

2019 PPG Patient Survey



LUNATIC LYNX

175 completed
Questionnaires
out of 250
(70% response)
Sept 2019

This questionnaire was designed with the help of our Patient Group, for you to tell us how you think we are doing, improvements we can make and to help us with future plans.

The results will be posted on our website and discussed at the next **Patient Open Meeting on Wednesday 16th October from 6.30pm** –everyone is welcome.

This should take about 5 – 8 min to complete. Please add comments anywhere on the sheets. **Thanks!**

A. Tell us what you think about Reception services Willow Tree Family Doctors

Q 1. What do you think of these services ?

I have used the following services;...Tick if you have used	Tick the boxes that you think apply					Any comments?
	Very good 😊	Good	OK	Poor	Very Poor 😞	
Practice website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
On-line appointment booking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
On-line repeat prescription requesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
On-line test results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Self Check-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E-consult (web-based consultation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Text reminders (SMS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q 2. How is booking your appointments to see a doctor or nurse at the surgery ?

How do you usually book?	Tick which you use	Very good 😊	Good	OK	Poor	Very Poor 😞	Any comments?
In person at the counter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
By phone – to receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

B. Tell us what you think about your last appointment?

Q 3. The last time you tried to see a doctor or nurse **QUICKLY**, did you manage to see the doctor or nurse on the same day OR within the next two weekdays?

	Yes	No	Can't remember
Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 4. If you weren't able to be seen in the next 2 working days, why was that?

Please tick all the boxes that apply		Any comments?
Times offered didn't suit	<input type="checkbox"/>	
Appointment was offered with a Dr I didn't want to see	<input type="checkbox"/>	
No appointments were offered	<input type="checkbox"/>	
A nurse was free but I wanted to see a Dr	<input type="checkbox"/>	
Another reason	<input type="checkbox"/>	

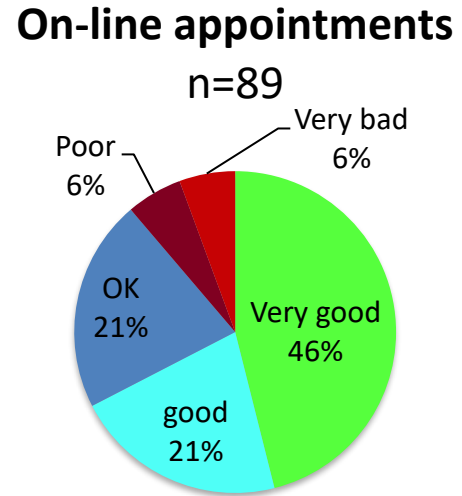
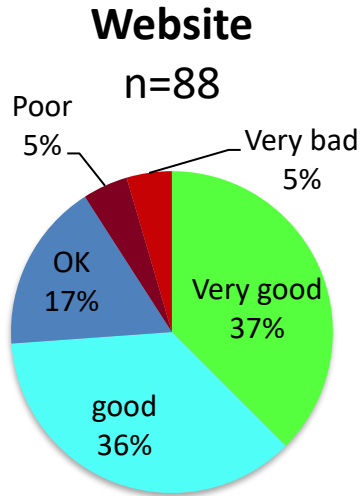
Q 5. What is the **FURTHEST AHEAD** you think you are able to book an appointment at Willow Tree Family Doctors?

Tick the one that best answers this							
Same day only	<input type="checkbox"/>	One week ahead	<input type="checkbox"/>	Three weeks ahead	<input type="checkbox"/>	3 months ahead	<input type="checkbox"/>
Two days ahead	<input type="checkbox"/>	Two weeks ahead	<input type="checkbox"/>	One month ahead	<input type="checkbox"/>	Not sure	<input type="checkbox"/>

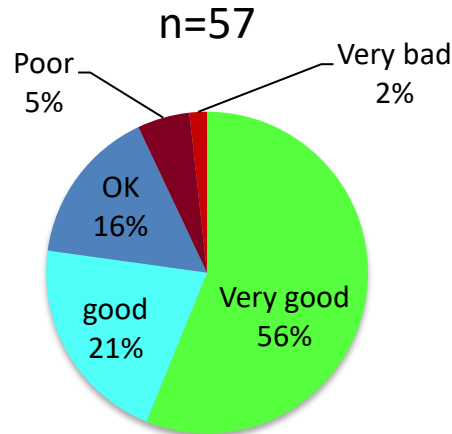
Q 6. When you last wanted a book - ahead appointment, were you offered an appointment with a Doctor or Nurse **more than 2 weekdays in advance** ?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Can't remember	<input type="checkbox"/>

Q1 What do you think of these services ?

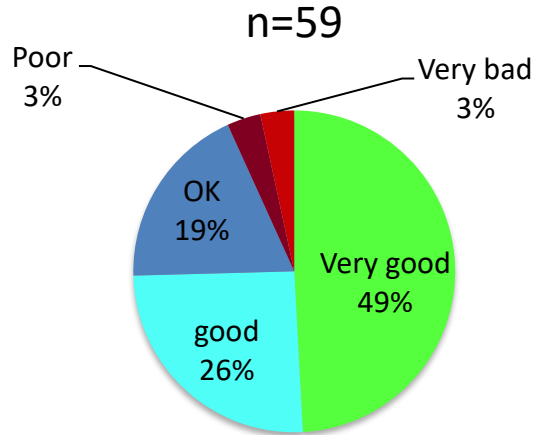


Online Respeat Prescriptions

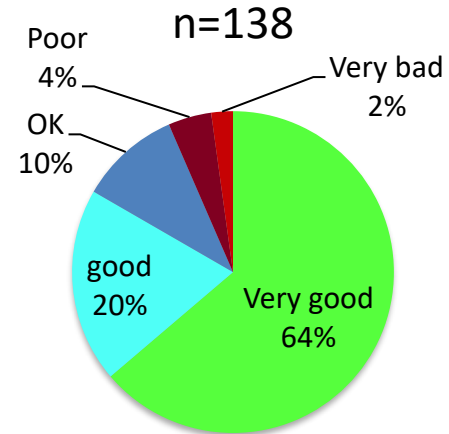


Q1 What do you think of these services ?

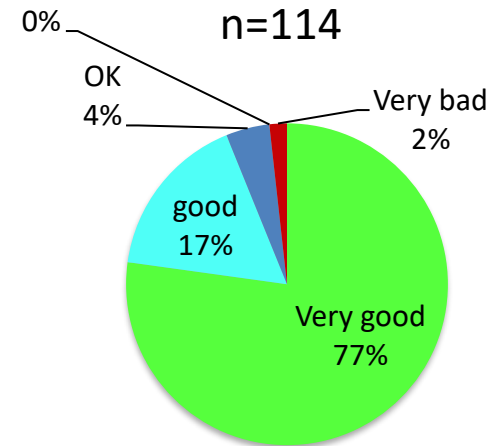
Online Test Results



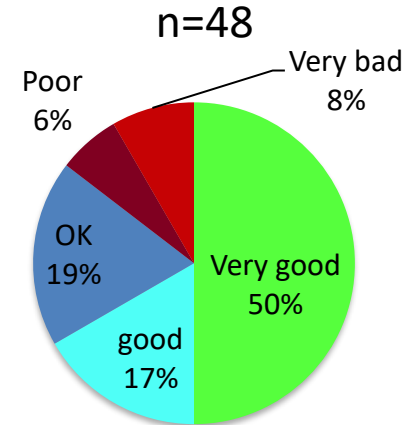
Self Check-in



SMS Texting

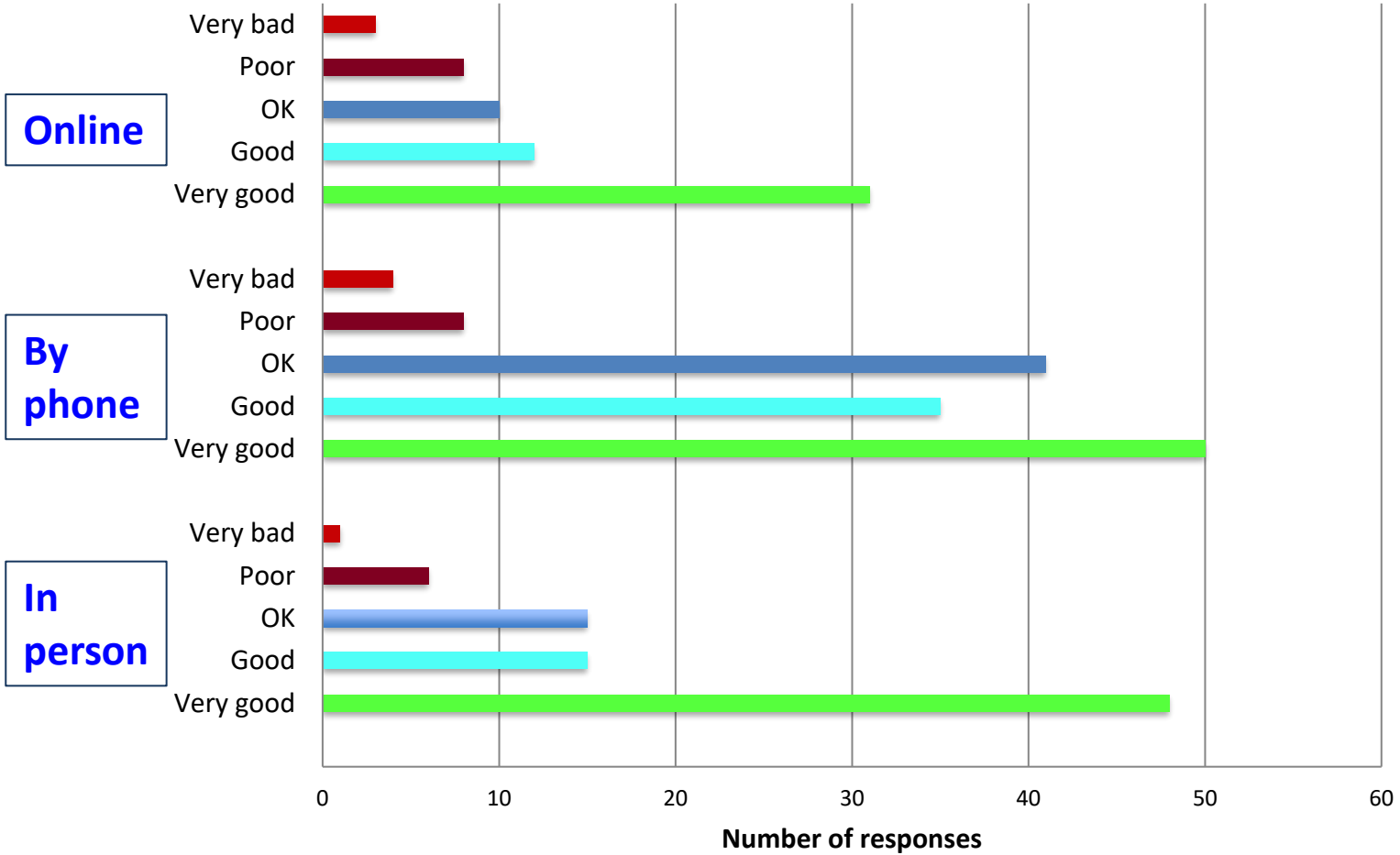


E-Consult



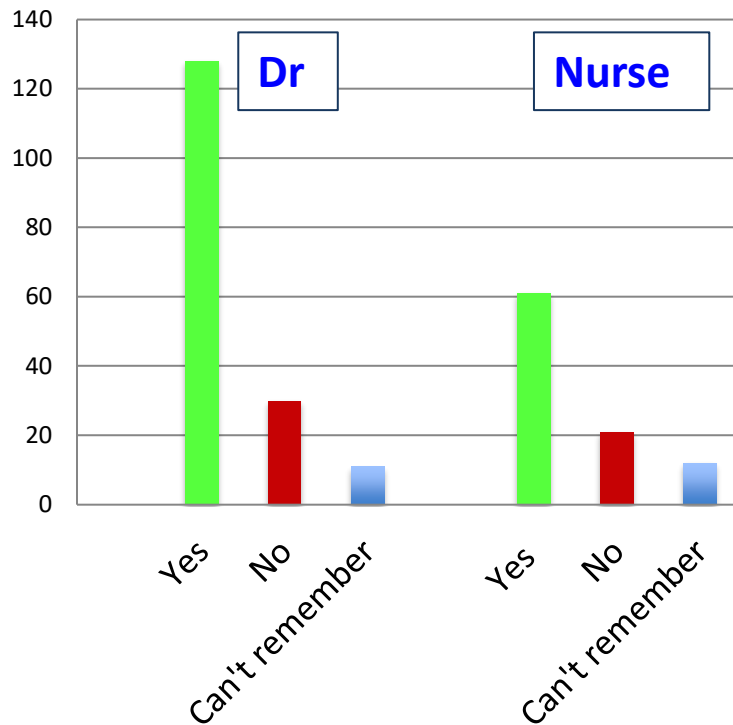
Q2 How is booking to see doctor or nurse?

Booking experience



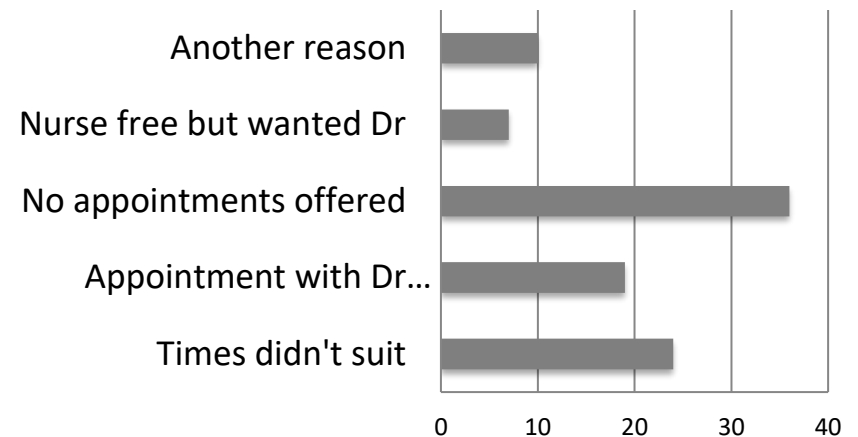
Q3 Were you able to get a quick appointment within 2 days when you wanted one?

Seeing Dr and Nurse within 2 days



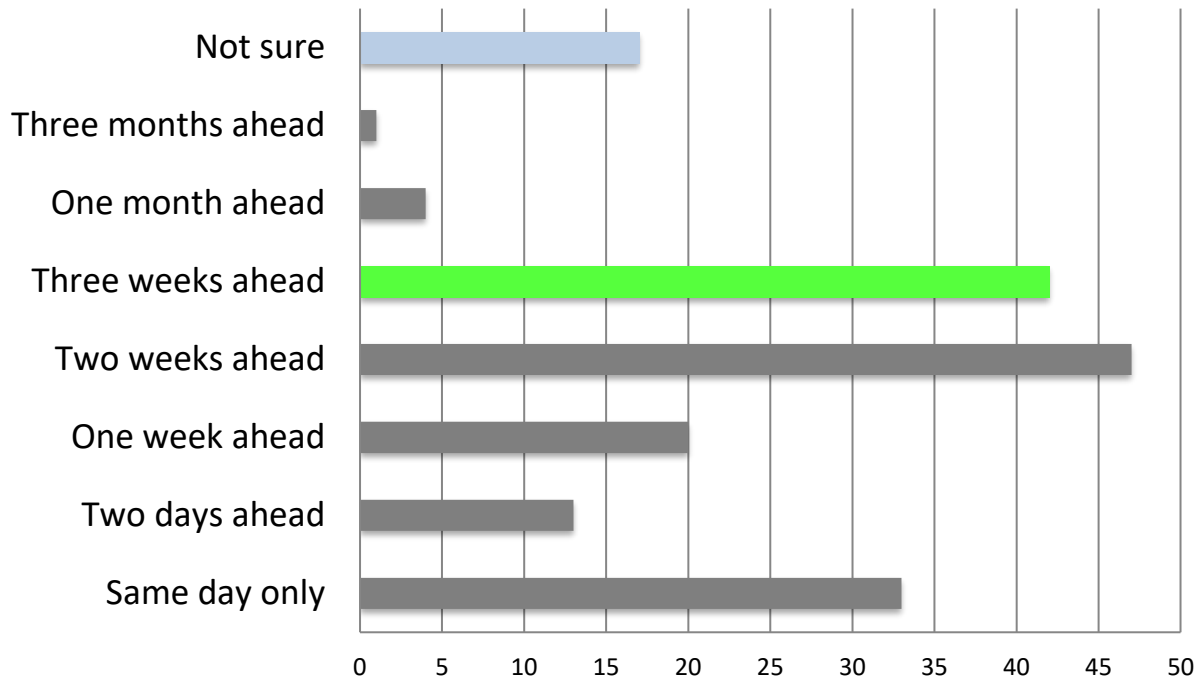
Q4 If you weren't able to be seen during next 2 weekdays why was that?

If not, why?



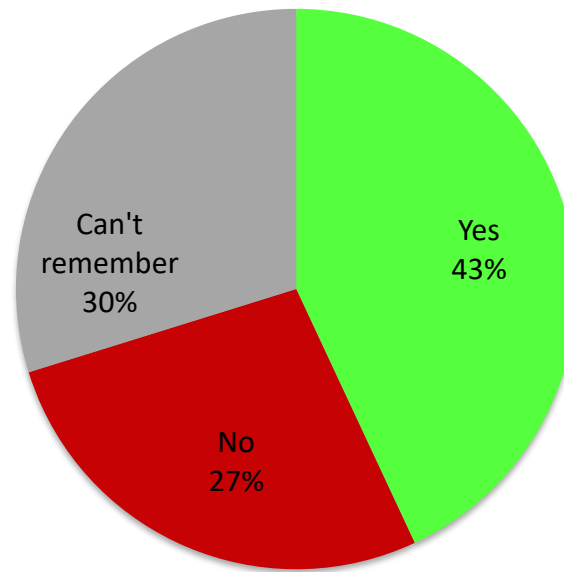
Q5 How far ahead do you think the furthest we can book?

How far can you book ahead?

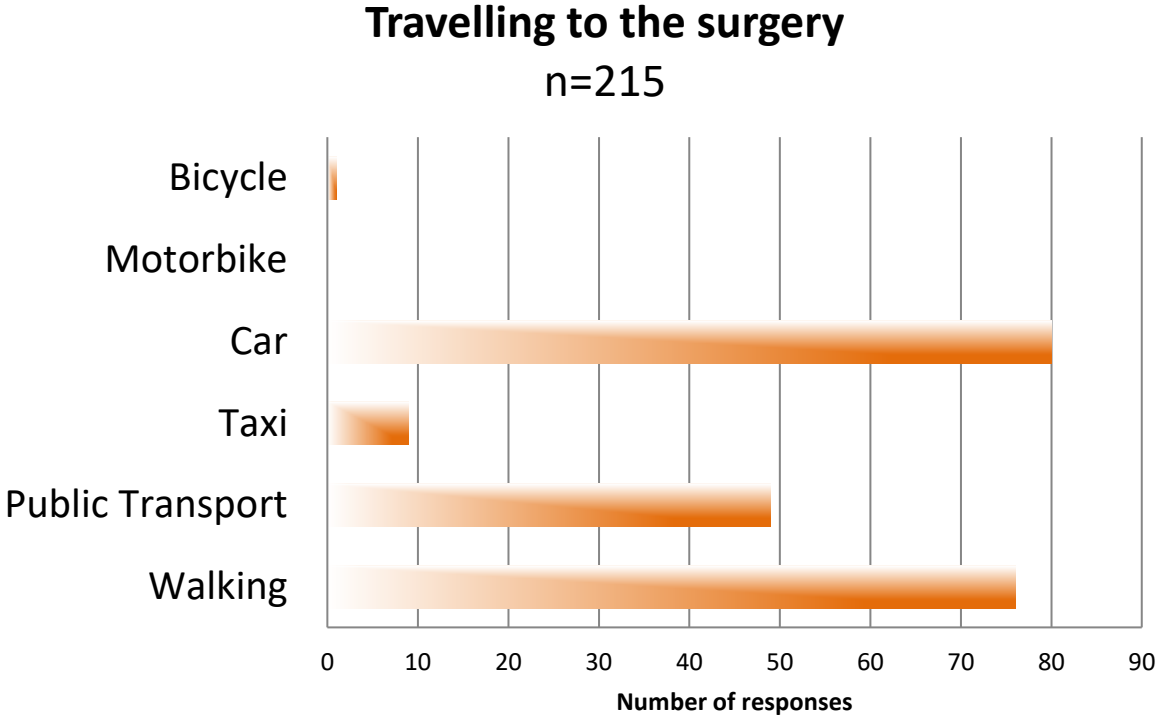


Q6 When you last wanted to book ahead were you offered an appointment more than 2 days in advance?

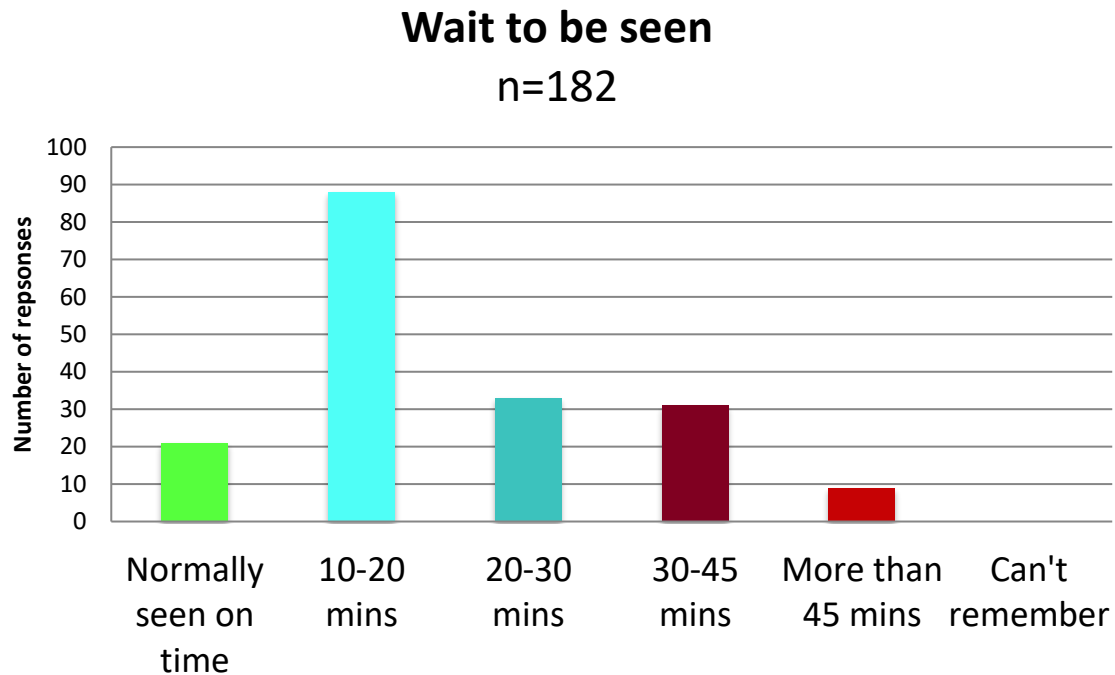
Offered advance appointment
n=151



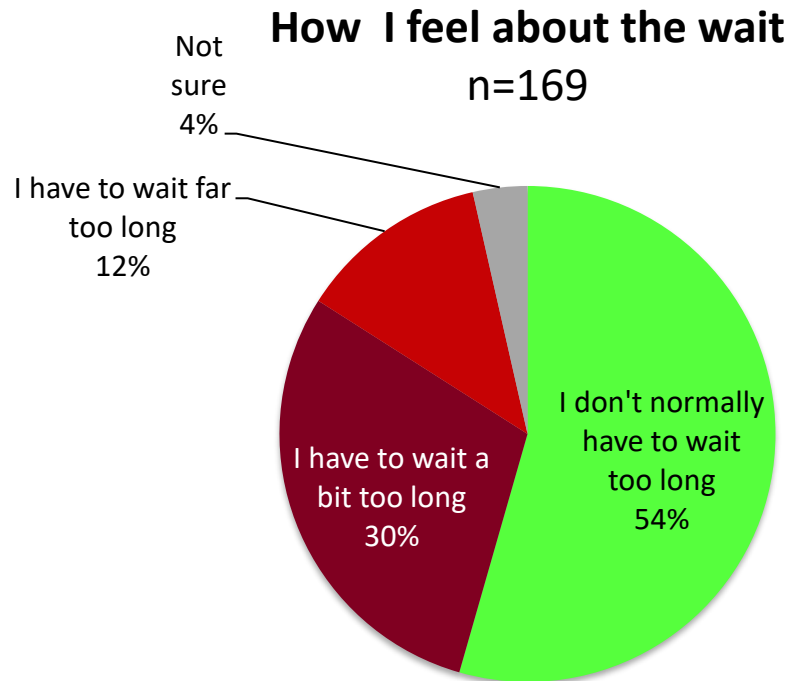
Q7 How do you usually travel to the surgery?



Q8 How long after your appointment time do you usually wait to be seen?

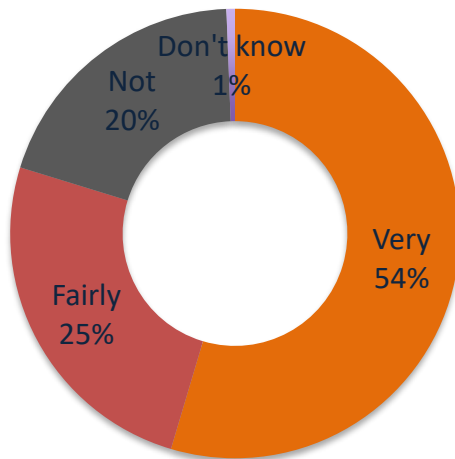


Q9 How do you feel about your waiting time?



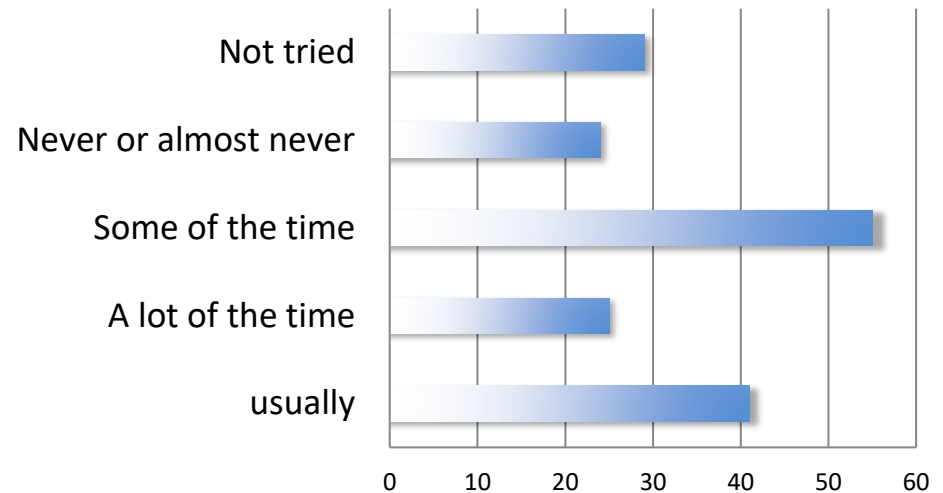
Q10 How important is it for you to see a specific doctor?

Importance of seeing same, named doctor
n=163



Q11 How often do you get to see the doctor of your choice?

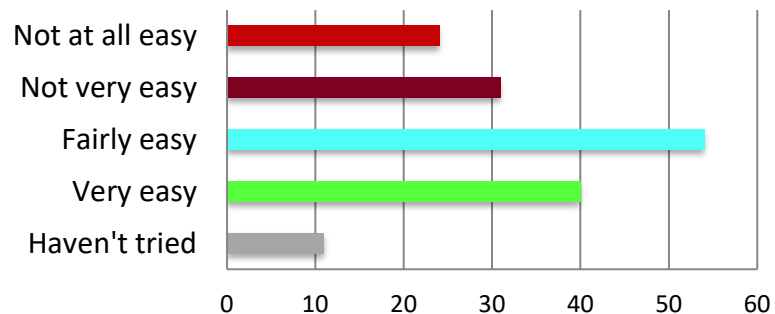
How often do you see the Dr of choice? n=174



Q12 In the past 6 months how have you found -

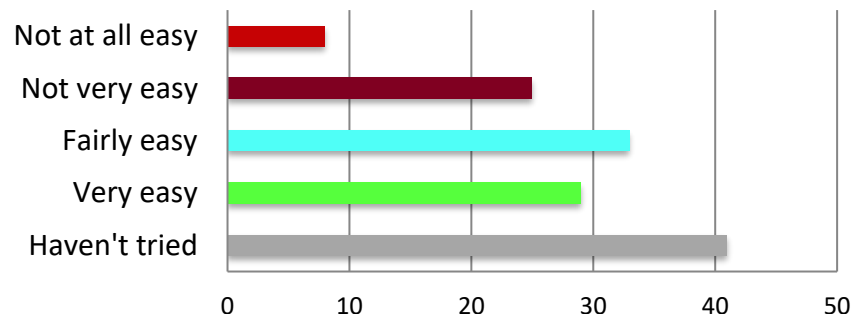
Getting through on phone

n=160



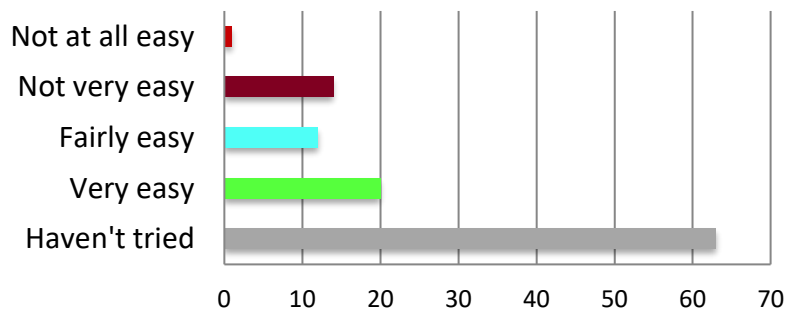
Speaking to Dr by phone

n=136



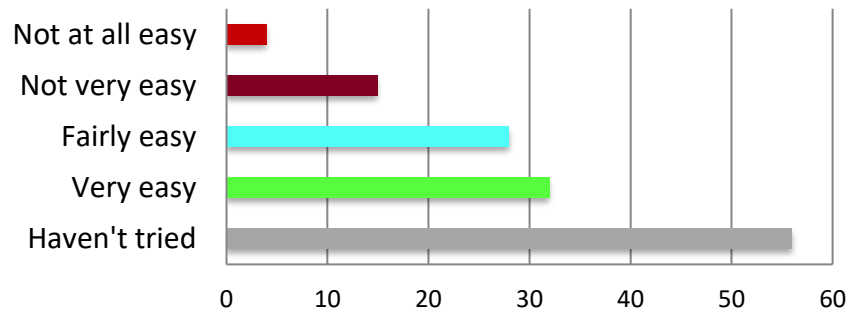
Talking to Nurse by phone

n=110

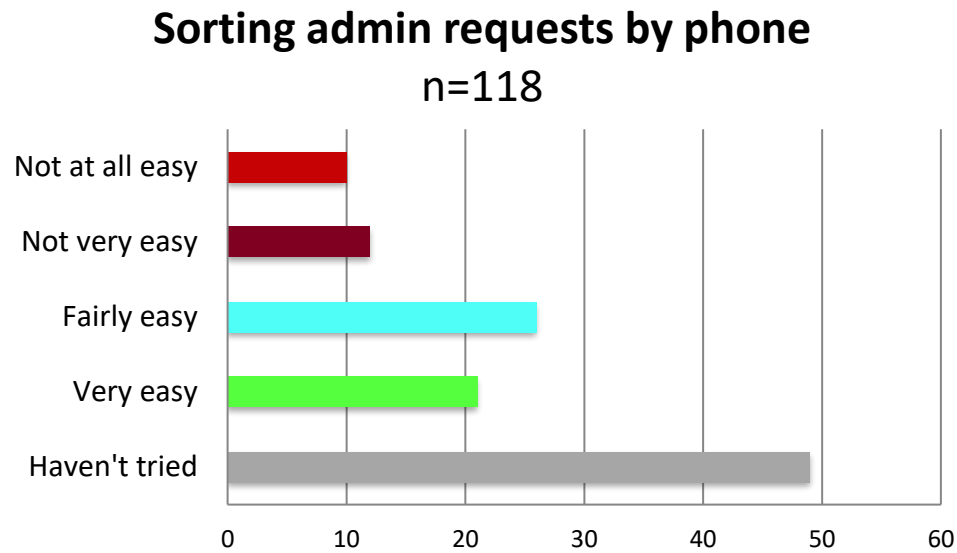


Results by phone

n=135



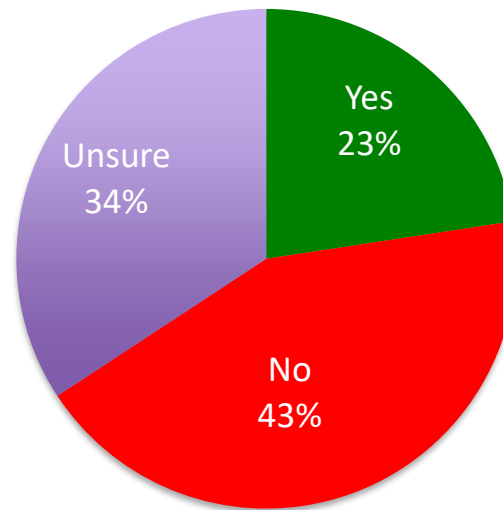
Q12 In the past 6 months how have you found -



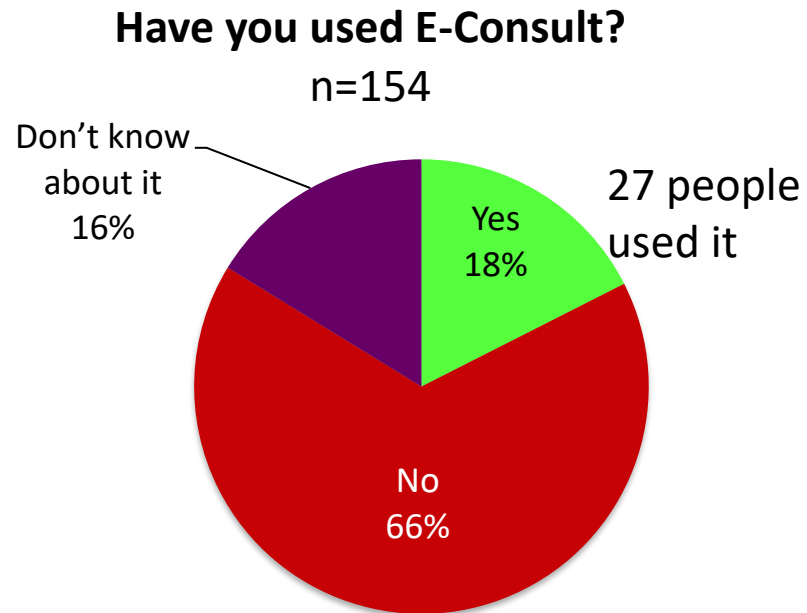
LAST YEAR:

Would you like to have electronic consultations (via website questionnaire)?

(n=145)

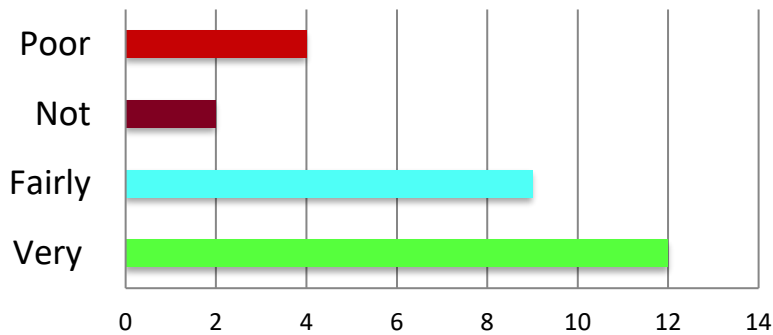


Q13 Would you like to have electronic consultations (via website questionnaire)

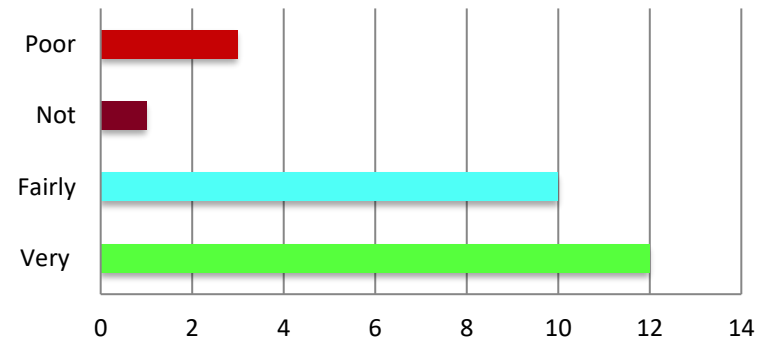


13a What was your experience of e-Consult?

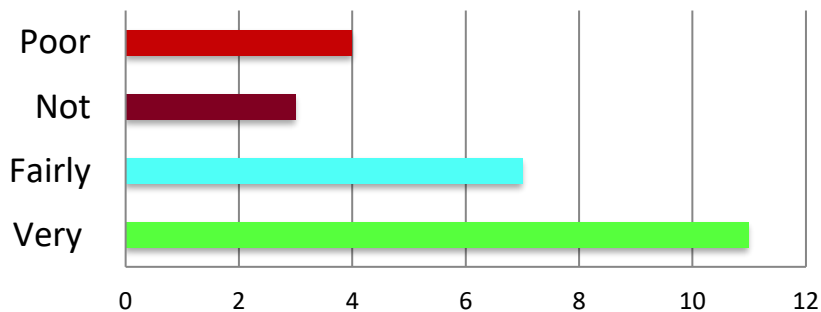
Ease of use n=27



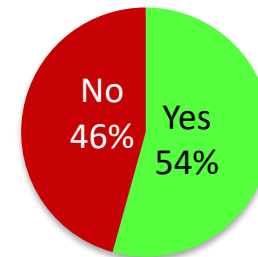
Speed of response? n=26



How well did it sort out your problem? n=25

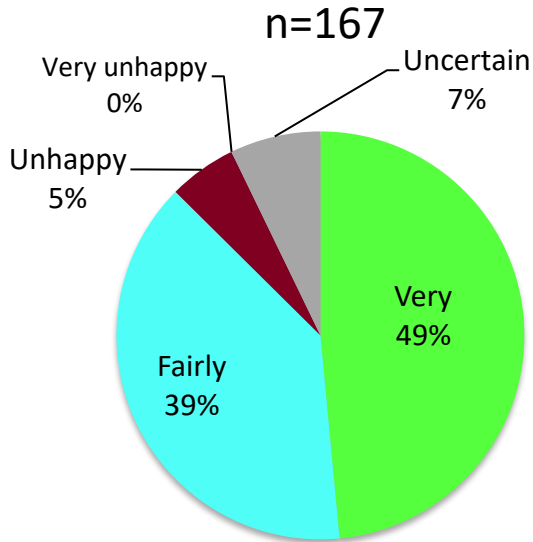


Would you recommend it? n=35



Q14 How happy are you with the surgery opening hours?

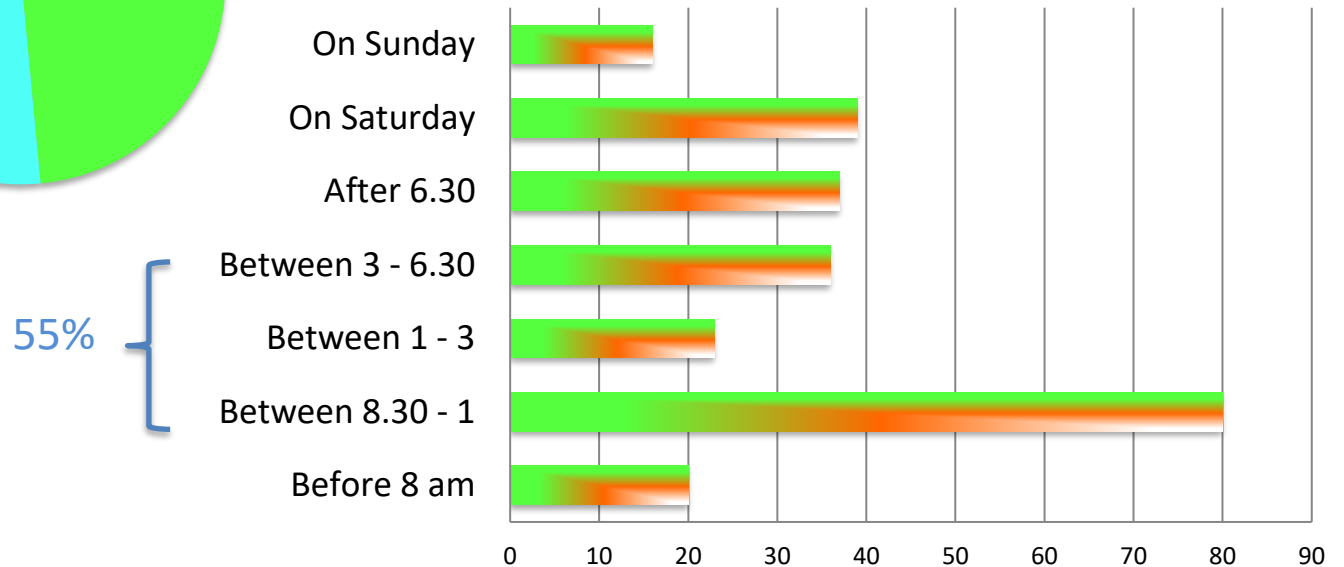
Happiness with opening hours



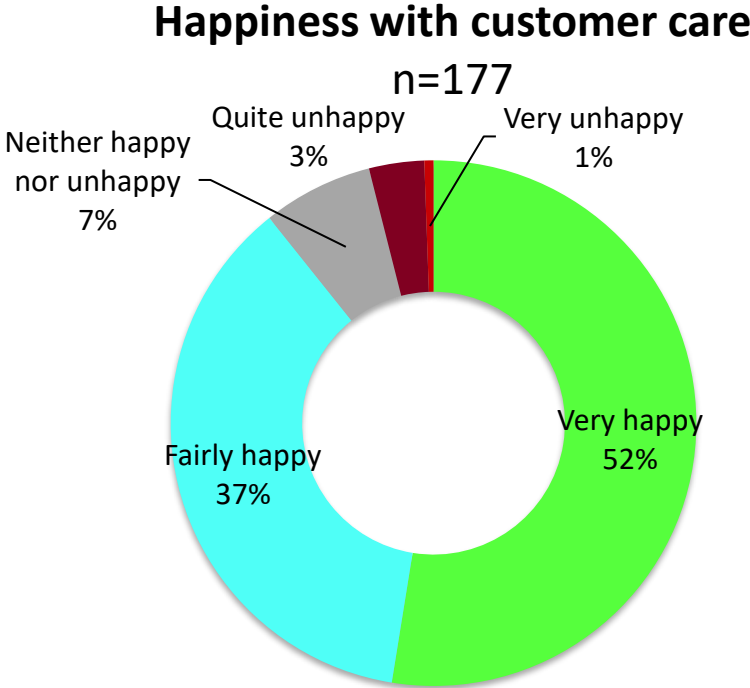
Q15 When would you most like to come to the surgery?

When would you most like to come?

n=251



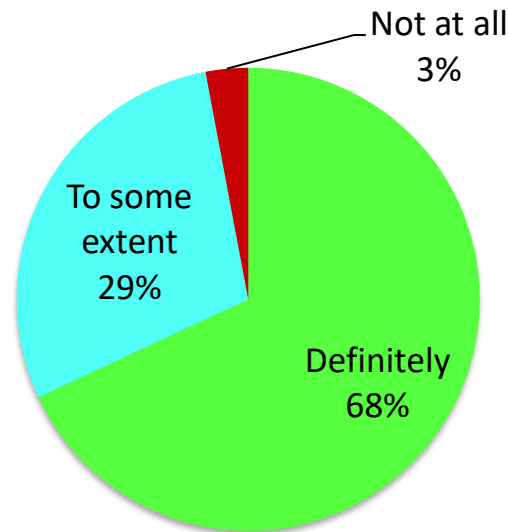
Q16 How happy are you with the customer care?



Q17 Do you have confidence and trust in the health professional you saw last time?

Confidence in health professional

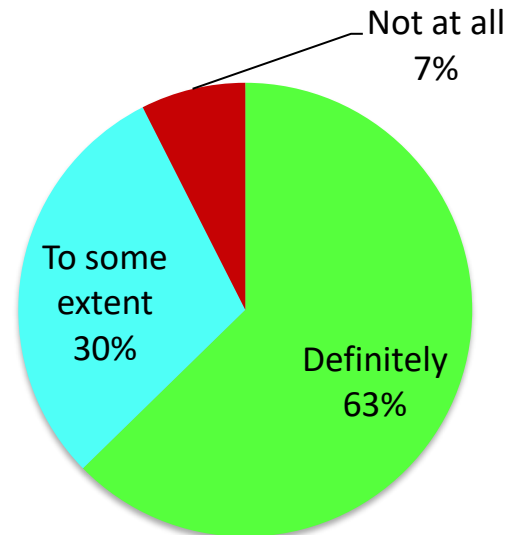
n=169



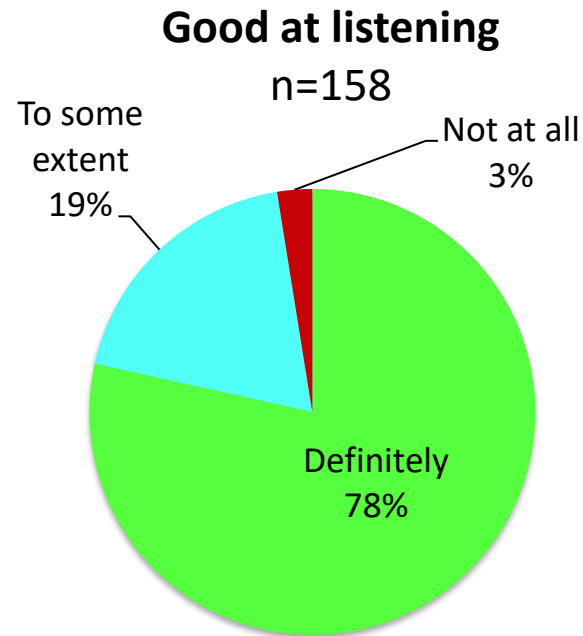
Q18 During your last appointment, did you feel the health professional understood or recognized any mental health needs?

Recognising mental health issues

n=134



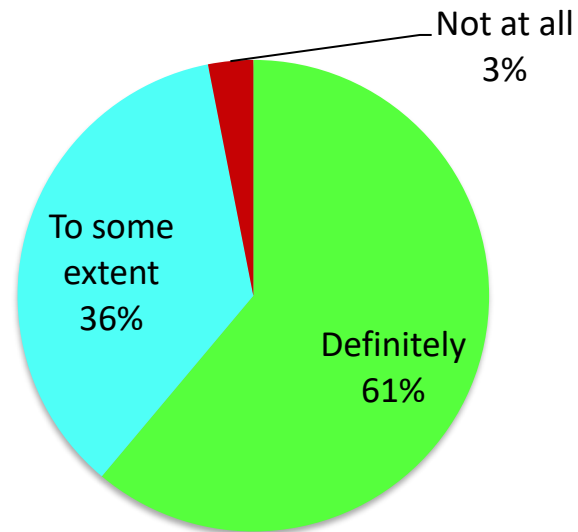
Q19 During your last appointment, was the health professional good at listening?



Q20 Do you feel you have had enough support from the practice in the last 12m to help manage your long-term conditions?

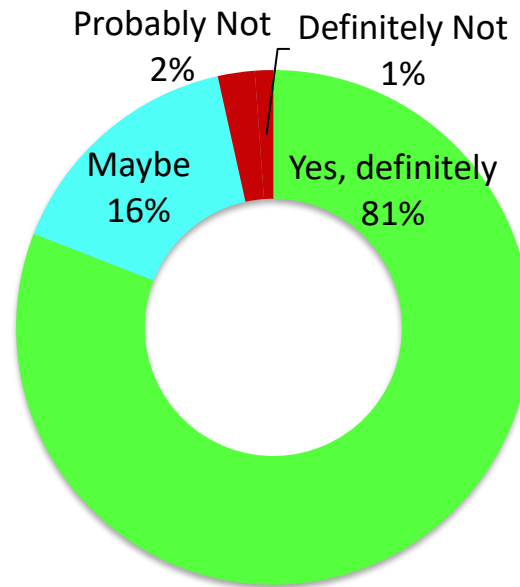
Support with long-term conditions

n=162



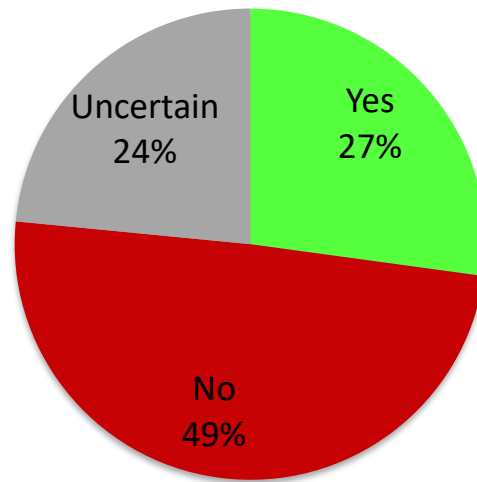
Q21 Would you recommend this Surgery to someone who has just moved here?

Recommend the surgery
n=173



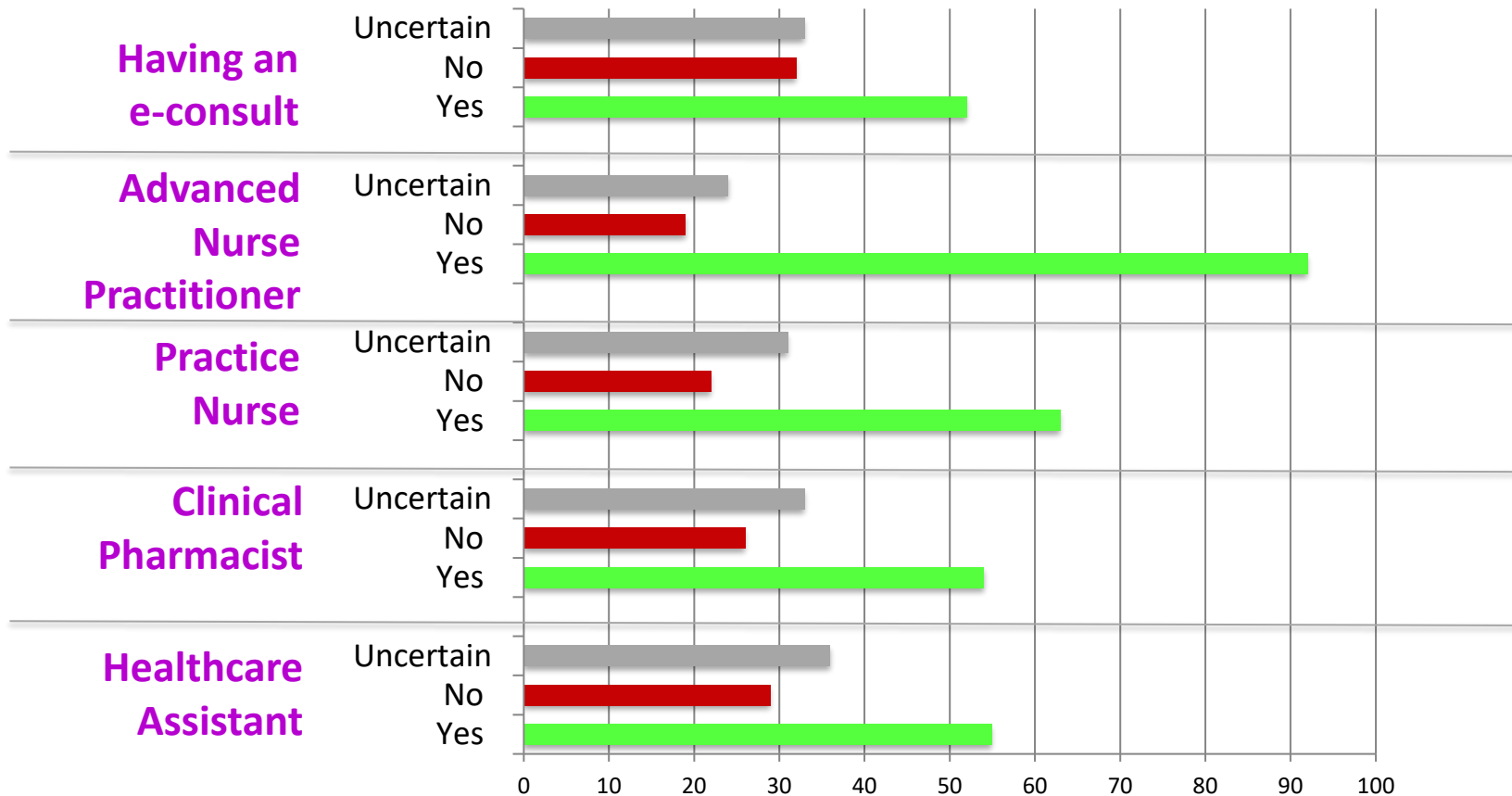
Q22 If we could NOT offer a timely appointment, would you be happy to be referred to see a GP at another surgery, eg Harness 'Hub' ?

Seeing a GP at the 'Hub'
n=162



Q23 If we could not offer a suitable doctor's appointment, would you usually be happy to see, instead:

Seeing another health professional
n=113-135



Q24 How would you best describe Willow Tree Family Doctors?

Nice and friendly and efficient
Its ok
It's a good place
Generally happy but feel I have not been listened to
Friendly and professional service
OK
Doctors are very good
Understanding and patient
My GP, TM, is very good, can't comment on others, have not had enough contact with them.
In think you all do a fantastic job
Well run, modern facilities, friendly reception staff, great nurses, plenty of GP's
Very good for the family
very good practice
Overall service good
Very efficient on the whole
Excellent service
A very good group of doctors/nurses but problems with booking system are a concern.

Q24 How would you best describe Willow Tree Family Doctors?

New surgery is spacious and comfortable
fast service and reliable
Excellent surgery, very attentive and very busy and takes time to get an app
Very good
Very professional. Always improving. Feel that any issues are a function of the demand for services rather than shortcomings at the practice
Should not have to wait too long for reports from hospital results (MRI scan). I had to chase several times.
Surgery should do podiatry for those that cannot get to Wembley/Willesden
Have physio specialist, get diagnosed quickly rather than taking pain management tablets
Very satisfied
Modern, well organised but lacking in the self check in. Get annoyed having to stand in queue 30 mins and never enough staff on desk, one receptionist
Very happy with service
Always helpful. Kind with great care for the patient
Well managed
Mainly quite happy with surgery
Helpful thorough and friendly
Fairly satisfactory
I am sure they try their best

Q24 How would you best describe Willow Tree Family Doctors?

Just joined and so far I am happy
Overall move form Kingsbury road has been good one. Service generally good and the premises are much improved.
Friendly and clean
Excellent
Excellent
Very good x 6
Very good, take patients needs into consideration. Some doctors more willing to refer than others
Friendly efficient and trustworthy
The best
An amazing group of people
Good but difficult to get app with specific GP
Nervous as had 3 appointments but so happy with service. Had smear, BP and seen GP. All brilliant and very professional....
...Nurses were exceptional as well as Dr Rai. Thanks for talking care of me
Nice atmosphere, nice doctors but always get seen long after my app time.
People are friendly, helpful and try to help
Friendly, professional and very good at giving emergency children's app.

Q24 How would you best describe Willow Tree Family Doctors?

Good and I am satisfied with service. Doctors are really good. Receptionists are happy to help always and the nurses are nice too...
...Thanks for all your hard work
Underfunded by NHS due to poor governance by the UK government. Practice needs more doctors/nurses so people can be seen quicker
Very happy
Great surgery, had no problems at all. Lovely people at reception and doctors/nurses are read
Good service but receptionists attitude, well, they need to learn to respect people and being polite
Mostly very happy, Very professional reception
Mostly efficient. Staff friendly and usually well informed and professional
Caring and understanding
Warm and admirable practice. New building has proven to be really beneficial to all
So impressed with surgery and all doctors and staff. Facilities are brilliant, clean and bright. No complaints at all
All professional, very good

Q24 How would you best describe Willow Tree Family Doctors?

Very clean, always willing to help. Staff very friendly. Almost feels private in here. Will definitely recommend to everyone I know. Keep up the good work
Efficient, very helpful, friendly. Always trying their best
Patient of over 50 years, find it efficient and caring
A lot better than old GP visited before and the doctors are more experienced and deal with patients better
Always good service from all staff. Most positive and helpful in their actions
generally good surgery
Wonderful,
Good overall
very effective and very friendly
Clean new building and improved phone system
Friendly helpful surgery
Great environment, reception always attentive
Good environment. Sometimes difficult to get an emergency appointment otherwise fairly happy
Generally good
Very good, Dr Shah is the best. Thank You
Very organised and accessible

Q24 How would you best describe Willow Tree Family Doctors?

Dr Newman and nurse Komal are great
Overall very good service
Excellent to have pharmacy on site. Great they do Rx deliveries
Online apps after midnight are brilliant
Happy and contented. Very good service and very patient
Like to call back via phone
Nurses and Dr's have been very supportive. Receptionists helpful
Reception, Dr's and nurses very good
Thank you, best dr's and services in London
Happy
Fantastic, caring Dr's and nurses.
Generally the GP's give a very good service
Improved last two years
Always excellent service. Thanks to all medical team and staff
Online apps offered in a week
In person at the counter is very good
No complaints, staff are always very professional and lovely

Q24 How would you best describe Willow Tree Family Doctors?

All staff are excellent. When booking 3 apps receptionist was excellent, very professional and I would never change my surgery. I cant explain how happy I am with you all.

Lovely mostly

Thanks for all your brilliant service you provide. You are innovative yet provide and excellent traditional caring service. Medals all round.

Text reminders useful in updating new time and reminding me to attend reception always very friendly

Dr Selwyn and Dr Mitchell by favourite most helpful doctors.

I do like this surgery. Take good care of mu family particularly my housebound mother who suffers form dementia. Thank you

reception and general all staff very helpful and friendly especially Emma

Polite receptionists

Thank you. Love coming to a professional clinic when I'm under the weather

Great

Dr Lloyd of course Q17, 18, 19 and 20

Rebecca is great compared to GP's

Q24 How would you best describe Willow Tree Family Doctors?

Dr's are always caring and helpful despite their heavy workload
very friendly and very good care
receptionists very helpful
Keep doing what you do best
Booking app over the phone better with call back service
Good service online and phone calls
Good staff, doctors and nurses
The entire team are caring and polite
All Dr's professional and helpful
Receptionists are helpful and kind
very nice
I don't see the Dr often but good service

General comments and suggestions

Doors to open earlier than 8.30 if you have an 8.30 app
Ethnic, sexuality and religious questions should not be relevant.
very disappointed with app service, online booking very limited, cant get through on phone in the morning because of people out side. Phone constantly engaged
Admin support needs to improve
Best not to have quick fix of ain killers, look for alternative solutions.
Not easy to make several trips to GP with two 90+ years parents.
Blood tests, BP check should be done at home
Need space for patient parking
Takes ages to get through on the phone and then phone apps are 2-3 weeks away
Its hard to get through to a Dr or nurse
Couldn't get the Dr I wanted to see
Dr listened but was in a rush
Pilates for back problems / yoga
cannot get appointment when you want it.
Prefer to have face to face or telephone rather than e-consult.

General comments and suggestions

SMS should say full name of person
Econsult, too many questions
White waiting area, sometimes cannot hear name being called.
Self check in never works. Machine always redirects me to long queue, no point
Waited 20 mins on hold for app and gave up in the end 9-9.20.
Last few times self check in not working
E-consult often not working, going back to basic consultation. Questions are too many.
If I am a patient and family member is also on my mobile number can we have full name texted, who the message is for?
Sometimes hard to book ahead to see same Dr as have requested for continuity
Take too long to be answered
People queuing outside mile long, cannot get through on the phone. Not good!
Sometimes waiting too long on phone.
Cannot always see same doctor
Difficult to make app with regular GP, lack of consistency

General comments and suggestions

usually takes 2-3 weeks to get app. Always booked up then told don't take bookings more than 2 weeks in advance

No appointments offered. All fully booked. Had to ring at 8.30 on the day (This is same Pt who said would like to try online booking so assumed not offered)

No apps offered as not classed as emergency

Too many questions (30 mins) for the pain (1-10) if you click 9 days call 111

Did not received call back within 24 hours on two occasions, very dissatisfied

No service at weekends

Should be earlier due to when parents want to book an app they have to wait till 7

Surgery needs to open from 8am, emergencies Sat-Sun

Appointments are an issue

Q28-30 why does it matter?

Always feel short staffed.

Early opening would be useful for those that work

Need to make web app process easier, not sure how it works

General comments and suggestions

Difficult to get app when needed
Some reception need re raining, very rude, no ! Contact, not very understanding.
Doctors can be rushed and always ask to come back in week or so.
Info on dr's rota would be helpful to see what days work
I cannot see the Dr whom I've know for years and knows my history
When very ill cannot make at 8.30, would like to be able to make app for afternoon
Waited 45 mins on phone
Very long waiting times
reception staff could be more caring
hard to make app before 6.30 if working in city. Would be helpful to open until 7.30 2-3 times a week or Saturday
Website very cluttered. Needs to be simpler and cleaner to be useful and informative
Should be more app online considering number of Dr's.
Saturday morning apps would be useful to save taking time off work

General comments and suggestions

Self check in sometimes doesn't work.
E-consult too long, too many questions and when you are in pain says call 111
On hold too long
Online - no appointments or too long a wait
Sometimes have to chase too long for results
Need more communication between Pt and GP of wellbeing
very busy
Treatment for pain and physio needs to be more rapid and not given pain killers for one month, too long
Offer other options of treatment eg acupuncture
Play area for children
Online consult forms too long
Self check in out of order too often
Apps one day at weekend for those that work
Online reg is too much hassle esp to the older generation
Check in does not work properly

General comments and suggestions

Extended opening times and open weekends
More hand sanitizers
Find it hard to see my own GP
Would like to see usual GP as knows my condition and they would better understand my illness
Online is not user friendly
Maybe need more doctors due to surge in population last 10 years
Waited 50 mins on phone
Queued from 8, offered app at 9.50, not happy waiting
Some people need to smile more
7pm slots
Wait 1-2 weeks to see usual GP
No confidence in GP as had same infection for 6 weeks
Offer more help to doctors that are training rather than just referring them to Skype chats
Only get next day app by getting up in the middle of the night

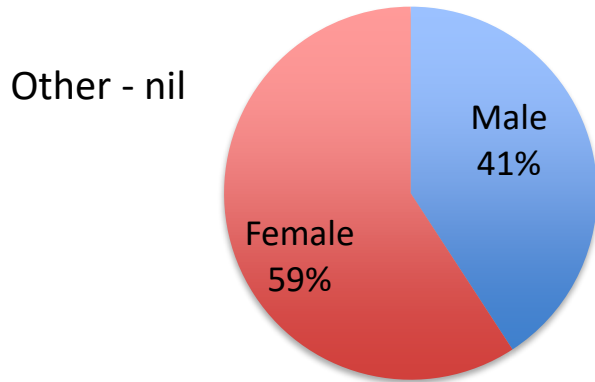
General comments and suggestions

Problem with being temp patient as at uni and cant always get app
Cant get morning app, told to call back afternoon and then unable to get an appointment
Delay in doctors calling back, 1 hour
Need mote time with the doctors, sometimes they run out of time. 15 min apps
can only get apps 3 weeks in advance
depending on who answers the phone I may no get an app
Dr's should deal with their own patients. I would like to see a regular GP who understands my health conditions and know my history. I think it would build a trusting relationship which I don't have at the moment

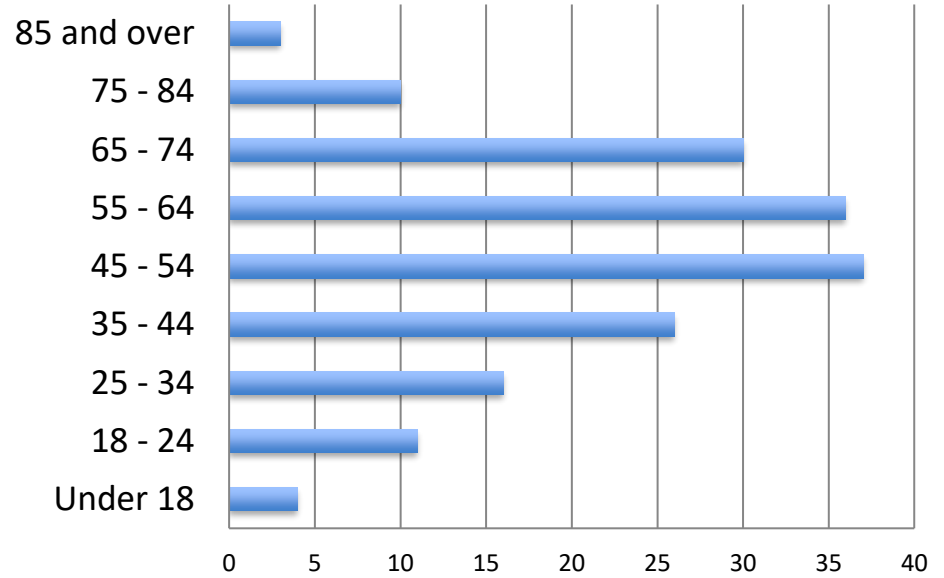
Respondents



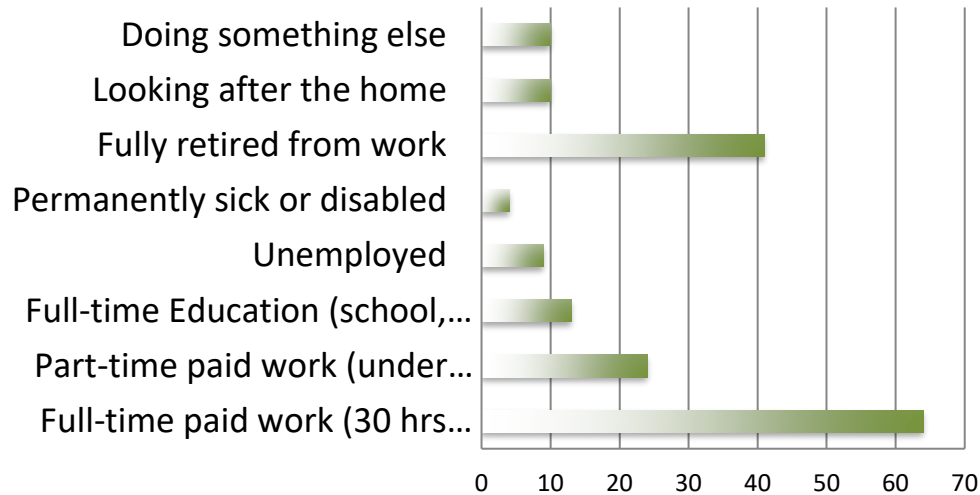
Gender



Age breakdown

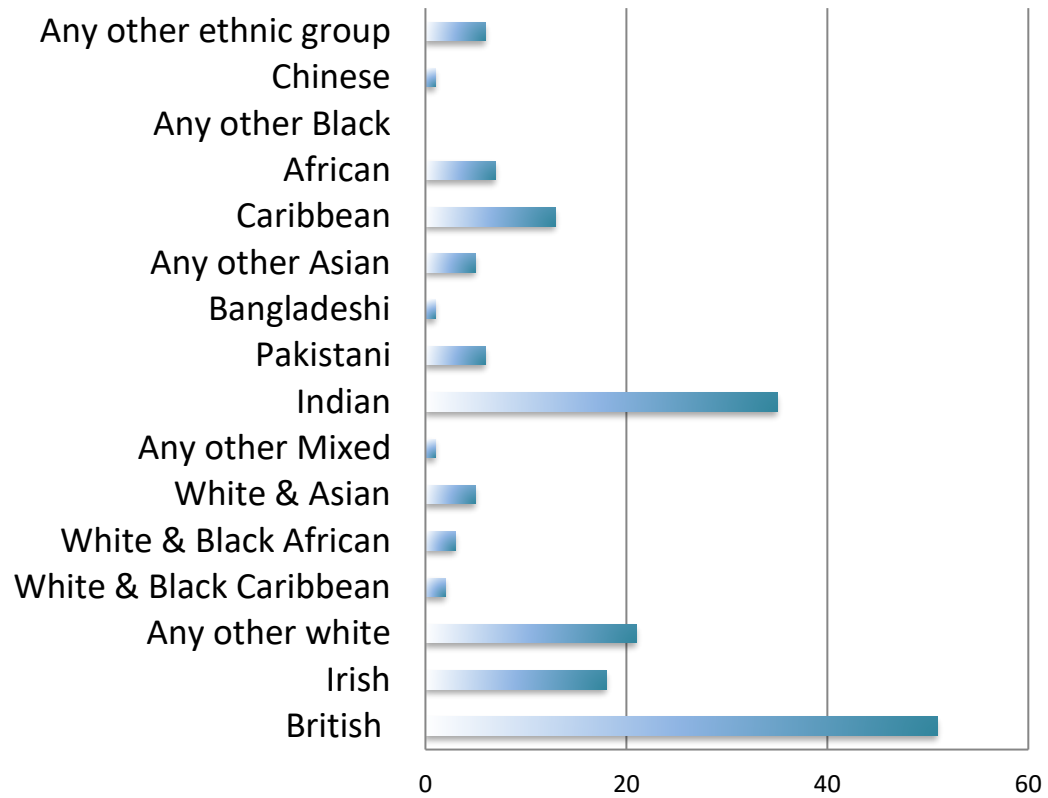


Employment n=175



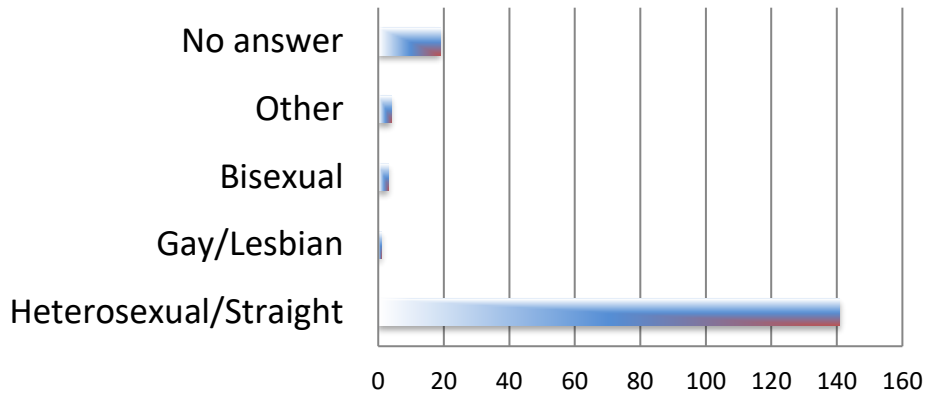
Ethnicity

n=175



Sexuality

n=168



Religion

n=164

