



Thank you to all of the patients who responded to our 2016 Patient Survey.

The results were encouraging and are summarised below.

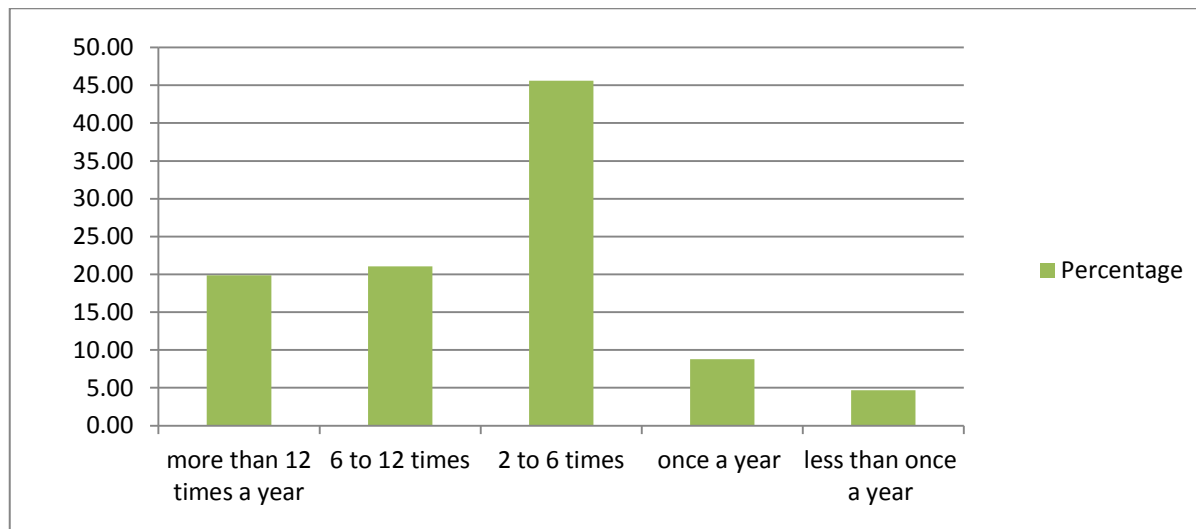
The comments were overwhelmingly positive and can be viewed in full at

www.highfieldsurgery.com

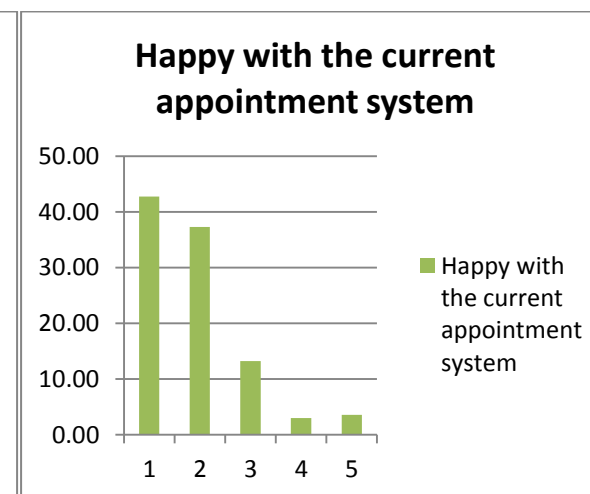
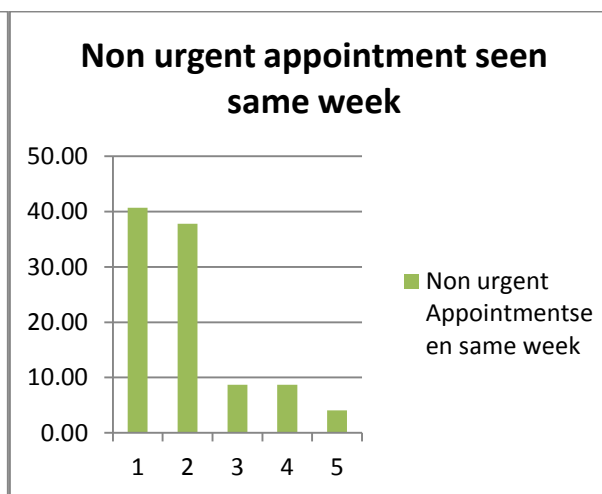
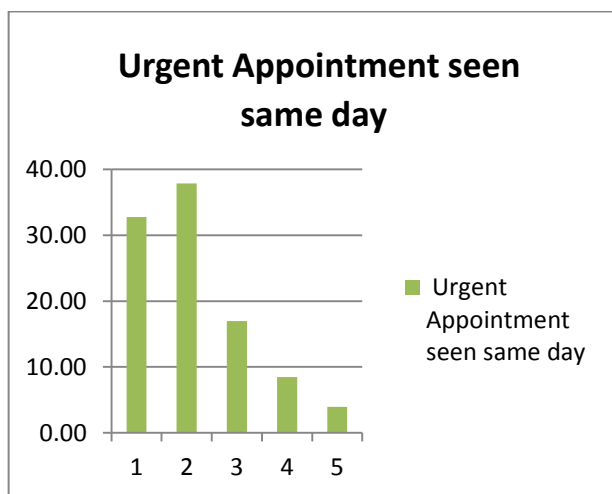


How many times do you visit the surgery?

More than 12 times a year	%	6 – 12 times a year	%	2 – 6 times a year	%	Once a year	%	Less than once a year	%
34	19.88%	36	21.05%	78	45.61%	15	8.77%	8	4.68%

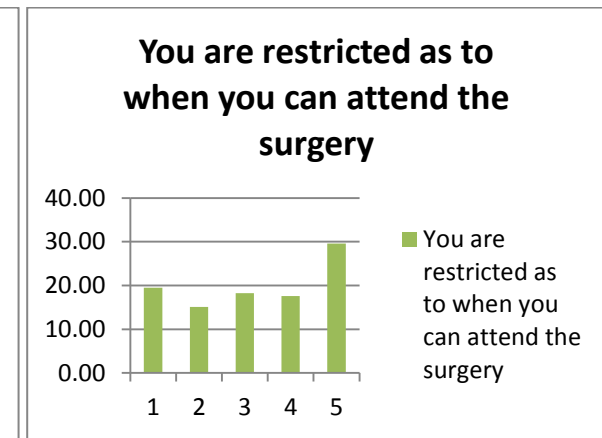
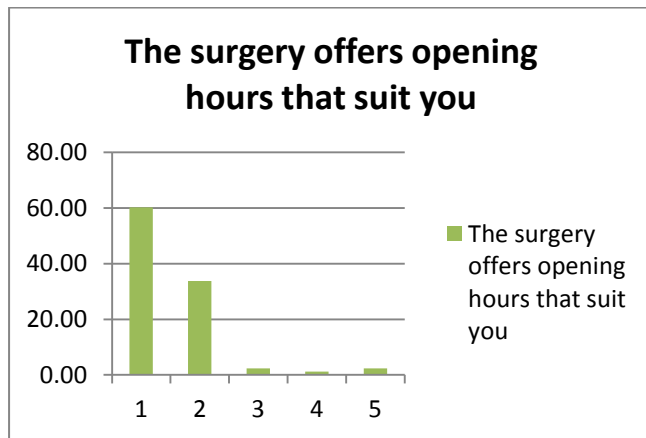


Key for graph (1-5)	Strongly Agree (1)	%	Agree (2)	%	Neither Agree/Disagree (3)	%	Disagree (4)	%	Strongly Disagree (5)	%
Urgent appointment seen the same day	58	32.77%	67	37.85%	30	16.95%	15	8.47%	7	3.95%
Non urgent appointment seen the same week	70	40.70%	65	37.79%	15	8.72%	15	8.72%	7	4.07%
I am happy with the our appointment system	71	42.77%	62	37.35%	22	13.25%	5	3.01%	6	3.61%



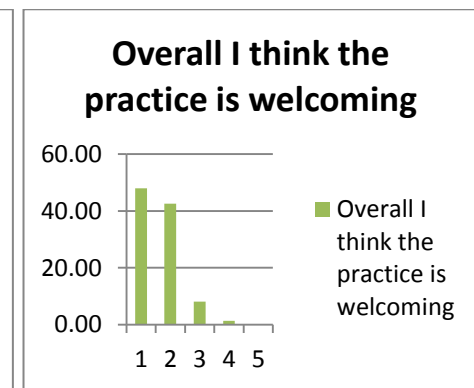
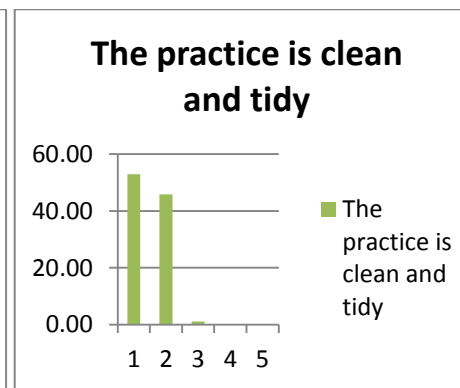
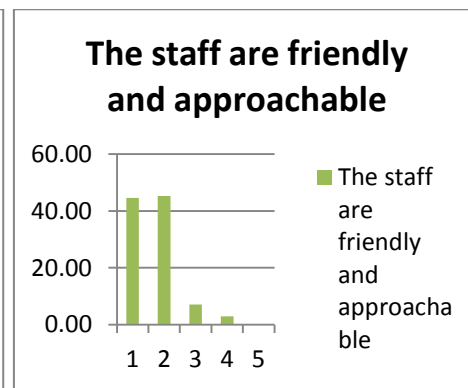
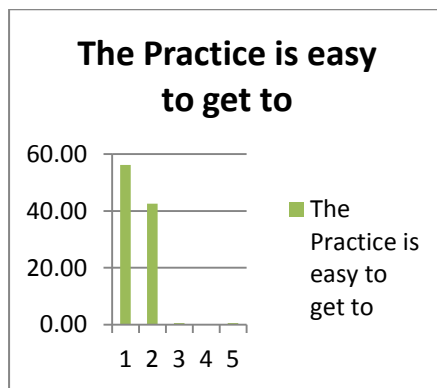
Considering our opening times how much do you agree with the following statements?

Key for the graph (1-5)	Strongly Agree (1)	%	Agree (2)	%	Neither Agree/Disagree (3)	%	Disagree (4)	%	Strongly Disagree (5)	%
The surgery offers opening hours that suit me	100	60.24%	56	33.73%	4	2.41%	2	1.20%	4	2.41%
I am happy with the opening hours	101	59.41%	60	35.29%	3	1.76%	1	0.59%	5	2.94%
I am restricted as to when you can attend the surgery	31	19.50%	24	15.09%	29	18.24%	28	17.61%	47	29.56%



We want to make your visit to the surgery as pleasant as possible. Please tell us how much you agree with the following statements.

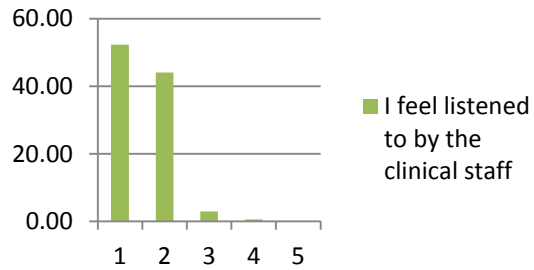
Key for graph (1-5)	Strongly Agree (1)	%	Agree (2)	%	Neither Agree/Disagree (3)	%	Disagree (4)	%	Strongly Disagree (5)	%
The Practice is easy to get to	95	56.21%	72	42.60%	1	0.59%	0	0.00%	1	0.59%
The staff are friendly and approachable	75	44.64%	76	45.24%	12	7.14%	5	2.98%	0	0.00%
The practice is clean and tidy	90	52.94%	78	45.88%	2	1.18%	0	0.00%	0	0.00%
Overall I think the practice is welcoming	71	47.97%	63	42.57%	12	8.11%	2	1.35%	0	0.00%



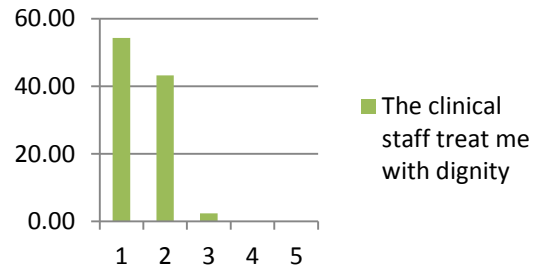
Providing excellent clinical care is our priority. Please tell us how much you agree with the following statements.

Key for graph (1-5)	Strongly Agree (1)	%	Agree (2)	%	Neither Agree/Disagree (3)	%	Disagree (4)	%	Strongly Disagree (5)	%
I feel listened to by the clinical staff	89	52.35%	75	44.12%	5	2.94%	1	0.59%	0	0.00%
The clinical staff treat me with dignity	93	54.39%	74	43.27%	4	2.34%	0	0.00%	0	0.00%
The clinical staff communicate their message clearly and effectively	87	50.29%	78	45.09%	7	4.05%	1	0.58%	0	0.00%
I am confident in the treatment I receive from the clinical staff	88	52.07%	73	43.20%	7	4.14%	1	0.59%	0	0.00%
I am happy with the clinical care I receive	90	53.57%	71	42.26%	6	3.57%	1	0.60%	0	0.00%

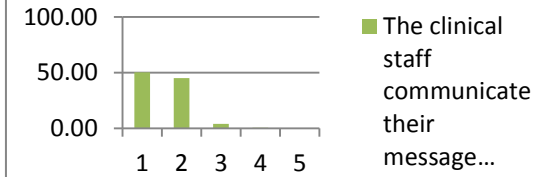
I feel listened to by the clinical staff



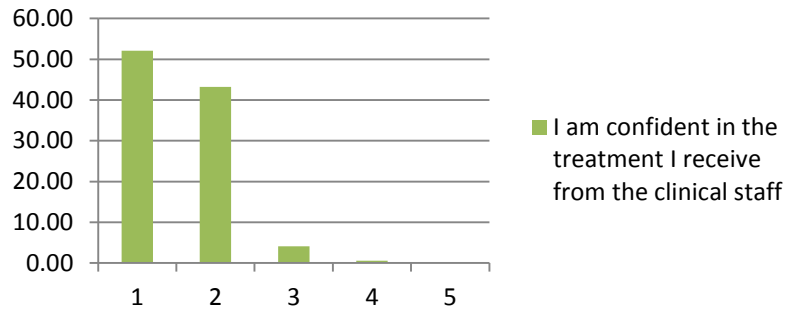
The clinical staff treat me with dignity



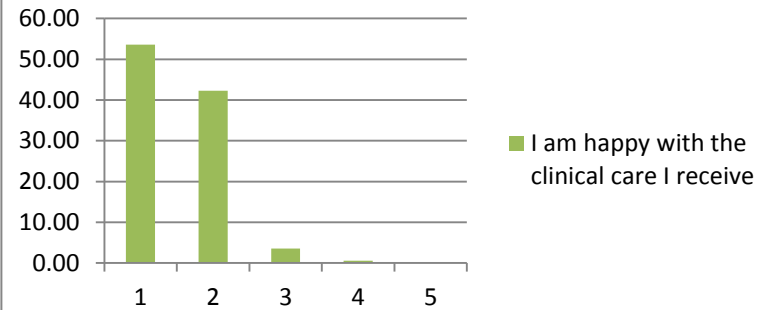
The clinical staff communicate their message clearly and effectively



I am confident in the treatment I receive from the clinical staff



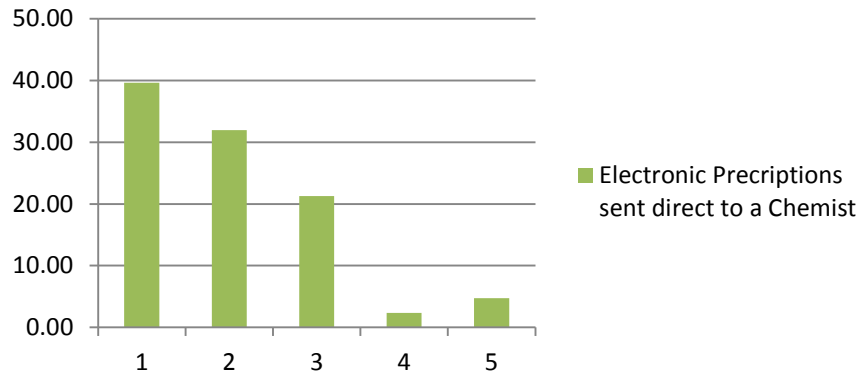
I am happy with the clinical care I receive



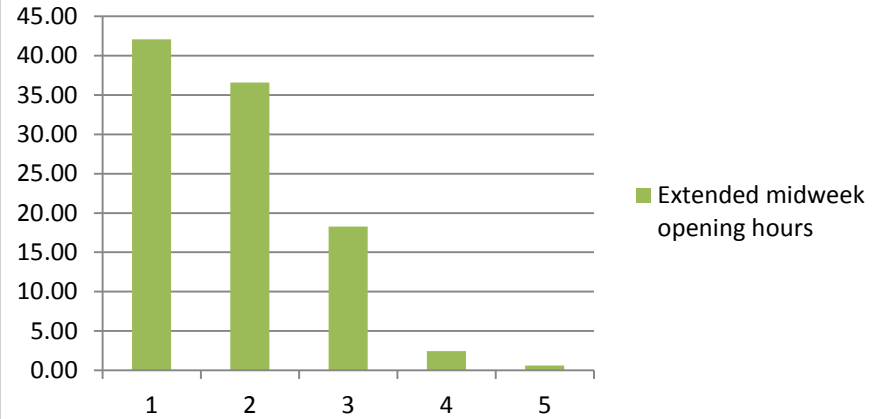
What changes have benefited you in the last year?

Key for graph (1-5)	Strongly Agree (1)	%	Agree (2)	%	Neither Agree/Disagree (3)	%	Disagree (4)	%	Strongly Disagree (5)	%
Electronic Prescriptions sent direct to a Chemist	67	39.64%	54	31.95%	36	21.30%	4	2.37%	8	4.73%
Extended midweek opening hours	69	42.07%	60	36.59%	30	18.29%	4	2.44%	1	0.61%
Extended weekend opening hours	73	49.98%	61	36.75%	26	15.66%	5	3.01%	1	0.60%
Online appointment booking, repeat prescriptions and medical records	77	49.04%	46	29.30%	27	17.20%	7	4.46%	0	0.00%
Increased telephone capacity with more lines and a call queuing system	64	39.02%	66	40.24%	27	16.46%	5	3.05%	2	1.22%
Refurbished GP and treatment rooms	63	39.13%	54	33.54%	41	25.47%	2	1.24%	1	0.62%

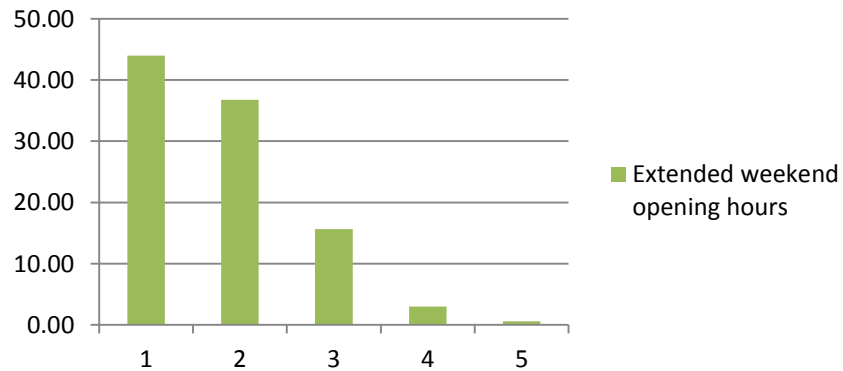
Electronic Precriptions sent direct to a Chemist



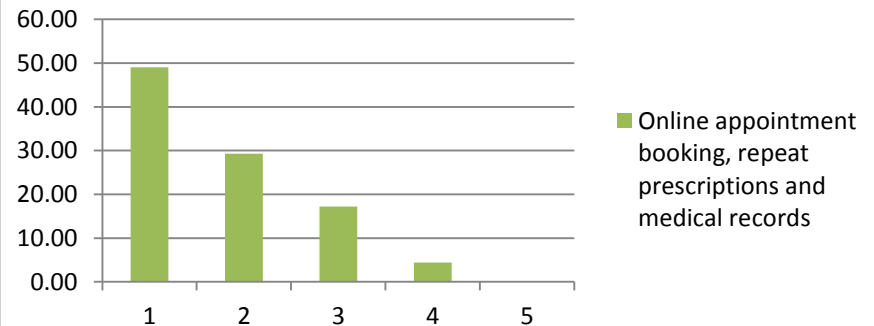
Extended midweek opening hours



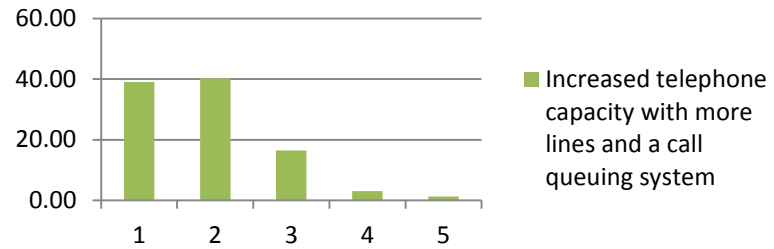
Extended weekend opening hours



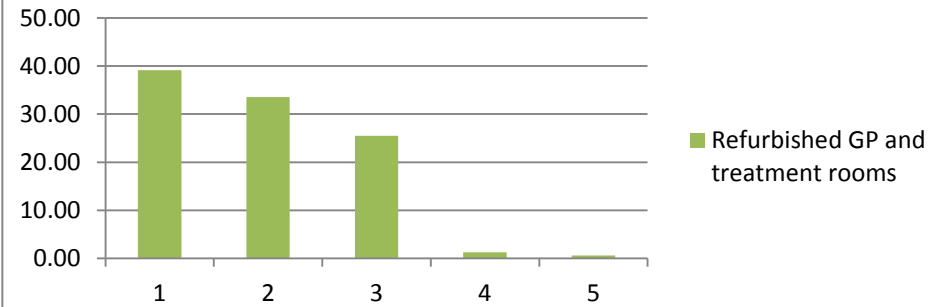
Online appointment booking, repeat prescriptions and medical records



Increased telephone capacity with more lines and a call queuing system



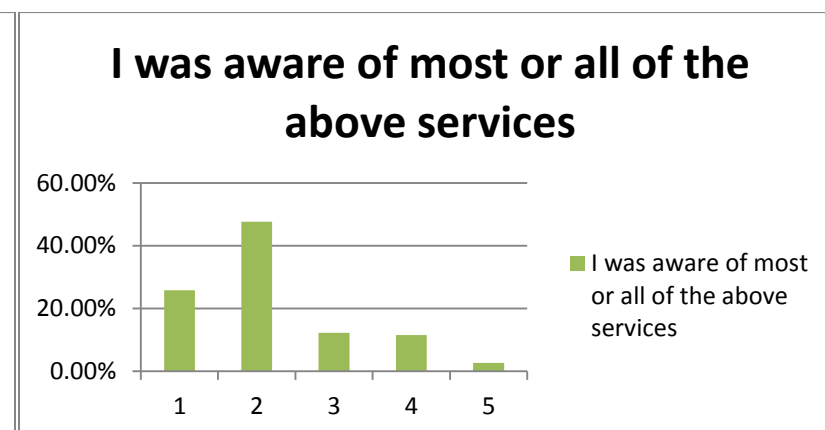
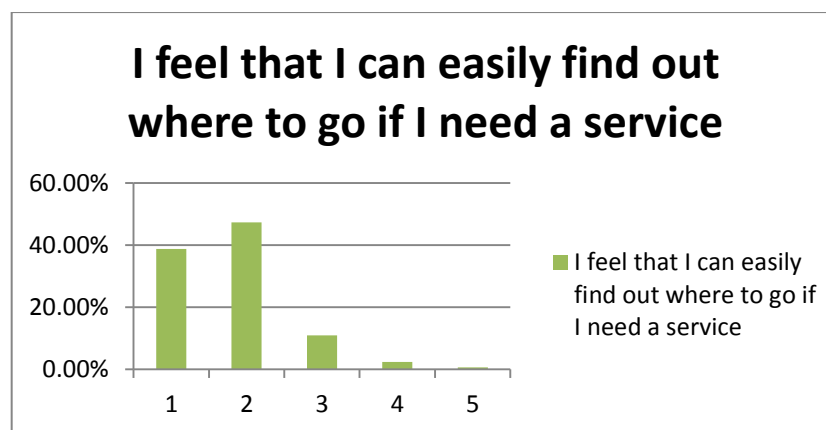
Refurbished GP and treatment rooms



Providing services that benefit our patients is of the utmost importance to us. Considering that we currently provide;

- **Minor surgery**
- **Travel Clinics**
- **Leaflets and contact information for patients who are carers**
- **Long term health condition reviews**
- **Preventative Health checks for patients aged 40-70 with no history of CVD**
- **Family planning and contraception advice including coil fitting and implants**
- **Child health and baby immunisations**
- **Maternity Care**
- **Flu clinics**
- **Ultrasound Clinics**

Key for graph (1-5)	Strongly Agree (1)	%	Agree (2)	%	Neither Agree/Disagree (3)	%	Disagree (4)	%	Strongly Disagree (5)	%
I feel that I can easily find out where to go if I need a service	64	38.79%	78	47.27%	18	10.91%	4	2.42%	1	0.61%
I was aware of most or all the above services	38	25.85%	70	47.62%	18	12.24%	17	11.56%	4	2.72%



The most common questions raised can be seen below.

Question: Why don't the receptionists man the reception desk continually?

Answer: The receptionists do not just man the reception desk; they answer telephone calls and deal with all the administrative tasks such as prescriptions. The majority of this work cannot be completed on the reception desk in order to maintain patient confidentiality.

We will man the reception desk wherever possible; however, the receptionists have to be flexible, especially when dealing with incoming telephone calls. To the side of the reception desk we have a self-check in screen to enable that all patients can check in without needing to call a receptionist. We have also have a prescription drop box for repeat prescription requests which is located in the main entrance. By having these facilities this enables the receptionists to work more efficiently.

Question: Why can't I always get an appointment with my preferred Doctor?

Answer: All our Doctors strongly support the principle of continuity of care, and encourage you to see the same Doctor regarding ongoing problems. Unfortunately demand sometimes exceeds supply and the wait for a specific Doctor can be up to a week.

We strongly suggest you register for our online booking service, which is free and allows appointments to be booked 24 hours a day. It also allows you to access exactly the same appointments that the receptionists see, this enables you to be able to check for cancelled appointments and book them yourself instead of telephoning the surgery.

Also if a Doctor, nurse or health care assistant asks to see you in a week, we strongly recommend you book the appointment as soon as you leave the surgery rather than trying to book in a weeks' time.

Finally, between 100 and 150 appointments a month are wasted by patients who do not turn up. Please cancel any appointments you do not need in adequate time so that they can be available to other patients.

Question: Why is it difficult to get through on the telephone?

Answer: We field several hundred calls per day, and at certain times the demand is huge.

We now have 10 incoming telephone lines and our phone system queues calls in order of receipt which is the fairest way. At peak times we increase the number of staff answering calls, but it still may be necessary to wait a short time before your call can be answered.

You can help by calling back later for non-urgent matters. We are at our busiest first thing on a morning, but still field calls regarding routine matters and test results at this time which could be dealt with later that day.