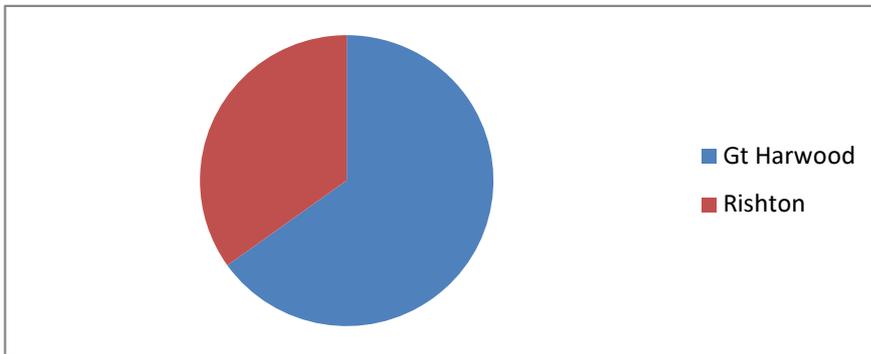


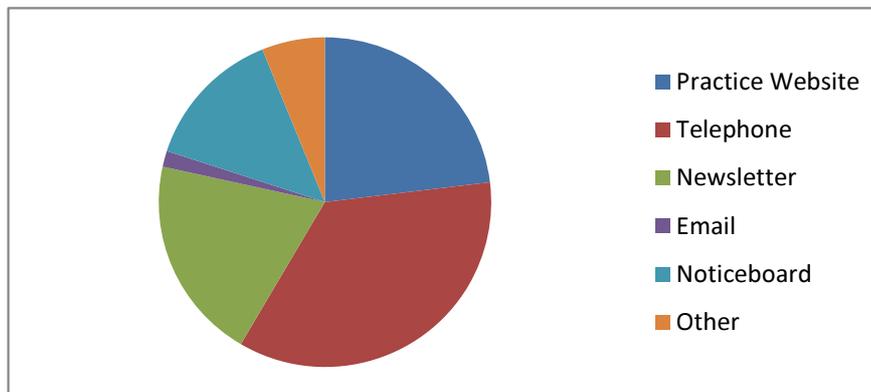
Surveys distributed in January 2016

Completed surveys = 41

Q1 *Please identify which practice you most regularly attend?*



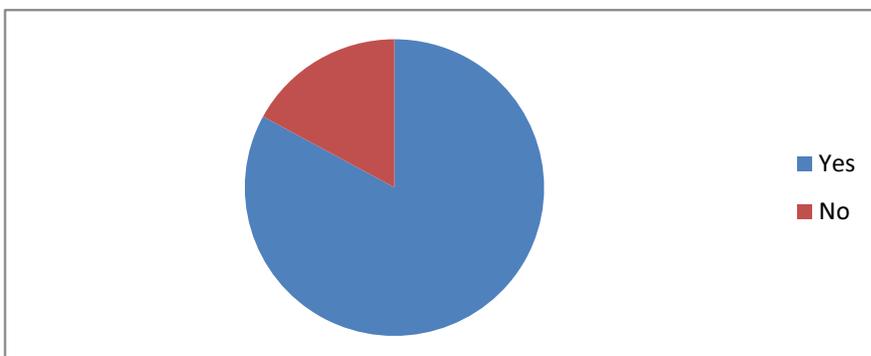
Q2 *Which of the following do you use to find information about the practice and the service we provide?*



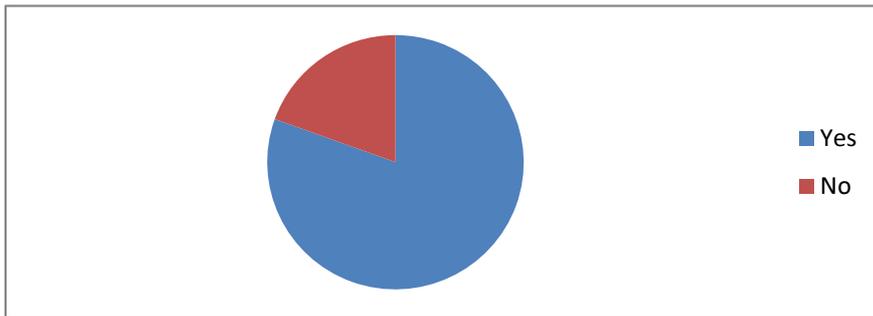
Other: Patient Participation Group
Patient access
Go into surgery and speak to receptionist.
Pick up information at Reception

Q3 *Please tell us whether you are aware of the following*

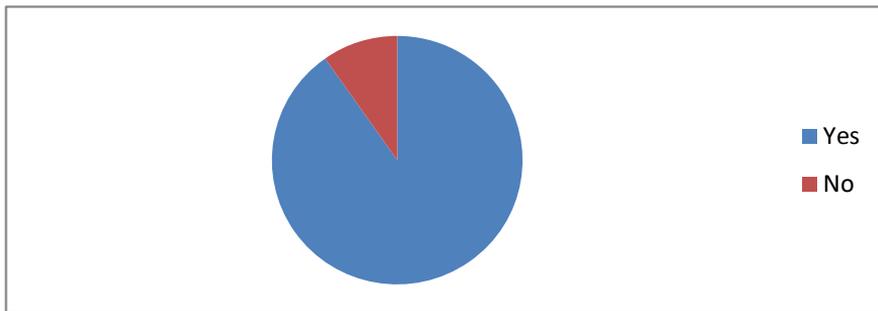
That you can book GP appointments online?



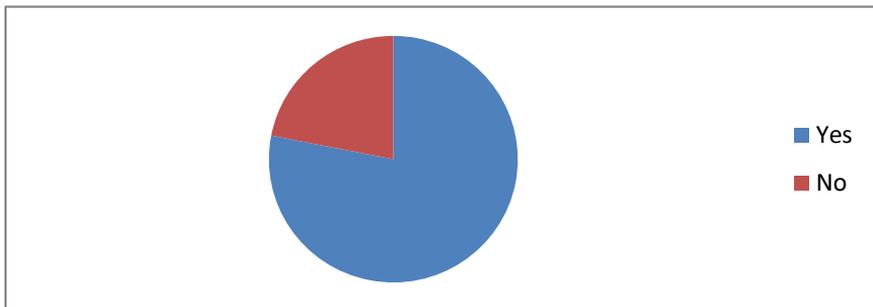
That you can order repeat prescriptions online?



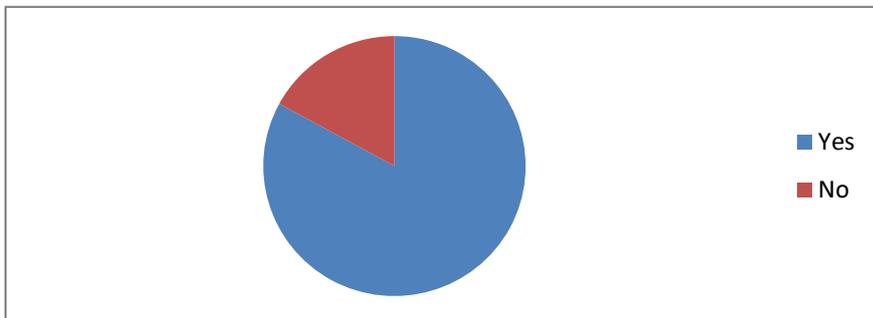
That there are daily drop-in clinics at Gt Harwood?



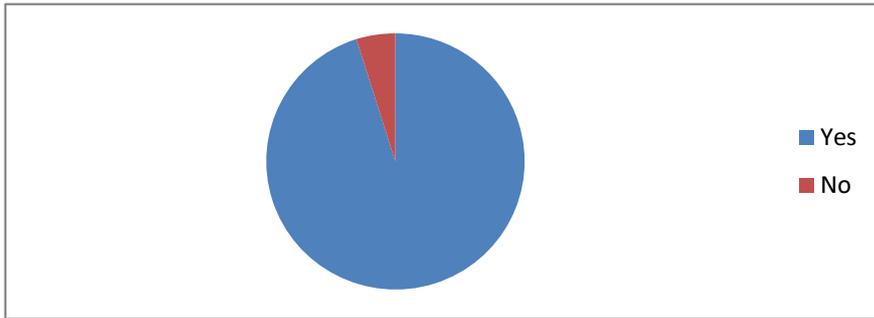
The GP Practice website?



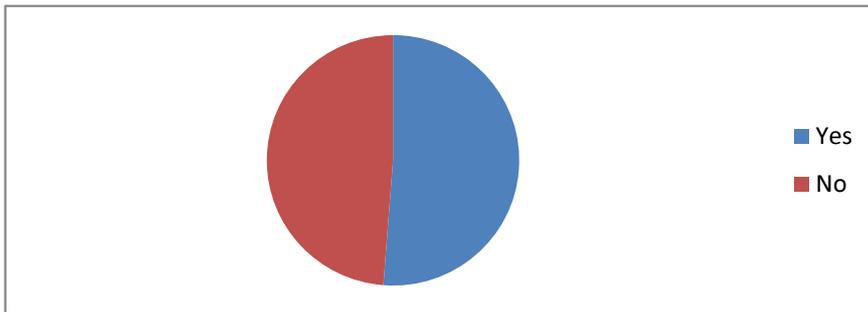
The GP Practice opening hours?



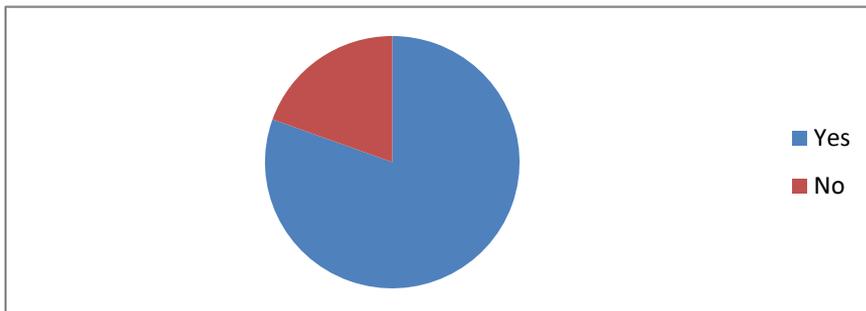
That your Prescription can be sent direct to the Chemist?



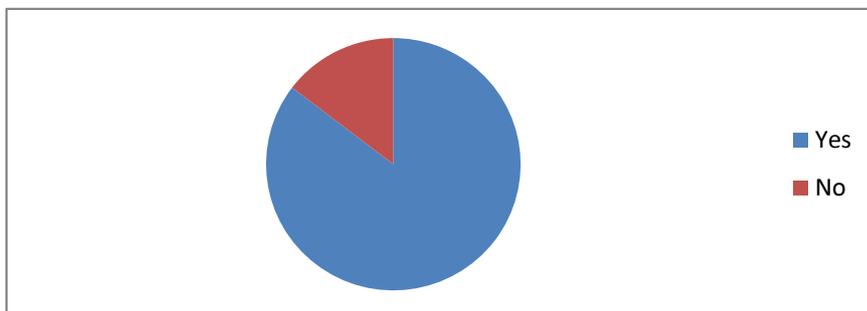
That we offer telephone consultations?



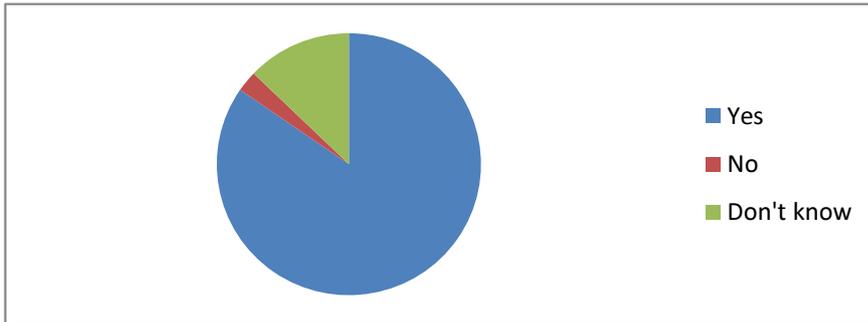
That you can book an appointments up to 6 weeks in advance?



That we offer a limited number of same day appointments with a GP?



Q4 *Does the practice provide the range of health services you need?*



Q5 *If the practice does not provide the range of services you need, please describe what you think is missing.*

Out of hours service.

Pharmacy.

I think all GP health care centres should have at least one psychiatric health care worker / CPN and other psychiatric service and appointments.

Appointment when needed as in full time work and it's very hard to come out in the day.

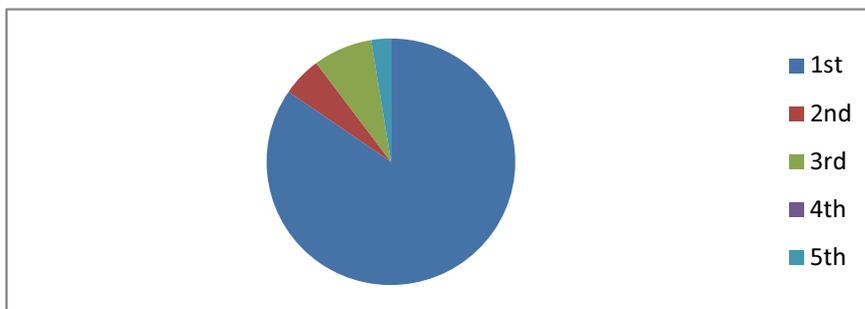
More same day appointments.

Can't book online appointments without necessary details - which I don't have!

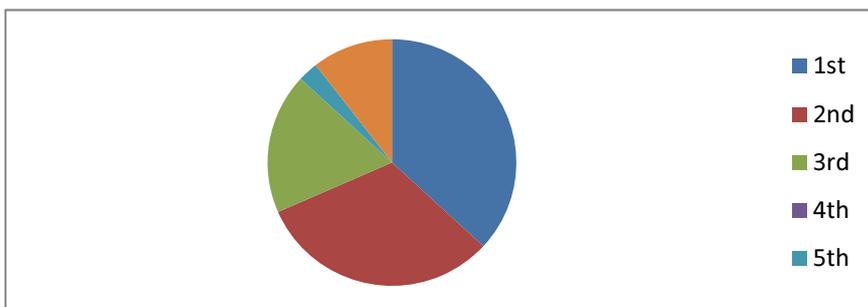
Early evening appointments would be helpful.

Q6 *Please rank in order of importance the areas you view as priorities for the practice. Where 1 is your first priority and 6 is your lowest priority.*

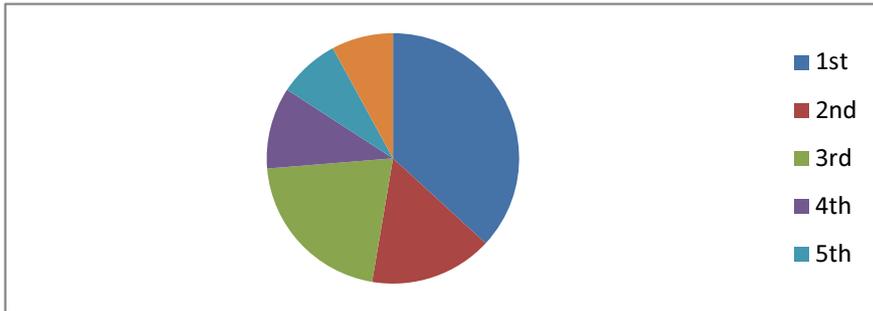
Continuing to provide daily drop-in sessions



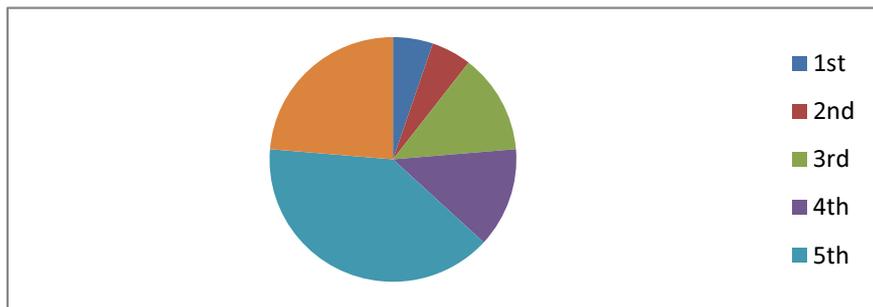
Being able to book a GP appointment online



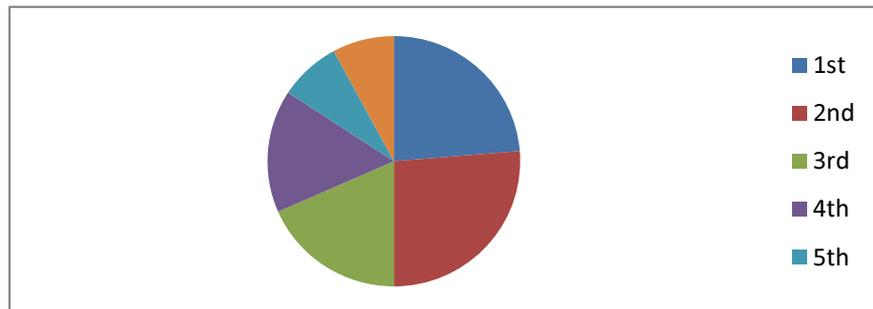
Being able to order a repeat prescription online



Making improvements to practice premises



Providing information about practice to patients



Q7 *From the priorities you have listed above, please describe what improvements you would like the practice to consider?*

- Same day appointments as rarely needed in advance with usually healthy individuals.
- One night a week to open later than 6pm for workers in full time work only.
- My CPN had to fax the same letter 5 times and I have run out of essential medication because of this several times. Both my CPN and myself regard this as a serious problem.
- GP appointments to help with those who work after 6 maybe.
- More same day or next day GP appointments.
- Extended drop in sessions if at all possible.
- Routine appointments available with less than 2 weeks notice at times.
- Drop in at Rishton NB those without own transport.
- We would like to see some way of controlling the number of people who miss appointments, 204 missed appointments in December, this is not fair to the doctors and other patients.
- Less than 6 week wait for appointments.
- First aid centre, phone in for patients concerns/worried othan than ringing secretary.
- Length of time between booking an appointment and seeing a doctor - other than waiting at drop-in sessions.

It would be nice to be able to have a doctor to explain things in normal terms.
Being able to see a doctor sooner.
More daily drop in appointments to see doctors in Rishton.
Who is who's doctor. Too much darting from one doctor to practice nurse back to another doctor as it is difficult to see/arrange appointments with one doctor.
I think Gt Harwood has everything that I need.
None I am satisfied with the practice as it is.
Everything OK.
None.
Website isn't clear on what time drop in sessions are available.

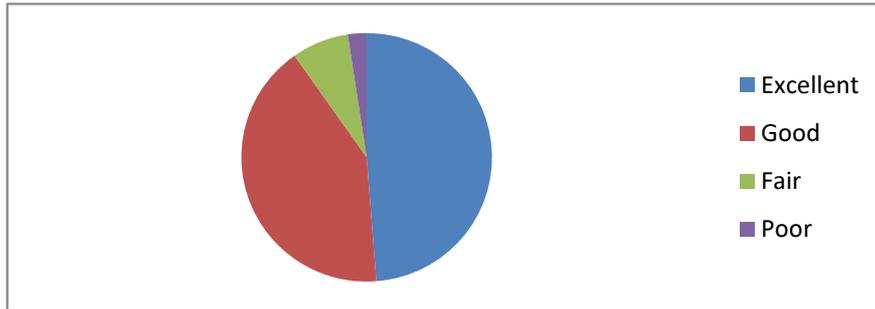
Q8 *Is there anything else other than those listed above you think could be improved?*

Improving the prescriptions being sent electronically.
Maybe there could be a podiatry department.
Weekend appointments.
I very rarely see a doctor so patients like me should have yearly medical reviews.
Being able to see the same doctor without long wait for appropriate appointment.
More selected GP availability - GP of choice for continuity of care.
Would like return of magazines.
Some staff attitudes.
If psychiatric appointments were routinely offered in GP surgeries and if it was just for service user trained HC workers to be available to offer daily support the overall needs of people with mental health problems would improve and there would be less pressure on mental health services that are now critically overstretched.
More phone lines.
Happy with things.

Q9 *Is there anything you think is particularly good or that you wouldn't want to be changed about the service you receive at the practice?*

Practice Nurse Carol.
I think booking in yourself is good. I like being able to just go and collect prescriptions from the chemist.
Online service.
Friendly reception staff.
GPs appear to be more up to date with current treatment / practises.
All the options offered are useful so it would be good to keep them.
Now that things have settled down following amalgamation and teething problems are/have been sorted out as well as possible I think the practice provides a good level of service. The staff are excellent.
Rishton is much quieter than Harwood so making it a better wait.
The way all pull together in crisis.
The screens with appointments are important for those heard of hearing and I find the practice clean. It's great that same day appointments are available.
Getting to see a doctor when needed that week not 2 weeks after.
Nice practice / staff.
Services are OK.

Q10 Overall how would you describe your experience of your GP practice?



Q11 Any other comments

One of the receptionists is quite rude and once when I made the journey down to the practice unwell she refused to take my prescription request though the prescription was due. It is essential that patients are listened to and that they receive their medication on time every single time.

When our GP sadly passed away it would have been nice to be asked if we had a preference to which GP within the group we wished to be placed with rather than just allocated a GP.

We would like to see the length of time we have to wait to see our preferred GP shortened, sometimes it can be a wait of between 4 to 6 weeks which is a worry, especially if it is an ongoing problem. Another reason to address the missed appointments.

Long waits for appointments for chosen GP.

Keeping to appointments not having to wait 30 minutes and after your appointment time.

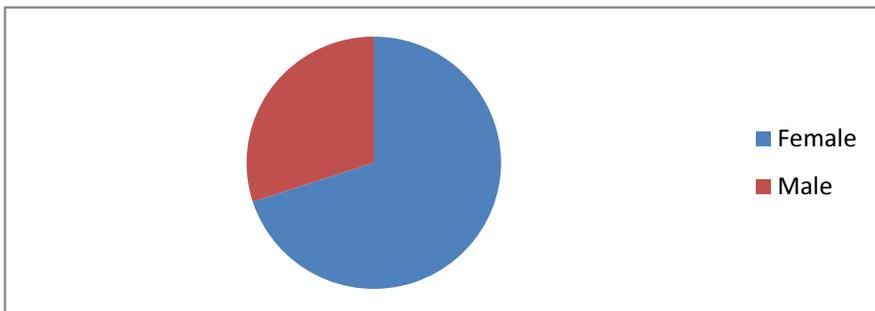
Only issue is having to wait to see doctor of choice - never had to wait weeks.

Would be interesting to see more info on the GPs themselves, eg areas of interest / speciality.

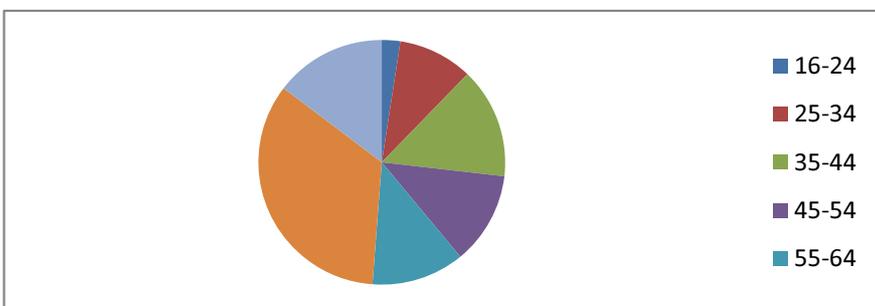
Like to keep to same doctor.

Fast track appointments for a small fee?

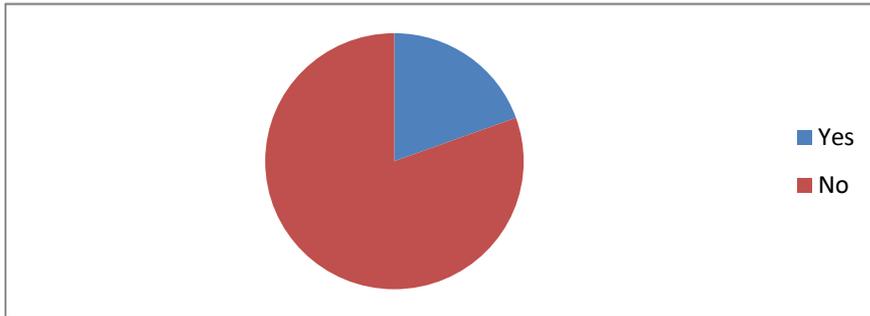
Gender



Age



Do you have children under 16 years living at home?



Do you or anyone else in your household have any long standing illness, disability or infirmity?

