

Hathaway Medical Centre Patient Participation DES

2012 - 13



PATIENT PARTICIPATION DES

TABLE OF CONTENTS

Step 1 - A description of the profile of the members of the PRG and explanations of why it differs from the practice profile, if appropriate.....	1
Step 2: Agree areas of priority with Patient Representative Group.....	2
Step 3: Collate views of patients through the use of a survey.....	3
Steps 4 and 5: Provide the opportunity to discuss survey findings and agree action plan with PRG.....	4
Step 6: Publicise the results and planned action plan.....	5
Step 7 - Practice opening hours and how patients can access services throughout core hours.....	5
Publicise the results and planned action plan.....	6
Appendix 1 - 2012-13 Action Plan Following Our Patient Survey.....	7
The aim of the survey.....	7
Confidence in the results.....	7
Section 1 - Demographics.....	7
Section 2 - Referrals to an NHS hospital consultant.....	10
Section 3 - Referrals to another practitioner outside of the GP practice.....	12
Section 4 - Referrals for a hospital test, examination or procedure.....	12
Section 5 - Accessing us by the telephone.....	14
Section 6 – Other services and facilities.....	18
Section 7 - Comments.....	20
Appendix 2 - The 2012-13 Questions.....	24
Your Background.....	24
Section 1 - Routine GP Appointments - For You.....	24
Section 2 - Referrals to an NHS hospital consultant.....	25
Section 3 - Referrals to another practitioner outside of the GP practice.....	26
Section 4 - Referrals for a hospital test, examination or procedure.....	27
Section 5 - Accessing us by the telephone.....	27
Section 6 – Other services and facilities.....	29
Section 7 - Comments.....	29

Step 1 - A description of the profile of the members of the PRG and explanations of why it differs from the practice profile, if appropriate.

Comparison between the patient demographics and the representation of the PRG are:

Criteria		2012-13		2011-12		
		PRG	Practice	PRG	Practice	
Male		51.16%	49.95%	48.7%	49.8%	very similar
Female		48.83%	50.05%	51.3%	50.2%	very similar
Ethnicity						
	White	100%	92%	100.0%	92%	It is apparent that we have been unable to encourage non-white patients to participate
	Mixed Race	0	4%	0	2%	
	Asian	0	2%	0	4%	
	Caribbean	0	1%	0	0	
	African	0	1%	0	1%	
	Chinese	0	<1%	0	1%	
Age						
	<16		20.54	0.0%	19%	While we did not expect <16 yrs to participate, and despite positively seeking out younger patients, it is disappointing that the PRG is biased towards the older population. We do believe that this will be remedied with time and continuing effort to recruit younger patients.
	17-24		10.44	0.0%	12%	
	25-34	2.3%	28.91	2.5%	30%	
	35-44	9.3%		10%		
	46-54	11.6%	26.34	12%	26	
	55-64	41.9%		41%		
	65-75	23.3%	7.05	22%	7%	
	>75	11.6%	6.69	12%	7%	

While we have attempted to encourage a broader range of patients to be involved, there appears reluctance by younger, busier patients to be involved and also by patients who have little contact with the practice – again the younger age group.

Steps taken to recruit patients and ensure group is representative.

We have continued to recruit new members through messages in newsletters, practice booklet, responses to complaints, notices in the practice and links on our website. It is hoped that, with time and more directed invitations, the demographics of the group will change to more closely reflect the practice demographics.

Step 2: Agree areas of priority with Patient Representative Group

The practice needs to describe how it sought the views of the PRG on the priority areas for the survey questions?

This year’s survey follows on from the process started last year when we had already identified the key areas and the priority given to each area; the results are contained in the “[Patient Reference Group Initial Survey Results](#)”

(http://www.hathawaysurgery.co.uk/website/J83007/files/Patient_Reference_Group_Initial_Survey.pdf)

on our website. Last year’s questionnaire sought views for the top priority plus the use of our branch surgery; this year the survey:

- Reviewed some areas of our appointment system
- The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice?
- How easy is it to contact the practice by telephone

Areas agreed with the PRG 2011-12

Areas to survey listed in priority order	Year surveyed
Arranging appointments	11/12
The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice?	12/13
How easy is it to contact the practice by telephone?	12/13
The effectiveness of the follow-up?	
The effectiveness of the initial medical consultation	
How easy is it to have an issue addressed at the practice reception desk?	
How effective is the website as a method of contacting the practice?	
Access to and facilities at Hathaway Medical Centre only,	
Information about the practice, e.g. location, opening hours, services provided.	
Letters to the patients	
Facilities at Hathaway Medical Centre only	
Access to and facilities at New Road Surgery only,	
Ease of travel to the two sites operated by the practice, i.e. Hathaway Medical Centre and New Road Surgery	
How important is it for us to keep working from our New Road Surgery?	11/12

Firstly the PRG were emailed a copy of the report on our achievements and progress following last year's survey asking for comments. [This report can be found in the survey reports section of our website](http://www.hathawaysurgery.co.uk/website/J83007_files/J83007_Hathaway_MC_-_ACTION_PLAN_11-12_OUTCOMES.pdf) (http://www.hathawaysurgery.co.uk/website/J83007_files/J83007_Hathaway_MC_-_ACTION_PLAN_11-12_OUTCOMES.pdf). They were also emailed to seek their view and to confirm that the process outlined above was acceptable.

With the agreement of the PRG a new survey was created and a draft of this was sent to the PRG for their comments and suggestions and these were incorporated into the final survey.

What other information has the practice used to determine the priorities?

Additional information and learning for this year's questionnaire came from the report on our achievements of the actions we had identified from the 201-12 questionnaire. From this report we identified that we needed clarification of some of the answers to questions, therefore the question was modified and incorporated into this year's survey.

Step 3: Collate views of patients through the use of a survey

How has the practice determined the questions used in the survey?

The survey is contained in Appendix 2. The questions used were developed through training received during our involvement as a pilot for the NHS real time feedback scheme and also through feedback from the PRG.

What method has the practice used to enable patients to carry out the survey?

The survey was made available to patients through a variety of methods:

- Patients on the PRG were emailed a link to the survey
- Patients requesting prescriptions via the website were sent emails with a link to the survey
- All patients who had signed up for a newsletter were sent a link
- A link was put on our website
- Paper copies of the questionnaire were made available to patients in the waiting room
- Two members of staff were directed to spend time in the waiting rooms encouraging patients to complete the survey and also helping patients by reading the questions and filling in their responses on their behalf – not everyone comes to the GP with their reading glasses!
- More than 2,000 patients were emailed the survey link

How has the practice collated the results?

Results are automatically collated by the website therefore all completed paper questionnaires were entered onto the website.

Do the questions reflect the priority areas?

The questions are based on the priority areas set and agreed with the PRG and all questions were submitted to (and modified by) the PRG before being made available to the larger patient population.

Steps 4 and 5: Provide the opportunity to discuss survey findings and agree action plan with PRG

How has the practice sought the views of the PRG on the findings of the survey?

The PRG were involved with the initial survey results giving an opportunity to feed into the report, and later had an opportunity to feedback on the report. The PRG were:

- Emailed a link to a draft questionnaire asking for them to look through and try the questionnaire and feedback any comments they may have about the questions, design etc. Input from the PRG brought about significant changes between the original and the final questionnaire.
- Emailed informing them when the survey was closed and sent a link to the results asking for any observations they had on the survey results.
- All PRG members were emailed and given a date on which meetings could be held to discuss the results and the report; two different times were offered on this date.
- Emailed the draft report was sent to all PRG members asking for comments and feedback. Much of the feedback was incorporated in to the final report.

Has the practice produced a clear action plan that relates to the survey results? Copy of action plan to be provided to PCT.

The action plan covers all areas agreed with the PRG; it is published on our website with clear links to it to improve its visibility.

The report was also distributed as follows:

- Patients on the PRG were emailed a copy
- Links are placed on the prescription request form on our website
- All patients who had signed up for a newsletter were sent a copy of the report
- Paper copies of the questionnaire are available to patients in the waiting rooms
- A comment identifying the report will be added to the next practice booklet when printed.

How did the practice consult the PRG to agree the plan?

As detailed above, all members of the PRG were emailed a link to the survey results and also the draft report. Members were given the option to remain “virtual” and respond by email or to attend for a meeting. 100% of the respondents wanted to remain virtual therefore no meeting was held.

PRG members were asked to give their thoughts on the draft report conclusions and proposed actions.

Feedback from the PRG has been incorporated into the final report.

Are there any contractual considerations to proposed changes?

There are no contractual considerations proposed by the changes/actions suggested in the plan

Step 6: Publicise the results and planned action plan

In order to meet any of the steps the Local Patient Participation Report must be published on a web site.

This report is published on our website and contains:

- a. A description of the profile of the members of the PRG and explanations of why it differs from the practice profile, if appropriate.
- b. Steps taken to recruit patients and ensure group is representative.
- c. How the practice sought the views of its patients priority areas.
- d. Description of the survey and how it was carried out.
- e. Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented together with reasons why any proposals should not be implemented.
- f. Description of how the practice consulted with the PRG on the action plan.
- g. Practice opening hours and how patients can access services throughout core hours.
- h. Where the practice offers extended opening, the times at which patients can see individual health care professionals.

Step 7 - Practice opening hours and how patients can access services throughout core hours.

The practice is open between 08:00 and 18:30 Monday to Friday, excluding bank holidays, and the telephones are answered throughout this period.

The main telephone line has dedicated staff responding to patient telephone calls between 08:00 and 18:00 Monday to Friday. Between 18:00 and 18:30 the telephones are answered by our reception team. Our reception is staffed throughout our core hours and during other times, such as extended hours, when we are open.

Our services can be accessed during these times either by calling the surgery on our main number (08444 120023) or in person at our reception desk. An increasing number of patients use email or our website to access a range of services such as:

- Prescription requests
- Requesting an appointment
- Cancelling an appointment

Patients can also leave telephone messages and we will call them back.

Step 8 - Where the practice offers extended opening, the times at which patients can see individual health care professionals.

Extended hours are offered during the following times:

Monday	<p>Morning: Dr Wright 7am – 8am (switches to a Weds am if on Monday duty) Mrs Jean Gingell (Phlebotomist) phlebotomy – when Dr Wright has and early surgery</p> <p>Evening Donna Egbeare – Family Planning Clinic until 7:30pm Dr Ellen Goedbloed – until 7:30pm</p>	<p>1 hr (alt) 1 hr (alt)</p> <p>1 hr 1 hr</p>
Tuesday	<p>Morning Dr Osmond 7:15 am – 8am Dr Jeffery 7am – 8am Dr Grimmer (from 1 April)</p>	<p>0.75 hr 1 hr 1 hr</p>
Wednesday	<p>Morning</p> <ul style="list-style-type: none"> • Dr Wright 7am – 8am (unless he has a Monday early surgery) • Mrs Bridget Spencer (HCA) dressing, phlebotomy etc • Mrs Jean Gingell (Phlebotomist) phlebotomy <p>Evening</p> <ul style="list-style-type: none"> • Dr Turek – 7:00pm • Dr Brosch – 7:00pm 	<p>1 hr (alt) 1 hr 1hr 0.5 hr 0.5 hr</p>
Thursday		
Friday		

Publicise the results and planned action plan

The results are publicised on our website and can be viewed through the following link:

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=139357&v=J83007> -

The action plan has been publicised and can be viewed through the following link:

http://www.hathawaysurgery.co.uk/website/J83007/files/J83007_Hathaway_MC_-_ACTION_PLAN_2012-13.pdf

Appendix 1 - 2012-13 Action Plan Following Our Patient Survey

The aim of the survey

The stated aims of this questionnaire were to determine the following:

- The process to refer patients to consultants, physiotherapists, further tests etc. outside of the services provided by the practice?
- How easy is it to contact the practice by telephone?

Confidence in the results

The survey received 431 responses. However, the responses specific to referrals etc were lower than for other areas of the questionnaire and may raise a question about the confidence in these specific areas. However, the results have been analysed and are part of our planning.

Section 1 - Demographics

What is your age?

Under 16 years	0%
17 - 25 years	6%
26 - 45 years	34%
46 - 65 years	36%
66 - 75 years	14%
Over 75 years	6%
I'd prefer not to say	0%
No response	4%

Male	37%
Female	60%
I'd prefer not to say	0%
No response	3%

Are you currently in a job or education?

I have a job	54%
I am in education	3%
I do not currently have a job	7%
I am retired	31%
I'd prefer not to say	2%
No response	3%

Only 48% of our patient stated that they knew we were a training practice and only 33% of patients felt “adequately informed what being a training practice means to the service we give our patients”

Action:

Improve patient information outlining our position as a training practice, the reasons behind this decision and what it means to patients and the service we give.

Attendance at the practice

We offered a range of responses but failed to include 0 (nil) and many of our patients do not attend over a year.

Appointments

There was an increase in “general satisfaction” with the appointment system from 48% all responders in 2011-12 to 49% in 12-13. While this is a move in the right direction it is below 80%+ level of satisfaction that we would feel comfortable with.

The period of time patients’ state they should be seen routinely within, and are seen, is:

	Next day	2 days	3 days	4 days	5 days	7 days	10 days	14 days	More than 14 days	No response
Acceptable	7	17	22	12	16	15	3	1	0	7
Actual	4	5	3	6	6	18	21	11	12	14

This shows a large discrepancy between the period of time patients feel they should wait with 89% stating this should be 7 days or less than only but 42% achieving this.

These questions refer only to routine appointments yet on Monday 25 March 2013 we responded to over 200 patients on the same day as they contacted us, over half of these will have been direct contact and seen by a GP. Routine appointments are sacrificed to meet the current huge (and increasing) demand for same day appointments. The surgery has a target of 80% overall satisfaction with appointment access; but the survey needs to include same day access.

Actions:

To implement changes that the practice has already started formulating as a result of the questionnaire to reduce the time patients need to wait for a routine appointment then run another questionnaire in the autumn to include all appointments.

Days of the week

Monday	6%
Tuesday	5%
Wednesday	6%
Thursday	4%
Friday	6%
Saturday	9%
Sunday	2%
No preference M-F	55%
No response	7%

This year the question gave patients only one choice of preference, whereas last year patients could choose any or all days if they wished. We included Sunday to see if there is a significant demand for weekend consultations. This confirms that there is little preference for which day appointments are available, although, of those who expressed a preference of a specific day, 9% chose Saturday appointments. A number of comments identified that, if Saturday wasn't available, then opening longer during M-F would be acceptable.

Opening on a Saturday has a large number of implications that we need to explore. In the first instance the proposal is to increase extended hours where possible.

Action: Whenever there is a change in GPs or a need to reschedule routine GP surgeries, the opportunity must be taken to increase the amount of extended hours available.

Is there a preference for different times of the day?

	2012-13	2111-12
7-8	5%	12%
8-10	13%	13%
10-12	18%	14%
12-2	8%	11%
2-4	6%	11%
4-6	7%	13%
6-7	7%	14%
7-8	5%	13%
No preference	27%	

This year the preference has moved towards morning appointments and less the afternoon/evening appointments.

Action: We do not feel that the results require a change to our current breadth of appointments.

Continuity

How important is it for you to see the same doctor or nurse on each visit?

Very important	27%
Important	22%
Desirable	29%
Not very important	12%
Of no importance	5%
Don't know	0%
No response	5%

78% of patient view continuity as very important, important or desirable

Action: We are aware that our current appointment system does not always lead to continuity and we will look at changes that can be made to improve this.

Section 2 - Referrals to an NHS hospital consultant

Over the last 12 months 31% (124 patients) had been referred to an NHS hospital consultant?

Of those who responded

- 58% had used Choose & Book
- 84% were either extremely or generally satisfied with the help and guidance offered by the GP in selecting a Hospital/Clinic; Consultant of your choice
- 81% felt that the letter sent by the practice arrived within a satisfactory time scale
- 50% of patients were offered literature explaining choose and book or told where this information is available
- 90% felt the system was easier than expected
- 80% of patients who had further contact with the surgery (written or verbal) on this matter, were extremely or generally satisfied with the way we responded
- 50% of patients felt that, following their appointment with the Clinic/Hospital the follow up actions handled between the practice and the hospital were handled extremely or very well

Comments

Patients who responded poorly to the last question were asked to outline what went wrong and add any suggestions they felt may help us improve. Viewing many of the comments it appears that the problem stems from poor communication or experience with the hospital rather than the practice:

- I choose Swindon but it took from early April 2012-15 Oct 12 to get my first appointment due to the hospital cancelling on several occasions and me cancelling once due to a clash with my wedding.
- I am still having tests at Swindon, almost a year on from the referral due to an admin error there which has caused a 4 month delay from my Oct appointment until my most recent appointment on the 4 March

- Hospital did not give information prior to discharge ... Had to visit doctor to find out information I should have been given at Bristol - e.g. Pain relief, GP had to correct Bristol lack of advice and correct medication.
- I chose to go privately because of the long waiting list.
- I had to chase up appointments/treatment
- I have not answered the above questions because, although I was referred to the RUH for a scan, I do not know whether it was 'choose & Book'. After previous surgery, important clinics and hospital stays I have returned to Hathaway always by my own initiative. It seems to me that one's GP should take a little more interest in one's progress!
- I have not yet had any follow up from the GP practice because my treatment has not yet been completed by the consultant.
- I never received any correspondence from the hospital or the surgery after I had seen the consultant and had additional tests/scans at the RUH. I had to chase up the information myself
- Once I was referred to a consultant it seemed that the surgery had lost interest in me.
- It was with my previous surgery, but was within the last 12 months, hence responding to the question. The reason I was dissatisfied was that I wasn't given any explanation of choose and book, and I found the literature lengthy and difficult to understand. When I literally followed the instructions without understanding what I was doing, it worked, but it took a bit for me to get on with it - I felt daunted by it.
- No contact with the practice all correspondence etc came direct from the hospital
- Not able to obtain information because my own GP was away
- Received a letter referring me to a consultant at home with no prior warning from GP so was extremely worried on receipt. Had to contact surgery several times to try and find out why. Very unsettling experience.
- Still awaiting results of biopsy from gastroscopy
- The advice that I was given at the hospital has not been followed through at the surgery. A nurse recommended I try a different path though the hospital has given me a completely different recommendation. I am not pleased at all with the process.
- The practice was not aware I had been discharged from Circle Bath.
- There can be a significant time delay between a consultant appt & the information reaching the gp
- There has been no follow up at all from the surgery

There appear to be a couple of themes:

- Patients perceive that GPs lose interest in the patient once the patient is referred
- Slow, or a lack of, communication following an outpatient or a hospital stay

Action: For many patients a referral to a consultant is a new experience. This experience could be improved by giving more information (or sources of information) when they are referred. The information could detail issues such as the transfer of care from the GP to a consultant; what is likely to happen when seen by a consultant, timescales, results and who is responsible for communicating these to the patient, follow up appointments etc. This information may help shape patient expectations and help them to identify when things are not going to plan.

Section 3 - Referrals to another practitioner outside of the GP practice

Over the last 12 months 17% (77 patients) had been referred to another practitioner outside of the GP practice.

Of those who responded:

- 77% were either extremely or generally satisfied with the experience

Practitioners patients were referred to included:

Diabetes nurse	Dietician
Psychologist	Physiotherapy
Memory Clinic	Mental Health Services
Minor Injuries	Orthotics and physiotherapy
Paediatrician	Podiatrist
Spa Clinic, Melksham for minor surgery, but they were unable to perform this, and I now have been referred to the RUH Skin Specialist for further diagnosis and hopefully treatment	

Section 4 - Referrals for a hospital test, examination or procedure

Over the last 12 months 28% (122 patients) had been referred for a hospital test, examination or procedure.

Of those who responded:

- 83% of patients stated that the process of being seen by a GP/nurse and then being referred for a test/examination or procedure met their expectation?

Tests and examinations that patients were referred to included:

48 hr Sleep study	Arthroscopy
Chest X-ray	Audiology appointment
Colonoscopy	Barium Enema
Ct	Bone density scan
ECG and scan	Breast clinic, examination.
Exercise/treadmill ECG	Cardiac investigation procedures
Eye test	Cardiology 24 hour monitor
Gastroscopy	Glaucoma Test
X-ray	Mammogram
Echo cardiogram	MRI
Lung function test at GWH	Myocardial Perfusion Scan
Ultrasound	Sigmoidoscopy
X-ray	T.U.R.P at RUH
US guided injection	

Comments

- All went well
- Choice of hospital would have been preferred
- Excellent district nurse visited when requested
- Excellent service
- Excellent service from RUH, Bath - very impressed with appointment timekeeping and polite friendly staff at RUH
- I had to go several times to be referred
- I was informed the waiting time would be about 1 month so opted to have MRI privately in order to speed up the process. Although results were faxed through to the surgery I had to wait longer than 2 weeks to get the results as there were no appointments with the requesting GP. As the results showed a fracture I was surprised I had not been contacted by the surgery. My concern is who checks results and is responsible for contacting the patient? The system is perhaps too reliant on the patient making contact which can be difficult when appointments are not available
- I was referred urgently and seen within a couple of days which stopped me worrying unnecessarily
- I was satisfied after a consultation with Dr Turek - chosen and booked with her
- I was very impressed and extremely grateful to Dr Turek who got me an emergency appointment at the hospital on the same day I visited her, my surgery was then expedited by 3 weeks, so I really appreciated her help.
- It was strange that I was asked to choose a hospital for Genealogy (I chose Swindon) and then a couple of days later I discovered an ultrasound appointment had been made for me by the surgery at RUH Bath.
- Once I had visited the hospital I was supposed to receive some more info including a date for the procedure but I am still waiting. Over a month now
- The Doctor I saw was extremely thorough and this has really impressed me and left me feeling confident that my health was important.
- The first appointment I wasn't notified of until I received a letter from RUH stating I had missed the appointment. This meant I had to re-see a doctor to be re-referred, which I felt was a waste of an appointment.
- The time between being seen and hospital appointment is extreme, the hospital cancelled my appointment twice adding a further two months to the six months I waited.
- There need for the Hospitals to have better interchange of information. For instance I could not get an X-ray at Chippenham that was required by Great Western, as their images get sent to Bath. This is even when I have had the x-ray requested by the orthopaedics at GWH for podiatry I am receiving podiatry at Chippenham Hospital
- Very good service
- Very quick and efficient. only improvement would be for the surgery to have a process for contacting patient when results back e.g. email
- Wasn't told I needed one until I received a letter through!

Action:

Through the commissioning process, raise with the hospitals their inability to share information. Most of our diagnostic tests are carried out locally or in Bath; it is unfortunate that other hospitals (Swindon and Bristol) cannot currently access this information and this sometimes leads to duplicated tests, wasted outpatient appointments and inconvenience for patients etc. The ideal outcome will be for all local hospitals to be able to appropriately access patient results irrespective of where the test was performed.

Section 5 - Accessing us by the telephone

This section covers the process of telephoning the practice and the automated telephone system

- 86% of patients get through on the telephone within 4 attempts
- 65% of patients felt the number of attempts needed to get through on the telephone was acceptable
- 86% felt it was very or fairly easy to navigate the automated telephone system
- 87% felt the choices on the automated telephone system are very or fairly clear
- 80% felt they were connected to an operator within an acceptable amount of time
- 84% felt the options on the telephone helped them to access the services provided by the surgery very or fairly well

A selection of the comments:

These covered a number of themes:

- Urgent calls - A facility to connect to the call centre when initially ringing with an option for the caller to indicate whether the call is urgent.
- The options
 - Consider adding an option eg "reception" for allowing people to talk to a member of staff there as often the other stated named options do not necessarily apply.
 - Certain options eg prescription queries are NEVER answered. As a result I always opt for the appointment option and find that any query is answered in this way. It is pointless to offer an option where no-one ever answers the phone.
 - It would be useful to know when being given the options if the service you require is just automated and that you are not going to talk to a member of staff!
 - Provision should be made for 'short notice' cancellation of appointments. Web page requires 24 hrs notification and the dedicated cancellation line is not reactive enough.
 - Recorded voices and options are always upsetting when one wants to speak to a real live person. However, when we do speak to someone, they are invariably friendly and helpful

- An option for "Follow up" Appointments would be useful
- Being able to call the doctor directly - an option to talk to a nurse or doctor over the phone would be helpful instead of having to relay everything to the operator and then again to the nurse and then again to the doctor
- Our 0844 number
 - Have a 01249 number
 - The waiting time has now prompted my mobile phone provider to offer a discounted rate on 0845 (0844) numbers, for which the surgery is the only one I use.
- Problems with the messages:
 - Attempt to not have pre-recorded messages on top of each other, ie Dr Wright talking over the pre-recorded message.
 - Length of introduction
- Get rid of the telephone options completely
- Don't use the telephone:
 - To be fair, I tend to call at the reception if I have anything complicated to ask
 - Always call in to make appointment, easier than navigating phone menus. Also not sure if calls to the surgery are charged at standard rate. Staff always very helpful.
- Consistent message
 - The people who answer the phone are not at the surgery and often give conflicting advice and not the same as if you go into reception I have complained about it
- As I only joined Hathaway Surgery in October 2012, as a result of My Husband being so well looked after by your surgery and His own Dr, I decided to change as well to Hathaway, so apart from some general yearly checks have not had to make contact for other reasons. But going on my experience when My Husband was alive I was always treated as top priority for Him and response was excellent.
- Nothing as already an excellent service.

Actions:

- We need to:
 - Review and re-record a number of messages
 - Review the options, look to remove or change the prescription option
 - Revert to a telephone number included in call packages – *we are already committed to do this in 2014*

This section covers your experience of the staff who answer your telephone calls.

- 71% felt comfortable and confident to discuss their medical needs with our trained telephone staff
- 71% felt our staff managed to ask appropriate questions in a friendly, helpful but non-intrusive manner

- 69% felt confident with the skills, ability and knowledge of the staff answering the telephone; 7% felt it depended upon the member of staff

A selection of the comments:

These covered a number of themes:

- Good staff
 - All staff have been good on the phone
 - Always helpful and informative
 - I think the reception/ telephone staff are wonderful I've spoken to them all many times and they are always extremely helpful.
 - Telephone operators and nurses are usually lovely but sometimes the doctors are abrupt
 - The staff answering the phone are absolutely lovely. The right amount of friendly and discrete
- Variability of staff:
 - I have only needed to phone the surgery on a couple of occasions - I have spoken to one very helpful person at the surgery but on one occasion, I needed to phone 3 times to get any assistance and each time I spoke to people who appeared to be rather officious and 'gatekeepers' who really did not wish to help.
 - it does vary greatly from person to person
 - I appreciate the fact that when a staff member does not know how to answer my query she goes and finds out. Excellent service
 - Because I have experienced nosy and brusque responses, I now book personally at the surgery. I do not find it helpful to face a situation where the voice at the other end is brusque. So I take avoidance action. This attitude seems to be a mark of the surgery
 - Have set BASIC questions - one staff member is more intrusive and querulous than the others in my experience - but in general the others are more quietly spoken and subtle in their enquiry!
 - I feel the standard staff achieve remain variable and I suspect too dependent on experience, which brings into question training.
 - I have rang for prescription enquiries many times over the past 6 months and always get a different and inaccurate answer by the person looking at the records, which makes me think the process internally is not understood by staff. I often feel when I ask to see somebody that my judgment on me as a patient is not believed i.e. I am the best person to know my body, especially when I've had a repetitive or chronic illness, and the staff on the phone can often be quite scripted, and almost push me into doing something i.e. booking an appt with someone or waiting for a length of time, which is at odds with what I need from previous experience.
 - I work in a local office with quite a few people who attend Hathaway. We all agree that the initial response from the Hathaway reception is often a really unpleasant experience. The staff can be unfriendly, abrupt and terse. As a patient you are made to feel like a nuisance and an irritation. I have worked as a receptionist myself and understand how rude the general public can be - but

you must always treat each person as an individual and if one person has been difficult and rude - you do not take it out on every subsequent caller! Quite often when you call the doctors you do not know if your symptoms are urgent or serious. An unfriendly grilling from the receptionist does not help. I try to make it a rule to pop in and make an appointment as I find the staff to be far more helpful when I am dealing with them face-to-face

- Often I feel rushed and that the staff have little patience when on the phone, probably due to their available time. This creates a negative impression despite them being helpful. I would like to see this improve going forward
- Some of your staff are exceptionally helpful and pleasant and others sometimes come across as abrupt and dismissive of the reason you have called. I appreciate that staff can have a bad day and that may affect their attitude but they should leave their "gorillas at the door" and not allow their mood/problems to affect their attitude to the caller.
- The questions staff ask
 - Although I say yes above because the staff do a great job, I'm sometimes a little reserved about disclosing some information to reception, especially on a follow-up enquiry
 - Any discussions regarding my medical condition should only be with a medically trained member of staff. Other staff should only handle appointments.
 - Could be difficult on some occasions to discuss with a non-medical stranger
 - Don't presume you know my medical history or diagnose me
 - If I have personal medical problems I DO NOT WANT TO BE DISCUSSING IT WITH YOUR RECEPTIONIST IF I AM WORRIED AND CONCERNED I EXPECT TO SPEAK TO A MEDICAL PROFESSIONAL
- The system
 - I think your staff sometimes are inflexible when handling requests. They appear to be following a 'system' and forget the needs of the client are more important than what the computer in front of them says.
 - If the telephone is being answered in the office then I am happy to discuss my medical needs but if it's being answered at the desk then I am not happy as other patients can easily "listen in". As I don't know where the telephone calls are being taken in the surgery I prefer not to say what my problem is.
 - It appears that one of the roles of the receptionists is to ration access to a doctor. When you are very ill, you do not have the strength to argue your case that you MUST see a doctor and not a nurse practitioner.
 - The staff interrupt and try to second guess what you are saying. They are very rigid in what they will book for you, they do not want to consider other factors which may make the appt more urgent, e.g young babies / children
- Improving
 - The team have improved a great deal over the past 12 months which is great as they used to be pretty blunt and unhelpful. I still don't think they go out of their way to help patients - they are clearly there to 'protect' the doctors.
 - Your afternoon receptionist is much more helpful than those in the morning - if possible I wait to call in the afternoon for this very reason

Actions:

Through training we will improve consistency between all staff with a fundamental approach that we are here to help patients. This training will need to support staff to find a balance between ensuring that patients are seen by the most appropriately trained members of staff and being intrusive/insensitive with the questions that are asked.

We will review the information available to patients about why we ask questions and also what is and what isn't possible to achieve so that we do not appear "inflexible".

Section 6 – Other services and facilities

Do you know that the following NHS services also take place in Hathaway Medical Centre? Please tick those you are aware of:

Dentist	87%
Surgical Theatre	30%
Mental Health Services	18%
Psychology	12%
Audiology	11%
Memory Clinical	3%
Othopaedic Outpatients with Circle Hospital	8%

Do you know that the following non-NHS services also take place in Hathaway Medical Centre? Please tick those you are aware of:

Medical Research	28%
Medical Aesthetics (skin treatments)	23%
Medical Laser Services	23%
Chiropractor	12%
Osteopath	6%
Podiatrist	7%
Counsellors	16%
Private Surgery	15%

Suggested additional NHS services:

Breast awareness clinics	Sexual health awareness clinics
Midwifery advice for new & first time young mothers	A skin care specialist to go for regular mole checking or mole clinics.
Blood test analysis without waiting days for reference to RUH. If this can't be done,	Chiropodist
Acupuncture	Hypnotism
Orthodontist	Physiotherapy
ENT services	Orthotics
X-ray department	Allergy testing
Dietician	Routine mammogram
Sexual health clinic?	Toe nail cutting services for the elderly

Ultra sound	weight management clinic
I would like to see a pain clinic and pain support group set up as well as support groups for other common problems where your GP's could "prescribe" courses as part of your treatment. Bath and Swindon are too far away for people in pain and the waiting list is horrendous.	

Actions:
We will look to maximise services delivered from the medical centre whenever it is possible to achieve this.

Suggested additional non-NHS services

Acupuncture	Chiropodist
Alternative medicine/practises	Back Massage
Podiatry	Specific training on certain conditions
Chinese ear wax clearing	GP led Support groups for
Pain	Arthritis
Diabetes	Heart disease etc
Health checks	Hypnotherapy (with CBT)
Hypnotherapy,	Craneopathy
Optician	Reflexology,
Legal advise	Parent workshops,
Carers' clinics. Carers support particularly in terminally ill cases.	Doctors who offer private treatment. I would be prepared to pay to get better and more personal attention.
Health visitor	Optician
Link up with the Hydrotherapy at St Nicholas School so you can offer this service to your patients.	Advice/training on helping with children with special needs/disabilities
Help clinic for benefit claims and advice perhaps monthly by appointment	Optometrist services both private and NHS
Parenting classes	Support groups
Complimentary therapies,	Art therapies
Music therapies	Hypnobirthing
Speech therapies	Sports massage - deep tissue massage
Weight management club	OT

Actions:
We will improve the promotion of services already available in the medical centre and try to identify more services that may be interested in working from here, or offer more signposting to services offered from other locations

Suggested facilities that we may be able to offer that will improve the patient experience when visiting either Hathaway Medical Centre or the branch surgery in New Road

- Ability to book appointments further ahead especially if follow up Board showing who/what is available and when over the next two weeks (in surgery and online)
- As per my above suggestions perhaps a cafe corner or flexible meeting space/relaxation area for partners or family members who have come along for support but who may have to wait.
- The branch surgery is too small but Hathaway Medical Centre is ideal for having a kind of hospital trolley manned by volunteers with newspapers, Magazines, Comics healthy snacks and drinks for sale to raise money for the practice and also to help patients get through the very long waiting times. The monies raised could also be used to fund the materials needed by support groups.
- If a doctor is running late then an estimate of how long the wait would be. Perhaps an interactive system where the information could be regularly updated.
- Improve the Reception format to provide privacy
- Reception area at Hathaway is too public to discuss some medical problems Should be an option to discuss privately If this is already possible then it was not offered nor was it was evident that this was an option when I last visited to make an appointment
- More car parking.
- More interesting things on the screens in waiting areas or more variety/recent reading materials. But overall, a happy customer thank you.
- More routine services at New Road, eg flu jabs, quick consultations on minor matters (eg pre GP to check if I have a problem)
- There is often a queue waiting at reception at peak times. Whilst there is normally two people on reception one is often on the phone or in the back office this means in practice only one person handling those in the queue.
- Updates when the doctors are running late, my last visit was 30 minutes over time at New Road.

Section 7 - Comments

Please feel free to give us any feedback (positive or negative) or suggestions on how we can change to better meet your needs. Can you identify one simple thing that, if we changed, would improve your patient experience with Hathaway?

- Technology
 - E-mail confirmation of appointments to patients, so they are not forgotten or missed - as they are generally so far off!
 - My wife is unable to use the automated prescription service as we both use the same email address and it won't allow us both to use it
 - It would be great if we could book appointments by email although I realise this may not be practical in terms of clinical need. All in all I find the staff

who practice excellent and am grateful for such good care and support.
Thank you

- Continuity
 - Ability to see same doctor most times

- Appointments
 - A reduced waiting time to get an appointment,
 - Being able to book an appointment more than 4 weeks in advance.
 - A reduction in the number of part time GP posts which I feel contribute to continuity of care and exacerbate waiting times
 - See GP rather than nurse
 - Annual health checks
 - Saturday opening or later evenings
 - I had to wait over 10 days for a non urgent appointment and then saw a locum (who was excellent), who knows how long I would have had to wait had I wanted a specific doctor! Having said that, she referred me immediately for a MRI scan which then led to an arthroscopy, all of which was done quickly and efficiently.
 - My husband is a patient at the Hathaway; he works in London Monday to Friday and finds it very difficult to get an appointment, usually having to take a day's annual leave. It would be very useful to have a late night opening on Fridays or alternatively a Saturday morning service.

- Layout
 - I am supposed to use the blood pressure machine in the waiting area to check my blood pressure but I feel very exposed when having to do this and by the time I have adjusted the chair, whilst feeling that everyone in the waiting area behind is watching me, I am certain my blood pressure gives a higher reading due to the "stress" of the situation. I have heard others discussing the lack of privacy when using the machine.
 - Reception desk more private

- Accuracy
 - of repeat prescriptions

- Training
 - When you make mistakes you don't apologise or go out of your way to solve the problem
 - Treat me with care when I am ill. Don't be condescending to me, think about me as a person not a number, if you don't value your job don't work there. If I am ill I can be easily upset. Be nice to me! Don't matter of fact me.
 - I had an appointment with a doctor at 7.45am and her opening words were "I don't really function at this time of day" - not great when I am expecting them to treat me.

- Publicity
 - I had no idea that other facilities were available. Perhaps a leaflet spelling them out or information on the screens

- Prescriptions
 - Take too long
 - Don't end up at the right place at the right time
- Praise
 - Always had good service thank you!
 - As a disabled person I find Hathaway to be very accessible and helpful doctors surgery. Touch wood, I've always had positive experiences there!
 - Doctor ring back facility is very helpful and does much to allay what may be minor fears and worries
 - Having been a patient at dozens of surgeries because of moving house a lot, I am really impressed with The Hathaway Medical Centre, even sending this survey out shows that you care and are trying to be the best you can. I think it's fantastic, thank you.
 - Having transferred a few years ago from XXX surgery I was amazed to see the difference between the surgeries. Box is brilliant but I find Hathaway to be superb. I find the phlebotomists lovely I find having my blood taken quite a horrid experience but they are really kind and help me through it. Nurse Elspeth is my son's favourite nurse and she is truly wonderful and very thorough. I've had to see Dr Grimmer a lot myself and he has been great and enabled me to see specialists. The reception staff are always so helpful and friendly and when you're unwell that's just the treatment you need. Hathaway is always spotless no matter what time of day or how busy the place is. It's one of those things that people do take for granted but it is always spotless. I would like to see what I call an MOT service appointment once a year just to check through things BP, weight, etc but I know time and money would be a factor. On behalf of my family and I we would like to thank you all for the wonderful service we receive at Hathaway.
 - The staff are all friendly and courteous
 - I have a 2 year old son who, like most children his age, has suffered from various illnesses in his early years. I have been very impressed with the service I have received from the practice when he has been unwell. I am always able to get an appointment to see someone (often a nurse) on the same day. They are always caring and thorough, reassuring and professional and never mind just checking him over for my piece of mind. I know my experience is not matched by other parents at other practices and so feel it is important to praise the service you offer. Thank you.
 - I have been with this surgery now for over 6+ months and have found them outstanding. The staff are very friendly, helpful, understanding and very approachable. How they deal with your situation or like my family's is excellent. I couldn't believe how the other day I received a letter to request I make an appt to see my Dr regarding some minor results. My old surgery would have never done that and you were the one who had to chase all this. Keep up the Excellent work, thank you. If you would like to at any time with regards to this feedback would like to use my comments please do it would give me great pleasure for an excellent service at Hathaway!

Actions:

Technology

- Many facilities that patients ask for are already available. This raises the question about how we communicate with patients, what information is available etc. One patient states that he and his wife cannot both use the online prescription request because they need different email addresses; this is not the case. Another asks for email confirmation of appointments yet text confirmation is available; unfortunately a high number of confirmations/reminders are undelivered because patients fail to update their telephone numbers with us. Appointments can be booked by email and we will be working to establish on-line appointment booking.

Continuity

- This will be our main area of development over the next year; it is desired by patients and clinical staff.

Appointments

- We predict that by increasing continuity, the multiple attendances of some patients will reduce thereby increasing the number of appointment available for other patients.

Layout

- We need to improve confidentiality at reception

Medication

- We will adopt electronic transfer of prescriptions as soon as it becomes available plus the ability for patients to order prescriptions on-line directly from their medical record. We anticipate that this will reduce problems of repeat medication.

Appendix 2 - The 2012-13 Questions

Your Background

What is your age?

Under 16 years	17 - 25 years	26 - 45 years	46 - 65 years	66 - 75 years	Over 75 years	I'd prefer not to say
----------------	---------------	---------------	---------------	---------------	---------------	-----------------------

Are you male or female?

Male	Female	I'd prefer not to say
------	--------	-----------------------

Are you currently in a job or education?

I have a job	I am in education	I do not currently have a job	I am retired	I'd prefer not to say
--------------	-------------------	-------------------------------	--------------	-----------------------

Are you a carer?

Yes	No	I'd prefer not to say
-----	----	-----------------------

Are you disabled?

Yes	No	I'd prefer not to say
-----	----	-----------------------

Are you aware that we are a training practice?

Yes	No
-----	----

Do you feel adequately informed what being a training practice means to the service we give our patients?

Yes	No	I'd prefer not to say
-----	----	-----------------------

In the last 6 months how many times have you attended the surgery?

1	2	3	4	5	6	More than 6	I'd prefer not to say
---	---	---	---	---	---	-------------	-----------------------

Section 1 - Routine GP Appointments - For You

This section covers our appointment system, whether it meets your expectations and, in an ideal world, what day/time you would prefer an appointment.

Are you generally satisfied with the appointment system and the time it takes to see a doctor for a routine appointment?

Yes	No	I'd prefer not to say
-----	----	-----------------------

For an appointment to see a GP of your choice for a new non-urgent problem how many days do you feel it is acceptable to wait?

Next	2 days	3	4	5	7	10	14 days	More than 14 days
------	--------	---	---	---	---	----	---------	-------------------

day		days	days	days	days	days		
-----	--	------	------	------	------	------	--	--

In your experience, how long does it take to see the GP of your choice?

Next day	2 days	3 days	4 days	5 days	7 days	10 days	14 days	More than 14 days
----------	--------	--------	--------	--------	--------	---------	---------	-------------------

To help us review when appointments could be available throughout the week to meet patient preferences, for a routine appointment to see a GP, what one day of the week suits you best? You can only select one day.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	No preference M-F
--------	---------	-----------	----------	--------	----------	--------	-------------------

What time of the day suits you best? You can only select one time period?

7-8am	8-10am	10-12am	12-2pm	2-4pm	4-6pm	6-7pm	7-8pm	No preference
-------	--------	---------	--------	-------	-------	-------	-------	---------------

How important is it for you to see the same doctor or nurse on each visit?

Very important	Important	Desirable	Not very important	Of no importance	Don't know
----------------	-----------	-----------	--------------------	------------------	------------

Section 2 - Referrals to an NHS hospital consultant

The following questions cover the process of being referred to a hospital consultant by the practice, our communication with you and how we managed your care following the appointment. It does not cover appointments at the hospital or follow-up appointments organised by the hospital.

Over the last 12 months, have you been referred to an NHS hospital consultant?

Yes	No	I'd prefer not to say
-----	----	-----------------------

If you have responded either No or I'd prefer not to say; please go to section 3

Most patients referred to an NHS hospital consultant book their appointment with the help and guidance of their GP under the "Choose and Book" scheme. Did you use choose & book? (If you have been referred more than once, please only answer based upon your last experience)

Yes	No	I don't remember
-----	----	------------------

How satisfied were you with the help and guidance offered by the GP in selecting a Hospital/Clinic; Consultant of your choice?

Extremely satisfied	Generally satisfied	Dissatisfied	Extremely dissatisfied	I can't remember
---------------------	---------------------	--------------	------------------------	------------------

If you booked the appointment through Choose & Book, you will have been sent a letter by the practice giving the following details – a Password, the Booking reference number, your NHS number and a list of Clinics/Hospitals to choose from? Did this arrive within a satisfactory time scale?

Yes	No	It didn't arrive and I had to contact the practice for it
-----	----	---

At the outset were you offered literature explaining choose and book or told where this information is available?

Yes	No	I don't remember
-----	----	------------------

Was the system easier or more difficult to use than you expected?

Easier	More difficult	I don't remember
--------	----------------	------------------

Following your referral did you have further contact with the surgery (written or verbal) on this matter, if so how satisfied were you with the way we responded?

Extremely satisfied	Generally satisfied	Dissatisfied	Extremely dissatisfied
---------------------	---------------------	--------------	------------------------

Following your referral to a hospital consultant, did you have to contact the surgery with any questions relating to the referral?

Yes	No	I don't remember
-----	----	------------------

If you did have to contact the surgery, how satisfied were you with the way we responded?

Extremely satisfied	Generally satisfied	Dissatisfied	Extremely dissatisfied
---------------------	---------------------	--------------	------------------------

Following your appointment with the Clinic/Hospital how well were follow up actions handled between the practice and the hospital?

Extremely well	Very well	Moderately well	Poorly
----------------	-----------	-----------------	--------

Section 3 - Referrals to another practitioner outside of the GP practice

Examples of other practitioners, sometimes referred to as Allied Health Professionals are: dieticians, physiotherapists, podiatrists, orthotics etc

The following questions cover the process of being referred to another practitioner by the practice, our communication with you and how we managed your care following the appointment. It does not cover appointments with that practitioner or follow-up appointments organised by them.

Over the last 12 months, have you been referred to another health practitioner?

Yes	No	I don't know
-----	----	--------------

If you have responded either No or I don't know; please go to section 4

If you have, what type of practitioner was this – dietician, physiotherapist, podiatrist, etc. (If you have been referred more than once, please only answer based upon your last experience)

[TEXT]

How satisfied were you with your experience of being referred to another practitioner?

Extremely satisfied	Generally satisfied	Dissatisfied	Extremely dissatisfied
---------------------	---------------------	--------------	------------------------

Section 4 - Referrals for a hospital test, examination or procedure

The following questions cover the process of being referred for a hospital test, examination or procedure by the practice, our communication with you and how we managed your care following the appointment. It does not cover the appointment for the test, examination or procedure or follow-up appointments organised by them.

Examples are: ultrasounds, x-ray, MRI, a biopsy, exercise ECG etc

Over the last 12 months, have you been referred for a hospital test, examination or procedure?

Yes	No	I don't know
-----	----	--------------

If you have responded either No or I don't know; please go to section 5

If you have, what type of test was this - MRI, ultrasound, gastroscopy, arthroscopy etc. (If you have been referred more than once, please only answer based upon your last experience)

[TEXT]

Did the process of being seen by a GP/nurse and then being referred for a test/examination or procedure meet your expectation?

Yes	No	I don't know
-----	----	--------------

Section 5 - Accessing us by the telephone

This section covers the process of telephoning the practice and the automated telephone system we use; it does not cover the staff who answer the telephone as this topic is covered later.

When you last contacted us by telephone, how many times did you have to try before getting through?

Only once	2-4 times	More than 4 times	I don't remember/lost count
-----------	-----------	-------------------	-----------------------------

Given your circumstances and the time of day you contacted us, was this acceptable to you?

Yes	No	I'd prefer not to say
-----	----	-----------------------

How easy was it to navigate the automated telephone system?

Very easy	Fairly easy	Not very easy	Not at all easy	I'd prefer not to say
-----------	-------------	---------------	-----------------	-----------------------

How clear are the choices on the automated telephone system?

Very clear	Fairly clear	Not very clear	Not at all clear	I'd prefer not to say
------------	--------------	----------------	------------------	-----------------------

On the last occasion you telephoned the surgery, after you had been given the choices and made your selection, were you left holding?

No, I was connected straight away	Yes, an acceptable amount of time	Yes, for an unacceptable amount of time
-----------------------------------	-----------------------------------	---

How well do the options on the telephone help you to access the services provided by the surgery?

Very well	Fairly well	Not very well	Not at all well	I'd prefer not to say
-----------	-------------	---------------	-----------------	-----------------------

Please add any comment about how these options can be changed to improve your experience:

[Text box for responses]

Please add any comments you feel may help us improve the way our telephone system works.

[Text box for responses]

This section covers your experience of the staff who answer your telephone calls.

Our aim is for patients to feel comfortable and confident to discuss their medical needs with our trained telephone staff to enable us to respond to your needs in the most appropriate manner. Generally do you feel we manage to achieve this?

Yes	No	I'd prefer not to say
-----	----	-----------------------

Our staff are trained to ask appropriate questions in a friendly, helpful but non-intrusive manner, generally do you feel we manage to achieve this?

Yes	No	I'd prefer not to say
-----	----	-----------------------

How confident are you in the skills, ability and knowledge of the staff answering the telephone?

Very confident	Fairly confident	Not very confident	Not at all confident	It depends upon the member of staff	I'd prefer not to say
----------------	------------------	--------------------	----------------------	-------------------------------------	-----------------------

Please add any comments you feel may help us improve the way our staff support you on the telephone.

[Text box for responses]

Section 6 – Other services and facilities

This section is specifically about other additional NHS services we may be able to offer from Hathaway Medical Centre

Do you know that the following NHS services also take place in Hathaway Medical Centre? Please tick those you are aware of:

Dentist	Surgical Theatre	Mental Health Services	Psychology	Audiology	Memory Clinical	Orthopaedic Outpatients with Circle Hospital
---------	------------------	------------------------	------------	-----------	-----------------	--

We are always looking to offer additional NHS services if this can be arranged with the local hospitals. What other NHS services would you like to see available at Hathaway Medical Centre?

[Text box for responses]

This section is specifically about other non-NHS services we may be able to offer from Hathaway Medical Centre

Do you know that the following NHS services also take place in Hathaway Medical Centre? Please tick all those you are aware of:

Medical Research	Medical Aesthetics (skin treatments)	Medical Laser Services	Chiropractor	Osteopath	Podiatrist	Counsellors	Private Surgery
------------------	--------------------------------------	------------------------	--------------	-----------	------------	-------------	-----------------

Are there any facilities that we may be able to offer that will improve the patient experience when visiting either Hathaway Medical Centre or the branch surgery in New Road? Please add your comment in the box below.

[Text box for responses]

Section 7 - Comments

Please feel free to give us any feedback (positive or negative) or suggestions on how we can change to better meet your needs. Can you identify one simple thing that, if we changed, would improve your patient experience with Hathaway?

[Text box for responses]