

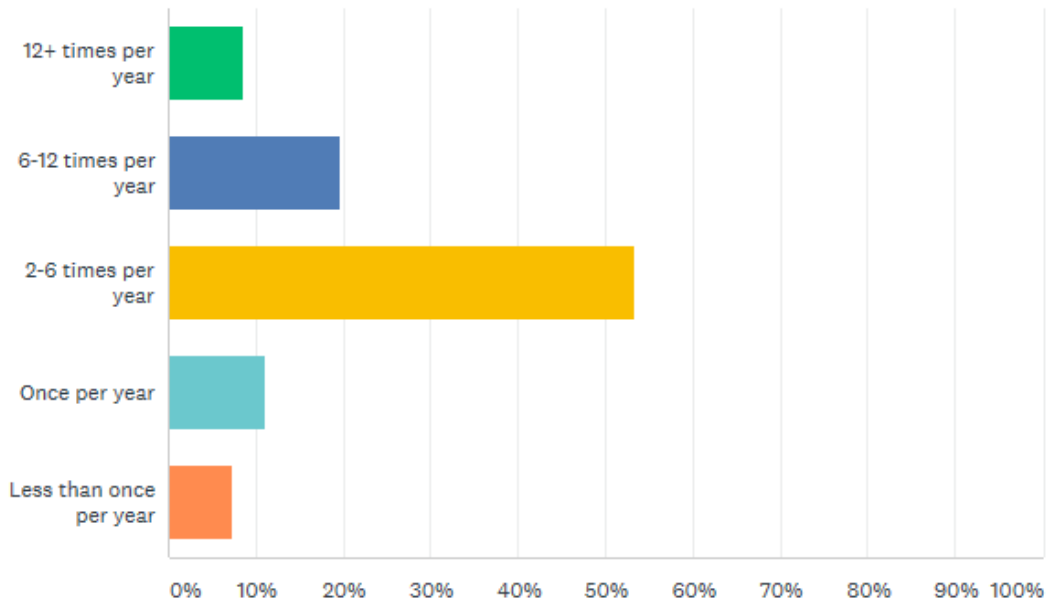


**Thank you to all of the patients who responded  
to our 2019 Patient Survey.**

**The results were encouraging and are  
summarised below.**

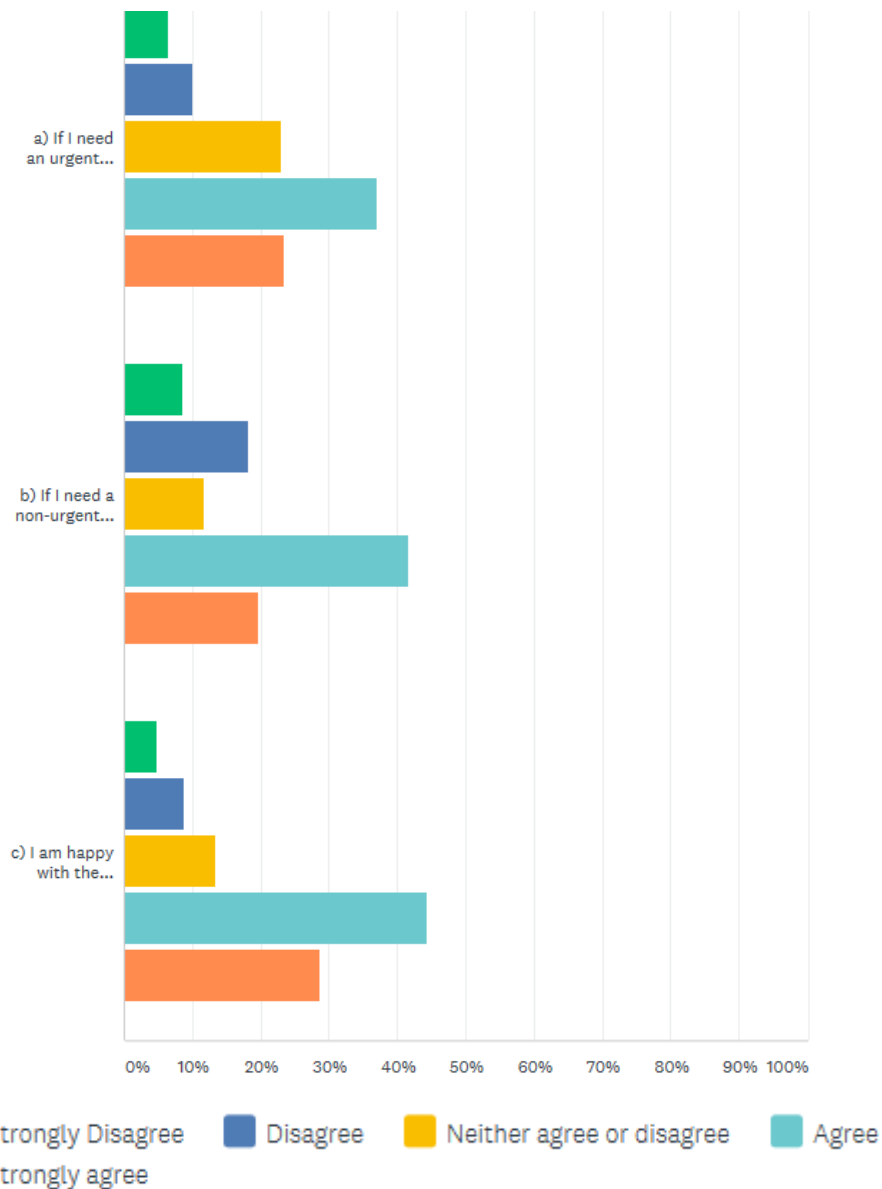
**The comments were overwhelmingly positive  
and can be viewed in full at  
[www.highfieldsurgery.com](http://www.highfieldsurgery.com)**

## How many times do you visit High Field Surgery?



ANSWER CHOICES	RESPONSES	
12+ times per year	8.65%	25
6-12 times per year	19.72%	57
2-6 times per year	53.29%	154
Once per year	11.07%	32
Less than once per year	7.27%	21

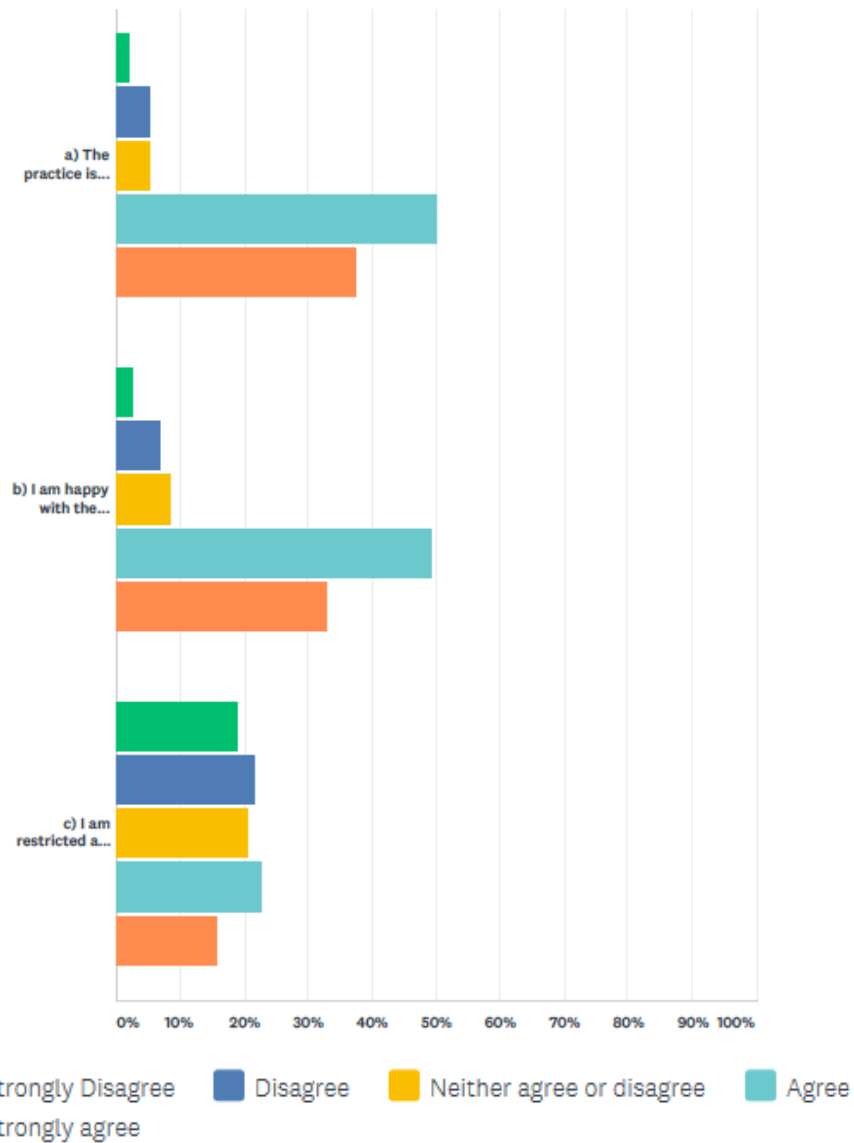
**If you need to be seen urgently we will give you an appointment on the same day or following day or arrange to see you as an emergency after surgery. This might not be with your regular doctor. If you need a non-urgent appointment we will try our best to give you an appointment within a week of your call. Please tell us how much you agree with the following statements**



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL
a) If I need an urgent appointment I am usually seen the same day	6.55% 19	10.00% 29	22.76% 66	37.24% 108	23.45% 68	290
b) If I need a non-urgent appointment I am usually seen within one week	8.65% 25	18.34% 53	11.42% 33	41.87% 121	19.72% 57	289
c) I am happy with the current appointment system	4.79% 14	8.90% 26	13.01% 38	44.52% 130	28.77% 84	292

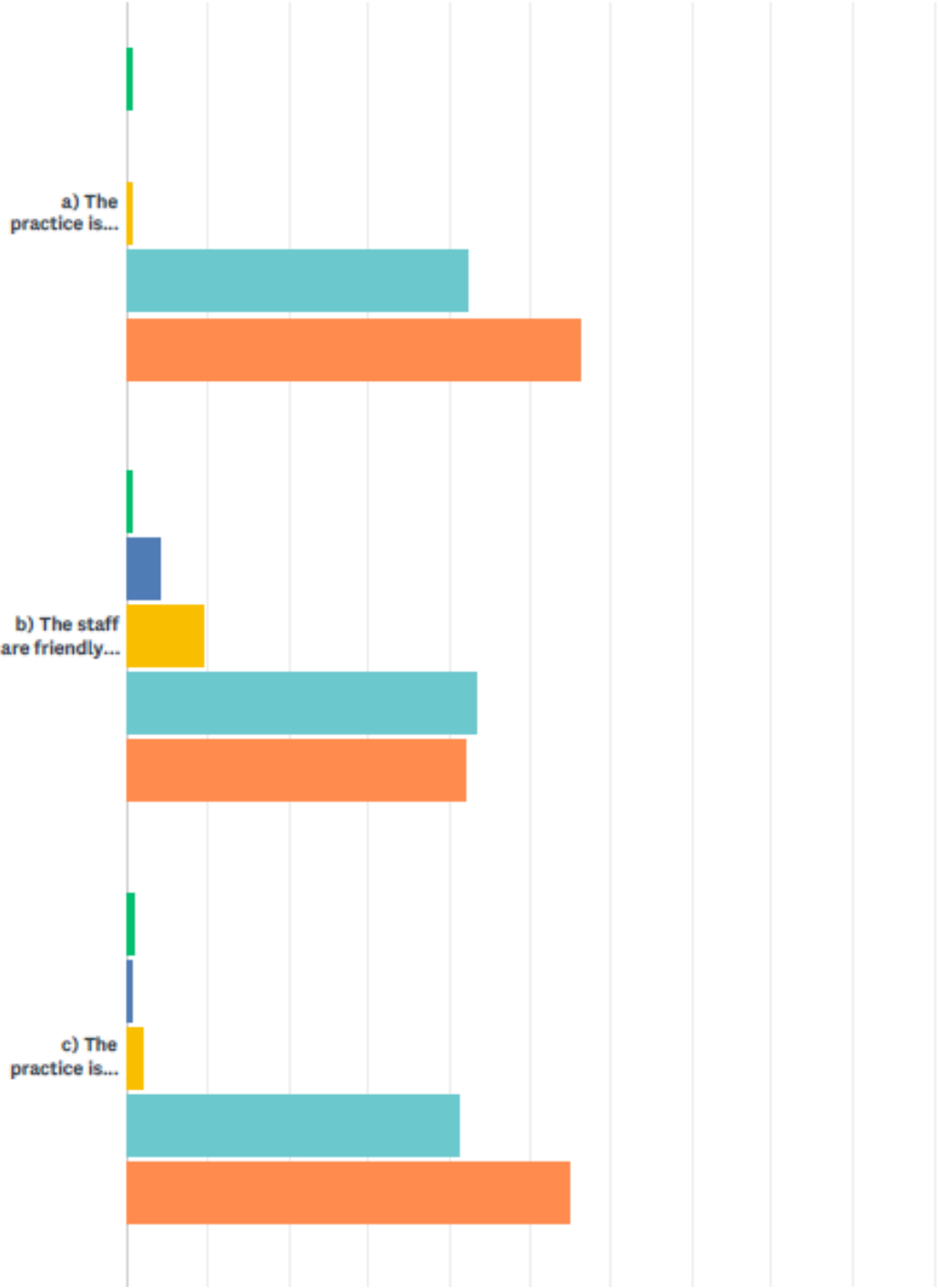
**We appreciate that many patients need flexible opening times. Our current opening times are Monday – Friday 8am–6pm. We also offer an extended hours service at Ireland Wood Surgery including evenings, weekends and bank holidays. This service is available weekdays 6pm–8pm, Saturdays 8am–**

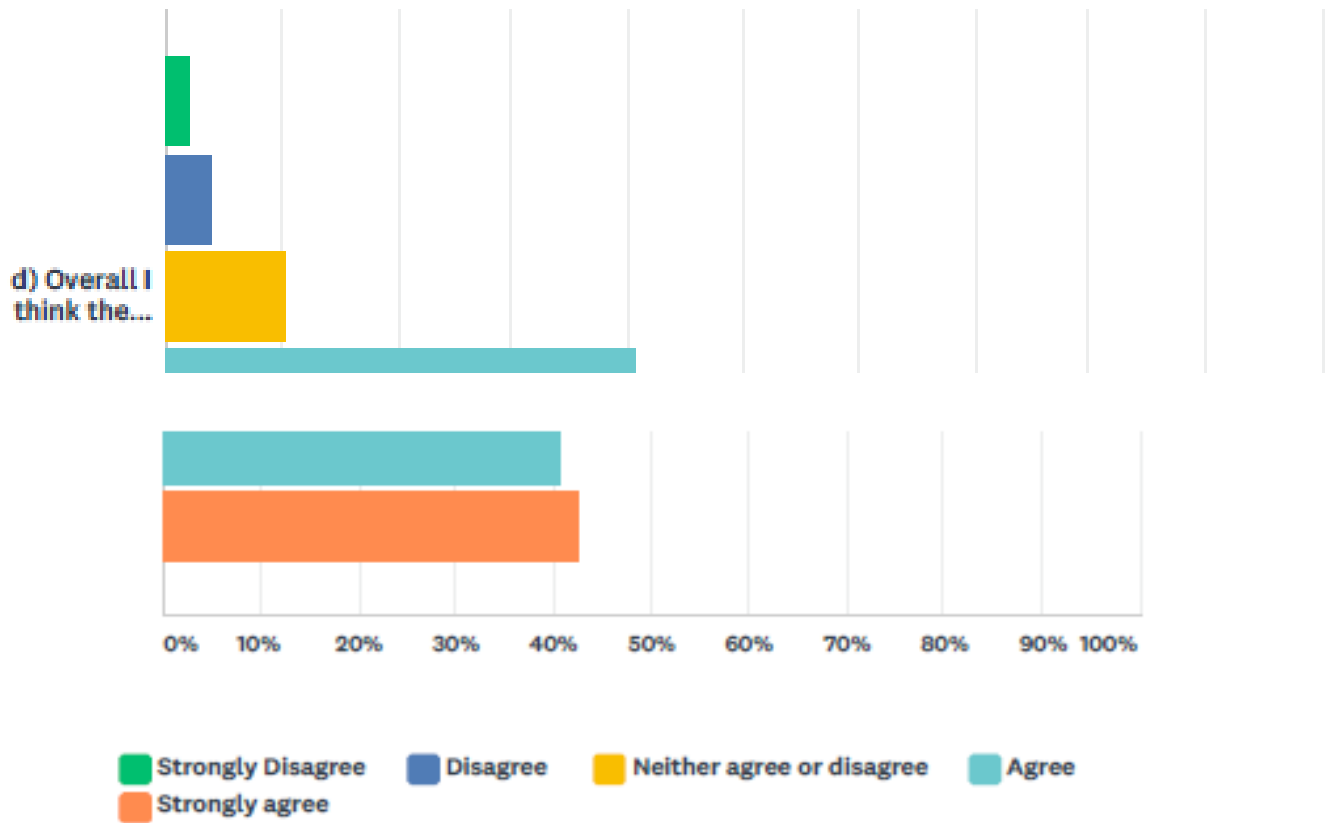
**4pm and Sundays and bank holidays 9:15am-3:30pm. Considering our opening times, please tell us how much you agree with the following statements**



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL
a) The practice is open at times when I can attend an appointment	2.08% 6	5.21% 15	5.21% 15	50.00% 144	37.50% 108	288
b) I am happy with the current opening times	2.43% 7	6.94% 20	8.33% 24	49.31% 142	32.99% 95	288
c) I am restricted as to when I can attend surgery (e.g. I work full time office hours)	18.95% 54	21.75% 62	20.70% 59	22.81% 65	15.79% 45	285

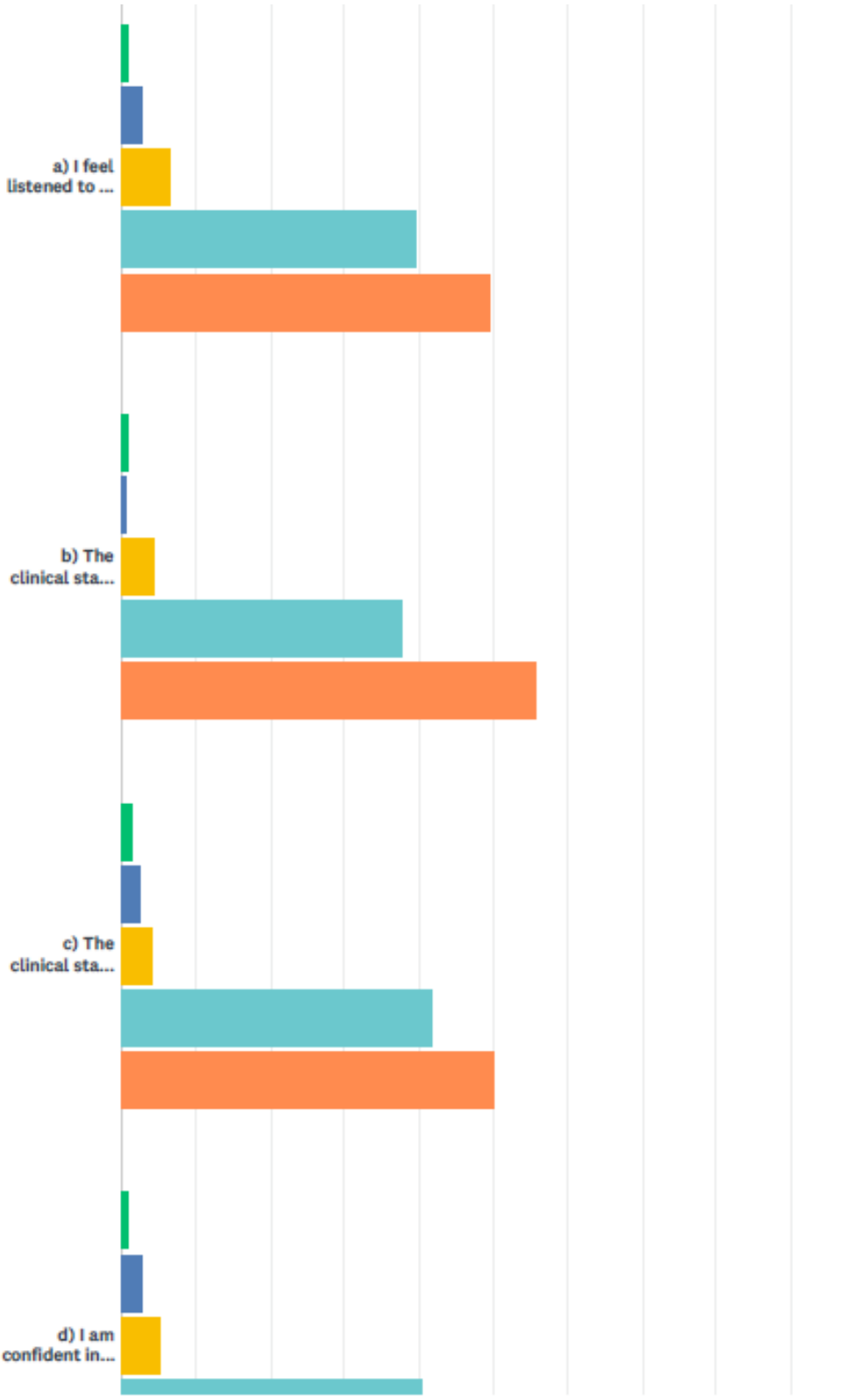
We want to make your visit to the surgery as pleasant as possible. Please tell us how much you agree with the following statements

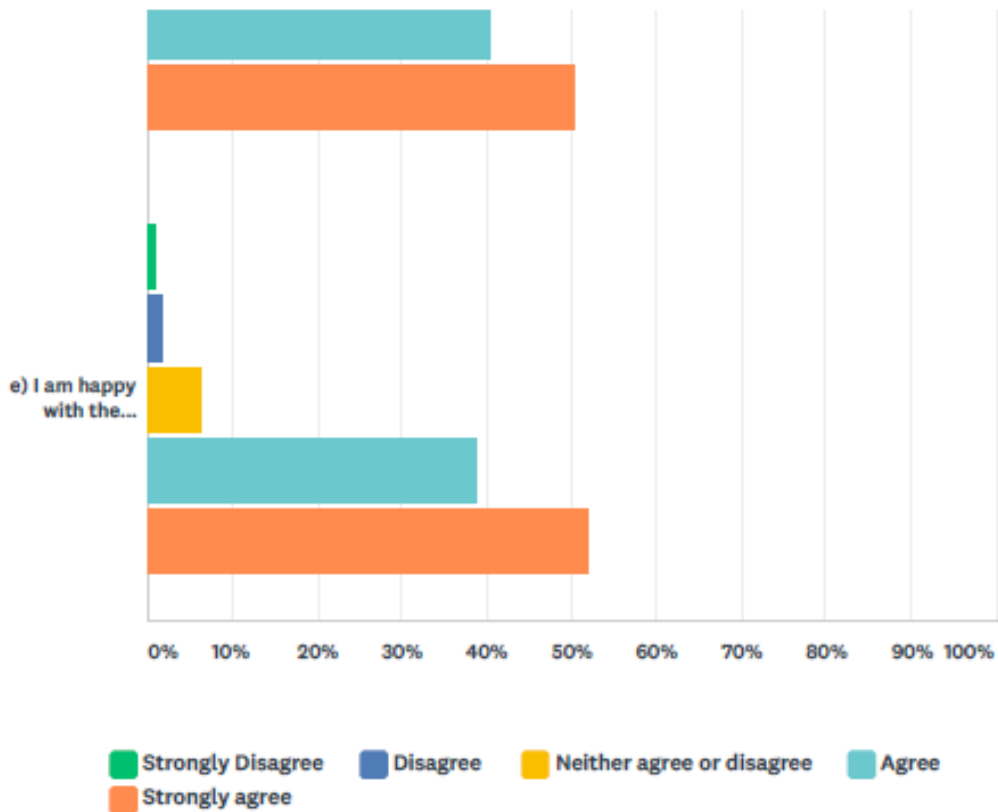




	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
a) The practice is easy to get to	0.70% 2	0.00% 0	0.70% 2	42.25% 120	56.34% 160
b) The staff are friendly and approachable	0.71% 2	4.24% 12	9.54% 27	43.46% 123	42.05% 119
c) The practice is clean and tidy	1.06% 3	0.70% 2	2.11% 6	41.20% 117	54.93% 156
d) Overall I think the practice is welcoming	2.11% 6	3.87% 11	10.56% 30	40.85% 116	42.61% 121

**Providing excellent clinical care is our priority. Please tell us how much you agree with the following statements**

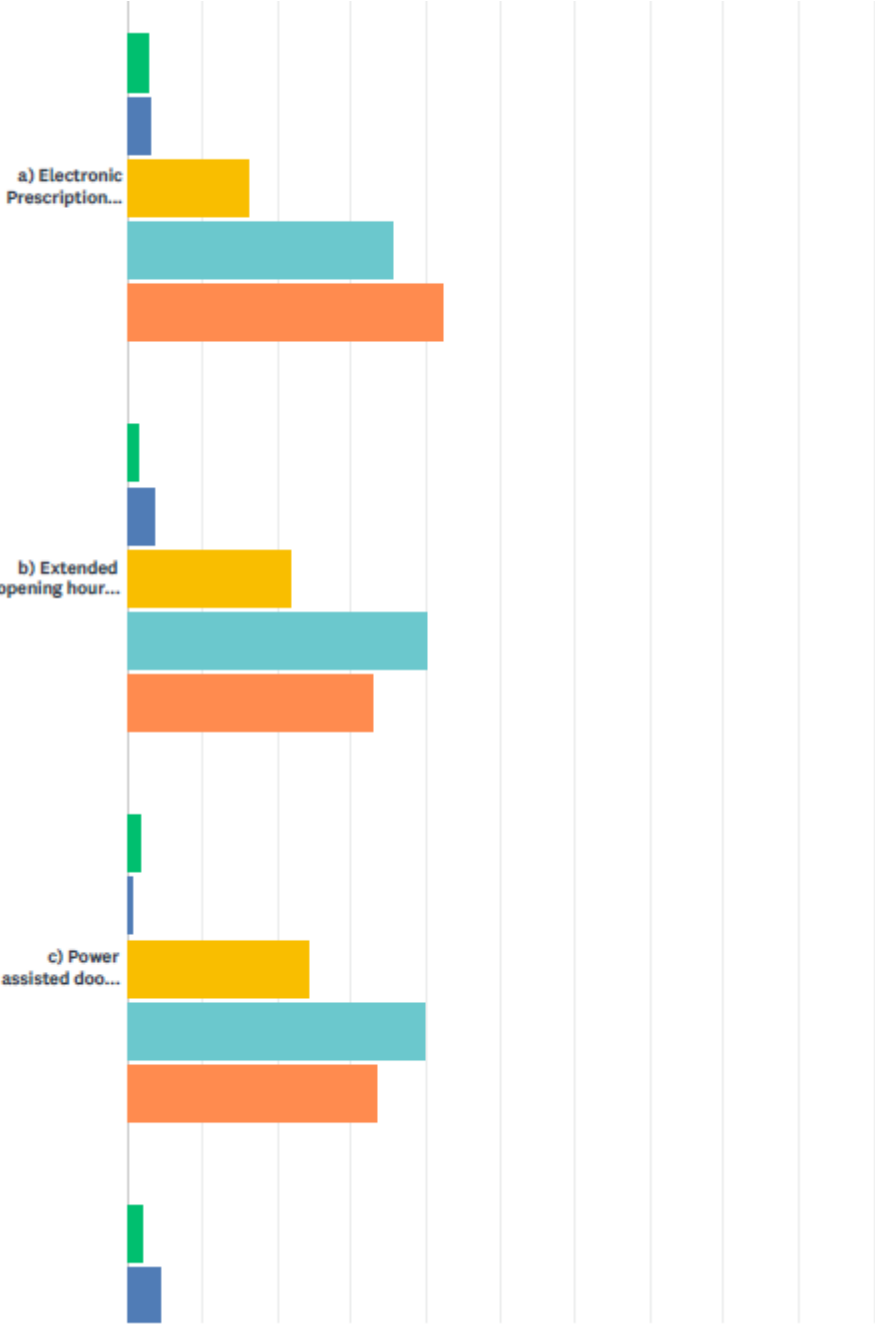




	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
a) I feel listened to by the clinical staff	1.07% 3	2.86% 8	6.79% 19	39.64% 111	49.64% 139
b) The clinical staff treat me with dignity and respect	1.07% 3	0.71% 2	4.64% 13	37.86% 106	55.71% 156
c) The clinical staff communicate their message clearly and effectively	1.42% 4	2.48% 7	4.26% 12	41.84% 118	50.00% 141
d) I am confident in the treatment I receive from the clinical staff	1.06% 3	2.84% 8	5.32% 15	40.43% 114	50.35% 142
e) I am happy with the clinical care I receive	1.06% 3	1.77% 5	6.38% 18	38.65% 109	52.13% 147



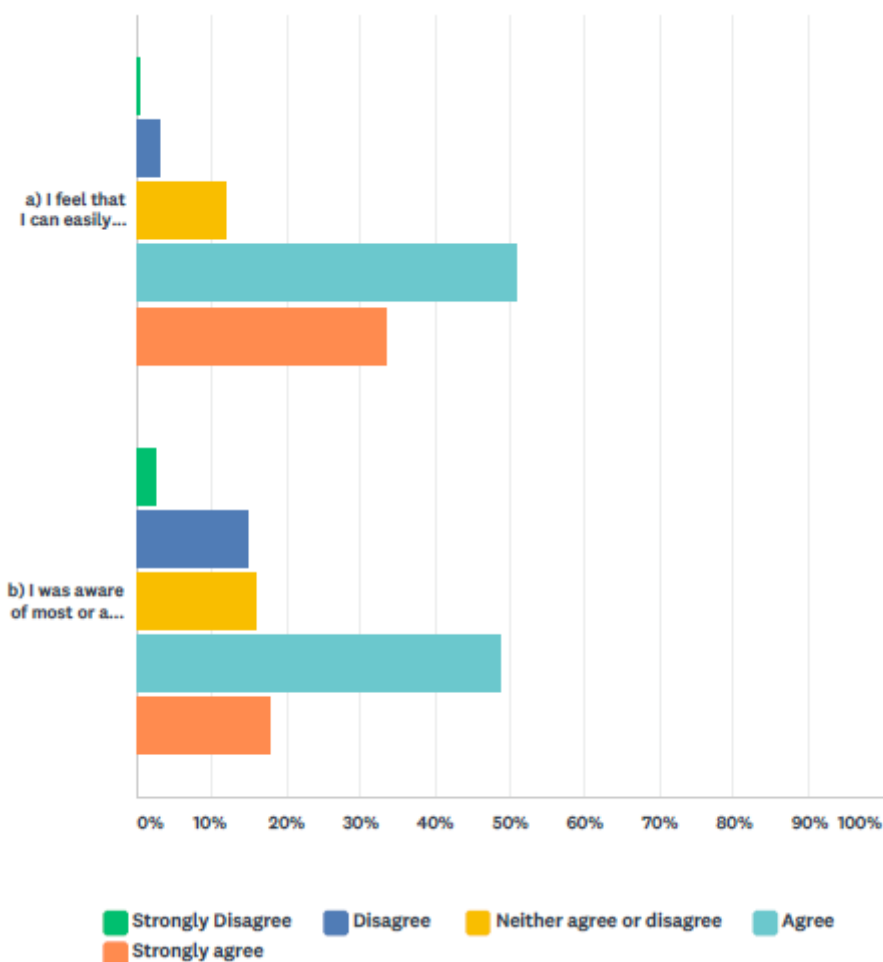
**Constantly improving our service and your experience is high on our priority list. The feedback from previous surveys has influenced the changes we have made, and is used by our patient Participation Group to drive surgery improvements.**





	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
a) Electronic Prescriptions sent directly to your allocated chemist	2.84% 8	3.19% 9	16.31% 46	35.46% 100	42.20% 119
b) Extended opening hours at Ireland Wood Surgery on evenings, weekends and bank holidays	1.42% 4	3.55% 10	21.99% 62	40.07% 113	32.98% 93
c) Power assisted doors have been installed in the waiting area for easier accessibility	1.78% 5	0.71% 2	24.20% 68	39.86% 112	33.45% 94
d) Online appointment booking, repeat prescriptions and medical records	2.13% 6	4.61% 13	18.44% 52	34.75% 98	40.07% 113
e) Extended phlebotomy clinics creating additional appointments to enable patients to be seen sooner for a blood test	1.79% 5	2.50% 7	26.79% 75	40.71% 114	28.21% 79
f) Refurbished reception desk to create more privacy for patients	3.23% 9	6.09% 17	20.79% 58	36.20% 101	33.69% 94
G)New NHS App to enable patients to book appointments online, order repeat medication and view medical records	1.01% 2	3.54% 7	28.79% 57	31.82% 63	34.85% 69

Providing services that benefit our patients is of the upmost importance to us. Considering that we currently provide minor surgery (eg. Removal of benign skin lesions), travel clinic, leaflets and contact information for patients who are carers, long term health condition reviews (eg. Asthma, diabetes, COPD), Family planning& contraceptive advice including coil fitting and contraceptive implants, child health & baby immunisations, maternity care, flu clinics, preventive health checks ages 40-74 with no history of CVD, memory clinics and social prescribing clinics please tell us how much you agree with the following statements



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE
a) I feel that I can easily find out where to go if I need a service	0.36% 1	3.24% 9	11.87% 33	51.08% 142	33.45% 93
b) I was aware of most or all of the above services	2.53% 7	14.80% 41	15.88% 44	48.74% 135	18.05% 50

# **FAQS & Answers from our 2019 Survey**

## **How long will I have to wait for an appointment?**

We aim to offer you a routine appointment at High Field Surgery within a week however demand for appointments can increase at certain times and the wait will therefore be longer.

## **What is the best way to book an appointment?**

You can book appointments in a variety of ways such as over the phone or at the reception desk between our opening hours (08:00am -18:00pm) however the most efficient way to book an appointment with one of our GP's is via our online service. This enables you to be able to see the bookable appointments our surgery has to offer and this can be done at any time of the day at your convenience. Alternatively you can also download the NHS App which also enables you to book appointments online.

## **Why have you reconfigured the reception area?**

This year High Field Surgery undertook the task of updating the reception area to comply with disabled access requirements and to enable more privacy for patients when speaking to a receptionist at the desk.

The old desk was a major source of complaints and patient feedback about lack of privacy.

The check in screen has been relocated closer to the entrance to allow patients to self-check in much more efficiently and to reduce queues at the reception desk thus enabling patients who need to speak to a receptionist to do so in more privacy.

## **Why don't the receptionists permanently man the reception desk?**

The receptionists don't just man the reception desk, but also answer the telephones and deal with all the administrative tasks such as prescriptions. Much of this work cannot be completed on reception in order to maintain patient confidentiality.

We will man the reception desk wherever possible, however the receptionists have to be flexible especially when dealing with incoming telephone calls. To this end we have a self-check in screen so all patients can check in without needing to call a receptionist, and a prescription drop box for repeat prescription requests.

## **How do you deal with abuse of the online appointment booking system?**

Abuse of the online system (booking appointment that are not needed, or booking appointments and failing to attend) is very rare as the vast majority of patients use the service responsibly.

However, the surgery does remove the online booking facility from any patient who misuses the service to the detriment of other patients.