

Westbury Group Practice

Summary of Findings and Action Plan from Westbury Group Practice 2017 Patient Survey

A patient survey was agreed with the Patient Participation Group and was conducted in the month of July 17. Members from the group helped by attending the surgery and encouraging patients to complete the questions. A total of 483 responses were received, this was an increase from last year by 75 patients. The patients which completed the survey are broken down below:

Age	Totals	%
Under 24	40	8.28%
25-34	50	10.35%
35-44	52	10.77%
45-54	69	14.29%
55-64	87	18.01%
65+	185	38.30%
	483	

	Totals	%
Bratton	21	4.35%
White Horse Health Centre	453	93.79%
Question not answered	9	1.86%
Totals	483	100.00%

The areas that proved positive were as follows:

- How satisfied are you with how you were dealt with by GP/Nurse?
94% rated good, very good or excellent.
- How satisfied were you with the length of time you had to wait to be called in to see the clinician? 81% rated good, very good or excellent.
- How satisfied were you that the GP/Nurse gave you enough time during the appointment?
92% rated good, very good or excellent. This is a 7% increase from last year.

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- How satisfied are you with the outcome of the appointment when you left the surgery? 88% rated good, very good or excellent. This is a 3% increase from last year.
- How was your experience of the way you were dealt with by the reception staff? 85% rated good, very good or excellent. This is a 7% increase from last year.
- How satisfied are you with the opening hours at the surgery? 87% rated good, very good or excellent. **The survey also showed that 30% of our patients were not aware of our extended hour surgeries. We are open extended hours on Tuesday mornings 7.30am-8am, Wednesday and Thursdays 6.30pm-8pm and the 1st (White Horse Health Centre) and 3rd (Bratton) Saturday each month. We do recommend that these appointments are for our working population.**
- In general how do you rate the care you have received at Westbury Group Practice? 88% rated good, very good or excellent. This is a 13% increase from last year.

The areas where patients are least satisfied and need improving are:

- How would you rate the ease of contacting the practice by telephone? 37% rated good, very good or excellent. This is a 19% decrease from last year.
- How satisfied are you with the ease of getting an appointment for the day and time you would like? 52% rated good, very good or excellent.
- When requesting results, how satisfied are you with the length of time your request has been dealt with? 67% rated good, very good or excellent. However 22% of patients had not used the service.
- If you requested a repeat prescription, how satisfied are you with the timeframe and outcome in which this has been dealt with? 65% rated good, very good or excellent. However 23% of patients had not used the service.

The action plans we propose from the results of the survey and comments we received to improve the service are as follows:

How would you rate the ease of contacting the practice by telephone?

On average we receive 8000 calls a week, this equates to 1,600 calls per day. Last September we installed a new telephone system. There have been a few teething problems and we have made several adjustments to try and get the balance right for our patients. There are different options that will direct you to the correct person. There is cancellation line. You do not need to speak to a member of staff to cancel an appointment. Recently the new Prescription Ordering Direct (POD) service for repeat prescriptions has helped with the amount of

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telephone calls coming into practice. As of September 50% of the Smallbrook patients have registered elsewhere, this will have an impact. We will also carry out the following to help improve this:

- Continue to advertise the best times to call the surgery, avoiding less busy times.
- Recruiting additional members of staff, ensuring the busiest times are over staffed.
- Other admin staff within the practice can login and answer the telephones at busy times.
- Audit performance of the reception team
- Adjust the appointment system so all patients do not have to call the practice at 8am to get an appointment.

How satisfied are you with the ease of getting an appointment for the day and time you would like?

Unfortunately there is not an endless amount of appointments available. We do have various appointments that are either early or late. In addition there are the extended hour appointments. As of September, some of our Healthcare Assistance have amended their hours to cover more convenient times for our patients. We have also recruited GPs. We will carry out the following to improve appointment availability:

- When recruiting new clinical staff, ensure they can work within our extended hours clinics.
- Ensure extended hour appointments are mainly offered to the working population or to those who struggle to attend daytime/week day appointments.
- Ensure telephone appointments are offered when it is something that can be dealt with over the telephone. This can be more convenient for patients as do not need to attend.

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Additional comments from the survey

We had numerous comments on the survey, this year we decided to answer these and share within this report; this will give more of a general understanding of different aspects of how the surgery operates. These comments are in the table below:

Comments	Response from Practice
All the leaflets on reception look messy and unprofessional need wall holder	Leaflets have now been removed and one information sheet in its place.
When I walk out of work to see a doctor due to distress/stress I expect a doctor to give me the time of day not fob me off signing me off for 7 days and telling me to come back later because I am an easy person to dismiss so the Dr can catch up on the late running times of his appointments. Thanks for your help in my time of need	Sorry you are unhappy with your consultation. This will be fed back to the clinicians,
Very impressed with the surgery and care given today. My 6yr old was recently seen here too and received excellent care	Thank you.
More staff on reception	Currently recruiting new staff. However many people do not realise there are 8 receptionists in the back office, answering the telephone, dealing with results and prescription queries.
Awful service. Had to make 17 phone calls to get into top 12 in telephone queue. Running 20 minutes late to see GP, who was not at all caring. They have more patients than they can cope with.	Sorry you feel the way you do. We are hoping the new Prescription Ordering Direct Service will have an impact on our incoming calls. Sorry you had to wait 20 minutes to see a GP; sometimes this is unavoidable due to different patient needs.
Rather stressful when trying to get appointments, although the reception staff are very professional and try to be understanding. I just feel its hard work getting appointments and therefore a struggle looking after my overall health.	We have recently recruited another GP and additional Practice Nurses; we are hoping this will help with appointment wait times.
Not to have to wait until next day to be in a queue to get a Dr's appointment, then to be told that there are no appointments	We are always reviewing our appointment system and the additional GP time should help with this.
All lines are busy you have a 30 minute wait that's a joke. Then when it's your turn we have no more appointments. That really does need sorting. I did queue for 20 minutes before 10 am to be told no more appoints available. Told to make appointment in 2 weeks not good, can only make an appointment 1 week in advance. Why?	Please see previous responses.
More staff especially doctors, would mean more appointments, less waiting time.	New GP appointed and recruiting reception staff.

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Trying to get through to speak to surgery is terrible.	The New Prescription Ordering Direct service should help with this. We continuously look at our telephone system and make adjustments to improve the service.
The whole telephone system needs improving, at times it is ridiculous.	Please see previous responses.
Deaf can't use phones. Deaf awareness e-mail access.	We do have access for patients with hearing loss. You can email wccg.wgppatientvoice@nhs.net and your request will be fulfilled.
The drop in centre for the pill - you can't make an appointment as it is a 'drop in centre' however, sometimes you arrive and it's full booked?? It can be very annoying.	This service is being looked at and will be changing in the new year.
Try booking on the day, but poor that you've been told to book a GP appointment and some are available for that time or unable to book after 3 weeks but no appointments open.	Unfortunately there are limited appointments, we try and make appointments available at different times throughout the day. We always have on the day appointments for emergency appointments, the emergency appointments. We do expect patients to self-treat and visit the pharmacy for minor ailments instead of using an emergency appointment. This ensures these appointments are used appropriately.
Generally the surgery is good - when you can get through on the phone and actually get an appointment!! Frustrating when you are told to ring back the next day to book an appointment.	Please see previous responses.
Longer opening hours	We do extended hours on a Tuesday morning 7.30am. We also do late night clinics on a Wednesday and Thursday until 8pm. We work the 1st and 3rd Saturday of each month. This is mainly for our working population.
I waited 7 months to attend the minor OP's Clinic. Calls costs when trying to get through to the centre.	We have recognised there was an issue with the wait time for minor ops and now have more clinic time.
Appointments should be on offer every day for weeks ahead, appointment service not acceptable.	Please see previous responses.
Need to be able to see GP and have a reasonable consultation, showing interest. This is not happening at present.	Sorry you feel like this. A manager is always happy to discuss this with you. We like to learn from patient feedback and improve our service.
Make Bratton phone line available again. Bratton surgery is exemplary	The phone system needs to be fair for all patients registered at Westbury Group Practice. The Bratton receptionist now has the facility to answer calls from the site.
On one day I was 11th in the queue, the next day I was 9th! I gave up and my husband drove me to the surgery.	Please see previous responses.
Incompetent reception staff. Should have walk in service.	Our reception staff are given intense training. The job is very difficult and complex. Sometimes they need to seek advice so they give the correct information. Walk-in emergency service is under discussion, however no changes planned.

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To make a short term appointment it is almost impossible unless you are lucky and ring early in the morning for the same day. To plan ahead is impossible for illness related items.	We always see patients who need to be seen on the day with a member of our Urgent Care Team.
You have to wait a very long time on the phone when contacting the surgery in the morning.	Please see previous responses.
Answer phone calls quicker. 25 minutes On 20/07/17 to get an appointment.	Please see previous responses.
I've moved from Smallbrook and this is a wonderful place in Westbury. I'm really satisfied.	Thank you.
I've just moved from Smallbrook and feel that Westbury has the potential to be far more efficient than Smallbrook which was awful.	Thank you.
Just improve the waiting time for appointments if you can.	Please see previous responses.
More staff on reception. Make people aware about check in computers. Allocation of tasks.	Currently recruiting reception staff. Patient Participation Group regularly attend to direct patients to the self-check-in.
With chronic long term illness, seeing one compassionate GP would be so much more helpful.	New GP, hopefully this will allow more continuity.
Totally satisfied	Thank you.
Too many patients. Too long a wait for an appointment.	Please see previous responses.
Doing a great job under stressful circumstances. Well done!	Thank you.
More nurses less waiting time.	Recently recruited new practice nurses as we recognised there was a gap.
Being able to book appointments week in advance. Getting through on the phone on the same day is difficult and once through appointments are not always available.	Please see previous responses.
Test results could be provided by someone who could talk you through them. Recently had my GP changed without being informed - disappointed as my current care was being managed well with GP I had who is still with the practice.	Sorry your GP changed. From time to time this does happen when we get new GPs. We will consider you being re-registered with your previous GP if you discuss this with us.
Need to be a little less cold faced and more welcoming front of house. Have waited ages on 2 occasions.	Customer Service is very important to us; we will feed this back to reception.
Trying to get an appointment is a nightmare and has had a few bad experiences with receptionist. Bratton should have its own phone line back.	Please see previous responses.

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Very difficult when phoning in can take up to 30 mins for call to be answered. Also difficult for patients to get appointments when they work away all week.	Please see previous responses.
Get uptight about wait for renewing prescription	The POD (Prescription Ordering Direct) Service should improve this for you.
Could do with fixing appointments online.	The appointment system is very complex due to having clinicians who are skilled in different areas. Online appointments are available but are limited for this reason as we cannot have inappropriate bookings.
It would be nice to be able to see the same doctor if you want to as it feels you get passed from one to another.	Recruiting more GPs should have an impact on capacity; this will then lead to more continuity.
More GP's, longer consulting times, surgery opening times extended.	Please see previous responses.
I'm no longer sure how to obtain a face to face appointment with a doctor.	If you require a face to face appointment, ask the reception team and they will accommodate you.
The phone service having to wait a very long time when calling	Please see previous responses.
We need another practice	There are not enough healthcare professionals to fill positions in the practices that exist.
Monday to Friday 8am - 7.30pm	Please see previous responses.
When asking for an appointment that is not urgent, we should be able to make them in advance, not to be told "there are no appointments"	Please see previous responses.
Release more advance appointments	Please see previous responses.
We live on the other side of town and with all the new houses being built I think we need another GP surgery to accommodate extra residents.	Please see previous responses.
Getting through on the phone is a massive problem. Often 13th/14th in the queue. I tend to go into one of the surgeries to get an appointment but that's not the best use of either my or the receptionists time.	Please see previous responses.
You do a great job in increasingly difficult circumstances with budget cuts and ever increasing demand - be proud!	Thank you.
Needs another practice to service intake	Please see previous responses.
Lovely service but travelling here when I work in Warminster not great as I'm part time but this is a minor problem. Telephone appointments are long! Walk in system for blood tests could be managed better to	Generally a telephone appointment is available within 10 days. Walk-in blood clinic works well. More information on your experience would help to understand the observation.

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help receptionists.	
Always have to wait at least 30 minutes past appointment time.	Sorry you have to wait for your appointment. If it is with the urgent care team, this can sometimes be the case.
Current triage system seems very complicated. Very frustrated in trying to get appointment to see Dr of our choice. Recently 26th in queue on phone. Rang 111 and got immediate help.	Urgent care is currently under review.
Midwife services now in Trowbridge would be good to bring these back to Westbury especially late stages in pregnancy.	Unable to comment as not part of our commissioned service.
The early and late slots and Saturday are never given as an option?	It is likely they have already been booked, but will pass this onto reception.
Difficulties contacting reception, being able to talk to reception for appointments, find it quicker to drive to surgery rather than waiting by telephone.	Please see previous responses.
Getting an appointment has improved but still has a way to go!!	Please see previous responses.
I personally have no issues with the service.	Thank you.
Have appointments available throughout the day rather than released at specific times- nothing new there I bet!	Please see previous responses.
I think WHHC offers an excellent service.	Thank you.
Appointments are generally very hard to get, length of time in telephone queue can be terrible too.	Please see previous responses.
Get rid of the radio! Or turn it down.	The radio in the waiting area is to help with patient confidentiality. When the music isn't playing, discussions at the reception desk are more obvious. We will consider the volume level.
Appointments very difficult to get! Offered phone appointments twice when a GP? Nurse was actually required despite questioning this? My son at 8 weeks was told that his "8 week" doctors check would need to be delayed till he was 12 weeks! - And I would need to judge if he was 'fit' to receive his jabs??!! Funny how an appointment can be found when you mention the CQC! Told by midwife to have repeat blood pressure check done by GP- Reception offered me a telephone appointment only?? Can take as long as 30-45 mins to be answered. I have driven from Bath-Westbury in the time it took the phone to be answered!!	Please see previous responses.

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Improve access to a GP - not 2-3 weeks later	Please see previous responses.
Should not have sold off the hospital. Travel too far for some people in an emergency.	Unable to comment as not part of our commissioned service.
Improve waiting times where possible, for appointments on the phone and at the health centre.	Please see previous responses.
Telephoning for an appointment is very time consuming	Please see previous responses.
More understanding from reception about diabetes and the outcome possible if an injury to feet and legs.	Will discuss at a reception team meeting.
Longer time slots with doctor so can sort if more than 1 issue.	If you wish to discuss more than one issue with a GP, please inform reception who will book a longer appointment.
More staff/doctors!	Please see previous responses.
More staff particularly doctors	Please see previous responses.
Regular appointments are really difficult to access needs to be looked at urgently.	Please see previous responses.
Do something about answering the telephone.	Please see previous responses.
Contact Bratton surgery direct better contact by phone White Horse Centre	Please see previous responses.
Pharmacy an issue.	Pharmacy is independent and not owned by the practice.
Trying to get appointments/waiting time is often too long.	Please see previous responses.
Feels like some doctors rush you in and out as quick as possible.	Sorry you feel rushed, GP appointments are 10 minutes each, if you have more than one issue please book a longer appointment.
Very impressed with service received, very efficient.	Thank you.
Sadly, most issues are staffing - more doctors and more staff for front desk/manning phones.	Please see previous responses.
The staff and the care provided are excellent. The service is shocking in terms of delays, waiting times etc. Dread having to visit! On hold for 15-20 minutes usually end up coming into reception to make the appointment. Required a health check to get more of my contraceptive pill. Offered an appointment 6 weeks away! Would have run out so had to go to Salisbury Hospital in the end to get some!	Please see previous response. We are looking at the way the service runs for contraception and looking at making some changes.
Receptionists do an excellent job.	Thank you, yes they do.
Have more receptionists working at the busiest times. Have more advance GP appointments available to book.	Please see previous responses.

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All good.	Thank you.
When requesting an appointment unfortunately it's much easier to drive to Bratton and speak to Linda direct than wait on the phone. May I say Linda is worth her weight in gold!!	Thank you.
We would like it if you phoned for a Dr appointment you would at least be able to see a Dr within 2 weeks of making an appointment.	Please see previous responses.
Make it easier to see our own doctor without waiting too long.	Please see previous responses.
Find it difficult having to get from Bratton to WHHC when I am referred.	Sorry it's difficult, however all service cannot be provided at Bratton.
Open weekends	We open 1st and 3rd Saturday morning each month.
So hard to get through to make an appointment on phone. Actually quicker to drive from Warminster to surgery and make one in person and drive back.	Please see previous responses.
No complaints at all	Thank you.
I appreciate you are very busy and under staffed. You all do a great job.	Thank you.
The only stumbling block has been telephoning and then having to drive over to get an appointment and the amount of time you have to wait usually days to get in??	Please see previous responses.
The length of waiting times to see a Doctor is now not acceptable we need more doctors!	Please see previous responses.
Better phone, more receivers during peak hours.	Please see previous responses.
Being able to see your own doctor sometimes.	Please see previous responses.
Not being able to make an appointment anytime other than 8.30am and 1pm	This is no longer the case, we release appointments daily, however we try to ensure there are bookable appointments at all times between 2-3 weeks. Sometimes this does end up being a little longer. When we recognise this, we try and put more capacity into the system with locums.
Takes ages to get through on phone.	Please see previous responses.
They are overloaded with patients; this is my appointment after 3 attempts. Sometimes receptionists are too busy, overload in work, but really nice. Really difficult to get an appointment, I had to come to the surgery.	Please see previous responses.
Service in pharmacy poor.	Please see previous responses.
I would like to be able to book an appointment in advance with my own doctor.	Please see previous responses.
I really like this surgery compared to our old one, the only issue is the waiting time on the phone to make an appointment.	Thank you. Please see previous responses.

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Length of waiting time. Waited 40 minutes and was only in 10 minutes.	Please see previous responses.
It is excellent	Thank you.
I had to wait nearly 2 months to see someone as I work full time; I need either early or late appointments.	Please see previous responses.
Not to request everyone to ring for an appointment at the same time 8am.	We are working on this and making appointments accessible at all times.
Improve the phone system. Had occasions of trying to call and have been on hold for one and a half hour. Just doesn't seem to work well.	Please see previous responses.
30 minutes to check in as machine not working! Disgusting!	Sorry, Technical issues can sometimes happen.
All very good.	Thank you.
I feel that there should be a way reception can see how many times you have requested an appointment and been refused as it took me 4 months to get an appointment!	Unfortunately this isn't possible. Our telephone calls are recorded so you could keep a log of times and dates and we could look at where this went wrong.
Never seen on time, waited 45 minutes for an appointment. Today so far 3 mins.	Please see previous responses.
Too busy, too many patients, not enough doctors.	Please see previous responses.
Less waiting time on telephone and quicker appointments.	Please see previous responses.
Can there be a preferred delivery option on the online repeat prescriptions.	You request delivery options by writing the in the free text box once you have logged in.
More doctors' appointments available.	Please see previous responses.
Phone appointments need some improvement.	More information regarding this would help.
More people on the desk and to answer phones.	Please see previous responses.
A well run practice, full of caring people. Thank you.	Thank you.
Better telephone access for appointments and results	Please see previous responses.
Better communication between hospital and doctors	This is work in progress with the NHS in general.
More reception available on desk as well as on the phone.	Please see previous responses.
Not too pleased.	sorry. Please give us more information.
Main problem is length of time in getting appointments so more doctors required.	Please see previous responses.
With the closure of Smallbrook we need more GP's in Westbury	Please see previous responses.

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Waiting at reception to register, space and length.	Sometimes the queue is longer than we would like, we do have a system where they can press a buzzer and someone from the back comes to help.
Turn off the background noise.	Please see previous responses.
Have better facilities and staff to administer child/young person inoculations. Staff to keep negative comments to themselves.	Recently recruited an additional inoculation nurse. Sometimes clinical staff try to educate patients/parents, this is not meant to be negative, more of a benefit.
Telephone system waiting time needs improvement	Please see previous responses.
Telephone waiting time not good, 25th in queue. Doctor had egg timer on desk.	Please see previous responses.
You need a walk in centre to see a doctor or nurse when appointments are not available.	Please see previous responses.
Open a second surgery.	Please see previous responses.
Better access to duty nurse and or duty doctor	We will always see patients that need to be seen on the day. Sometimes the reception staff will seek advice from the urgent care team as to whether it could wait until tomorrow. We encourage patients to speak to pharmacy if appropriate to save the appointments for people who need to be seen.
Make it easier to book non urgent appointments.	Please see previous responses.
More staff at desk at busy times.	Please see previous responses.
Improve telephone access, appointment booking, hopeless at times. Need more reception staff on desk.	Please see previous responses.
I'm a new patient so when comparing this surgery to my last the overall service and 7 separate occasions when mistakes have been made is appalling. It is not acceptable that I make specific journeys in and to be turned away on 7 separate occasions!	Please give us more information so we can learn from your experience and what went wrong.
Waiting times for reception could improve and ease of getting an appointment can be very inflexible if our work full time in Bath for example.	Please see previous responses.
Overall a very good practice. Some difficulty getting appointments.	Thank you.
Sometimes a lot of the time, I feel like I'm being rushed by nurse and doctor from my appointment so they can see the next patient.	Please see previous responses.
A better phone system. Not have to wait a month to see the Dr.	Please see previous responses.
Reception desk in wrong place cannot get in or out. No smoking very hard to start lady is never in at the pharmacy.	Unfortunately we cannot move the reception desk. Please speak to pharmacy regarding your comment. alternatively you can book an appointment without smoking advisor at the practice.

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Could an extra reception station be opened when a large queue is obvious? Thank you for many years of excellent care.	Please see previous responses.
13th July - no radio today, wonderful difference in atmosphere, so much more tranquil.	Please see previous responses.
Making an appointment by phone has been very frustrating.	Please see previous responses.
More phone operators so not so long to wait on phone	Please see previous responses.
Keep doing as you do!	Thank you.
Getting an appointment when needed. Get more doctors so you can get appointment.	Please see previous responses.
If you can get an appointment it's a miracle. We should be able to see a doctor when we need to not demand or wait ages or told no appointments!	Please see previous responses.
Appointment system appears complex, inconsistent and difficult to see a doctor! Medication reviews non-existent!	Please see previous responses. We do have a practice pharmacist who is helping with medication reviews.
Have more reception staff on, as the queue number can be very high and hard to get an appointment.	Please see previous responses.
Some sign posts from Westbury would be nice; there are zero signs on the Oldfield-Maine Way route! Your phone doesn't give out its own number making ringing back impossible.	Will discuss additional signage. Due to your confidentiality and Data Protection the surgery number has to be withheld.
Telephone appointments are very difficult to get with more difficulty requesting an appointment later in the month.	Please see previous responses.
Carry on.	Thank you.
Waited 8 weeks to see nurse about contraception. Long waiting times. Getting appointments around work with Dr I'd like is tough.	Please see previous responses.
Drop in services should not be available to book, every other one I've heard of you come in and wait to be called. It is frustrating to come in at the drop in start time and be told it is full.	The drop-in services are not pre-bookable. There have been occasions where so many patients have attended and it starts to become unsafe, this is the only time we close the drop-in.
Checking in machine not easy.	Please ask reception to show you how to use the check-in machine. It is easier than you may think.
Additional support for reception staff using computer to register for setting up passwords (online services-repeat prescriptions).	Sometimes there are technical issues with the printers. This gets rectified as soon as it can after it has been reported.
A dedicated appointments line would stop huge queues on the phone, impossible to hang on if you are at work	There are several options to choose from on the telephone system. The option where you speak to reception is mostly appointments.

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Have used the practice over a few years now, see great improvement and have found all staff regardless of their role to be friendly, approachable and give a great service. I think it is great practice and just to say thank you.

Thank you.

We would like to thank our patients for taking the time to complete our survey. Thanks to the Patient Participation Group Members for their continued support. Should you wish to feedback anything further or make suggestions on improving our service, do not hesitate to complete a suggestion sheet located in main reception and post into the suggestion box.