

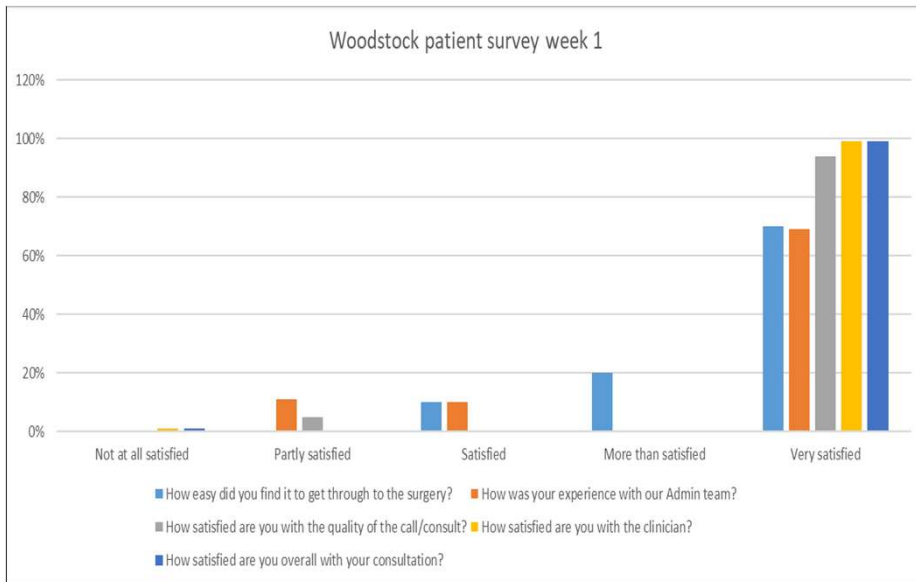


Patient Experience Survey
Results: Round 2
January 2024

- We were concerned to hear that patients were unhappy with the level of service being provided at Woodstock Medical Centre.
- As a result of this, we have listened to the concerns raised and made some changes.
- At the same time, and over a period of 4 weeks, in September we undertook a patient feedback survey to hear how satisfied or not patients were with their current contact with the practice. A total of 1557 patients took part in the survey.
- A further 4 week survey has been undertaken throughout January 2024, with a total of 1841 surveys being completed.
- The graphs below represent our findings from both surveys.
- We welcome engagement with the PPG to collaborate on an action plan to make improvements.

First Survey

Week 1 – 25 September 2023



Comments on the questionnaire

"getting through is the issue, once through to the surgery, no concerns about the care."

"Tried for 4 weeks to get an appointment"

"I came into the surgery at 8 am to secure an appointment"

"Thank you to all for doing the best you can during these difficult circumstances"

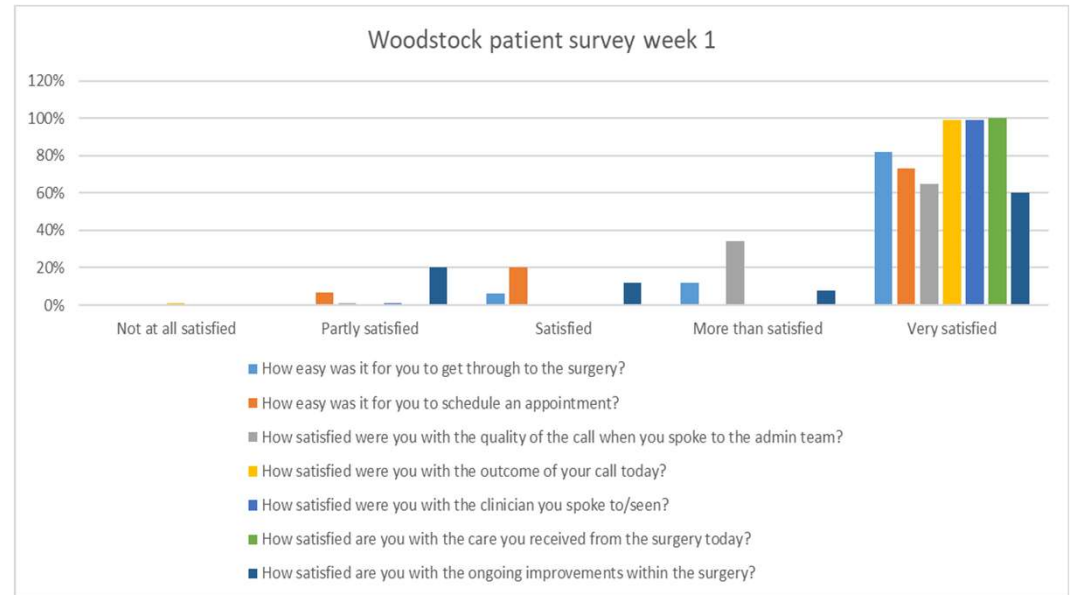
"I queued outside from 7:45am"

"Just so hard to get an appointment"

"Feel the admin team more training on HRT and how serious it is"

Second Survey

Week 1 – 08 January 2024



Comments on the questionnaire

"The phone system is very frustrating as I am sure you are aware. My heart goes out to the admin staff as no doubt they have a lot to put up with."

"Unfortunately the age group I am in are not good with computers so there has to be a system that covers the folks that don't use computers"

"Prefer to speak to the GP or ANP directly"

"Jennifer Boyd was amazing, thank you"

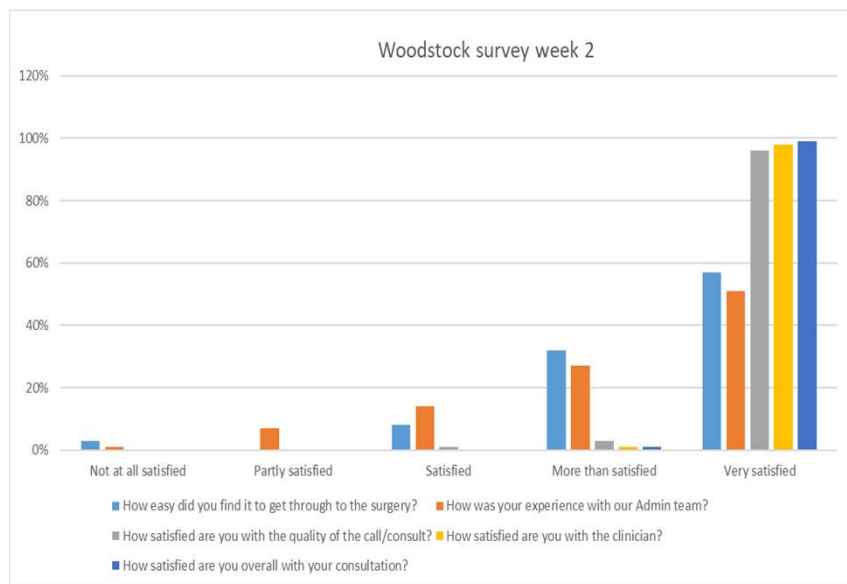
"Dr Lawal was very respectful and helpful"

"Electronic contact would help, I am often terrible on the phone"

"For a while I have not had a good experience with Woodstock, however, over the last few months it has been great!"

"The ease of getting through in the morning could be improved with electronic access"

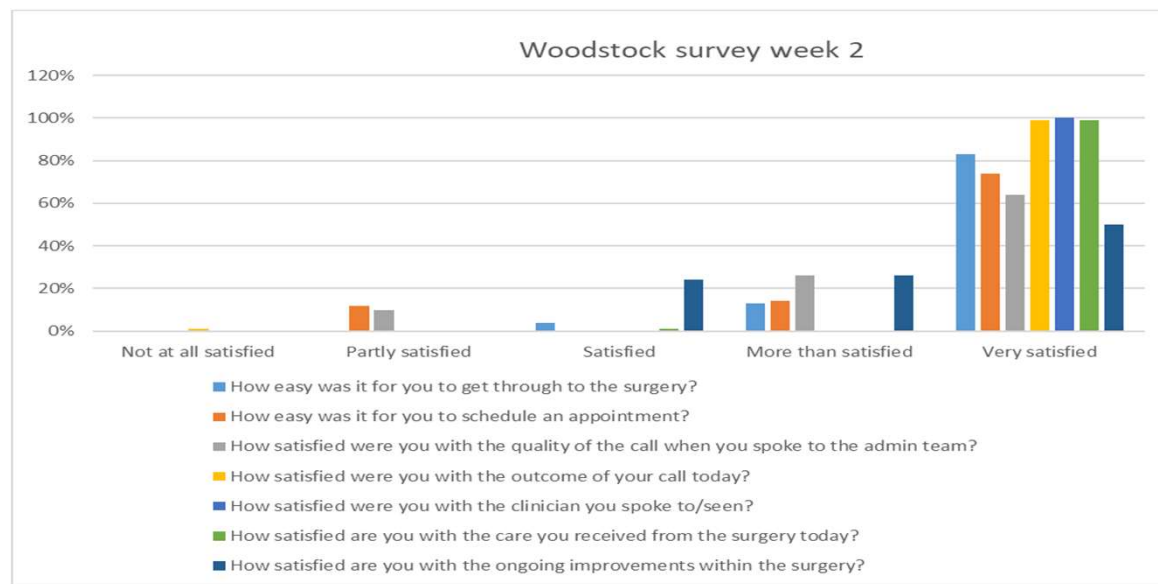
First Survey Week 2 – 02 October 2023



Comments on the questionnaire

"Thorough exam carried out today"
 "7 weeks of trying for an appointment - when I did get seen, my experience was excellent"
 "Very helpful thankyou"
 "It's not fair, my friend got an appointment easier than me because she came in the morning and stood from 7.30am, I cannot do that but I phoned first thing"

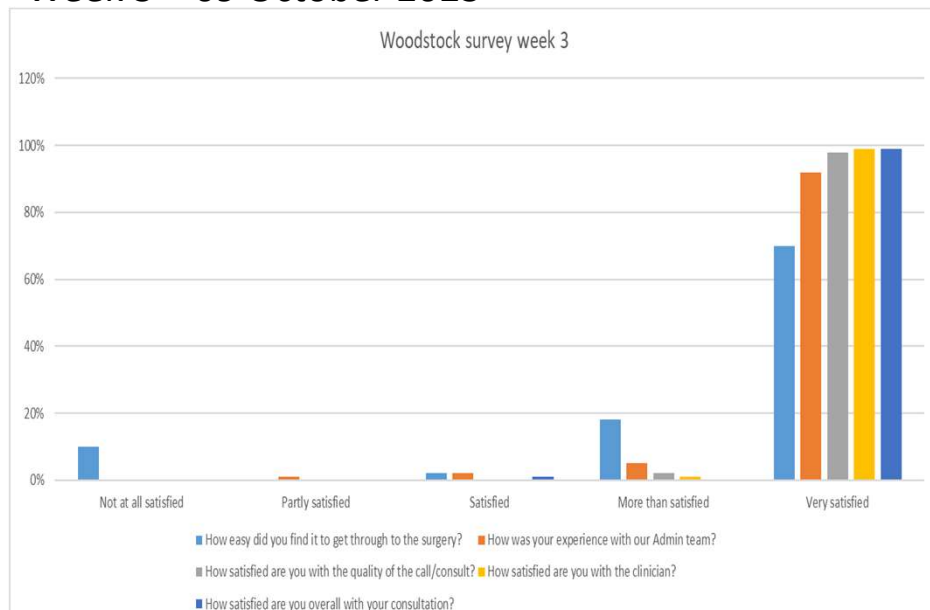
Second Survey Week 2 – 15 January 2024



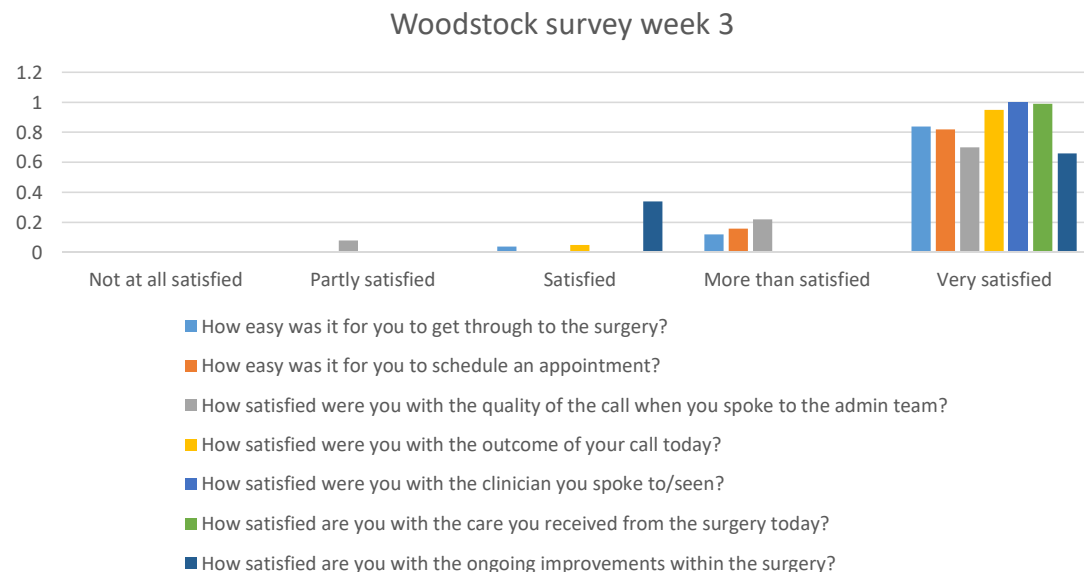
Comments on the questionnaire

"The Doctor stayed behind to treat my son. Absolutely delighted with the service, keep up the good work"
 "Frustrated about the length of time it takes to actually obtain an appointment. > 2 weeks to wait, despite calling every day!"
 "Very helpful"
 "I was number 25 in the queue, can you not get more people answering the calls in the morning?"
 "The Nurse Consultant was exceptionally helpful today, I have spoken to her before and just think she is great"

First Survey Week 3 – 09 October 2023



Second Survey Week 3 – 22 January 2024



Comments on the questionnaire

“Everyone is great – when you get through”

“Very professional and I feel the Nurse Consultant listened to me”

“I would have happily waited another two hours for my consultation as I was so pleased with it. I was listened to and feel reassured.”

"Everyone is great - when you get through"

“The GP was thorough although I could see the admin team were busy when I checked in”.

Comments on the questionnaire

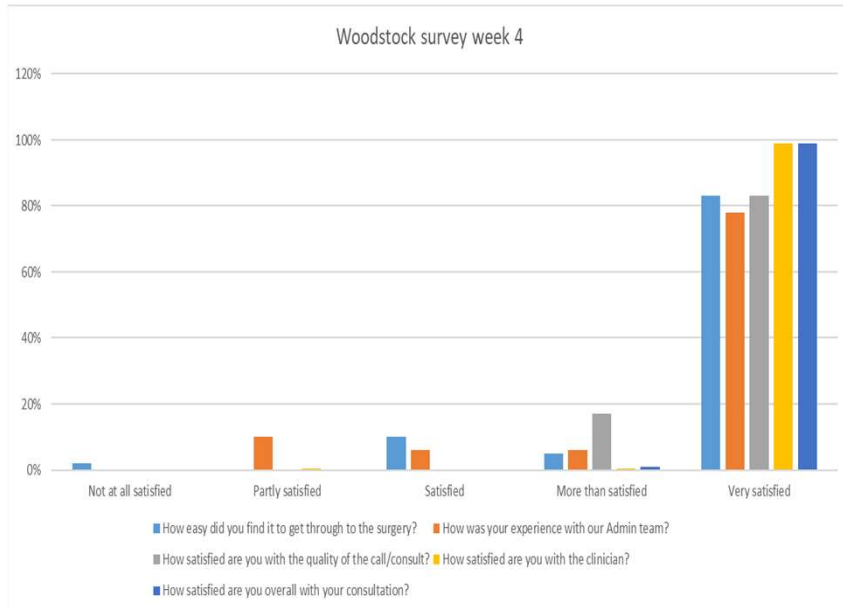
" Great service, no issues, thank you to Jennifer Boyd"

"Good to hear and see the improvements that are being made"

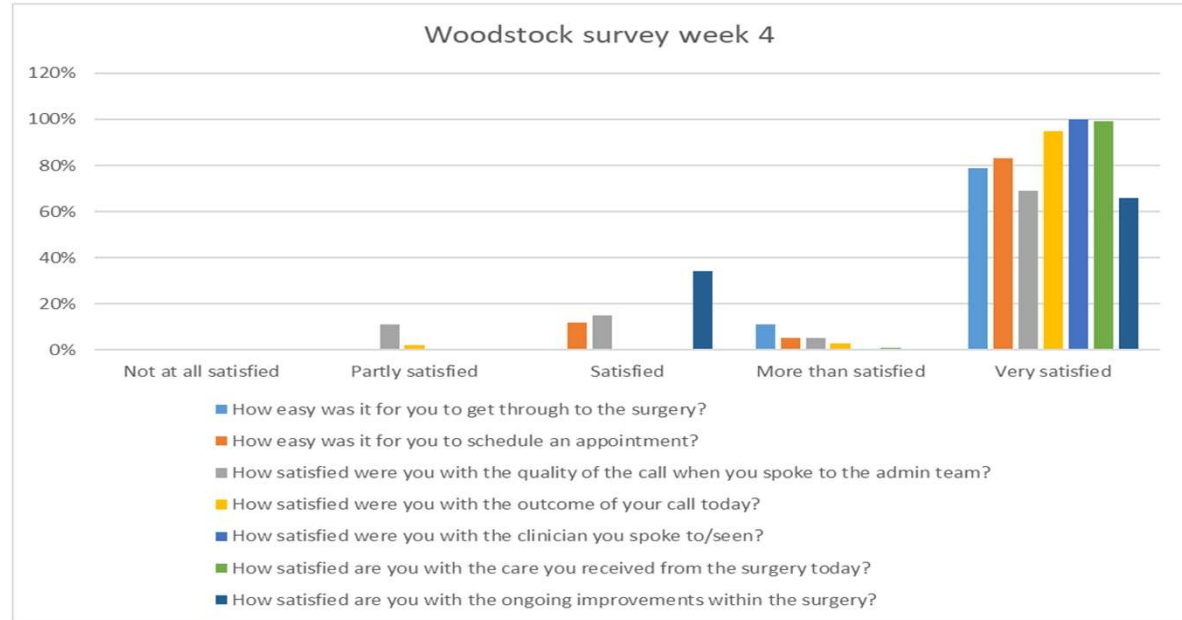
" Only comment would be that due to the issue of the lump I was offered a face to face. Otherwise would not have been seen"

"Feel as if the surgery is now returning to as it should be. Customer care is excellent"

First Survey Week 4 – 16 October 2023



Second Survey Week 4 – 29 January 2024



Comments on the questionnaire

“We see what people say online, but they should take time to see all the good work, we know how hard you all work”

“I was lucky enough to get through, called and seen all within the hour. . . can’t ask for more than that”

“You all do a wonderful job – we see you.”

“Is it possible to get chairs outside for us to sit on to queue when you are closed”. We had this comment twice.

Comments on the questionnaire

"Face to Face appointment is more beneficial"

" I was sceptical about seeing the advanced nurse - no reason to though because she was fantastic"

"I came to the surgery with my prescription from my consultant, fully expecting not to get it for days...it was done while I waited due to the nature of the medication. Took it to Mo at the pharmacy and that was me sorted, all within an hour"

"My feedback is only positive due to the experience I have had over the last two days. I feel listened to, my symptoms have been validated and I've come away with more hope than I have had in a long time"

"I think it is ridiculous that there is a group dedicated to complaining about the surgery - how is this allowed?"