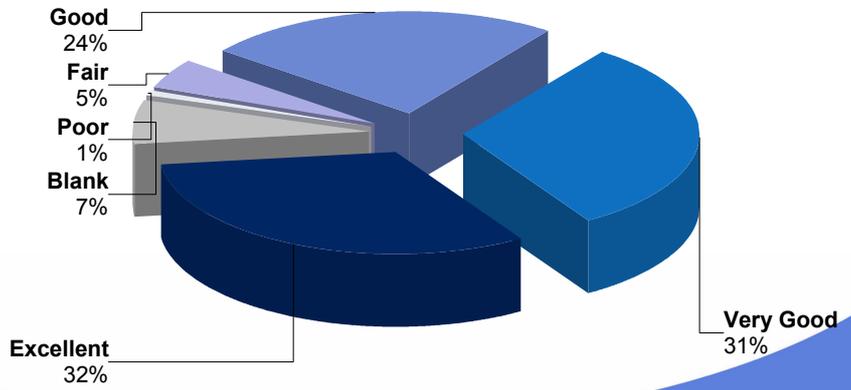


87%

of all patient ratings about this practice were **good, very good or excellent**



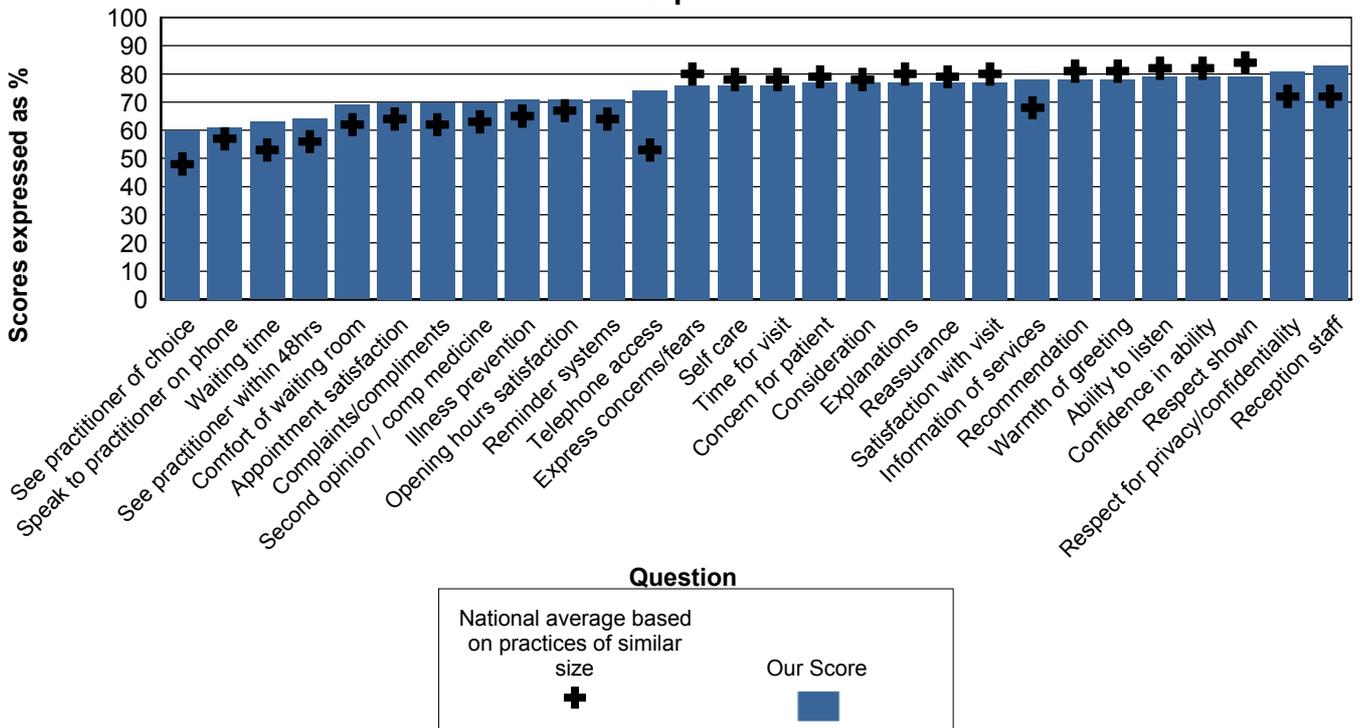
Thank you for your participation in this survey

Patient Experience Survey Results 2013/2014 Weeping Cross Health Centre



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you



Your patient feedback

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	27	119	149	115	11
Q2 Telephone access	2	8	117	160	124	14
Q3 Appointment satisfaction	7	34	112	139	122	11
Q4 See practitioner within 48hrs	25	53	105	115	108	19
Q5 See practitioner of choice	18	67	135	111	77	17
Q6 Speak to practitioner on phone	8	47	141	89	64	76
Q7 Comfort of waiting room	1	27	147	126	109	15
Q8 Waiting time	14	63	117	112	97	22
Q9 Satisfaction with visit	0	8	103	144	156	14
Q10 Warmth of greeting	0	9	99	139	166	12
Q11 Ability to listen	0	6	92	142	166	19
Q12 Explanations	0	8	102	151	149	15
Q13 Reassurance	0	10	105	140	156	14
Q14 Confidence in ability	0	6	98	133	170	18
Q15 Express concerns/fears	0	8	115	131	150	21
Q16 Respect shown	0	3	96	137	172	17
Q17 Time for visit	1	14	110	133	151	16
Q18 Consideration	0	9	90	148	135	43
Q19 Concern for patient	0	10	95	132	150	38
Q20 Self care	0	12	95	141	134	43
Q21 Recommendation	0	10	87	134	155	39
Q22 Reception staff	0	7	55	143	201	19
Q23 Respect for privacy/confidentiality	1	7	74	141	180	22
Q24 Information of services	1	15	85	131	164	29
Q25 Complaints/compliments	5	24	110	126	105	55
Q26 Illness prevention	6	24	102	140	108	45
Q27 Reminder systems	12	15	105	132	112	49
Q28 Second opinion / comp medicine	7	20	99	103	97	99

Blank/spoilt responses are not included in the analysis (see score explanation)

Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

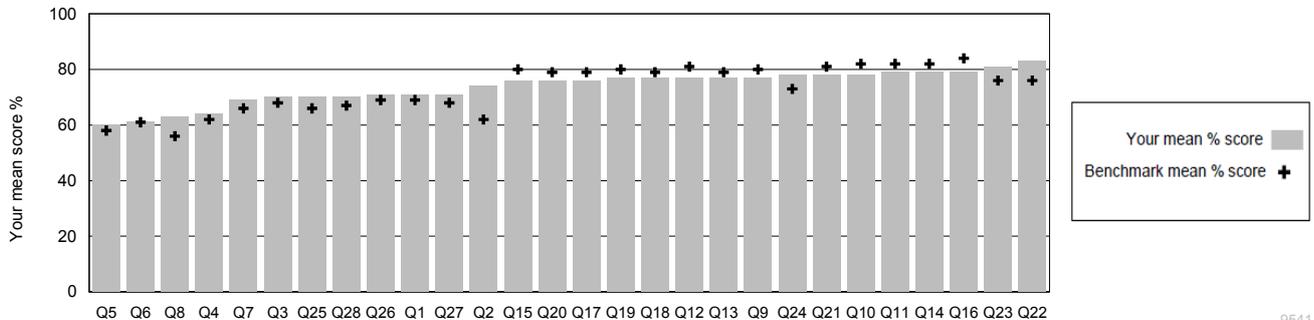
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	69	23	64	68	73	92
Q2 Telephone access	74	62	13	53	63	71	92
Q3 Appointment satisfaction	70	68	23	63	68	74	92
Q4 See practitioner within 48hrs	64	62	18	54	62	70	96
Q5 See practitioner of choice	60	58	22	48	57	65	95
Q6 Speak to practitioner on phone	61	61	25	54	61	67	92
Q7 Comfort of waiting room	69	66	27	60	66	71	90
Q8 Waiting time	63	56	25	50	56	62	90
About the practitioner							
Q9 Satisfaction with visit	77	80	41	76	81	85	97
Q10 Warmth of greeting	78	82	45	78	82	86	96
Q11 Ability to listen	79	82	46	78	83	87	97
Q12 Explanations	77	81	42	77	81	85	97
Q13 Reassurance	77	79	41	75	80	84	98
Q14 Confidence in ability	79	82	43	79	83	87	99
Q15 Express concerns/fears	76	80	45	76	81	85	96
Q16 Respect shown	79	84	49	80	85	88	98
Q17 Time for visit	76	79	38	75	80	84	96
Q18 Consideration	77	79	41	75	79	83	98
Q19 Concern for patient	77	80	43	76	80	84	97
Q20 Self care	76	79	38	75	79	83	97
Q21 Recommendation	78	81	41	78	82	86	99
About the staff							
Q22 Reception staff	83	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	81	76	43	72	76	80	96
Q24 Information of services	78	73	29	68	73	77	96
Finally							
Q25 Complaints/compliments	70	66	31	62	66	70	96
Q26 Illness prevention	71	69	34	64	68	72	96
Q27 Reminder systems	71	68	27	63	68	72	96
Q28 Second opinion / comp medicine	70	67	30	62	67	71	96
Overall score	74	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

9541

*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



9541

Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (>12000 patients)

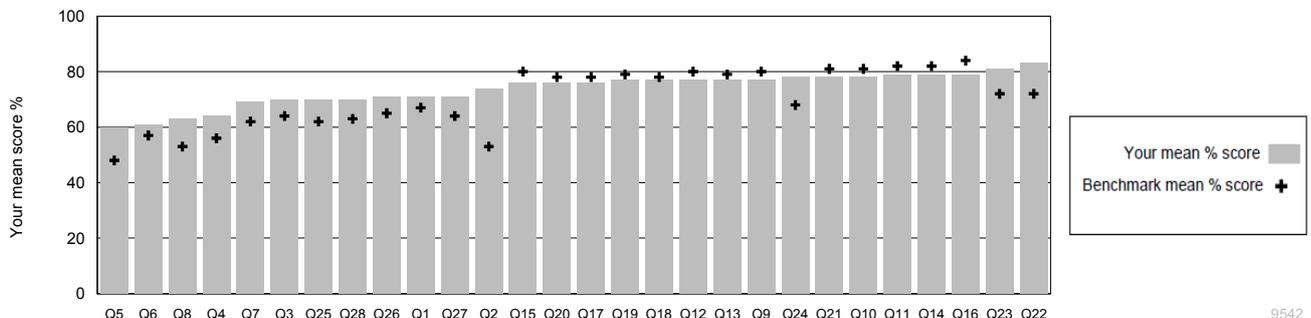
	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
About the practice							
Q1 Opening hours satisfaction	71	67	45	64	67	71	78
Q2 Telephone access	74	53	15	46	52	60	77
Q3 Appointment satisfaction	70	64	33	60	64	69	81
Q4 See practitioner within 48hrs	64	56	23	50	56	63	80
Q5 See practitioner of choice	60	48	22	41	48	55	83
Q6 Speak to practitioner on phone	61	57	31	51	57	63	76
Q7 Comfort of waiting room	69	62	47	57	63	68	83
Q8 Waiting time	63	53	28	49	53	58	74
About the practitioner							
Q9 Satisfaction with visit	77	80	60	76	80	84	94
Q10 Warmth of greeting	78	81	62	78	81	85	95
Q11 Ability to listen	79	82	65	78	82	86	96
Q12 Explanations	77	80	63	76	81	85	95
Q13 Reassurance	77	79	61	75	80	83	94
Q14 Confidence in ability	79	82	65	79	83	86	95
Q15 Express concerns/fears	76	80	62	76	80	84	94
Q16 Respect shown	79	84	68	80	84	87	95
Q17 Time for visit	76	78	59	74	79	83	93
Q18 Consideration	77	78	59	74	78	82	92
Q19 Concern for patient	77	79	60	75	79	83	93
Q20 Self care	76	78	61	74	78	82	92
Q21 Recommendation	78	81	60	78	81	85	95
About the staff							
Q22 Reception staff	83	72	50	69	71	76	84
Q23 Respect for privacy/confidentiality	81	72	51	69	72	76	83
Q24 Information of services	78	68	45	65	69	72	80
Finally							
Q25 Complaints/compliments	70	62	34	58	62	66	76
Q26 Illness prevention	71	65	42	62	65	68	79
Q27 Reminder systems	71	64	38	60	64	68	80
Q28 Second opinion / comp medicine	70	63	42	60	63	67	77
Overall score	74	70	48	67	70	74	86

Your mean score for this question falls in the highest 25% of all means
 Your mean score for this question falls in the middle 50% of all means
 Your mean score for this question falls in the lowest 25% of all means

9542

*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (>12000 patients)



Your patient feedback

Table 4: Your patient demographics
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (>12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
Age								
Under 25	36	73	69	50	65	70	74	83
25 - 59	202	74	70	47	66	70	74	87
60 +	146	74	72	50	69	72	75	85
Blank	41	71	69	51	64	69	74	89
Gender								
Female	218	76	70	48	67	70	74	86
Male	176	71	72	49	68	72	75	84
Blank	31	69	69	49	65	69	74	85
Visit usual practitioner								
Yes	206	77	73	53	70	73	76	86
No	160	70	68	44	64	68	72	84
Blank	59	71	69	47	65	69	74	86
Years attending								
< 5 years	82	76	71	47	67	72	74	88
5 - 10 years	84	75	70	47	66	71	75	86
> 10 years	213	72	71	49	67	71	75	85
Blank	46	74	69	50	64	69	73	85

*Based on data from 93 practices carrying out 135 surveys between April 2010 and March 2013 with 25 or more responses.

Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated.

Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

9542

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	10/12/2012	25/11/2011	03/01/2008
Q1 Opening hours satisfaction	71	71	69	65
Q2 Telephone access	74	75	74	67
Q3 Appointment satisfaction	70	70	71	64
Q4 See practitioner within 48hrs	64	63	64	68
Q5 See practitioner of choice	60	58	58	54
Q6 Speak to practitioner on phone	61	58	58	50
Q7 Comfort of waiting room	69	69	67	61
Q8 Waiting time	63	60	58	47
Q9 Satisfaction with visit	77	77	77	77
Q10 Warmth of greeting	78	77	79	79
Q11 Ability to listen	79	79	79	80
Q12 Explanations	77	76	78	77
Q13 Reassurance	77	76	76	77
Q14 Confidence in ability	79	78	79	80
Q15 Express concerns/fears	76	77	77	79
Q16 Respect shown	79	80	81	82
Q17 Time for visit	76	76	77	71
Q18 Consideration	77	75	76	75
Q19 Concern for patient	77	76	77	77
Q20 Self care	76	76	76	--
Q21 Recommendation	78	78	79	79
Q22 Reception staff	83	81	81	76
Q23 Respect for privacy/confidentiality	81	79	79	72
Q24 Information of services	78	78	78	72
Q25 Complaints/compliments	70	69	69	64
Q26 Illness prevention	71	72	71	66
Q27 Reminder systems	71	71	69	64
Q28 Second opinion / comp medicine	70	70	67	64
Overall score	74	73	73	70

-- no data available, question introduced in October 2009.

*Dates in the table relate to date of application to carry out the survey.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- I do not use the service frequently, however when I have I would say that the overall service is excellent.
- Walk in clinics not for OAPs. Late appointments and weekends.
- Open longer more hours.
- I don't agree how long you have to wait for appointments, the ringing up at 8am or after 12, it's stupid.
- Talking with friends, this is the best practice. All round for making appointments, the helpfulness and warmth of the reception staff and the help/consideration of doctors.
- I sometimes struggle to get an appointment for my children but don't think much can be done about that.
- Waiting to see doctor/nurse should be within max 3 days from date of telephoning for appointment.
- It is difficult to maintain confidentiality when speaking to the receptionist at the head of a queue. Doesn't bother me too much, but may bother others. It would be great to have clear guidelines on availability of a doctor/nurse on telephone as such queries may take less time for both me and they when visiting the surgery. Very occasionally a receptionist is rather off hand. In general, think this is a brilliantly run practice, that many others could learn from thanks to all!
- The waiting room gets very crowded in the mornings but I do like the open appointment system when feeling poorly. It would be preferable to have access to our own practice over weekends.
- Possibly a Saturday am surgery. Larger waiting room.
- Very good surgery.
- More easily accessible waiting space at open surgery.
- If open surgery is to continue an adequate number of doctors is needed to cope.
- Information on how to recognise illnesses or conditions could be given on leaflets to be picked up not on the call where you can only read them if you are sitting near. Sometimes a telephone call to the doctor of your choice is difficult as it can be days into weeks before an appointment is available.
- Don't get bigger! Like the personal feel there is to the surgery.
- By allowing repeat prescriptions by telephone any time of the day. Having to wait until the afternoon means I forget to ring as I am busy at work by then.
- Advertise opening times and which doctors are on duty on days.
- Excellent surgery.
- None.
- May I take this opportunity to say how very lucky my family and I are in having our medical needs covered by your practice. I have to take my elderly mum to her doctor and there is simply no comparison. They couldn't be less bothered, has no manners and their nurse pops in and out to ask them questions whilst mum is having her consultation. Anyone finding fault with you should visit them!
- Saturday mornings would be advantageous.
- If the doctor or nurse is running late it would be nice to be told - rather than sitting and wondering who is before you.
- Nothing too much trouble at Beaconside. Always a nice experience.
- Most of reception staff are excellent one in particular is not good and I would avoid dealing with them.
- Lovely reception staff. One doctor is an excellent doctor!
- Doctors and nurses are good, trying to get appointment is crazy not everyone has 3 hours to sit at open surgery to wait to see doctor/nurse especially when working/more appointments should be made available/emergency appointment.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Extended opening hours and appointments that can be pre-booked.
- Sometimes feel that when I have rung up to enquire about availability of a doctor (for example) - some (not all) of the reception staff 'rush me off the phone' even when I have something else to ask.
- Early morning/late evening appointments reserved for working people, not retired people!
- This practice is excellent. You can always be seen on the day you need to be and the GPs and nurses are highly competent.
- Excellent service received consistently.
- Longer opening hours.
- Weekends please.
- As a regular visitor to this surgery as a Warfarin patient I am comfortable ringing and pleasant every time the reception staff and nurses are fantastic and friendly. I don't see doctors unless meds review.
- None at all. Very good practices.
- This practice is excellent in its service and polite receptionists, and very comfortable.
- Open weekends. Bigger waiting area!
- I get cross when I hear other patients saying it's not good that you can't see a GP within 48 hours because this is so wrong. This practice is unique in the fact that it has a 'walk-in' surgery every morning which means patients can be seen on the day they are ill, and certainly with 24 hours - excellent!
- A lovely practice.
- Offering a regular walk in facility.
- None - very good, friendly receptionists.
- Better/closer appointment dates. Shorter waiting times.
- More appointments available for specific time slots.
- No - really pleased that when my 2 year old isn't well and I need to speak or see a GP urgently the reception are always able to do what they can to get me in that day.
- No complaints.
- An excellent practice. Beaconside staff always try to go the extra mile to help.
- Perhaps a telephone triage.
- No complaints. Beaconside excellent in all services.
- There is always plenty of information on notice boards and the website is excellent, if you have a chronic illness the practice always sends reminder letters out for patients to make appointments - this is excellent when you are starting to get forgetful!
- Reading patient's notes before seeing the patient would help the visit.
- This is a great surgery and always helpful and friendly.
- Drop in is great to see a doctor but to wait with small children usually standing for up to 3 hours is terrible. When I usually know they have an ear infection and usual medicine given and in and out in 2 minutes. Possible 1 doctor to see children. Possible 1 doctor to see elderly as they seem to take up lengthy appointments at drop in.
- Beaconside is a lovely surgery.
- Offer regular health checks. Take steps to ensure continuity of care.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how this practice could improve its service?

- Hard to improve on perfection - we wish we'd moved to this practice years ago.
- Change how to make appointments.
- Good.
- No - all excellent.
- Better confidentiality when talking at reception. Other patients in waiting room can hear. Waiting area needs re-vamp.
- Very good surgery.
- Excellent in all as we are extremely pleased with the service provided.
- Excellent, the best practice I've been involved with.
- Could not improve service. Am always impressed with the charming receptionists and overall service. Feel lucky to have such service available to me.
- Notice in waiting area says no mobile phone yet a lot (younger people) seem to be using them.
- While waiting for appointment, staff taking calls could be more private. You can hear staff reading patient's phone number out over the phone and also asking if address is still the same and reading it out for all to hear.
- Doctor is excellent!
- Air conditioning.
- A walk in surgery, no appointments necessary could be good.
- Air conditioning/ventilation in reception area.
- Get to see a doctor quicker.
- A late night service i.e. until 8pm if possible one or two nights a week.
- No improvements necessary 100% satisfied with the service provided.
- Commend the practice on an excellent and comprehensive service.
- All good.
- There are times when it's hard to get an appointment within 48 hours to fit within my working hours.
- If the lead time for appointments was shorter then less people would miss appointments.
- Recently transferred to this practice. What a difference! This practice is brilliant, service with a smile every time! Keep up the good work.
- Longer opening hours.
- The skills of the GPs in this practice are fantastic and although they are all general practitioners, each one has a speciality e.g. diabetes, minor surgery, respiratory - an all round great practice with exceptionally helpful staff.
- Days before I could see a doctor, more appointment slots.
- I have been with this practice for many years and never had any reason for complaint.
- Arranging appointments - phone calls almost impossible.
- Perhaps install WiFi.
- Information displayed on notice boards is difficult to read as reception chairs obstruct access. Information leaflets available from notice boards difficult to access for reasons stated above. Recommend hot drinks machine should be moved out and replaced by information leaflet racks.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

Any comments about how the doctor/nurse could improve?

- Not at all.
- I do not have any negative comments as I have had excellent service from the last two doctors I have seen during my last two visits. Service provided was perfect.
- Sometimes insufficient notice is taken of one's notes: if I make repeated requests for antibiotics for the same problem and the doctor will not prescribe the antibiotic that I know from experience will work for me, it is a little disheartening.
- You can not improve on excellent!
- Excellent.
- No improvement needed.
- More time, less rushed especially when anxious.
- No, very good doctor. Very pleasant and listens to you.
- Both doctors and nurses are excellent.
- None - all very helpful and took time to qualify/diagnose.
- None - excellent doctors/nurses providing excellent care already.
- I think they are doing great and no reason to change anything.
- All the doctors should be like this one.
- One doctor should give the correct results and not fob patients off! Would never see that doctor again!
- Some nurses are not very careful when taking bloods.
- Seen nurse, very nice and helpful however other doctors I have seen in the past I feel not as helpful trying to make me attend sessions and tablets I have already tried when I asked to be referred to the hospital for scan/tests.
- I feel they need to be more professional the last two times I have been. They took a personal call about a job then the second time kept us waiting 20 minutes while they sorted their email out.
- Some nurses undertaking blood tests can do injections, if required, others don't. Confusion over what they do if treatment nurse is required, even by receptionists.
- Am very happy with the services you provide.
- Excellent.
- None excellent service.