

Distribution and frequency of ratings

	Poor	Fair	Good	Very Good	Excellent
About the practice					
1 Opening hours satisfaction	3	16	51	86	41
2 Telephone access	1	17	54	76	48
3 Appointment satisfaction	0	7	41	75	75
4 See practitioner within 48hrs	2	12	42	61	78
5 See practitioner of choice	3	17	58	72	41
6 Speak to practitioner on phone	10	17	52	50	27
7 Comfort of waiting room	3	8	58	85	44
8 Waiting time	1	7	39	90	52
About the Doctor					
9 Satisfaction with visit	1	2	22	71	101
10 Warmth of greeting	1	2	28	75	91
11 Ability to listen	1	1	18	69	107
12 Explanations	1	1	24	70	100
13 Reassurance	1	1	129	73	92
14 Confidence in ability	1	0	20	66	110
15 Express concerns/fears	1	1	30	62	100
16 Respect shown	1	1	20	61	115
17 Time for visit	3	1	33	72	89
18 Consideration	2	2	36	70	80
19 Concern for patient	1	3	31	74	83
20 Self-care	1	1	36	73	76
21 Recommendation	1	1	22	63	104
About the staff					
22 Reception staff	0	6	38	72	80
23 Respect for privacy/confidentiality	0	8	40	75	64
24 Information of services	1	8	40	75	64
Other					
25 Complaints/compliments	1	10	47	68	28
26 Illness prevention	0	12	48	80	37
27 Reminder systems	2	17	42	67	46
28 Second opinion / comp medicine	1	14	45	59	27

Compared to practices of a similar patient list size

	Elm Tree Mean Score (%)	National Mean Score (%)
About the practice		
1 Opening hours satisfaction	69	67
2 Telephone access	70	60
3 Appointment satisfaction	78	67
4 See practitioner within 48hrs	76	60
5 See practitioner of choice	67	55
6 Speak to practitioner on phone	61	59
7 Comfort of waiting room	70	64
8 Waiting time	74	54
About the Doctor		
9 Satisfaction with visit	84	80
10 Warmth of greeting	82	82
11 Ability to listen	86	82
12 Explanations	84	81
13 Reassurance	82	79
14 Confidence in ability	86	82
15 Express concerns/fears	83	80
16 Respect shown	86	84
17 Time for visit	81	79
18 Consideration	79	78
19 Concern for patient	81	79
20 Self care	80	78
21 Recommendation	85	81
About the staff		
22 Reception staff	79	75
23 Respect for privacy/confidentiality	78	75
24 Information of services	76	71
Other		
25 Complaints/compliments	68	65
26 Illness prevention	70	67
27 Reminder systems	70	66
28 Second opinion / comp medicine	67	66
Overall Score	77	72

Elm Tree Surgery is in the highest 25% when compared to other similar sized surgeries around the country



Elm Tree Surgery is in the middle 50% when compared to other similar sized surgeries around the country



Written Patient comments - How could Elm Tree Surgery doctors/nurses improve?

- 1st class!
- All the doctors are excellent.
- Excellent!
- First class.
- GPs to have some understanding of alternatives to allopathic medicines, e.g. homeopathy/acupuncture/herbal medicine. Is it possible to offer self-testing for smear tests? E.g. home swab?
- He tends to run late with appointments - even the very early morning ones. Can expect to be at least 5 minutes after appointment time before seeing the doctor.
- Hospital should motivate the doctors the more because they are doing their best.
- I am very happy with my treatment and cannot see how it could be improved.
- I usually see either this doctor or another. I find them both to be very professional and caring.
- I'm very satisfied with the treatment and advice I receive.
- I've always had excellent service and you can't improve on that.
- No - lovely!
- No improvements just continue, thank you so much! Feel very reassured following my consultation. Thank you so much.
- No, excellent service.
- No, I'm really pleased with the support particularly from this doctor with regards my child's treatment for his wheezing and personally struggled post-natally. I feel very lucky to have the practice here in the village.
- No, the lady doctor was exceptionally kind, I would not think so.
- None - excellent as always.
- None - excellent.
- None - she is always pleasant and professional and listens.
- Referrals.
- She is excellent and does not need improving.
- This doctor is amazing and very understanding! He always has time to listen to me and makes me feel very reassured after each visit.
- Very happy.

Written Patient comments - How could Elm Tree Surgery improve its service?

- 1st class!
 - Always able to see a doctor within 48 hours - normally 24 hours.
 - As above, all is excellent!
 - Best doctor I've ever had.
 - Couldn't be better. Friendly family surgery.
 - Excellent practice. One of the reasons we would not want to move is because of the quality of the practice.
 - First class.
 - Generally, the practice is very good and well run.
 - I am generally satisfied with the service.
 - I don't think it could do better, but with the increase in the local population it may be a very different story in the near future.
 - I don't visit the surgery very often. Not a sickly person. Generally pop in for contraception. I have always found all staff to be very helpful, patient, considerate and welcoming.
 - I have used this practice for many many years. It speaks for itself.
 - I think this is an excellent practice. System for passing back positive feedback to the excellent reception staff and system could be more visible.
 - My experiences with this practice have always been excellent. The thought of going to another practice would be most concerning when you hear of the stories about other practices.
 - None that I can think of at this time.
 - Not really - I have always found it to be a very well run practice.
 - Very happy.
 - We are fortunate indeed to have such a good one!
 - We have always found the surgery extremely helpful and kind.
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- A doctor or qualified nurse should be available after 4pm on Fridays to save some lengthy visits to A&E which may be unnecessary.
 - A walk in for emergencies would improve the service.
 - A weekend service?
 - Book appointments online.
 - By having more flexible appointment times for a doctor to be available, as we have come across this problem many times. I came into the surgery one afternoon to get a doctor urgently, but was told I had to ring for a paramedic instead.
 - Certain evaluations not on designated days.
 - Do miss weekend visits.
 - Home visits for people who are so poorly they are unable to leave their home.
 - It can sometimes be difficult to see a doctor the same day, often this is not a problem but sometimes can be if getting a prescription urgently will prevent an illness developing.
 - It would be nice to speak to a doctor from this practice by phone on Saturdays or Sundays if your problem feels urgent.
 - Longer opening hours. More in house facilities to prevent A&E visits, e.g. ability to deal with more serious cuts and bruises and minor fractures. Out of hours visiting perhaps by a junior doctor/nurse. No shortage of female doctors and nurses but no male nurse.
 - Maybe have more phone lines as the phone tends to be engaged a lot!
 - More opening hours (i.e. opening earlier and staying open longer).
 - Open on Saturday mornings.
 - Out of hours service.
 - Overnight and weekend availability of doctors would be great improvement. Locums are pointless.
 - Sometimes feel guilty asking for an urgent appointment! More helpful/compassion on phone would be nice. But generally very good.

- Continue to have fax facility for my prescriptions.
 - Length of time to call for repeat scripts could be a longer window.
 - On several occasions my repeats done on computer are not at the chemist when I go to collect them. I've had to come and collect it from the doctors and get it for the chemist. Frustrating when clearly marked 'chemist' also a problem if they are out of stock of your prescription.
 - Perhaps the time availability to re-order medicines etc by phone could be widened as being at work can make the time slot a little short. Overall, I am very pleased with the care shown to me at Elm Tree and the reception ladies are always very helpful.
 - Repeat prescriptions as an option on the phone rather than separate number.
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- Text message appointment reminders.
 - Text reminders of appointments and new services.
 - The only minor point is I didn't receive a reminder letter for my daughter's vaccinations, I don't know if that is normal practice.
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- Needed information about flu nasal vaccine for son but none sent.
 - The upstairs waiting room is nearly always too warm, particularly in summer. Sometimes the reception staff could be a bit more friendly and understanding.
 - Were funding to allow, I recommend nurses wear uniform and secondly reception staff. It would contribute to the overall professionalism of the practice.
 - In a previous practice hearing aid batteries could be provided in the surgery - say six monthly. Here a visit to audiology at Swindon hospital is needed.

Additional questions chosen by the Patient Participation Group

1a Have you used GWH in the past 12 months?

	Yes	No
2013	59%	41%
2012	68%	32%
Change	-9%	9%

1b If yes, was it for:

	Emergency	Planned	Outpatient
2013	23%	19%	58%
2012	20%	20%	60%
Change	3%	-1%	-2%

1c Was the service you received at GWH:

	Very Poor	Poor	Fair	Good	Very Good	Excellent
2013	1%	2%	8%	20%	41%	28%
2012	3%	15%	21%	33%	18%	10%
Change	-2%	-13%	-13%	-13%	23%	18%

1d The length of time you had to wait to receive treatment at GWH was:

	Very Poor	Poor	Fair	Good	Very Good	Excellent
2013	5%	5%	15%	30%	26%	19%
2012	0%	3%	12%	33%	33%	19%
Change	5%	2%	3%	-3%	-7%	0%

2a If you used a Hospital for a planned operation or treatment. Were you aware you have a choice of hospital?

	Yes	No
2013	64%	36%
2012	66%	34%
Change	-2%	2%

2b Were you offered a choice of Hospital by Elm Tree?

	Yes	No
2013	49%	51%
2012	52%	48%
Change	-3%	3%

3 Do you think an increase of approx 700 in the number of patients registered at Elm Tree would have an impact on the quality of service?

Improve Service	Reduce Service	Remain the Same	Don't Know
2%	56%	19%	23%

4 Did you know that you can request a 2nd opinion from any of the GPs at Elm Tree Surgery?

Yes	No
63%	37%