

1. We try our hardest to ensure that you see the same GP with the same problem. Can you usually see the GP of your choice, if that GP has already been involved in caring for you with that problem?

Yes	No	Sometimes
59	8	36

Comments
(S) Disappointed
(S) I usually get an alternative GP who does a telephone consultation, or a nurse who speaks to me on the phone, or I can get a face-to-face appointment (pre-covid) - sometimes not on the same day though. Quite often though I am told all appts have gone for that day and I have to do the whole thing again- i.e. ring at 8am next day.
(S) Don't often go to GP. Not had any issues
(S) Try not to burden your already overworked team so happy to see any qualified doctor when it is necessary to do so.
(S) I took the first appointment available
(S) No issues / it's infrequently that I attend my GP
(S) Placed with any available GP at the time
(S) Other patient pressures
(N) Because it is busy, I just take whoever is free
(S) It really doesn't bother me as a 57 year old in good health, who I see with questions to ask advice. I am more than happy to do tel appointments.
(S) I rarely ask to see same doctor
(S) Nothing, it was fine
(S) Either busy or wait too long for appointment
(S) I'm not sure of my specific GP and have seen various GPs over the years or so with regards to my ongoing medical needs.
(N) As a new patient I have not attended the surgery on many occasions for the health issues I have
(S) Depends if they are in work that day
(N) I saw a different doctor
(N) I can't remember ever seeing the same doctor since Dr Ferriman retired many years ago - this including time of cancer diagnosis and subsequent follow up.
(N) I'm a new patient at your surgery and it's a nightmare not being able to see a doctor and have someone e talk to...
(S) Never the same GP - so many different ones
(S) Not applicable
(S) Asked for the supply doctor
(S) Seldom to see GP
(S) Doctor wasn't available on the day called but I was happy to discuss with another
(S) GP may not have been available
(S) I see another doctor at the practice which I am quite happy to do
(S) I have found all of the GPs I have seen recently for any reason have been efficient, helpful and sympathetic
(S) Difficult to speak to doctor
(Y) Usually very good response

(S) We were given a GP to go with but never seen him all time. Had to wait a good few days for an appointment
(N) Haven't been long at this practice so haven't had a reason to see a doctor yet
(S) Another doctor was seen at the practice due to my doctor not being available due to time slot or holiday
(N) I assume that they are all equally competent and my medical records are available to them
(S) I see or speak to whichever GP is on duty that day
(S) Not a regular attender so just go with whoever I am allowed to
(S) Availability of appointment
(N) I haven't had occasion to see GP for several years
(S) Last minute request - whoever available
Rarely go to the doctors
(S) Not available some days when app booked
(S) If it is urgent see someone else

2. What could the practice do to make it easier for you to see or speak to your chosen GP?

Comments
Give me a choice
Pre-book appointments in weekly slots as we can get with out-patient appointments. Often my issue is NOT urgent, yet I am not allowed to pre-book for week after etc. I end up using a slot which could otherwise have been used by a more urgent issue.
Sometimes it's difficult to get through, so more staff, more phone lines
Online app for booking
Once again, know you are all under stress to deliver healthcare in these unprecedented times happy to consult any doctor.
Given the current circumstances I can't see what else could be done. Access has been excellent to date
This is a supply v demand situation. I'm realistic enough to expect that I won't see the same GP on each visit. Tbh - I don't know the doctors names anymore - probably because of the above - never see the same one so no relationship ever developed
The phone and video service brought in for covid could be used more in normal circumstances
I don't have any issues
Take away the same day appts. I've been trying to see a doctor for about 6-8 weeks for a trapped nerve in my neck and cannot get an appt as on the day I can go to the surgery they are all full. I also have curvature of my upper spine which I'd like advice on.
Have an allocated doctor - patient relationship for all common ailments to build trust
Doing a great job
Keep appointments to one side
In these times I don't think there's anything else they could do
Tel calls/ video/ WhatsApp appointments
Nothing
Make it easier to sign up to online services without having to go in surgery

Set amount of patients, chosen time slot to follow up calls
Inform me of my GP name and the GP of my children who are also at the practice
Possibly provide appointment times available for the different doctors
After nearest appointment available with my chosen GP
Someone else helps so doesn't matter
Look at the patients records and prioritise those that arent regular timewasters
Online messenger service
Impossible
It takes too long to answer a phone call - I have waited 11 mins
GP to work more days per week (my GP works 2 days per week at the practice)
Anything!!!!!!!
I would just usually ask and they would give me a slot to see the particular GP
Use telephone
Odd times have tried to call surgery, phone rings for ages- then all times have gone or it's a call back from Dr
Quite happy with service
All good
I can usually, so nothing
Nothing really
Not sure
I've never had a problem speaking to a GP. Sometimes by tel consultation. Waited a couple of days for this but generally v good
Never had much difficulty
Have reserve appts everyday to give flexibility for need appointments
I am happy with the status quo
Nothing, I get very good service
I'm new to this practice to use any of the service
No issues
Not sure at this time
Have no problems
Employ more doctors and nurses
Clarity as to which GP work on which days
I don't know
Nothing - always can
I believe the GP I am supposed to see isn't always available through overbooking (very busy)

3. If you contact the surgery, are you offered a choice of appointment at a time to suit you?

Yes	No	Sometimes
71	8	22

Comments
Often the appointments are all taken but I do get offered appts sometimes for that day. I am asked to ring back next morning and try again
Speak direct to doctor

Nothing to change I understand the business side
The appts for that day are always full and I'm told to ring back
Sometimes we are advised that appointments are not available for two weeks or more, booking online would make it easier.
Usually given the earliest appointment however I work full time so this may be difficult to manage diaries when I am unable to change my schedule.
Nothing, I just take app that best fits my circumstances
It was fine
Due to the nature of my job (teacher), my time availability can be limited
Normally just given an appointment, which I have always tried to be available for
Advised to phone back as no available appointments
Lots of time no appointment which means phoning early the next day
It's impossible to see a doctor face to face
I just phoned for my medication I need and you were helpful but I need to c a doctor shortly coz I've got mental health problems..
Unable to get to surgery; housebound; so home visit would be necessary
I try to be flexible and take what is offered. Haven't had an appointment for a while
Have to explain all symptoms to receptionist before they decide if I can have an appointment!
Generally a delay, although if serious they do try to fit you in
Never (touch wood) have a reason to contact the surgery
I never question why I cannot have a particular time
Usually just take appt offered. Not been the surgery since last year. No need
I usually am given telephone appointments but would sometimes prefer to discuss things face to face. Time of day was suitable usually
Not asked when I could attend - usually just offered and accept what I am given
Depends how busy
Just have to take what is available

4. What type of appointment that the surgery offers is most likely to suit you most of the time?

Face to Face	Tel	eConsult	Other
72	42	10	3

Comments
(TC, EC or WhatsApp) Any place, anytime, anywhere!
(TC) At the moment
(F2F) So I can explain better what is the problem
(TC / EC) Unless it is an urgent appt a telephone will do. I haven't tried eConsult but I think it is a good alternative
(F2F) More personal face-to-face. Doctor can physically see you etc.
(TC / F2F) I find it easier to explain things face-to-face, or failing that, voice to voice
(F2F) I don't tend to come in very often, so usually it means bloods taken or blood pressure check. Happy with eConsult where appropriate.

(TC) More convenient for both parties involved. Decreases contact time during pandemic measures
(TC) I consider it safer to have a telephone appt and can access a doctor/nurse in the normal way
(F2F) Easiest way to communicate and hopefully determine best treatment/ medication/ advice.
(ALL) Depends on the issue and what service is required
(F2F) I have lots of questions which usually go out of my mind on a phone call
(TC) I have had experience of this- I was able to send a photograph of my area of concern and sent to the GP who gave me a diagnosis in 5 mins.
(EC) Convenient - no travel / wait time
(TC / F2F) Phone if no appointments face to face means not travelling to the surgery
(F2F) Only ring when really need it
(TC / F2F) Easier sometimes by phone due to school and work
(TC) Because of ongoing treatments a quick touch base is normally all that is required
(TC) Time and work commitments
(TC) Quicker response, peace of mind
(TC) A telephone appointment suits if it is regarding my health condition - rheumatoid arthritis
(F2F) I prefer to speak to people in person
(F2F) More personal
(EC) Can explain everything and get a faster response
(F2F) Easier to discuss symptoms and to have them assessed first hand
(EC) It's more convenient than attending the surgery, especially at the moment due to covid
(O) home visit - housebound
(TC) too risky to go to surgery
(F2F) it is more natural
(TC) It's impossible to see a doctor or dentist I've got major problems with my teeth and gums and can't get any treatment which is affecting my mental health badly..
(F2F) It is easier to explain symptoms/issues in person
(TC) More convenient
(F2F) If have to call surgery it's usually because I need to have Dr examine me e.g. take blood pressure etc.
(TC) More choice of times available
(F2F) It allows for a paper consultation and examination if necessary
(ALL) Any type of consultation suits me
(F2F) Just prefer this option
(ALL) All dependent on the issue, zoom/skype/facetime appointments could prove valuable, as the doctor can see the patient. A mixture gives greater flexibility to the doctors and patients
(F2F) More personal
(F2F) Not v computer literate. Worry about describing symptoms accurately, or GP not seeing symptoms if not face to face

(F2F/TC) It all depends on what the problem is, as to what type of appointment suits best. Being offered a choice is great, not everything requires face to face
(F2F) I usually only go when really poorly and feel I need to see a GP
(F2F) Find it easier to be with doctor as I may not describe symptoms adequately using phone or video
(TC) More convenient
(F2F) Better able to explain face to face than by telephone
(F2F) Just my preference
(F2F) I feel more relaxed with face to face
(F2F) Because a f to f conversation gives time for discussion (not always necessary of course). Plus depends on problem - otherwise tel suffices
(F2F) I wish to have physical consultation where the GP can be intuitive and see my condition
(F2F) More reassuring
(F2F/TC) I am flexible
(TC/EC) Not necessary to visit surgery
(F2F) Only because I'm used to it but happy still if I get telephone
(TC) As I'm a new patient I would prefer the above service. I prefer telephone as it is easier for me
(F2F) They can see the actual problem - sometimes hard to express over the phone
(F2F) Fortunately I do not need to see a GP often - I have no experience of having to see a doctor since the pandemic began
(F2F) I prefer to explain a problem directly
(F2F) More relaxed and feel I can explain symptoms better
(F2F) I prefer it
(F2F) Depends on the problem and possible outcomes. I feel that I can pass on all relevant inform with this type of consultation
(TC) More COVID secure
(F2F/TC) Face to face helps me remember what questions I need to ask. Phone consults are ok but if they're late as they sometimes inadvertently are, they then become difficult
(F2F) Slightly hard of hearing so face to face best. Always nervous as not used to attending, always long gaps between attendances - thankfully!
(TC) Work commitments, non-urgent
(F2F) Often it is difficult to explain precisely what is the problem over the phone
(F2F) Hard to make clear over the phone etc.
(TC) Quicker and if follow up required there is no problem
(F2F) I tend to forget things and find it difficult remembering things: example my kidney expert phoned I said I had no trouble and after call my wife reminded me about my passing blood and stones (painful)
(F2F) Due to a stroke I cannot communicate so need my wife with me to explain what is wrong

5. If you have booked a telephone consultation with a GP or a nurse in the last year, did that telephone consultation happen?

Yes	No	Yes diff time
68	4	4

Comments
Reception offered me a duty doctor call back to my request but this never occurred
Yes, however delays can be an issue when scheduling time away from work
They phoned about an hour later than scheduled
GP did not ring at offered time. Rang practice who offered another successful time
No, I'm a new patient...
I was told 'approximate' time a morning - no call that day (Friday). I rang back Mon and was contacted promptly
Everything great
I have not booked a telephone conversation in the last year

6. At the practice the GPs have introduced digital consultations (eConsults) to be able to deal with some problems by emailing you so patients do not have to attend surgery.

a) Have you had a digital consultation (eConsult)?

Yes	No
12	91

b) Did you find that the eConsult provided you with the advice and care that you needed?

Yes	No	Sometimes
10	3	2

Comments
Very difficult to work system - had to say I had a rash to be able to access it. Doctor rang me back
I don't have the technology

7. When you contact the surgery, how long does it take on average before you can speak to one of our receptionists?

< 30s	< 2min	2-5min	>5min
10	50	25	11

Comments
Annoying
Quite often I get an answer earlier but sometimes I have to wait longer
Just ringing out, or engaged.
Just the repeat recorded message that you are on hold and will be attended to shortly
Placed on hold
If I ring at 8am, you can hardly ever get through - engaged tone. You have to ring mid-morning to speak to a receptionist
I just had to listen to message. Part of requirement to get- would love a 'call back' so I didn't lose my place in the queue
Can just be busy
Varies, sometimes under 2 mins, other times placed on hold in a queue

Kept on hold until it's answered although sometimes it says it's busy and then just ends call
There is a long recorded message then you hold on listening to music
Usually have to ring back time and time again
The staff are very good when I do get a connection 10/10
Stupid answering machines...
Sometimes the lines are very busy early in the morning
Rings-rings after having listened to audio message
Go through a series of messages, choices, all at the cost to the patient, then possibly a further wait for the call to be answered
No answer
Has cut the call occasionally, but usually just music and repeated message
Puts call on hold
The phone rings out
Sometimes you get through and put on hold and after about 8-10 mins they say there is no one to take your call to ring back later
Busy I guess plus immediate auto info
Music and lady says they will be with you shortly
Just have to hang on until someone answers

8. The practice is considering having a switchboard, so that a receptionist will answer your call and then direct you to the correct member of staff that can help you with your query. Do you feel this would be good for patients?

Yes	No
90	11

Concerns
Presumably this would mean fewer individuals answering calls and would therefore slow down call responses. Patients would need to explain reason for call twice.
I feel sometimes it is like trying to jump hurdles to get to speak to a GP. I understand they are busy, this might help?
Don't know
If this improves the service then let's try it!
Maybe if the other staff are free if not it will add hold time
It's nice to hear a human voice
As long as this doesn't add additional waiting time to the process
The current system is fine if calls are answered promptly, most times I call is to book appointments
You won't get to speak directly to a doctor
It will end up having to repeat the problem over and over and assumes that the receptionist has the ability to redirect to the right person
No, because it would take longer to answer
The receptionist should have a caring attitude as sometimes I find them rather abrupt, especially when feeling ill
Possibly rather than yes or no. Depends on various factors e.g. how many receptionists on switchboard, what if the correct member of staff is not available, would it mean possibly several calls to the practice. Maybe a trial period could be considered
I wouldn't like the new service

This would work if the switchboard was quick and efficient
Isn't this what happens now?
Unsure as some problem don't want to be discussed with unqualified staff
Not sure
(No) Having to give information to receptionists
I feel like it will be like hospitals: getting past from one to the other then cut off?

**9. Since the practice website was updated this year what is your experience of using it?
(please tick all that apply)**

Don't know I never use it	It is difficult to find the info I want (popups)	I find it easy to use	It has a lot of useful info	I always look there first to see if I can find the info I need
69	2	22	8	7

Comments
Never use it other than to access prescription order
It is a better website than previously
I wouldn't say it was easy to use, but it is functional
I was sent a link to LIVI from Northumbria Healthcare - maybe info on that on here?
Didn't know there was a website, I will check it out
I never use it but will do, thanks for the nudge!
I only use it to order my repeat medication
Maybe more space to explain I ran out of space had to re write it less description
Yes. You should be able to attach a photo separately without having to re-answer all the many questions
I find it very hard understanding the internet because I've got mental problems
I don't have the technology
No computer, lack of personal meetings
Haven't had cause to use it, but don't expect it to be a problem
I hate having to order a repeat prescription. I avoid my computer at all costs and getting a phone response at the 1st attempt is almost impossible
I am very happy with the surgery and get very very good care. Thanks for that
No prescription line, don't have computer. So it's a bit of a problem for repeat prescriptions
Only used to re-order medication. Can't access medical notes/history
Information about covid no in area. Have not been on site recently so it may already be there