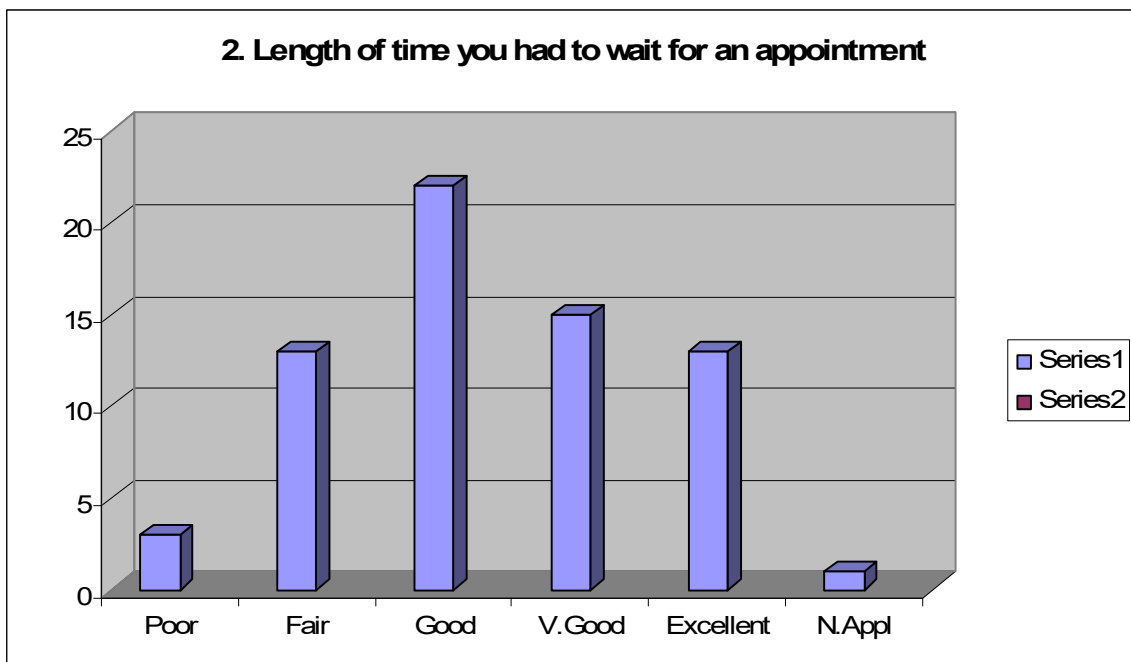
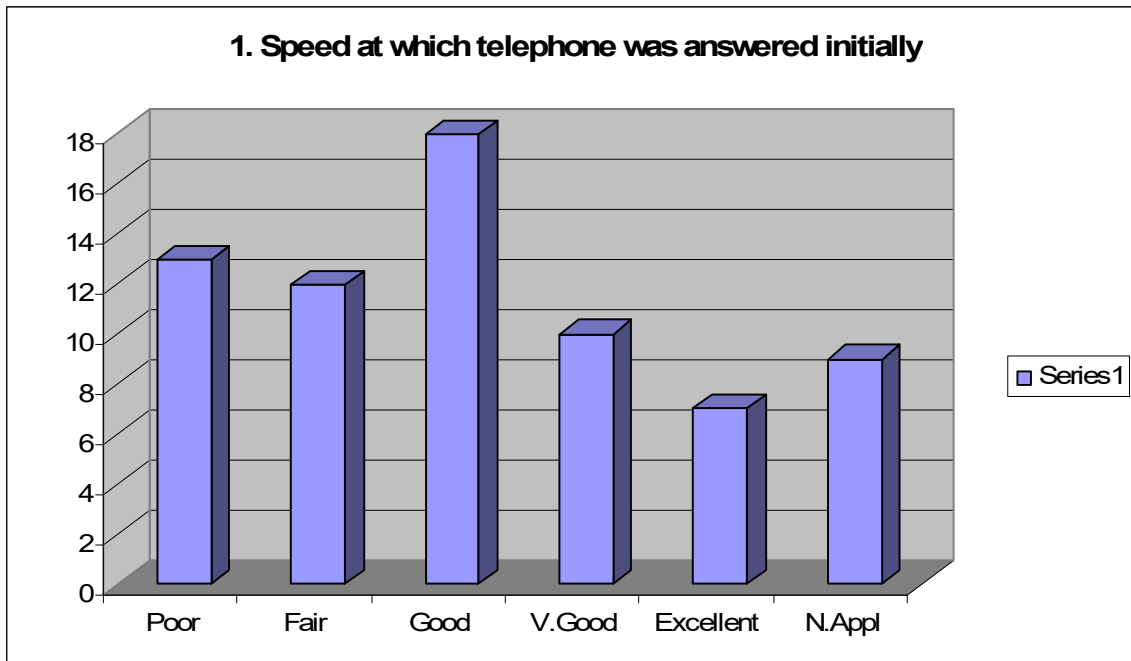
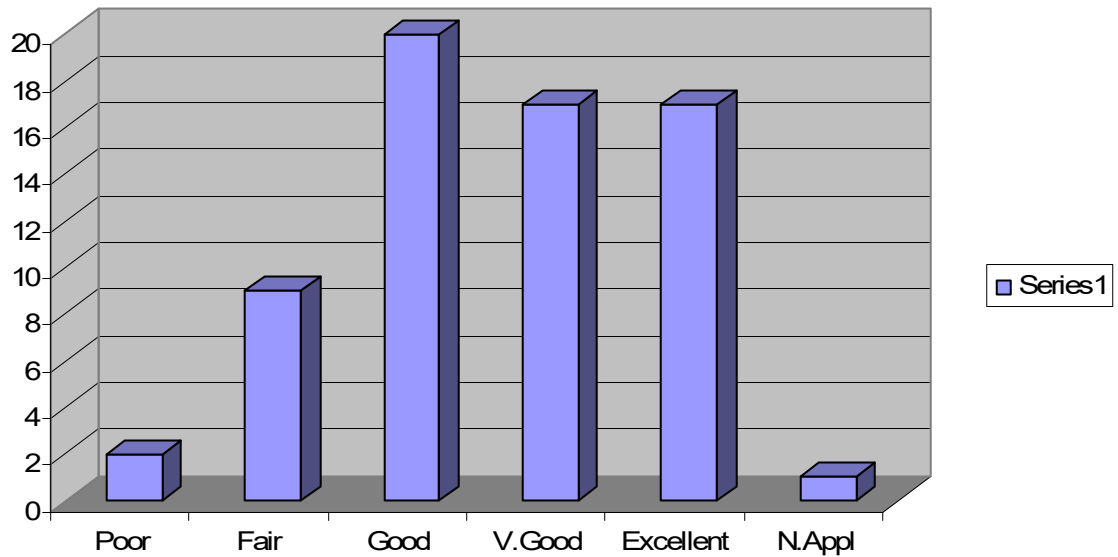


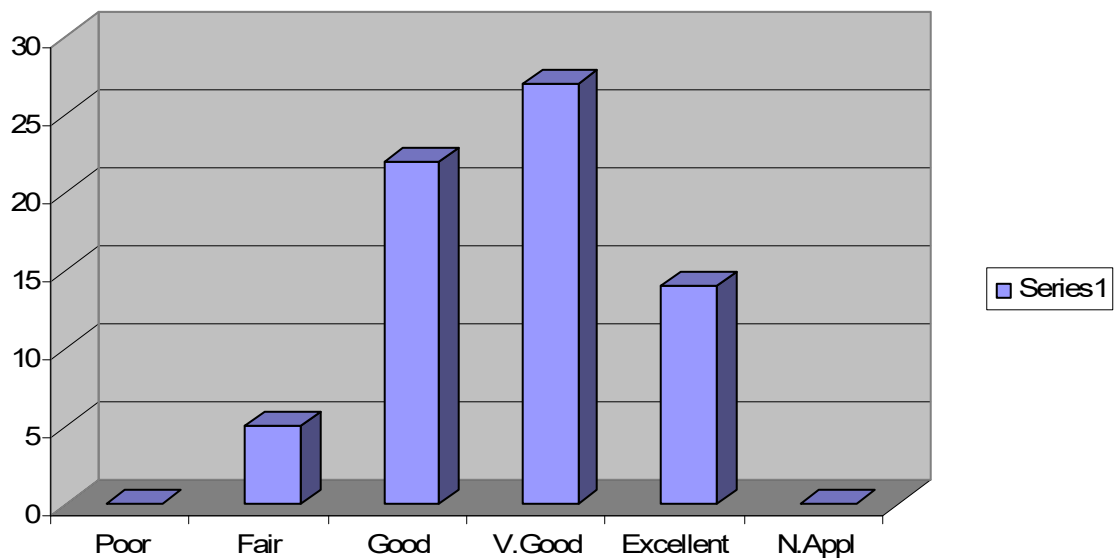
# Stone Cross, Pevensey Bay and Westham Surgery Questionnaire Results 2015/2016



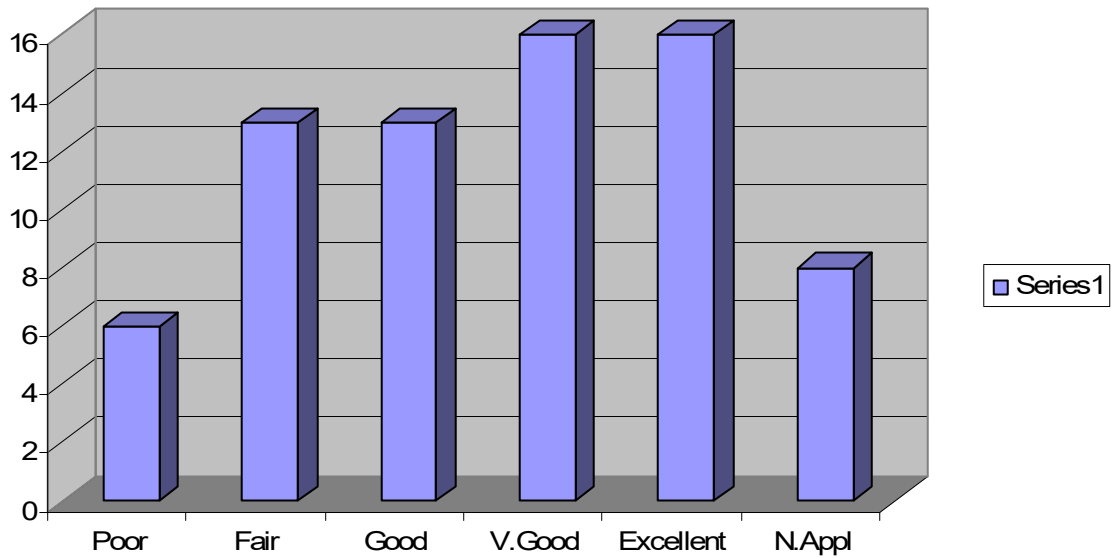
### 3. Ability to see a Doctor quickly when necessary



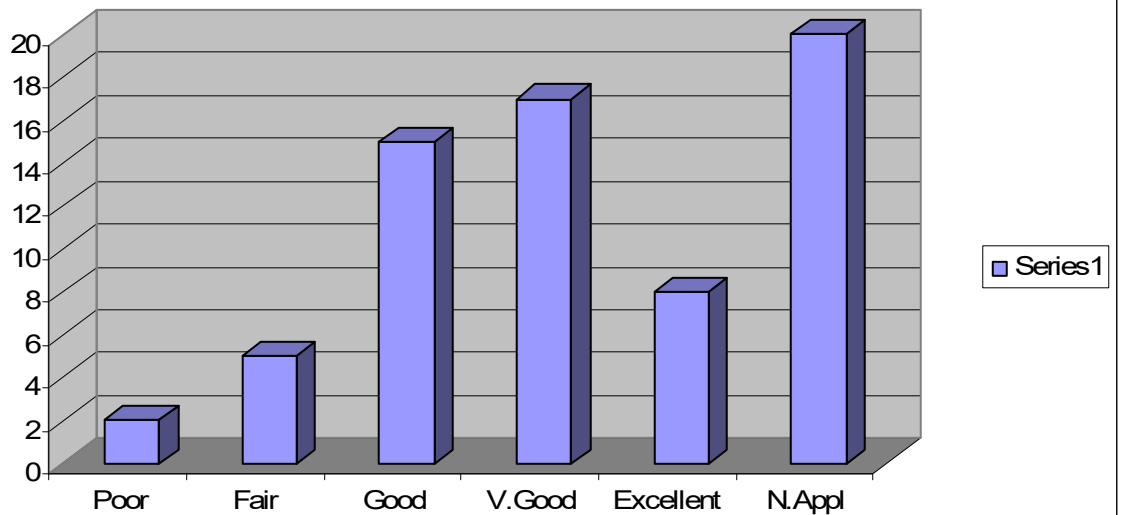
### 4. Convenience of day & time of your appointment



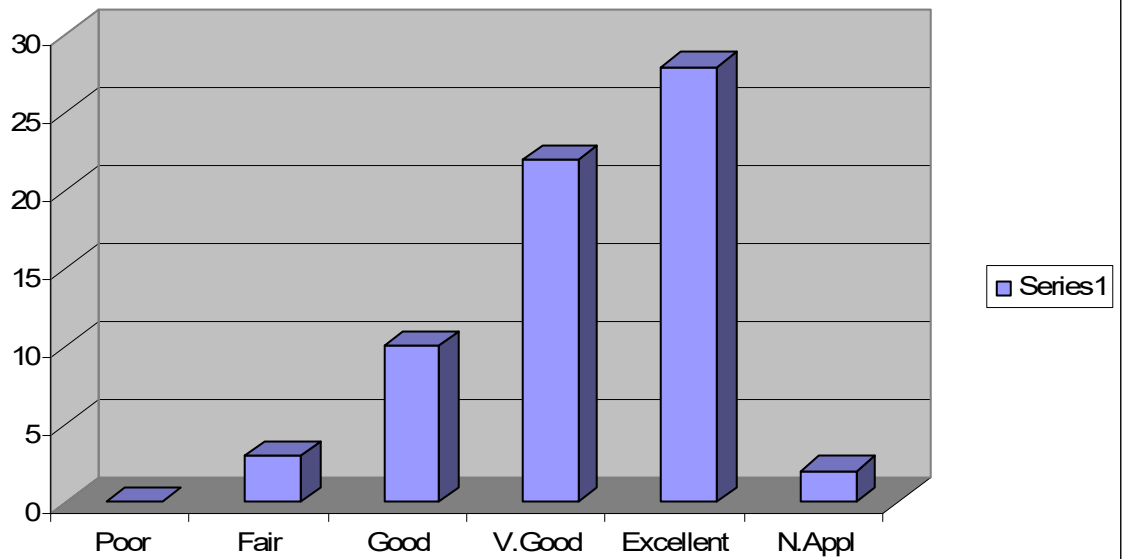
### 5. Seeing Doctor of your choice



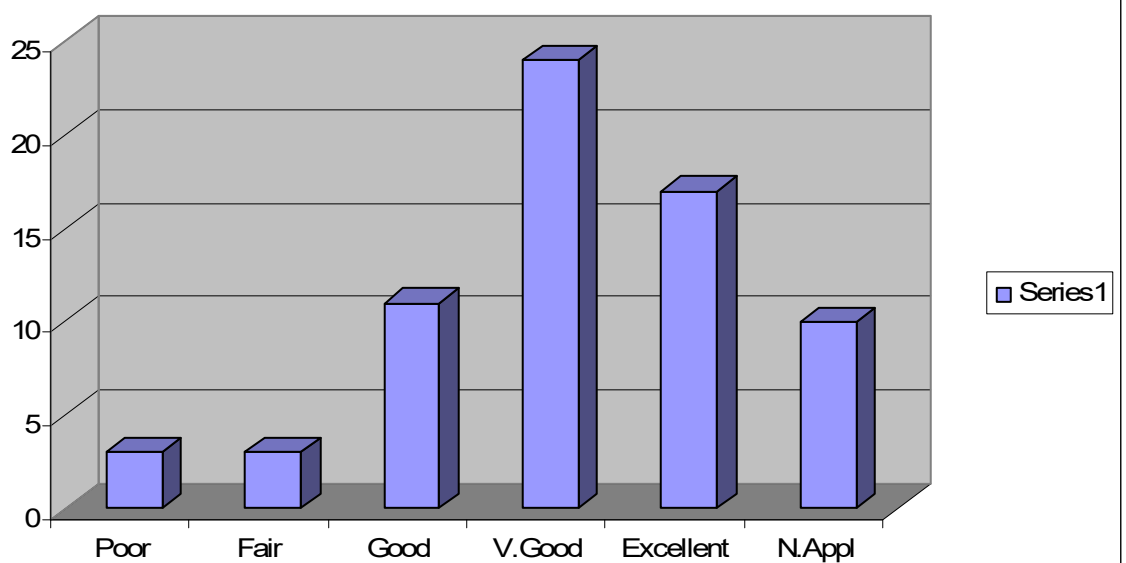
### 6. Opportunity of speaking to a Doctor or Nurse on the telephone as appropriate



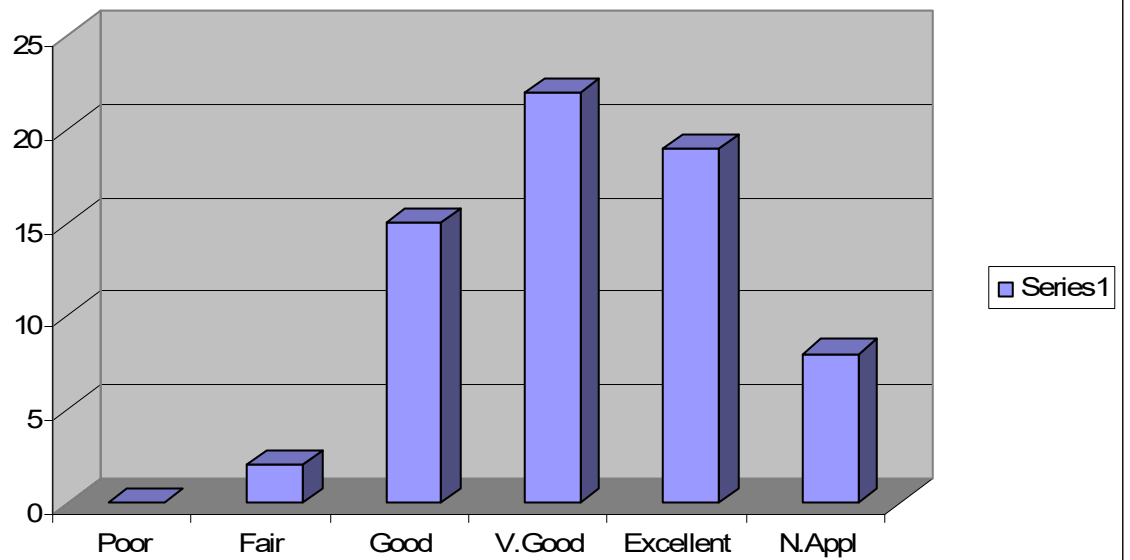
### 7. Satisfaction with your consultation with the Doctor or Nurse



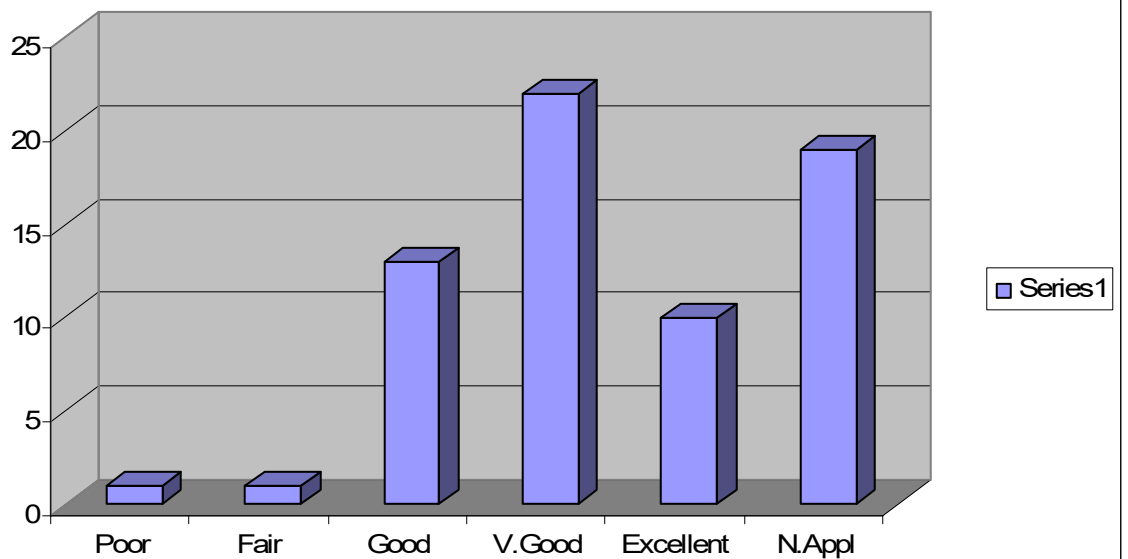
### 8. Prescription ready on time



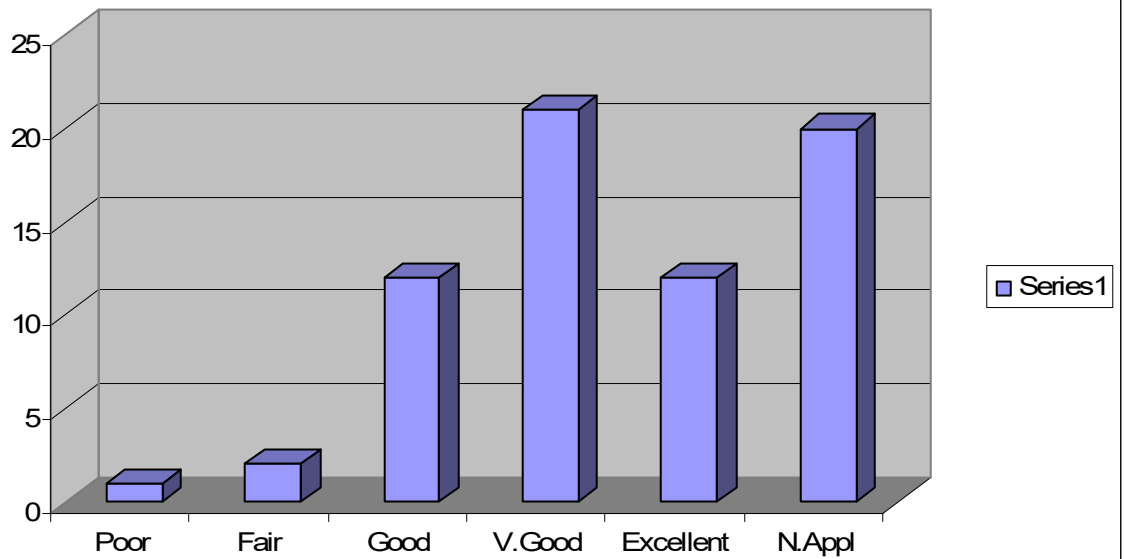
### 9. Handling of any queries?



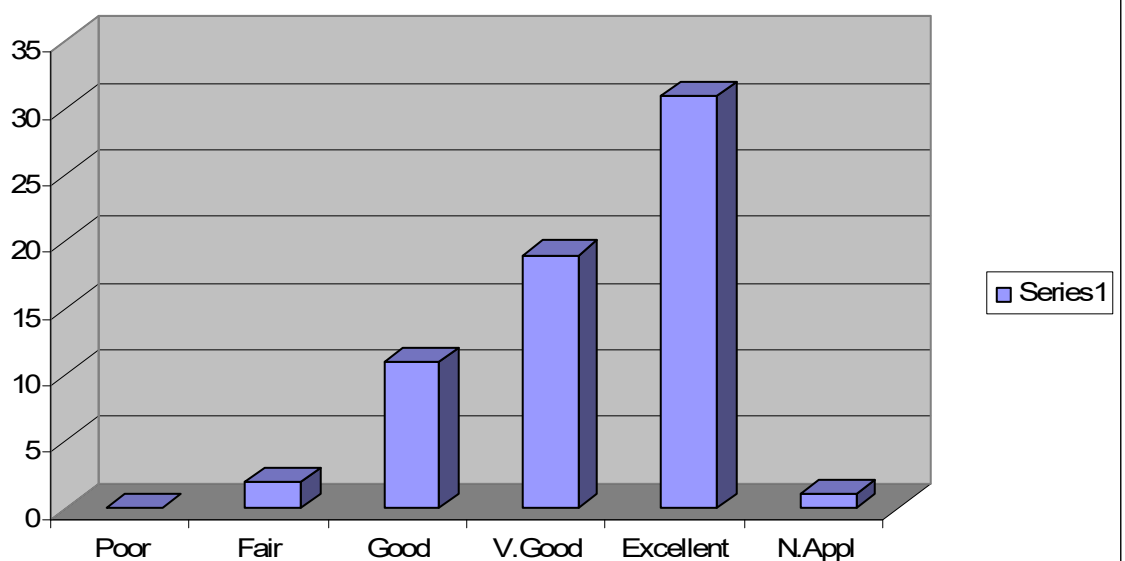
### 10. Were you told when to contact us for your results?



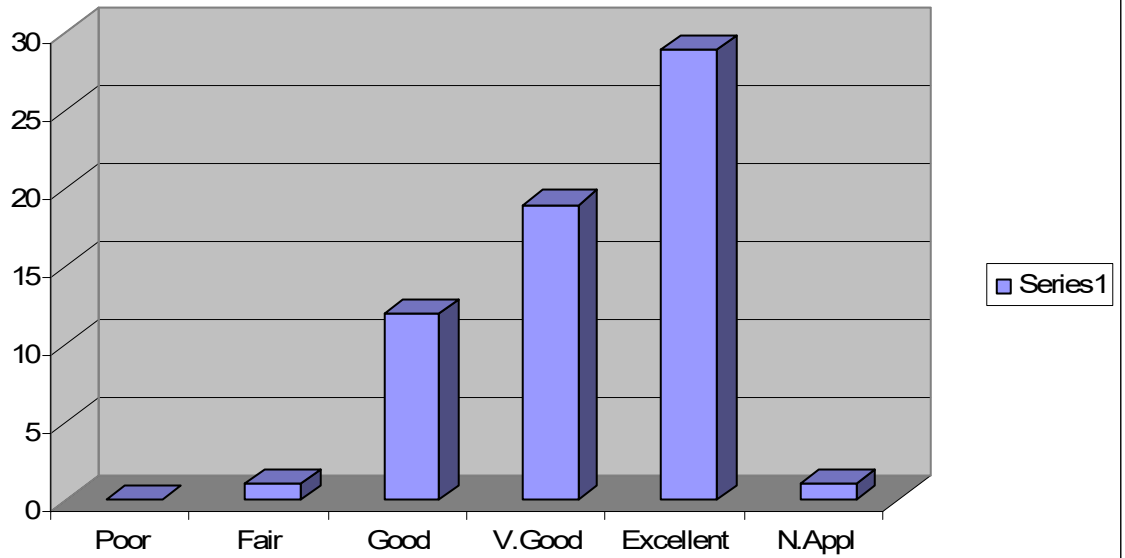
### 11. Were the results available when you contacted us?



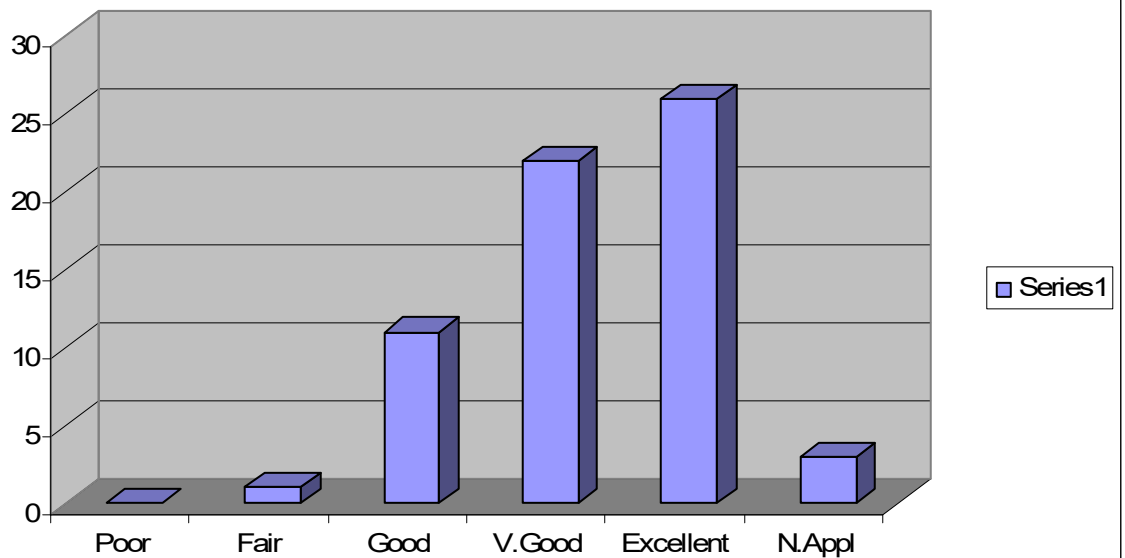
### 12. Helpfulness of reception staff

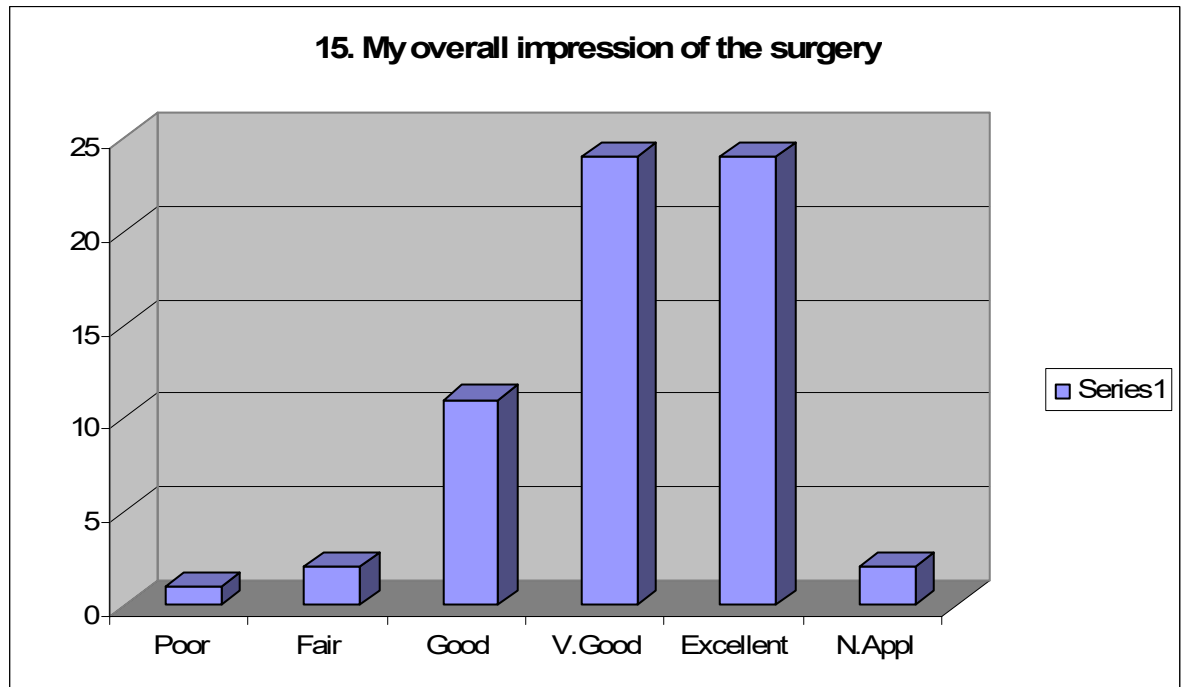


**13. Suitability of practice premises**



**14. Cleanliness of practice premises**





## Comments:

- Diabetic nurses at Pevensey Bay
- More Doctors needed

## **Phones:**

- Long waits to be answered
- All appointments gone by the time you get through
- Trouble seeing own GP
- Other information on the phone holds up the time it takes for them to be answered and makes waiting time longer

## **Appointments**

- Difficulty in making appointment
- Need a large porch outside for when people have to wait in wind and rain for it to open to be able to make an appointment



At the Patient Participation Group Meeting on 30<sup>th</sup> November 2015 we discussed the results and comments and decided on areas we would like to work on over the next six months:

### **Questionnaire Results 2015/2016**

We went through the results; all agreed that the surgery had done very well (possibly one of the best we had ever received back).

We looked through the patient comments and discussed how we could try and improve and action the suggestions for our patients over the next six months.

1) ***Not being able to get through on the telephone and how long you have to wait for the telephone to be answered.*** Michelle Kenward (Deputy Practice Manager) informed all that we are looking to employ an apprentice; the apprentice we are hoping will work full time and will on some days be an additional member of staff on the telephone which we hope will ease the problem.

2) ***Diabetic Nurses to be available at Pevensey Bay.*** The good news is we are already offering this service. Currently when we write to all of our diabetic patients offering them an appointment at our Stone Cross site, there is a note on the letter to say if they would prefer Pevensey Bay or Westham to contact the surgery and we will rearrange their appointment. Michelle Kenward (Deputy Practice Manager) to ensure wording is clear on letter in case this is where the confusion lies and also to remind all reception staff to ensure when patients call up/ brings letter in to take patient details and give to staff member Danielle to action.

3) ***Shelter outside Stone Cross front sliding doors for when patients are queuing up*** for an appointment in the morning before the surgery opens to protect them from the elements. Michelle Kenward (Deputy Practice Manager) has e-mailed the landlord of the surgery to see if this is something he would consider building.

4) ***Bike rack to be provided outside of Stone Cross Surgery*** to encourage patients to cycle, being the NHS we want to encourage cycling to our patients and want the surgery to be accessible as possible. Michelle Kenward (Deputy Practice Manager) again has included this in her e-mail to the landlord of the surgery to see if this is something that they would consider installing.

We also had comments about patients struggling to see their own GP. We appreciate that it is difficult and we are still actively trying to recruit a further GP Partner for the Practice however in the meantime to try and ensure as best we can continuity of care for our patients we have employed for three months two locums to cover Dr Hammett and Dr Packham.