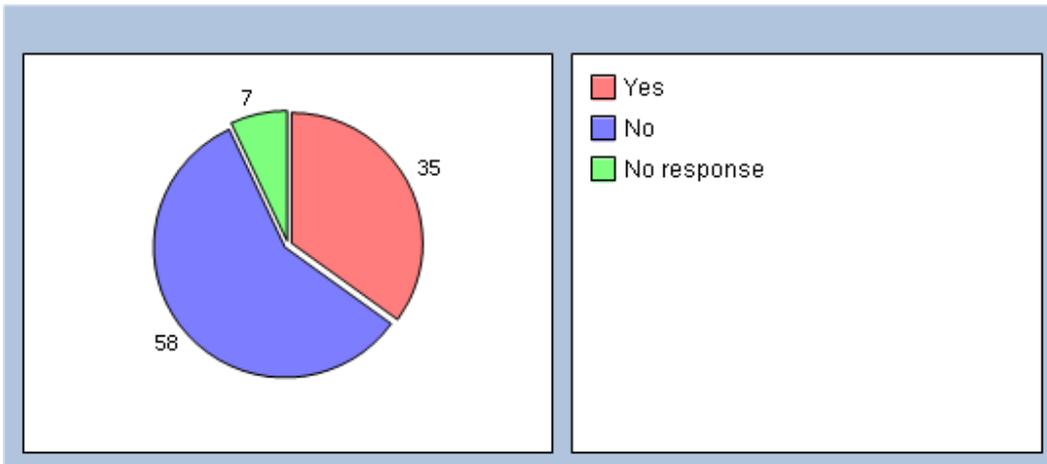
Thinking about how you find out about Surgery information:

Q15 Where do you look for information about the Surgery? (Please X all that apply)

Website 78%
 Notice boards in the surgery 26%
 Newsletter (What's On, Forum, and other parish magazines) 65%
 Surgery brochure 4%

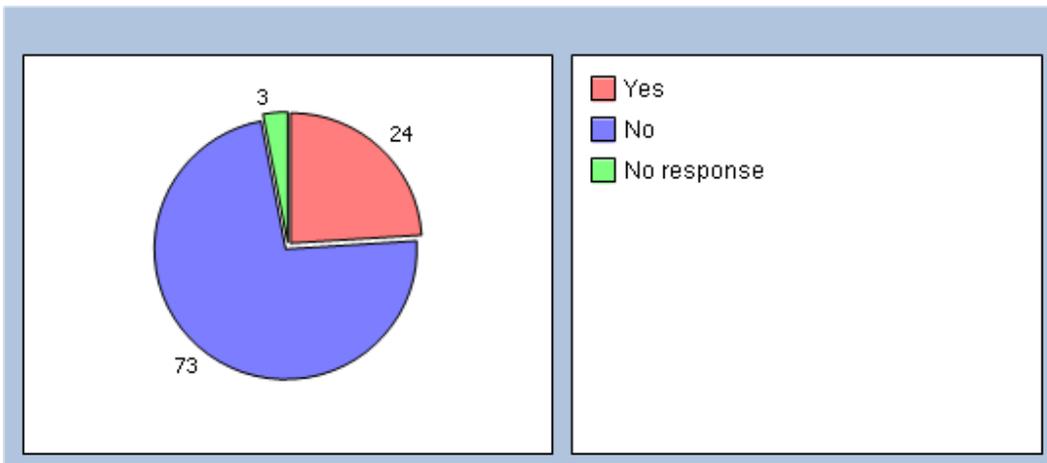
Q16 Do you use social media such as Facebook or Twitter?

Yes 35%
 No 58%
 No response 7%



Q17 Would you follow the surgery on Facebook or Twitter to keep up to date with services on offer, campaigns such as the annual flu vaccination programme and general health news and information?

Yes 24%
 No 73%
 No response 3%

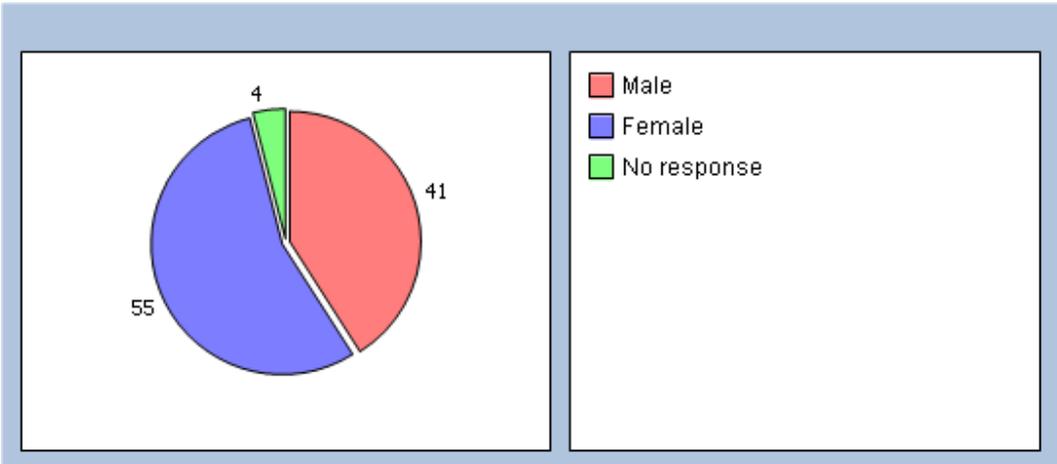


Q18 Do you have any comments about how we can improve communication with our patients?

It will help us to understand your answers if you could tell us a little about yourself

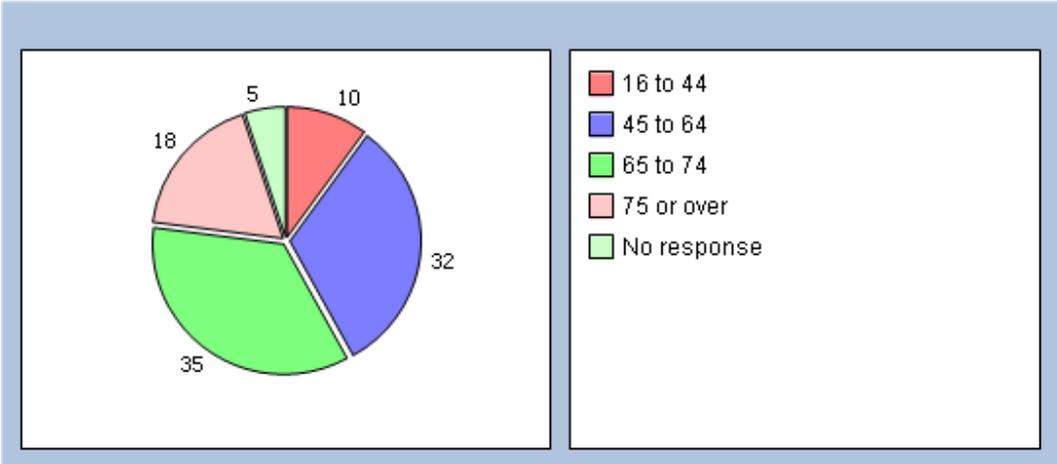
Q19 Are you ?

Male 41%
 Female 55%
 No response 4%



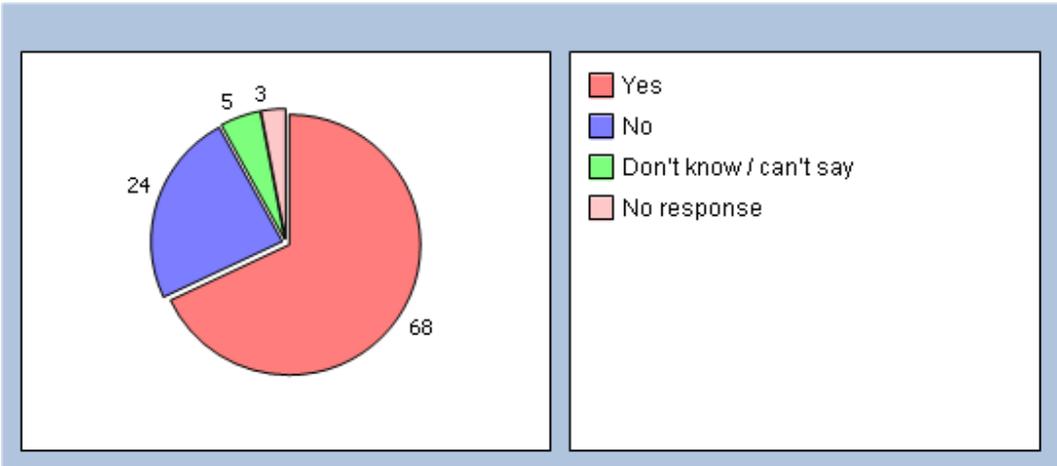
Q20 How old are you?

Under 16 0%
 16 to 44 10%
 45 to 64 32%
 65 to 74 35%
 75 or over 18%
 No response 5%



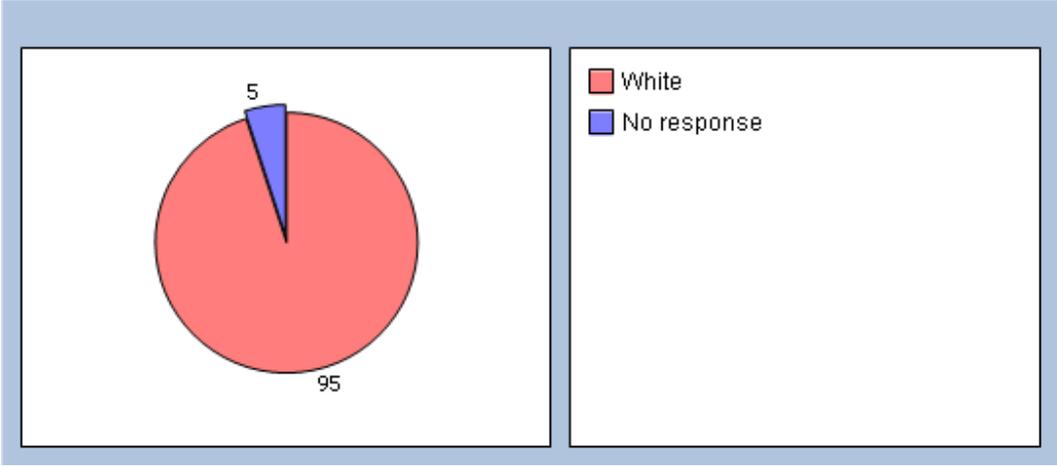
Q21 Do you have a long-standing health condition?

Yes 68%
 No 24%
 Don't know / can't say 5%
 No response 3%



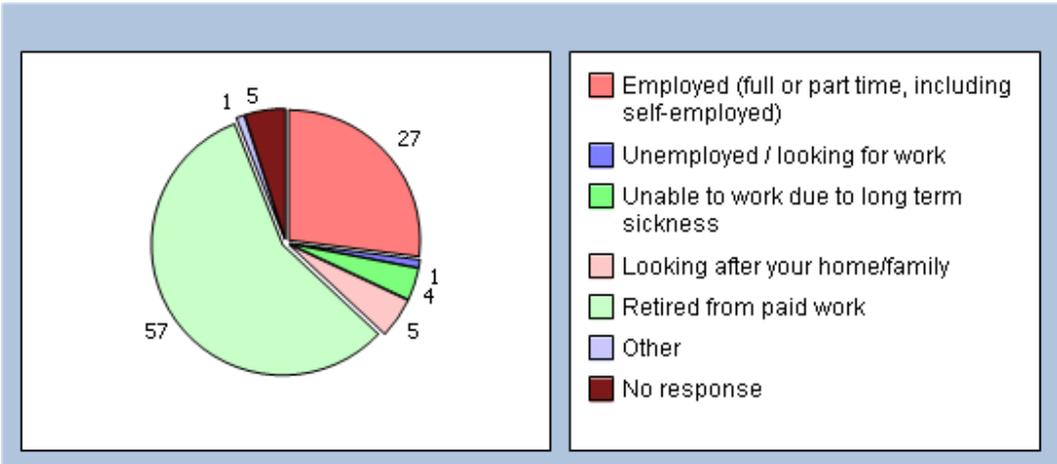
Q22 What is your ethnic group?

White 95%
 Black or Black British 0%
 Asian or Asian British 0%
 Mixed 0%
 Chinese 0%
 Other ethnic group 0%
 No response 5%



Q23 Which of the following best describes you?

Employed (full or part time, including self-employed) 27%
 Unemployed / looking for work 1%
 At school or in full time education 0%
 Unable to work due to long term sickness 4%
 Looking after your home/family 5%
 Retired from paid work 57%
 Other 1%
 No response 5%



Finally, please add any other comments you would like to make about Alresord Surgery?

APPENDIX B – Survey Comments

Comments About Booking Appointments

1. Always handled efficiently
2. cannot do so if further than 4 weeks
3. cannot make an appointment in more than 4 weeks which is important to me and my wife
4. Difficult to see same Dr. or computer not made up for 1 month ahead.
5. Every time I try to book an appointment we can never get one on the same day. The appointment I have had today had to be booked 2 weeks in advance which is very unacceptable.
6. Good if it could be done on-line.
7. Good progress in that blood tests can now be booked on line.
8. Great idea for online bookings but not all doctors are on this listing and for a reoccurring condition I need to see the same doctor really... I didn't choose this doctor initially I just made an appt to see any doctor.
9. Hard
10. Have always found everything about the surgery excellent.
11. I believe that you can't book an appointment more that 2 weeks in advance, this is no good if you work full time and need to give a lot of notice of appointments to your employer.
12. I don't normally need urgent appointments and am reasonably flexible if I do need to see a doctor. But three years ago my mother was living with me and she occasionally required urgent attention and regular ongoing treatment. All staff, reception, nursing, pharmacy and doctors gave me every assistance and gave my mother excellent care.
13. I have twice yearly appointments to check blood pressure. Provided that I apply a week or two early I have always been able to see Dr Stokes, which is important for continuity of treatment. Please consider this comment in connection with the answer to Q7 as well.
14. I joined this practice from Watercress, Medstead because of facility to book appointments rather than 'walk in' surgery.
15. I never have any problems & every one is very helpful.
16. I read about people not showing up for appointments. What is the surgery doing to minimise this? Is there any follow up with the people concerned?
17. I sometimes feel nervous ringing the receptionists to ask for an urgent appointment, as I know it causes trouble for them and is hard for them to squeeze people in, but sometimes one needs to see a doctor urgently. In my experience the receptionists always get the triage nurse to ring me and then the nurse takes it from there. This system usually works ok, but I still feel nervous before making the call. It is not that easy to talk to a doctor directly on the phone. Would the system used at Gratton surgery (where different doctors are available to take phone calls from 8.15 to 8.45 a.m before their morning list) be appropriate in Alresford I wonder? I use this system to call my mother's doctor to check her condition and it is really helpful.
18. I sometimes find the phone difficult to follow
19. I think the booking system is good and definitely not want it to change It is good to be able to book ahead.
20. I'm not sure what the booking "ahead of time" means exactly. I assume this is for people with a long-standing health condition who need periodical appointments, which is not my case. Also, it would be really good to have a system in place that allows us to see the available times and doctors so that we can choose the most convenient and book it on line. Still haven't read the latest newsletter, so my suggestion might be already in place now. If that's the case thank you!
21. It is much more important to see a doctor when one needs it, rather than to be told that there is no appointment for a week or more. To be asked 'is it an emergency?' is not always helpful. That is for the doctor to decide. Most patients are reluctant to 'be a nuisance' and find it quite uncomfortable to have to insist on an early appointment. Of course, there are routine procedures which

can wait for a week or more, in which case, it is useful to be able to book ahead.

22. It is not very helpful when the only appointment is three weeks ahead.

23. It would be great if we could book appointments online.

24. Much better system than those in Kent where I lived before

25. No

26. No problems

27. No problems with booking in advance. Not so easy if require a Doctor same day without having to go through Nurse etc. My answers below relate to the last time I needed an appointment to see any Doctor. (it took 9 days).

28. Normally I make appointments only for cholesterol blood tests with the nurses, or with my Doctor to review the results. I have never had problems with either appointments.

29. Not very easy to book ahead if over 4 weeks. Follow up appointments can be difficult if the time span is over four weeks. Follow up appointments within a set time span can be difficult with the same doctor.

30. Often have to wait quite a few days in order to see a doctor from making contact with the surgery. Receptionists can sometimes be offhand and pre-occupied.

31. On-line booking would be useful.

32. Only with bookings to see your preferred doctor - waiting time can be too long for a fairly urgent appointment. This can affect the rapport with the surgery and any attempt to forge a rapport with 'your' GP, especially as the chosen doctor is probably more aware of a patient's complete history, which may not necessarily be available from the patient's surgery notes, this is particularly evident also with prescriptions written by 'any'doctor rather than you preferred GP.

33. Quite difficult to make an appointment with a particular doctor.

34. Seldom have appointments available for the same week even if you phone on Monday!

35. Some receptionists are very helpful others are not so - it would be good if they could all have the same training and understanding when there is a problem.

36. The receptionists are generally very good, although on one occasion she wasn't helpful.

37. There does seem to be a longer period to wait for appointments lately.

38. Unfortunately there is one lady on reception who can be quite difficult to talk to, very short and somewhat rude! I do not know her name though, but if she answers the phone I have, on occasion, hung up and tried again later in the hope of getting someone else answer!!!

39. Unhappy at not being able to book a particular doctor in a relatively short time.

40. Very difficult to see own doctor next day/following day due to no of days in surgery during week. Even seeing another doctor is very rarely next day. I only go to surgery if urgent or persistent problem, so not very useful to have an appointment 3/4 days away.

41. Very satisfactory

42. We are extremely lucky at Alresford, you can always ask for a Duty Doctor to call you to discuss a medical problem, and he/she will also put a prescription for medication at reception for collection, if it is needed straightaway.

43. When the doctor or nurse says I'll need to see you in a month or 2 months time the reception is unable to do so as the appointments aren't available that far in advance. This then leads to not booking in an appointment as I forget due to my medical condition.

44. would be very helpful to be able to book online

COMMENTS ABOUT ACCESS TO DOCTORS

1. 1. Agin, if working full time, appointments can be difficult to access.
2. Always helpful
3. Dislike having to go through receptionist then triage nurse in order to get reasonably quick appointment, although they are invariably polite and helpful. It seems not so long ago that you could get a next day appointment as long as you didn't specify a particular doctor. Not all conditions can be classified as urgent yet need to be seen fairly soon.
4. Due to so many doctors working part time (only 2-3 days a week) it is very difficult to have continuity of treatment with the same person. Resigned to seeing any doctor available especially with follow up appointments, therefore don't like being told I should see the same doctor by the doctor that is available.
5. generally very good if you need a doctor to speak to.
6. Good access
7. I am aware that a small minority of patients do not attend their booked appointment. Would the surgery consider charging patients for this in the hope it would free up appointments.
8. I had a cracked little toe and wanted to ask if I needed an x ray. The receptionist suggested I go to casualty as the doctors were fully booked that day! In view of the emphasis on not going to casualty for trivial reasons, this seemed a bit silly. A doctor did ring me at my request and then suggested coming in that day. She agreed with my self-diagnosis and said it was not worth having an Xray!
9. I like to see my practice doctor and usually do.
10. I never get to see the doctor I want to see.
11. I only want to Peter as I think he knows my problems which his notes may give another doctor. Especially as I have an I am allergic to penicillin which was not picked by the duty doctor
12. I struggle to get an appointment (with anyone) within a week at the surgery. Also, very sad that Dr D'Arcy left :(
13. I work from home several days each week so I can be fairly flexible but it is still difficult to get appointments. If it's not an emergency but you are concerned about something and want to see a doctor you don't want to wait a week. Usually 2 to 3 days might be ok, but this is not possible. The system in place allows you to phone as an emergency first thing in the morning but you have no choice of doctor and have to see the emergency doctor. This seems to happen to me every time and I don't think I should be taking an emergency appointment just to see a doctor.
14. I would not want to use an on-line appointments system for doctors or nurses.
15. I would prefer to be able to see my own doctors within, say, 3 days
16. If I can be flexible then very good.
17. I'm not very sure about Q9, whether it's been same or next day or perhaps 2-4 days. In any case I think that when I didn't mind seeing any doctor I didn't need to wait very long.
18. It is almost impossible to see the same doctor most of the time unless one books well in advance. Illness does not always allow for that. Sometimes one is made to feel very diffident about asking for a home visit. Most patients will do their utmost to attend the surgery if at all possible.
19. It would be helpful to be able to book routine appointments well ahead of time as it is not always easy to drop everything to get to an appointment which is not urgent. Perhaps when tests are being done it would be useful to book a follow up appointment or call with the doctor at the time of the initial appointment then if there is a problem there is no worry about seeing the doctor who is dealing with that particular issue. I have recently tried to book an appointment with a doctor to follow up on test results and because he is booked up I was offered an appointment for 3 weeks time! I now have to see another doctor sooner but would be easier all round to have that knowledge that an appointment is there if needed.
20. It would be nice to see a particular doctor a little more quickly when the condition is not urgent or when results are back.
21. Never had a problem

22. No ok.

23. No problem in access.

24. NO.

25. Often have to wait a few days to see a doctor

26. Only to say that I recognise doctors are under huge pressure and inevitably there will be delays and difficulties with seeing all patients as soon as they may require attention.

27. Part time hours by so many makes particular doctor appointments harder

28. Part time working of only two days a week severely restricts access. To have to either "back track and start again" with another Doctor or wait possibly two weeks or more for continuity with the same Doctor is very unsatisfactory. Serious consideration should be given to future employment policy regarding part time working.

29. Receptionists asking 'why'?

30. see above comment

31. The answers to Q9 and Q10 relate to appointments more than a year ago.

32. The duty callback system is good

33. The problem doesn't seem to be in booking appointments ahead, but in trying to see a doctor for a non-emergency without having to wait for three weeks. If I needed to see someone in a real emergency I would go to A&E. It isn't clear what constitutes an "emergency" in the surgery and the receptionists don't have or aren't allowed to express a view.

34. the staff try their best to get me seen asap.

35. To date I have not found it very easy to see a specific doctor (e.g one who know's a patient's history well) quickly. So one inevitably ends up seeing different doctors each time, in order to get seen. This means that each time one sees a different doctor one has to explain things from scratch again.

36. When I trapped a nerve earlier this year I struggled to get an appointment - 3 weeks. Once seen I got excellent support and care.

37. With complicated medical conditions it is sometimes difficult to see a doctor other than your usual doctor as the knowledge and understanding of your background isn't there. It would be better if you can see your usual doctor at short notice, yet understandably there is high demand. Maybe to counter this, all doctors should/could be made aware of complex patients to save time of explanation of medical history.

38. With regards to Q8, I am unfortunate in that my "usual" doctor is very popular!!

39. works ok

Comments About Opening Times.

1. A little frustrating that Saturday is appointment only if you need to see a doctor over the weekend urgently, but again, understandable.
2. As someone who is semi-retired I generally have no problem with coming during the day. I would try to leave evening and Saturday appointments to those in full-time work.
3. Early morning (7am) would be useful for urgent access and to help shift workers.
4. Easy to find out via website
5. excellent idea for thoes who work awarkward hours.
6. For someone who is retired they are fine.
7. For us that work in Basingstoke it would be good if we could be squeezed in afterhours or have late or early appointments available. Before 0730 or after 1800.
8. Given the above (evening and Saturday surgeries) of which I was not fully aware I feel the surgery opening times are in line with current practice and should be able to cope with local patient demand. Basically a high standard of service in terms of opening times.
9. Good opening times
10. Good opening times but often kept waiting for an appointment
11. I am retired, so opening times are not the problem that might have been when I was working.
12. I like the 6.30 closing time
13. I think they are very reasonable and accessible.
14. I would prefer a Saturday morning surgery, instead of a surgery just for emergencies.
15. It is an inevitable fact that I get ill/problems on a Friday late afternoon/evening. Have used 111 and ok.
16. it would be helpful to have evening surgeries every evening Monday to Thursday, and I am sure it would take the pressure of the Hantsdoc and A&E services.
17. Most patients feel strongly about the lack of whole weekend cover. The feeling is that one must try never to become unwell at that time. Speaking to an 'anonymous' person on the phone (who knows nothing of one's medical circumstances) when feeling very unwell or panicky is not easy or reassuring.
18. No.
19. Not sure whether the evening and Saturday appointments are for everybody or just for emergencies.
20. Out of hours coverage
21. Retired so not important to me.
22. Satisfactory
23. the introduction of evening and saturday appointments is really good if they can be booked in advance.
24. The opening times are excellent
25. The surgery opening times are not a problem for me as I work at home a lot but they are for my husband. I don't know if there are enough Saturday appointments for people who can't get to see a doctor during the week.
26. The times are fine for me although when I was working I found doctors appointments were difficult to attend without missing a significant amount of the business day. My work was approx. 40 minutes from my home and 35 minutes from the surgery.
27. They could be longer but except that the doctor's have lives too
28. Think your doing an excellent service

29. Times are appropriate

30. When I have tried to book these times (extended hours) it has not been possible.

31. When I was in full time employment evening and Saturday morning surgeries would have been most useful. Now I am retired it is not so important to me but I think the facility is good for those who are working.

1. All is great already. Everyone is helpful.
2. Communication seems effective at present
3. Considering the number of patients re staffing levels I think you run a very good practice. I am please and feel quite lucky to be registered here. Everyone is polite and helpful.
4. Do not rely on the website as an awful lot of your (elderly) patients do not have access.
5. Feel you need to remember that many of your older patients do not use or have access to the internet so please don't forget them in a rush to computerize every communication.
6. I am very anti Facebook as it seems to cause more problems than it solves.
7. I believe you use the internet to good effect and it should be the patients responsibility to find out what the services are being offered by the surgery. The Newsletter is good and a valuable source of information for all patients (with internet difficulties)
8. I think communication is good.
9. I think the information is readily available in most accessible forms.
10. I think the surgery communicates well with patients on the whole. Information about any doctors who are running late could be made available to patients at the surgery.
11. I will never use electronic social networks but am a heavy internet user, so I think it is very important to regard the web site as the most important electronic means of communication. I find the information screen in the waiting room very interesting and useful - I now know how to wash my hands properly!! Displaying information about/from organisations such as the Migraine Association (which has helped my wife enormously) would be very valuable/beneficial.
12. If I know how to use Facebook and/or Twitter, perhaps I would find it useful!
13. I'm surprised that the surgery doesn't make more of e-mail.
14. Maybe I should (use facebook and twitter)!
15. No
16. No new ideas, as I believe it's quite sufficient due to the broad variety of methods used for communication. On top of other good means of communication such as the web page and notices at the surgery, every household receives the newsletter. It should be the individuals' responsibility to use those in order to keep up to date. However, if there is any particular "segment" of the population who are not being reached, perhaps this could be pointed out in a newsletter, or when they visit the surgery, and ask them directly for ideas. I find the electronic board too busy and fast moving to be able to read the items before they disappear.
17. No.
18. None that I'm sure you haven't already thought of.
19. Noticed a difference last year.
20. Offer e-mail access to GP's
21. Ok as is
22. Sometimes encountered difficulties with repeat prescriptions of controlled drugs, where the tone of communication has been less than satisfactory.
23. Try and give better notice if appointments have to be cancelled.
24. Yes: when doctors are running late (say, more than ten minutes per appointment time) it will be most helpful if patients in the waiting room can be kept informed, and an approximate length of the delay given.

General Comments

1. All helpful
2. Alresford Surgery care about my health and are patient in their manner.
3. Although highlighting areas of suggested improvements I am very happy with the service provided by all at Alresford Surgery and wish to thank everyone for their continued help and support.
4. Always a pleasure to visit or contact. Have never had any reason to complain or put forward any objections.
5. Apart from quibble about appointments I find the surgery to be very good, offering a high standard of care.
6. Eagerly awaiting seeing changes.
7. Everybody is very helpful and friendly
8. Excellent. At the moment Dr Ann Lowman is being particularly helpful to me, but all the doctors my wife and I have seen have given excellent service. Reception staff are excellent. All good wishes to all for Christmas and the New Year.
9. Generally a great service but just needs a little attention.
10. Generally a very good service.
11. Generally excellent
12. Generally, I think the surgery provides an excellent service and all the doctors I've encountered have been attentive, friendly, efficient and professional .
13. Grateful you are here!
14. Having moved here 16 months ago my wife and I have been very happy with the service we have received. I am particularly impressed by the way you care for Diabetics with regular 6 monthly check-ups and care for my feet.
15. I am completely satisfied with the services provided by the surgery. Keep it up!
16. I am grateful to have such a good surgery and have no complaints about the service offered
17. I am usually very happy with the service I receive. There are glitches only occasionally.
18. I believe the surgery is very well run and patient friendly as well as being efficient and caring. There will always be minor problems or issues to resolve but I believe the people of Alresford are very fortunate to hav such a high standard of service of medical professionalism in their midst.
19. I Cannot fault the surgery staff or doctors, excellent
20. I feel that, in general, the services provided by the Surgery are very good. I have never yet felt that cost is an issue when the Doctor assesses what medication or tests need to be ordered. I am appalled by the Coalition Government's wholesale privatisation of the NHS and of the savage attacks mounted by Ministers on the NHS in general and the services provided by GPs in particular - all part of the war of words to justify privatisation. It is a great pity that Ministers and senior politicians of all parties can buy their way to immediate treatment. I would like to express my thanks to ALL of the Alresford Surgery staff.
21. I find it a very efficient surgery and if you genuinely need to see a doctor, one will be made available, even if they need to speak with you first, on the phone.
22. I have always found every doctor and also every member of staff very good to deal with on all levels.
23. I think all aspects are good. It is a pleasure to see the surgery having improvements at the moment. My own GP has always been very understanding and excellent.
24. I think everyone at the surgery is doing a grand job, particularly at the moment during the re-building - everyone is still really nice and helpful!
25. I think I'd like to have continuity and see the same doctor(or 2 or 3 doctors) each time. Luckily I haven't had to use the surgery a lot but I have been very happy with all the doctors and other staff I have consulted.

26. I think it is a very good surgery and I find my doctor both helpful, efficient and kind.
27. I think it is an excellent and well run surgery
28. I think that on the whole Alresford Surgery is very good, especially when compared with stories told about others. But that is no reason for Alresford to become complacent and ways to improve the services should always be high on the agenda for any practice.
29. I would like to be able to book appointments ahead over four weeks. Have continuity of treatment with a particular doctor over a course of treatment - this has not always proved to be possible at times.
30. I would like to see more done with people who are missing their appointments/finding out why they are missing them. I believe this would help solve the issue of not being able to get an appointment on the same day.
31. I would value email contact with doctors, can be filtered - doesn't have to be direct.
32. In general it would be helpful to see a local doctor at weekends. A rota of doctors
33. In the 15 years I have been coming here I have always been dealt with politely, efficiently and to date effectively, although I have experienced some severe health problems. Thanks.
34. It is awesome!
35. Looking forward to the expansion in New Year. Shhh someone missed the f off alresford above
36. Make sure prescriptions and medicines are well stocked. Have twice been turned away as relevant medicines not in stock and had to return at a later date. What if I had been going away or couldn't return at a later date?
37. Needs more appointments available and it is difficult to see the same doctor.
38. On the whole you give us a very good service.
39. Other than struggling to get appointments within a week, and Dr D'Arcy leaving, its fine!!! As far as seeing my children the same day if necessary then it is very good - Dr Cross is particularly lovely! Oh, and the website is currently not working!
40. Overall services are good. Nurse service is excellent. Access is the only problem I experienced earlier this year. However access to the duty doctor was very good and helped.
41. Overall very good.
42. Pharmacy staff excellent, cheerful, and deserve to be mentioned in despatches.
43. Pleasant, helpful staff
44. Pleased with the appointment system. Looking forward to being able to slot a time for appointment online.
45. Seems to have improved. Thank you.
46. still surprises me that even having booked one of the earliest appointments I can still be waiting to be seen 20 minutes after the appointment time.
47. Thank you for giving me the chance to give feedback in this way. I appreciate this. I wish you all a healthy and happy New Year.
48. The quality of the clinical services is undoubtedly excellent. Access to the services not always being in a timely fashion is the main issue. Only employing full time Doctors and some automation of the booking system will go a long way to solving these problems.
49. The repeat prescription on the website works very well indeed. Appointments: 1. Can more be made of telephone appointments? i.e. Receptionist asks 'would you like an appointment with the doctor in surgery or would it be more convenient for you if you had a telephone appointment with the doctor who will phone you between 12-2pm (or whatever)? 2. Follow up appointments a) where a doctor says 'I would like to see you in six weeks' the patient makes an appointment as normal through reception. b) where a doctor says 'I would like to see you in 7 days to see how these pills work (or whatever)' all doctors in the practice consistently make the appointment there and then on the screen. 3. Extra sentence on website and all monthly news

letters in bold: All doctors and nurses in the practice have your medical notes in front of them when making telephone calls to you and discussing your care.

50. The staff and nurses and doctors offer an excellent service and are very much appreciated although you don't get told enough.

51. The standard of care is very good indeed.

52. The surgery here in Alresford is very helpful and understanding. Everyone is made welcome. The doctors listen and do not judge. The NHS should be very proud of the surgery.

53. There are always SMILES around, both on the phone or at visits to the surgery.

54. This is my first visit - but my family (parents) speak very highly of you esp. Dr Lowman and I thank you for your care of them.

55. Very efficient. Good communications compared to surgeries in Kent

56. Very grateful to everyone.

57. Very helpful at all times.

58. We are very lucky to have such a good practice.

59. Well run. Keep it up!

60. Where are all your cars going to park when the work is done? Appointment Book-in is so fast on screen there is little time to read what is on the screen

61. Why is it the appointments are always running late - this time its so far been 15 minutes and I have to go somewhere else and may have to leave before the appointment.

62. You provide a great service and are always very helpful - thanks to all the team.