

## Patient Participation DES (PPDES)

Local Participation Report 2014/15

### 1 INTRODUCTION & PURPOSE

This document outlines the work undertaken by the practice to address the requirements of the Patient Participation DES (PPDES) and to summarise the findings from our Patient Satisfaction Survey.

### 2 LEADS

The practice lead for this report is Dr Sarah Grinyer.

Management support for this report is provided by Judith Williams, Business Manager.

Patient support for this report is provided by the Patient Participation Group.

### 3 THE PRACTICE

The practice currently has c.11,700 registered patients, mainly urban but with some pockets of rurality.

Within MK Commissioning (CCG) we are one of a minority of practices accepting patients from across two county borders namely Milton Keynes and Northamptonshire.

We are located in an NHS Property Services owned Health Centre in a market town which forms a corner of the city of Milton Keynes.

The building is shared with another general practice and other MK Community Health Service (MK CHS) employed health care professionals namely District Nurses and Health Visitors.

We have 7 partners and 1 salaried GP.

Additionally we usually have an ST3 (GP Registrar) working with us at the practice.

We have specialist nurses for all the chronic diseases including insulin initiation for our diabetic patients.

## 4 PATIENT ACCESS (THE APPOINTMENT SYSTEM)

Appointments may be made by telephoning or by visiting the practice during core surgery hours (08:00-18:30 Monday to Friday).

**Booking an appointment with the Doctor:** When requesting an appointment our patients will be asked whether their need is an emergency. If so, they will almost certainly be looked after by the Duty Doctor.

If their need is not urgent, they will normally be cared for by their usual Doctor. If a patient does not know who his or her usual Doctor is, the reception team will be happy to advise them.

**Emergency Appointments:** When requesting treatment for an emergency (i.e. the patient believes the need must be dealt with on the same day) the patient will be asked to provide a brief overview of what is wrong with him/her to the receptionist. The receptionist will pass this information to the Duty Doctor who will then be able to prioritise care.

In the first instance, the Duty Doctor will telephone the patient and together will agree the best course of action.

**Routine, non-urgent appointments (bookable in advance):** When requesting a routine, non-urgent appointment the receptionist will endeavour to accommodate a patient's preference for timescale and timing. If it is not possible to find an appointment that is suitable for the patient s/he may be offered an appointment with another Doctor or she will ask the patients usual Doctor to telephone him/her. All the Doctors have access to appointments that are not available for the administrative team to release. If the patient's usual Doctor needs to see him/her, the doctor will make an appointment available. The receptionist will, of course, discuss this with the patient at the time of booking.

**In summary,** there is no need for a patient to call in day after day asking for an appointment; they can leave a message for the Doctor and s/he will telephone them back.

**Extended Hours:** Patients may pre-book appointments in our extended hour's surgeries.

Extended hours clinics are offered through the week as follows:

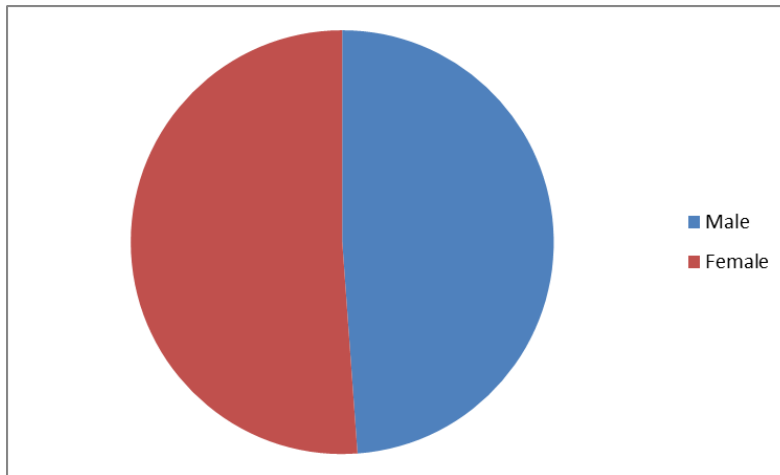
- 18:30 – 19:30 Tuesday (GP)
- 18:30 – 19:30 Wednesday (GP)
- 08.00 – 12:15 Saturday (GP)

As these are routine, non-urgent appointments patients are encouraged to book extended hours appointments with their usual doctor to ensure continuity of care.

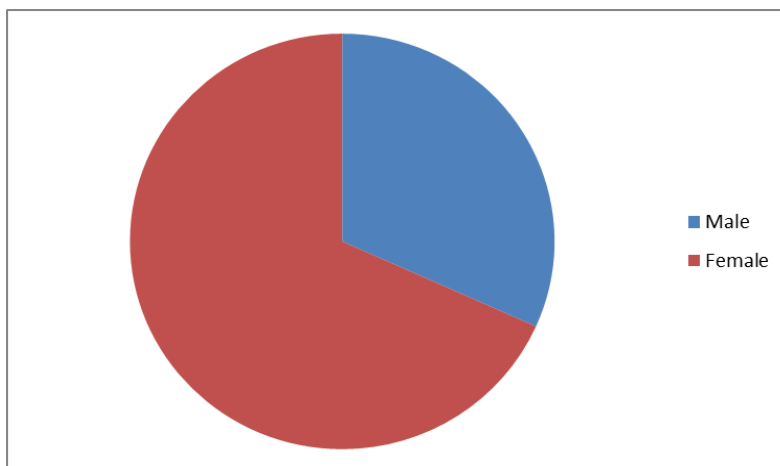
Appointments may be booked via the usual methods of either telephoning the practice or visiting the practice in person during core hours.

## 5 PATIENT DEMOGRAPHICS

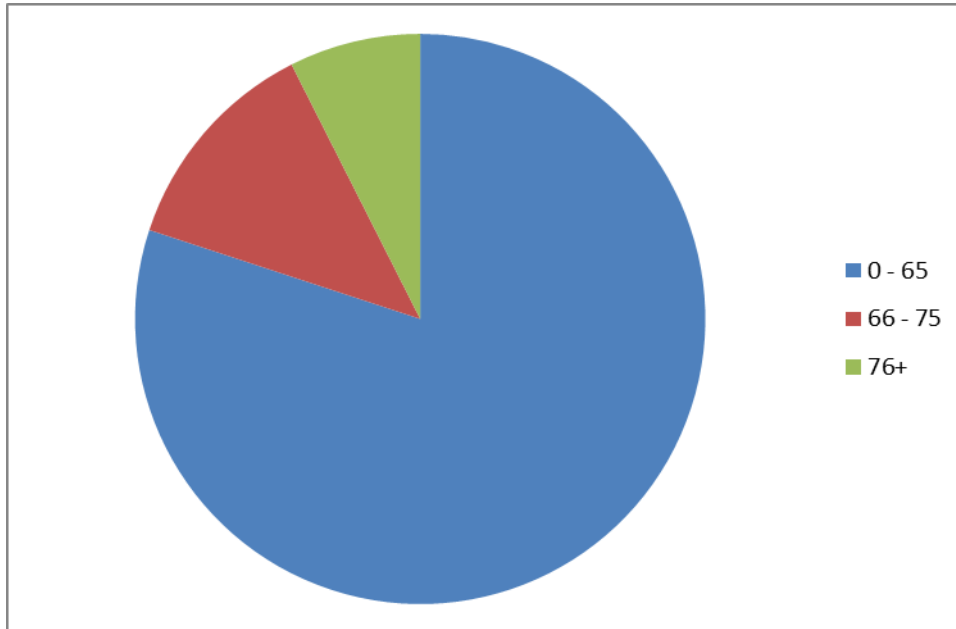
### 5.1 Gender Split of (whole) Practice Population – 2014/15



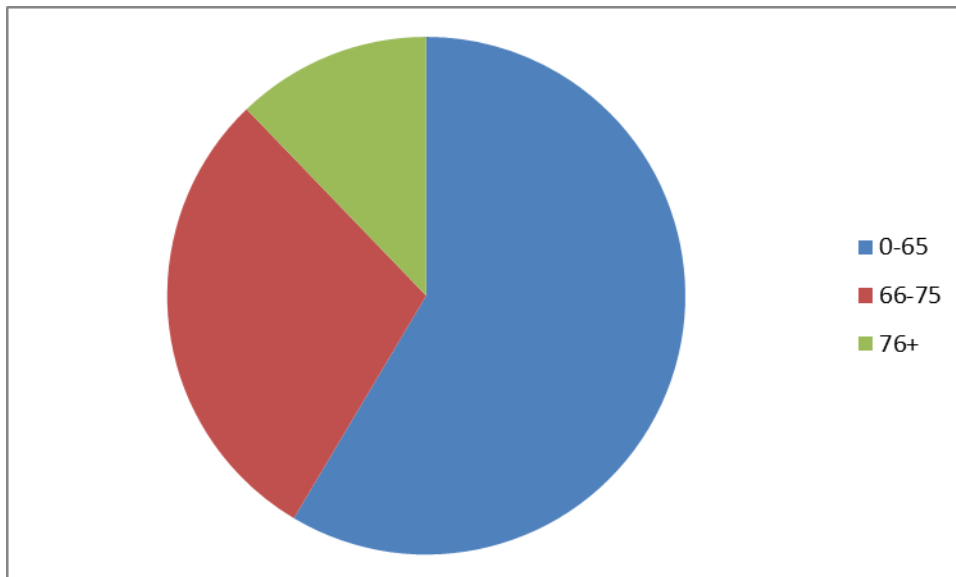
### 5.2 Gender Split of Patient Participation Group Population - 2014/15



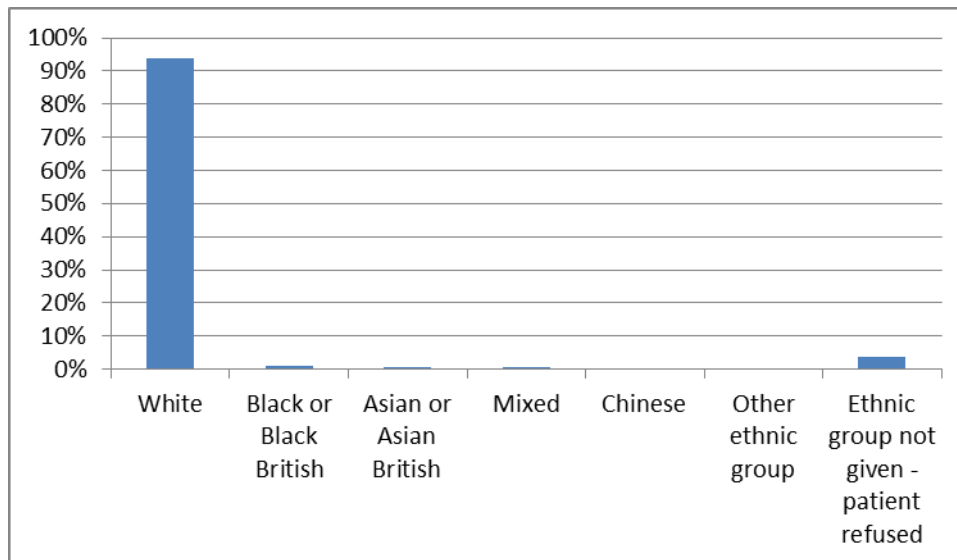
## 5.3 Age Breakdown of (whole) Practice Population - 2014/15



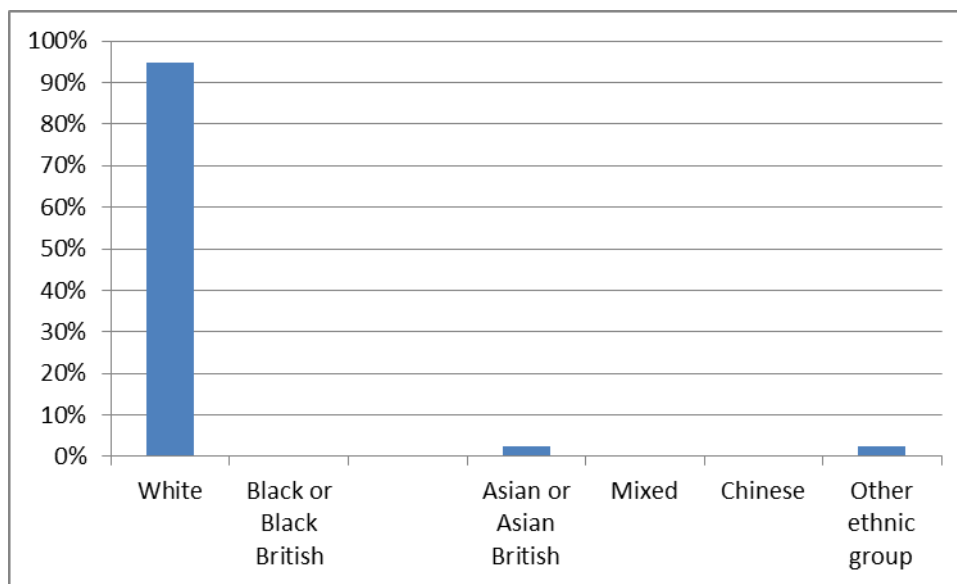
## 5.4 Age Breakdown of Patient Participation Group Population - 2014/15



## 5.5 Ethnicity of (whole) Practice Population – 2014/15



## 5.6 Ethnicity of Patient Participation Group Population – 2014/15



## 6 PRACTICE UPDATE

### 6.1 Demand

General Practice has seen an increase in demand over the years. Consultation rates per person per year is one measure used to assess demand:

Average consultation rates per person per year	
1995	3.9
2000	4.25
2005	5.1
2010	5.25
2015	Forecast. 6.75

We will continue to work hard to meet this demand.

### 6.2 Emergency Appointments

All (patient made) requests for an emergency/on the day appointment are passed to the Duty Doctor.

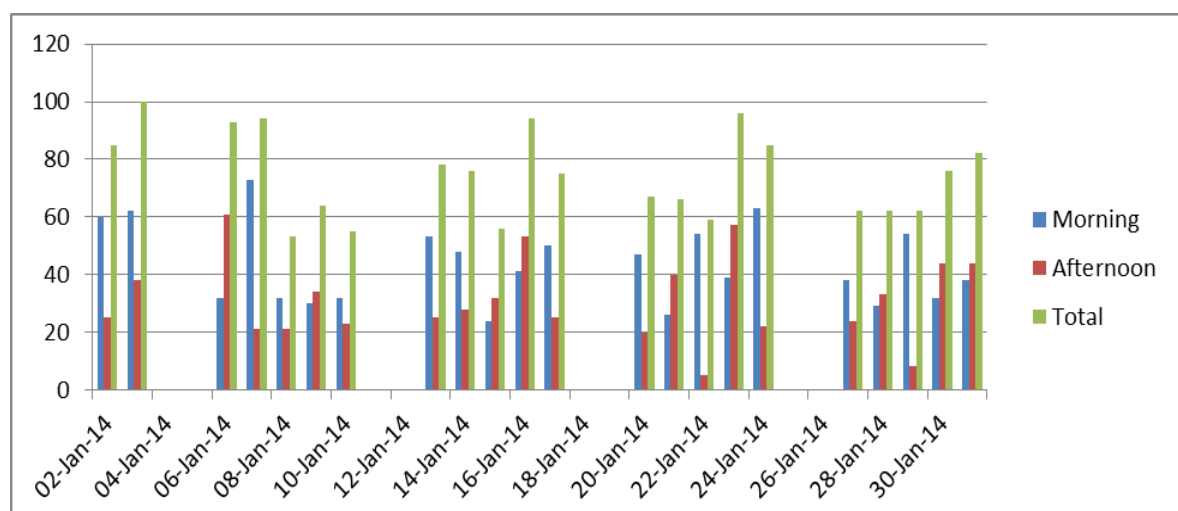
In the first instance, the Duty Doctor will telephone the patient and together will agree the best course of action.

Many patients find this service useful, a smaller number question why it is not possible for all patients requesting an on the day appointment to be given an appointment.

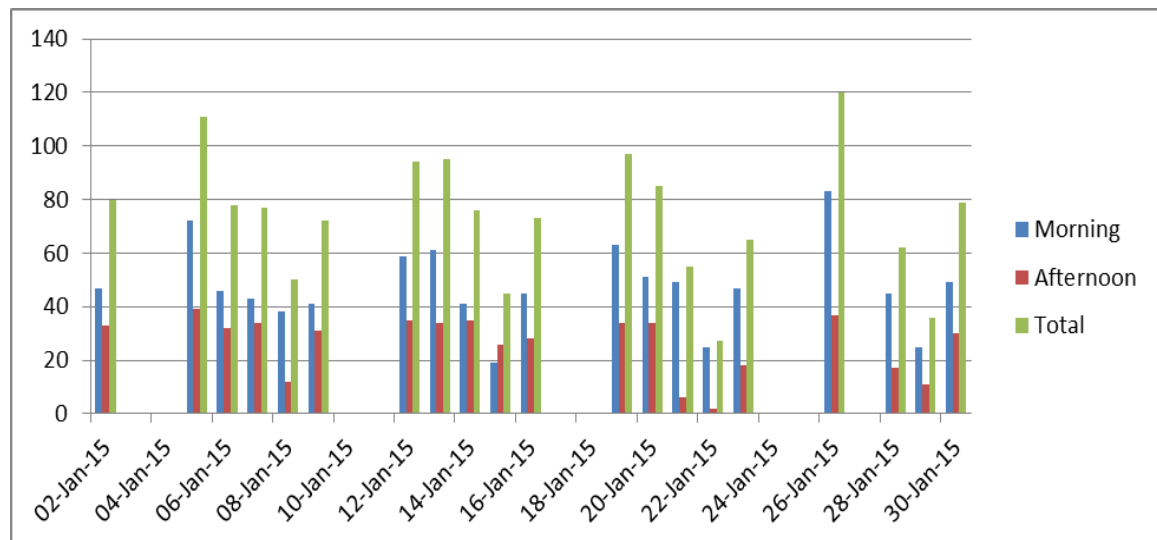
The number of on the day requests has remained at a high level (average 74 per day) through 2013/14 & 2014/15.

To enable each of these requests to be available as bookable/on the day face to face appointments (without triaging first) we would need an additional 2 full time doctors working at the practice.

#### Emergency Appointments 2013/14



## Emergency Appointments 2014/15



## Pre-bookable Appointments

Our survey shows that the ability to pre-book appointments is still very important to our patients, indeed 94% of those responding to our survey rate the ability to pre-book an appointment as **Very Important**, with only 6% rating it as Not Important.

So, how do we manage the increasing on the day demand?

In the absence of additional funding which would allow us to bring in more Doctors and therefore create more capacity we continue to rely our existing Doctors to offer our Duty Doctor service on a rotational basis. This means that at some point each week your registered Doctor will not be offering routine appointments because s/he will be working as our Duty Doctor (the number of Duty sessions worked is pro-rata'd).

Although this system will impact on your Doctor's availability for a pre-booked appointment it does ensure that those patients requiring on the day access have access to a qualified clinician, on site and from within your practice.

## **7 PATIENT ENGAGEMENT**

### **7.1 Patient Participation Group (PPG)**

The Stony Patient Group (our PPG) had its inaugural meeting on 10 September 2009.

Although the faces have changed since 2009 the group has continued to remain a core group and provide an excellent sounding board for the practice.

Since its formation the PPG have worked with the practice to improve the overall patient experience while remaining sensitive to some of the limitations on the practice whether those be legislative, operational and/or financial.

### **7.2 Creating a virtual Patient Reference Group (vPRG)**

During 2011/12 and in response to the PPDES, the practice considered how best to address the requirements of the DES including the formation of a PRG, while not losing the support and momentum of the existing PPG.

Following discussions between the practice and the PPG the group clearly highlighted a desire to ensure the PPG remained both with its current name and in its current form. We were all loath to discard an active patient group.

It was therefore agreed that a virtual Patient Reference Group (vPRG) would be created to complement the existing PPG.

Like the PPG, the vPRG would be a group made up of registered patients but with the main difference being that vPRG members would not be required to attend face to face meetings. Nevertheless all vPRG members would be encouraged to consider joining the PPG at any point in the future. We hoped that by removing a commitment to attend regular face to face meetings we would be able to encourage a wide variety of members who might otherwise not be able to attend meetings i.e. those working, less mobile patients, patients with child care/carers commitments.

### **7.3 Practice, PPG and vPRG; working together**

The vPRG is made up of any registered patient who wishes to have an opinion on the practice, its operations, its direction and so on.

The vPRG is used as a forum to poll opinion from as many patients as possible.

The PPG will work with the practice to define questions to be asked of the vPRG.

The views of the vPRG (i.e. responses to questionnaires) are taken back to the PPG so that useful, face to face, two way communication is possible between the patients and the practice.

The PPG remains a group open to any patient of the practice.

This approach to sharing vPRG responses with the PPG is published via our website to all patients.

Once results to questionnaires are shared with the PPG, it will be that group that can influence how change may be introduced within the practice.



## 7.4 Developing the vPRG

The practice will continue to attempt to attract new members to the vPRG.

The practice, in conjunction with the PPG, continue to explore how to attract additional membership (virtual and in person) that is more representative of our patient demographic. It should be noted however that the practice demographic is heavily weighted towards white, middle aged patients and so, not surprisingly, our PPG is the same and it may therefore be quite a challenge to change the vPRG demographic significantly. Nevertheless the PPG are keen to ensure that all patients interested in joining the PPG and/or vPRG feel welcome.

## 8 THE 2014/15 SURVEY

### 8.1 Report on 2014/15 Actions

Following a full review of the outcomes of the survey the PPG identified the areas for attention during 2014/15 to be:

- Further increasing patient interest in and uptake of the practice newsletter;  
*This work was undertaken throughout the year, but in particular with PPG volunteers attending the (larger) flu clinics. At these events PPG members spoke with patients encouraging them to sign up to the newsletter.*
- For the PPG to contribute articles to the practice newsletter;  
*The PPG provided created a patient Q&A which was published during the summer. This was also published on the practice website.*  
*The questions were posed by members of the PPG based on a summation of views, comments and opinions group members had heard from family, friends and neighbours.*
  1. *Why can't I get an appointment to see my GP for 2 weeks?*
  2. *Are the receptionists given training on how to deal with patients?*
  3. *Some patients are disabled, have a learning disability, are deaf, or blind, etc. Do receptionists know how to help them and be patient while they are trying to say what the problem is!*
  4. *Would it be helpful if the patient had a card stating their disability, etc.*
  5. *I am concerned about lack of confidentiality at the reception desk. Everybody can hear what I am saying.*
  6. *Some reception staff seem to think they are a GP and want to know what my problem is. I only want to talk to a Doctor*
  7. *Could there not be a dedicated phone line to deal with all bookings and queries?*
  8. *I am often told that the GP has not released their diary so I can't make an appointment in the future, I find this very frustrating!**The practice was interviewed based on the 8 questions noted, the responses written and then published via the newsletter and are downloadable still from the practice website.*
- For an article to be written following the review of this year's survey highlighted:
  - The benefits of increasing the uptake amongst patients for texting and emailing
  - The (impressively) low (inappropriate) use of the Walk-in Centre/MKUCS by the patients of Stony Medical Centre*This was undertaken by a PPG member and published via the electronic newsletter and also available on the website.*
- Further increasing uptake, amongst patients of texting and emailing services;

*This work was undertaken throughout the year, but in particular with PPG volunteers attending the (larger) flu clinics. At these events PPG members spoke with patients encouraging them to sign up to the texting and email services.*

- Ensuing patients are aware that Online Appointments are available for booking;

*This work was undertaken throughout the year, but in particular with PPG volunteers attending the (larger) flu clinics. At these events PPG members spoke with patients encouraging them to sign up to SystmOnline which would provide access to Online appointments.*

*Additionally articles have been included within the practice newsletter reminding subscribers about the services available via SystmOnline as well as “how to” guidance.*

- Assisting with the promotion and uptake of EPS2

*This work was undertaken throughout the year, but in particular with PPG volunteers attending the (larger) flu clinics. At these events PPG members spoke with patients encouraging them to sign up to the newsletter.*

*Additionally articles have been included within the practice newsletter.*

- Continuing to participate in staff meetings ensuring staff hear about life as a patient, and patients hear about what it can feel like sitting “on the other side of the desk”;

*Unfortunately there has not been much opportunity to address this directly between the PPG and the staff however the practice has invested in additional staff training during 2014/15 and the Patient Services Manager is making arrangements for further, customer service focused training during in 2015/16.*

- Consider the creation of a branch surgery in Deanshanger.

*This piece of work has been explored with NHS England, the PPG, the practice insurers and so on. Unfortunately the practice has decided not to open a branch surgery and although this decision was disappointing to the PPG members who represent the Deanshanger residents the practice decision has been respected and understood.*

Overall the PPG are keen to ensure that practice and patient expectations are managed, while continuing to respond the needs of an aging population.

## **8.2 What else have the Patient Group been active with during 2014/15?**

In addition to the actions agreed as a result of the 2013/14 survey, the patient group have been very active during the year in other areas that were not picked up as part of the survey.

Areas of effort are summarised:

- The group have been working closely with the practice, developers and the local MP to explore the impact the new housing Development (Western Expansion Area) may have

on Stony Medical Centre and its patients;

- The group has been representing the interests of all of Stony Medical Centre's patients at the CCG, following developments arising from the Beds & MK review which proposed (amongst other things) the centralization all GP services to one site located on the hospital complex. The PPG fought strongly to ensure the patient's views were heard;
- The group has met with, and is developing a good working relationship with the local MP, Iain Stewart, to ensure Stony Medical Centre patient's views are heard within government. The PPG have shared their joint concerns about sustaining a good quality general practice within the current economic climate, as well as concerns about the impact of the Western Expansion area and of course the impact that the increasing GP workload is having on access to appointments;
- In the interest of openness and engagement PPG minutes are now published on the practice website;
- The PPG wrote an article for the practice newsletter regarding the need for patient's continuing to use the OOG service appropriately;
- The PPG remain focused on supporting the practice with any options that may arise to develop the health centre premises and bring it up to date.

## 9 THE 2015/16 SURVEY

### 9.1 How the survey came about

The 2014/15 survey was based upon the main 2013/14 & 2012/13 surveys. The original 2012/13 survey was designed by the PPG.

Once the 2014/15 survey was agreed with the PPG, it was published electronically on the practice website and was also available in printed form for collection from reception.

Patients were made aware of the survey by way of an email inviting all vPRG subscribers to participate in the survey. It was further publicised via the practice's newsletter, again inviting all patients to complete the survey.

### 9.2 2015/16 Actions Agreed

Actions identified from the 2014/15 survey to be addressed during 2015/16 are:

- Further increasing patient interest in and uptake of the practice newsletter;
- For the PPG to contribute articles to the practice newsletter;
- Ensuring patients are aware that Online Appointments are available for booking;
- Continuing to participate in staff meetings ensuring staff hear about life as a patient, and patients hear about what it can feel like sitting "on the other side of the desk"

Overall the PPG are keen to ensure that practice and patient expectations are managed, while continuing to respond to the needs of an aging population.

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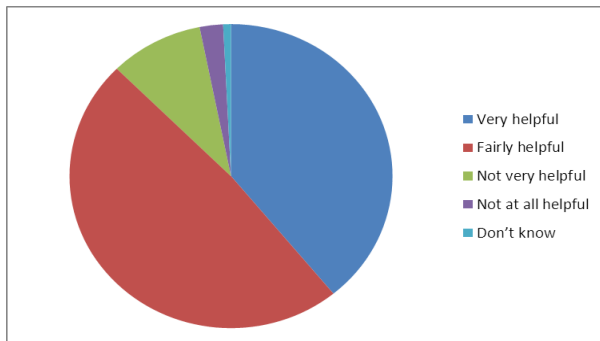
Author:	Stony Medical Centre
Document Version:	Pt Participation DES_Report V01
Publication Date:	12 March 2015
Circulation List:	PPG via group email Link for all patients on practice website NHS England, Herts & South Midlands Area Team Practice staff

## Patient Participation Survey Results

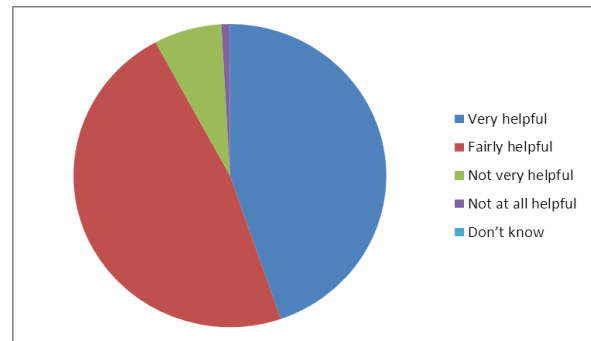
### Q1 About the Receptionists & Telephones

#### Q1a How helpful do you find the receptionists?

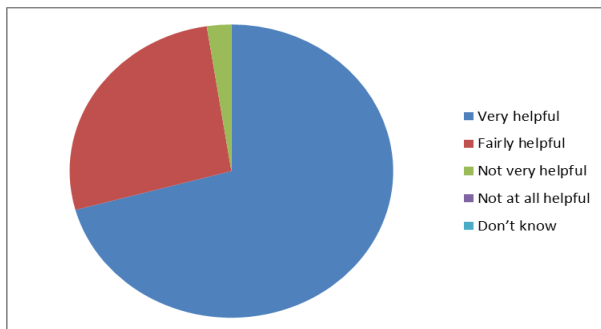
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2013/14

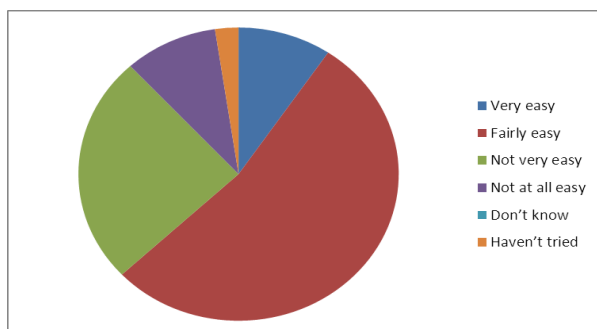


2014/15

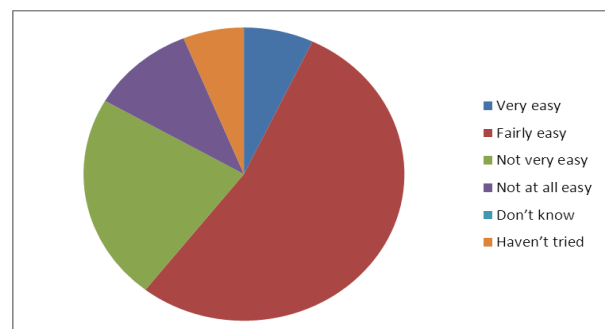


#### Q1b How easy is it to get through to someone on the phone?

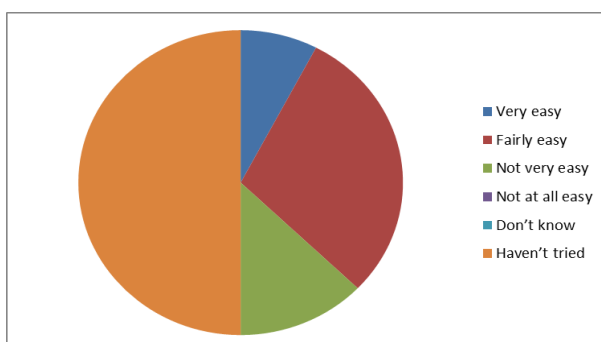
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2013/14



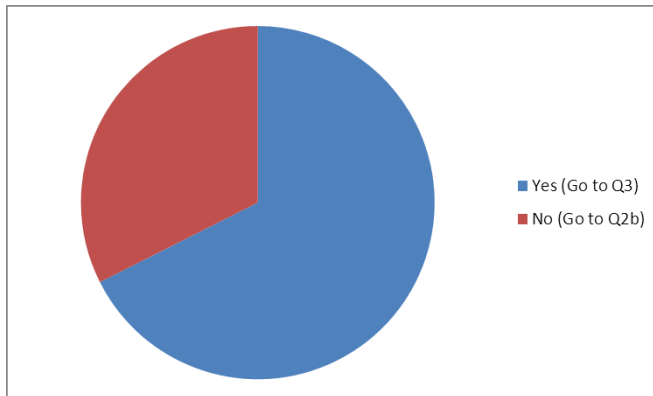
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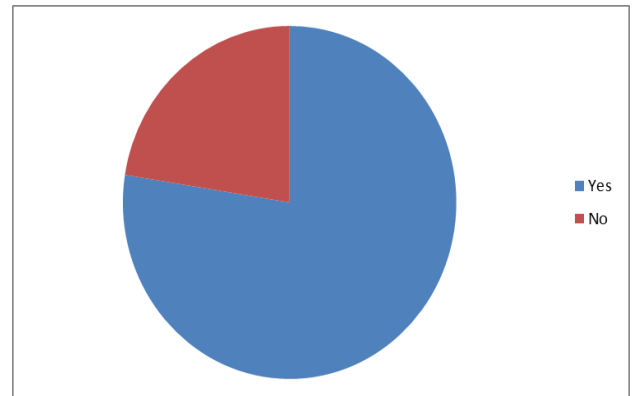
## 2 Texting Service

**Q2a Do you know there is a texting service in place to remind you of booked appointments, invitations to clinics and so on?**

2013/14

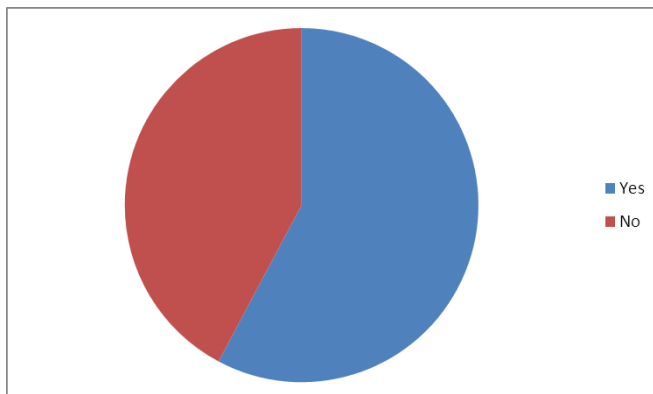


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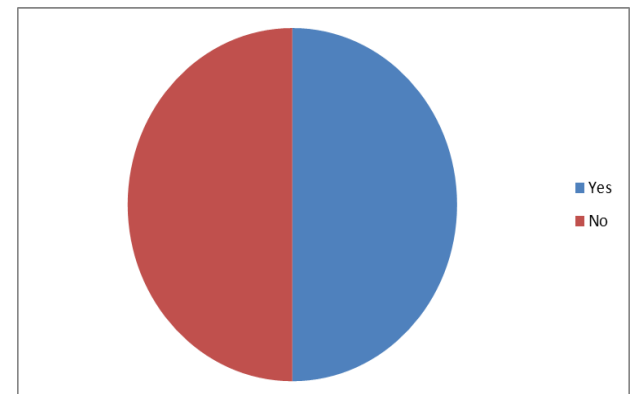


**Q2b If no, would you be willing to use it?**

2013/14



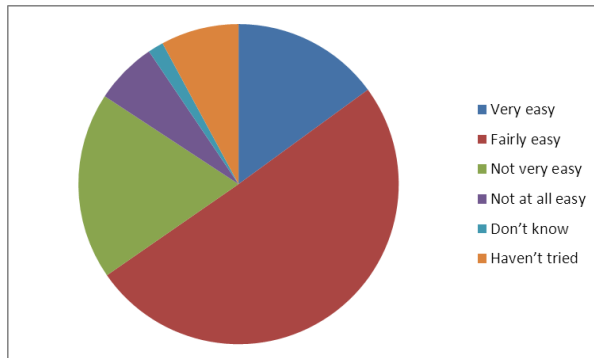
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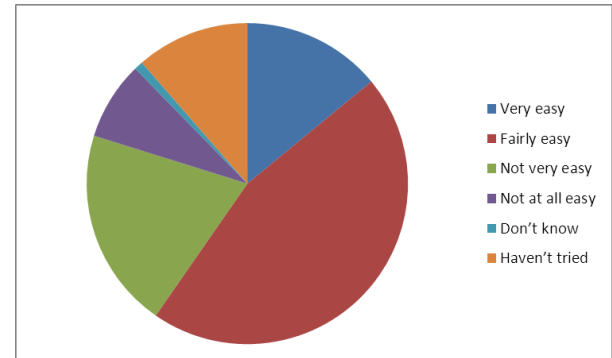
## 3 About Accessing the Doctors and Nurses

### Q3a How easy is it to speak to a doctor or nurse on the phone?

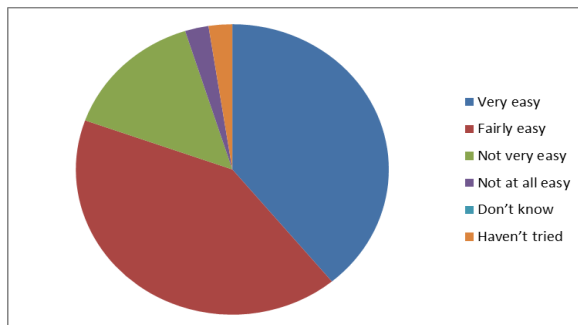
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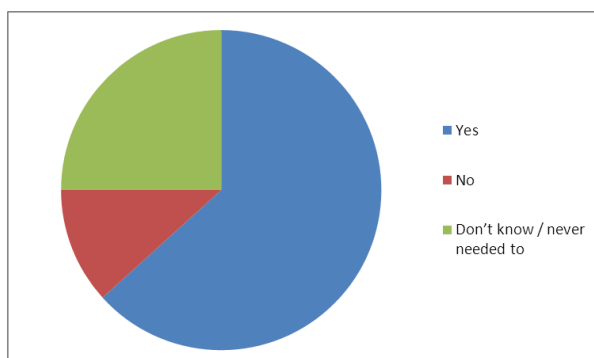


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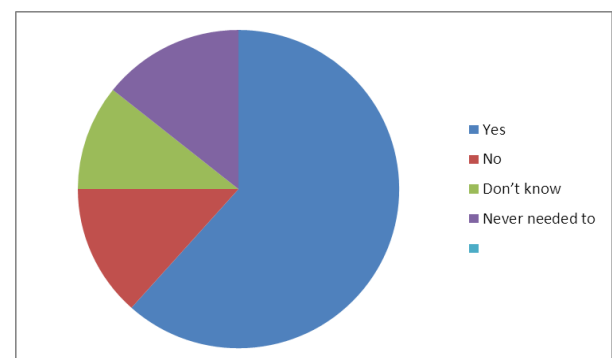


### Q3b If you feel you need to consult with a GP urgently can this normally happen?

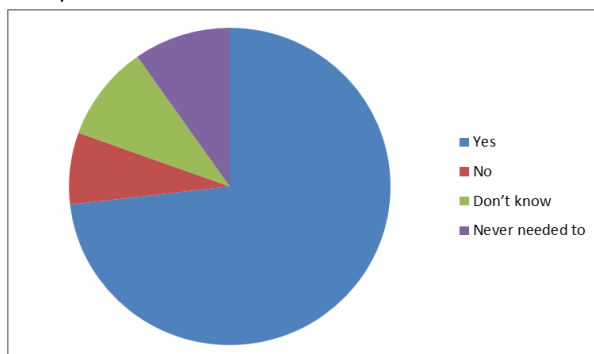
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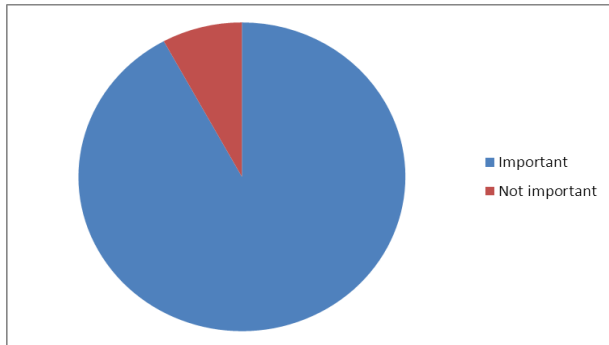
2014/15



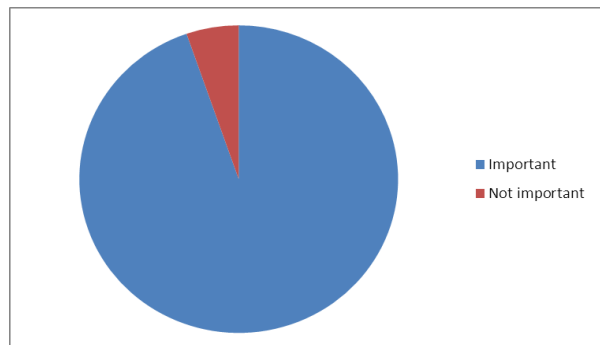


## Q3c How important is it to you to be able to book a future appointment?

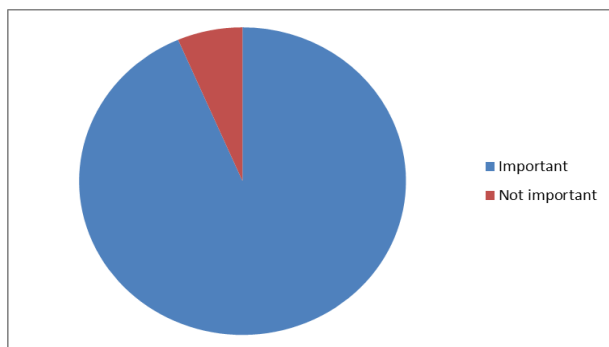
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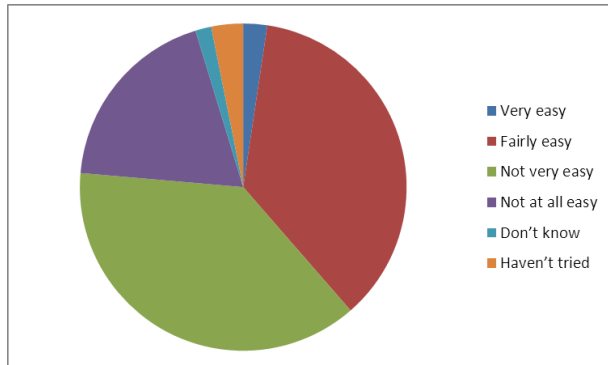


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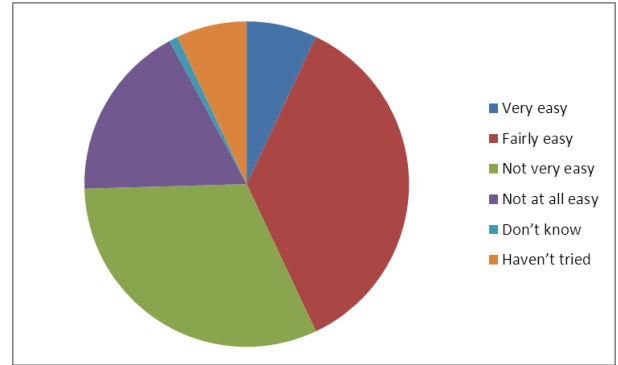


## Q3d How easy is it to book a future appointment?

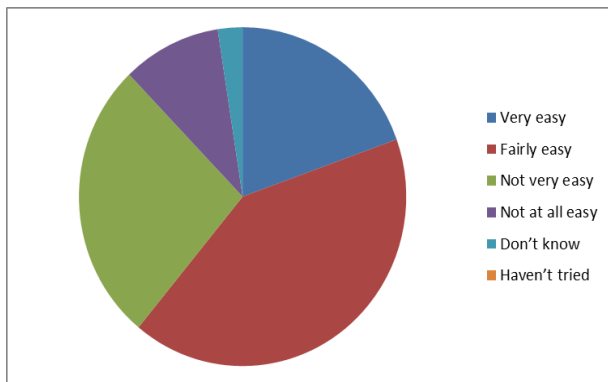
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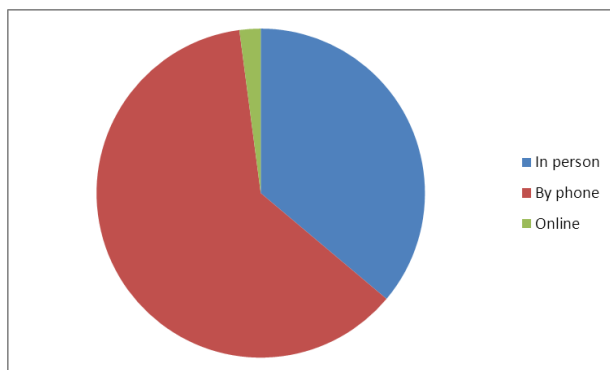


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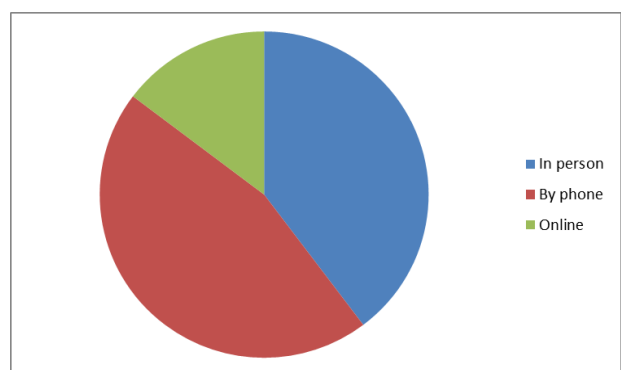


## Q3e How do you normally book your appointments? Please tick all boxes that apply.

2013/14



2014/15

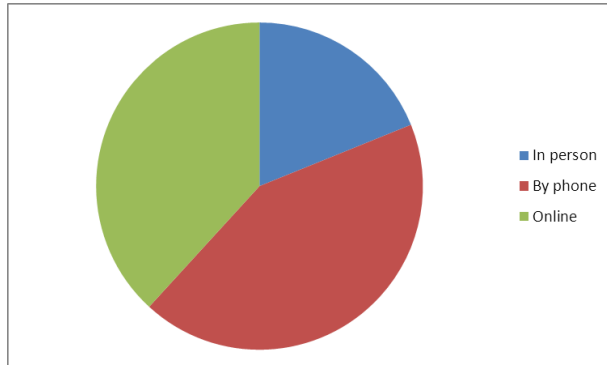


# Stony Medical Centre

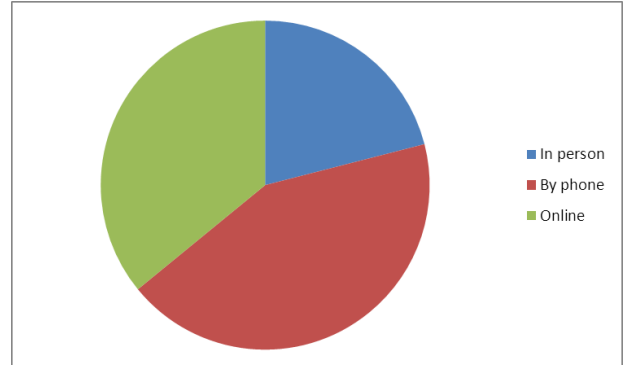
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**Q3f Which of the following methods would you prefer to use to book appointments? Please tick all boxes that apply.**

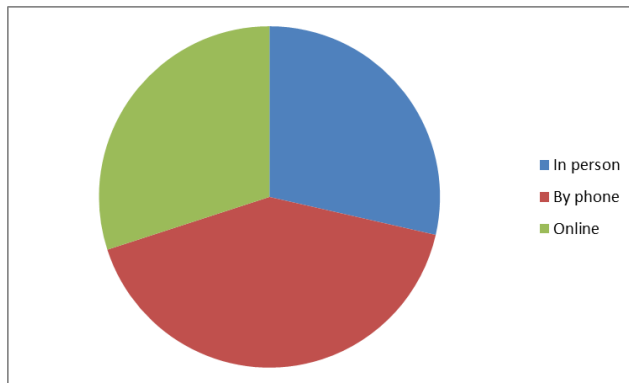
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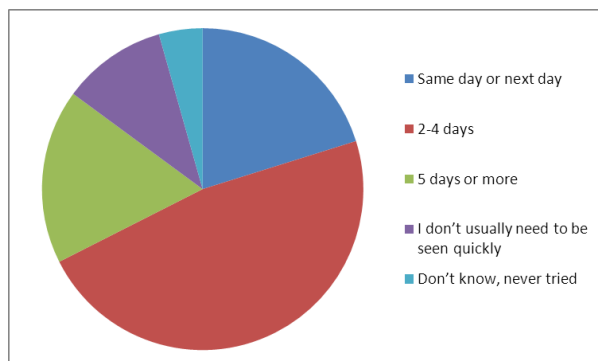
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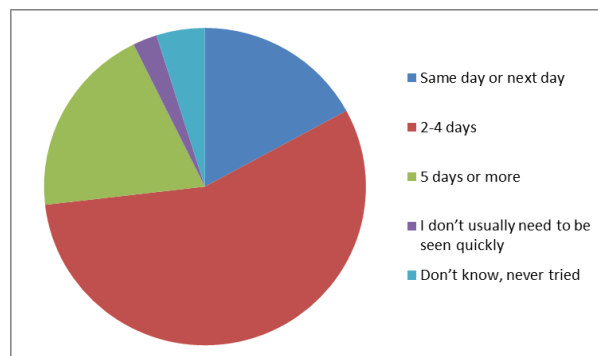
## 4 Thinking of times when you want to see a particular doctor:

### Q4a How quickly do you expect to get seen?

2013/14

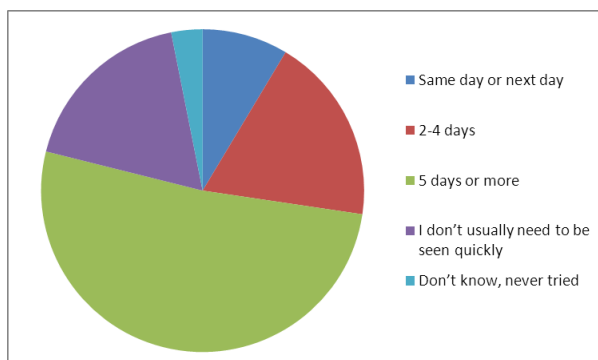


2014/15

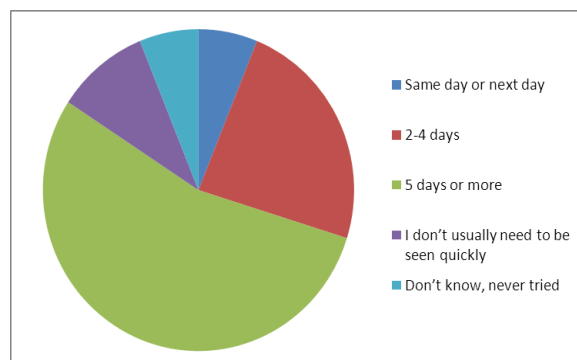


### Q4b How quickly do you usually get seen?

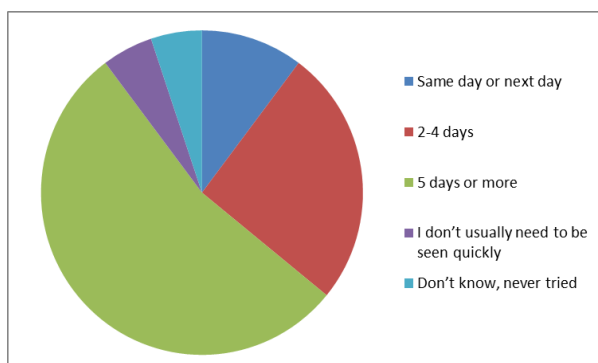
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2013/14

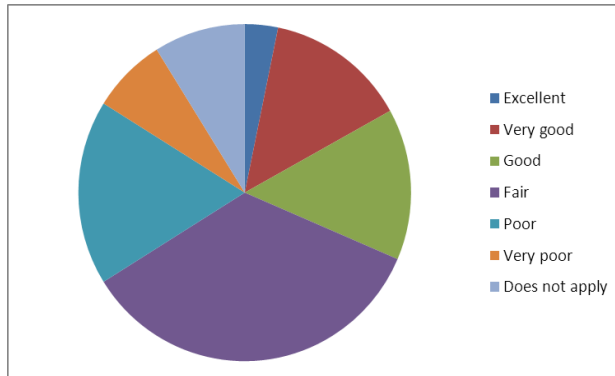


2014/15

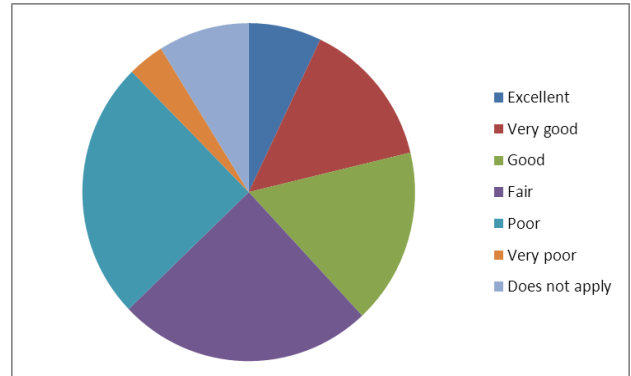


## Q4c How do you rate this?

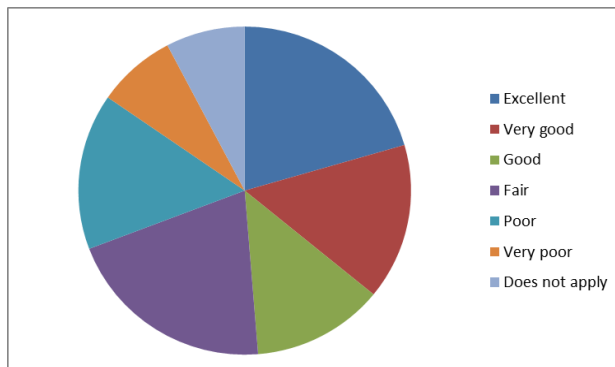
2012/13



2013/14



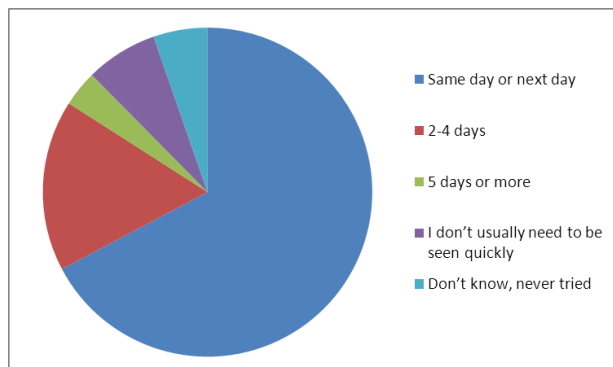
2014/15



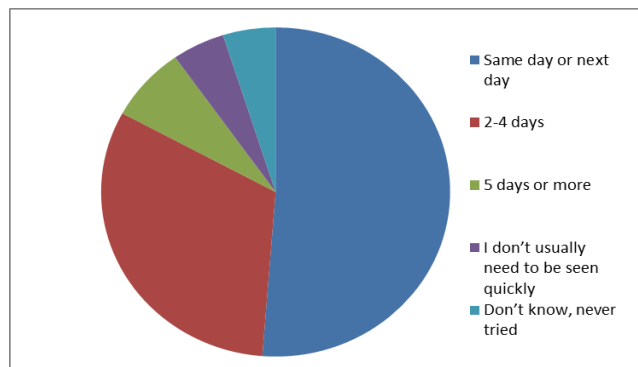
## 5 Thinking of times when you are willing to see any doctor:

### Q5a How quickly do you expect to get seen?

2013/14

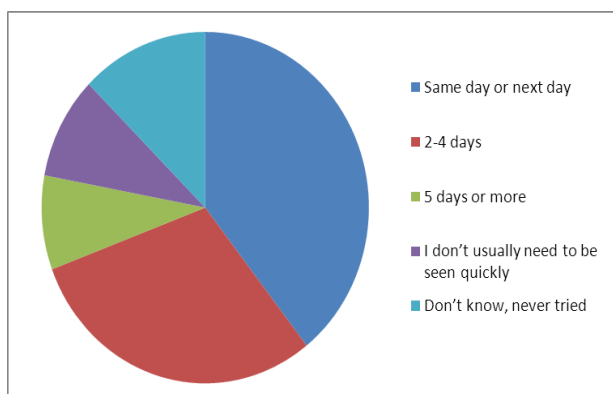


2014/15

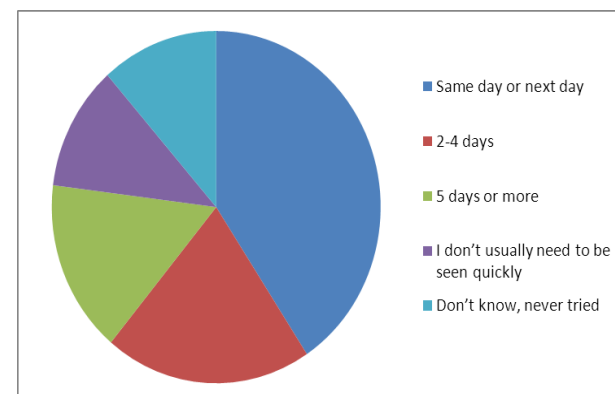


### Q5b How quickly do you usually get seen?

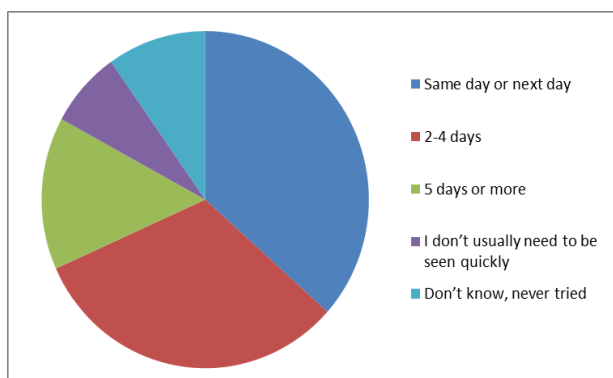
2012/13



2013/14

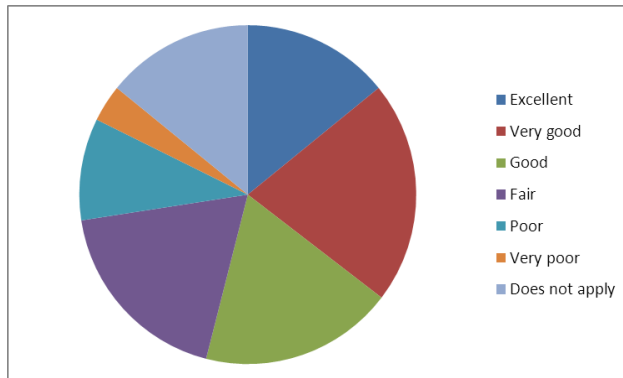


2014/15

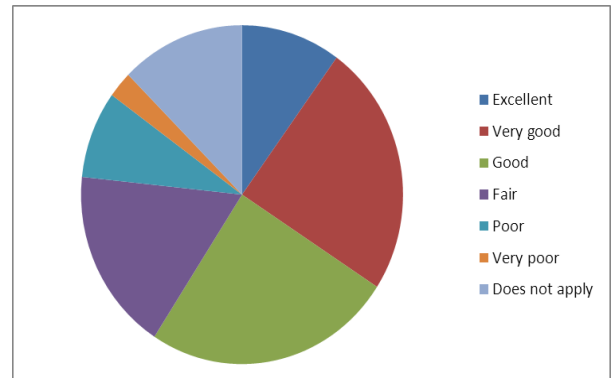


## Q5c How do you rate this?

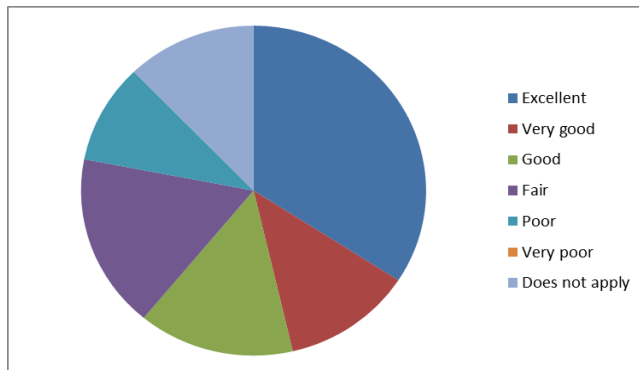
2012/13



2013/14



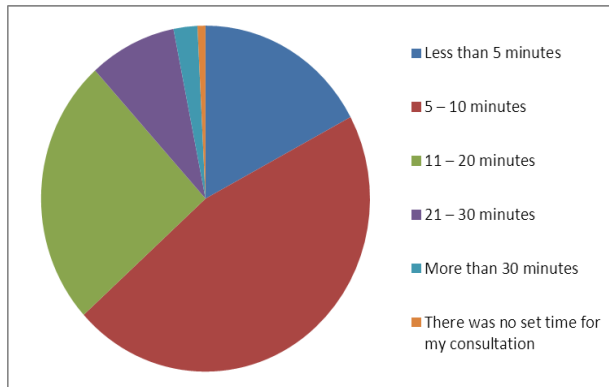
2014/15



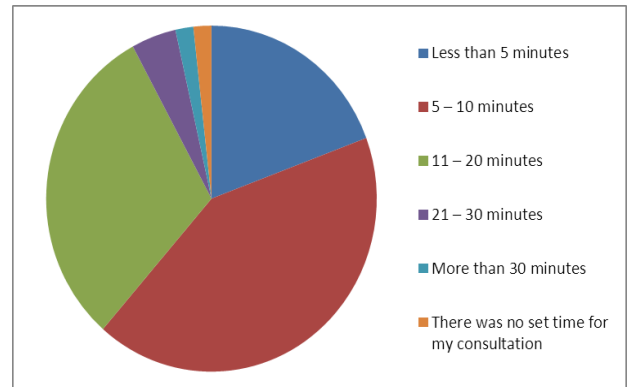
## 6 Thinking of your most recent consultation with a doctor or nurse

### Q6a How long did you wait for your consultation to start?

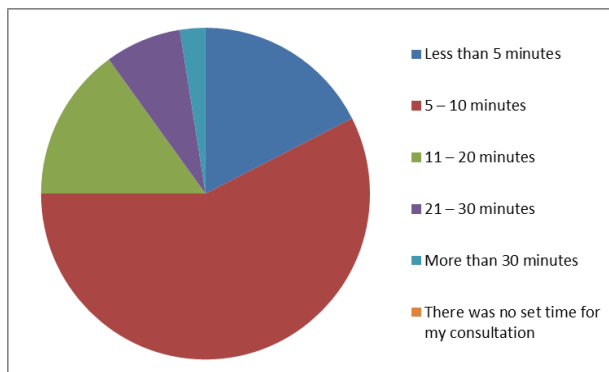
2012/13



2013/14



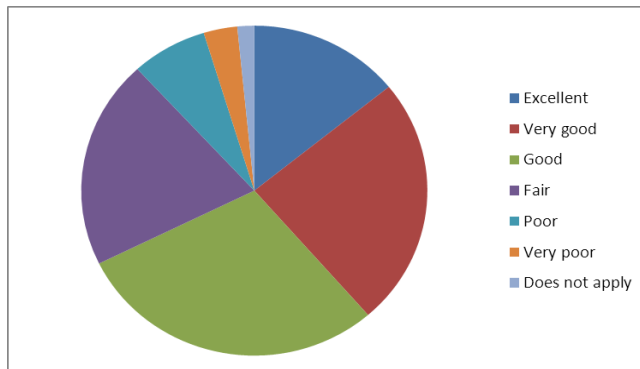
2014/15



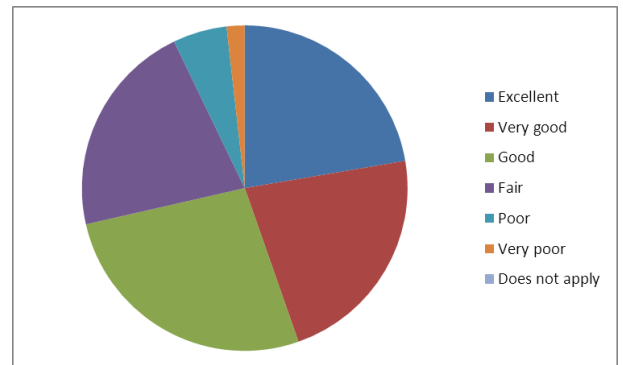


## Q6b How do you rate this?

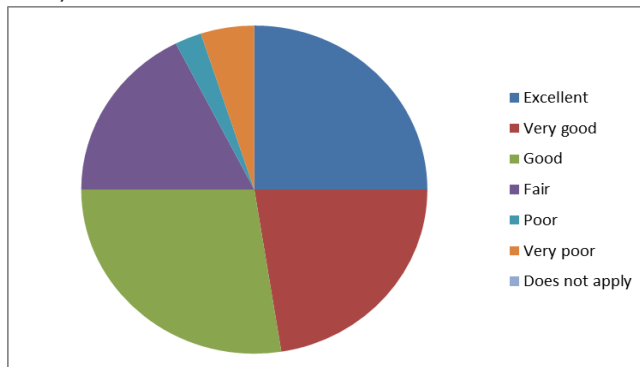
2012/13



2013/14



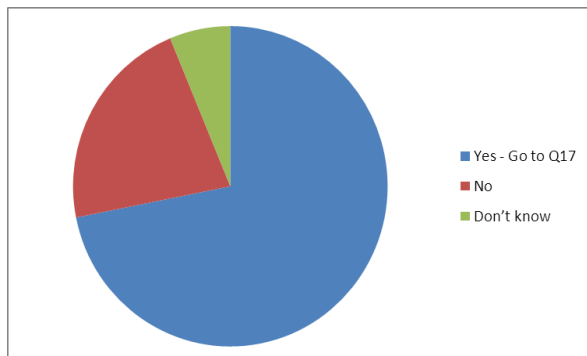
2014/15



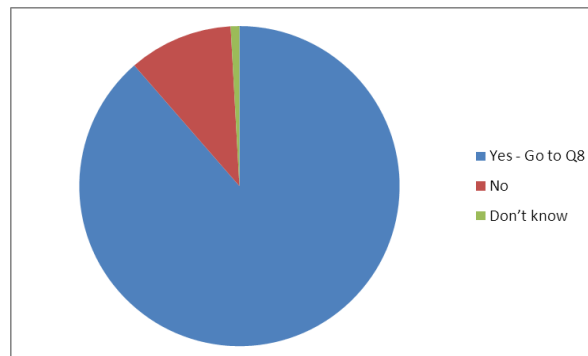
## 7 About opening times

**Q7a Is the practice currently open at times that is convenient to you?**

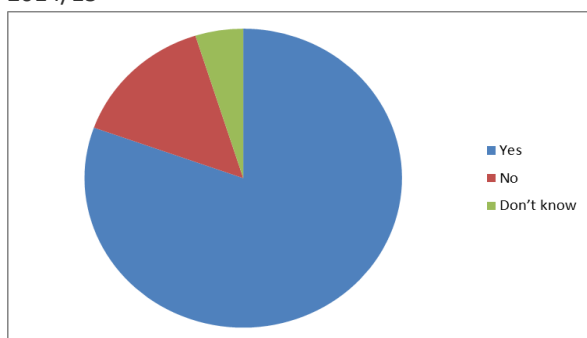
2012/13



2013/14

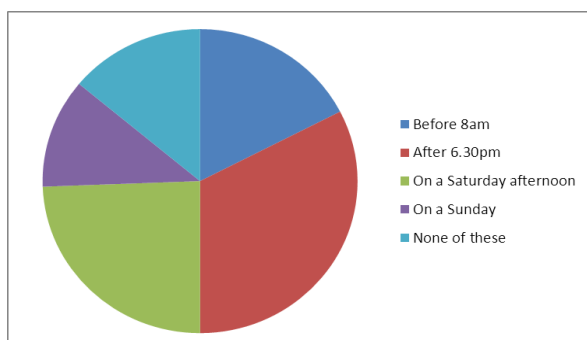


2014/15

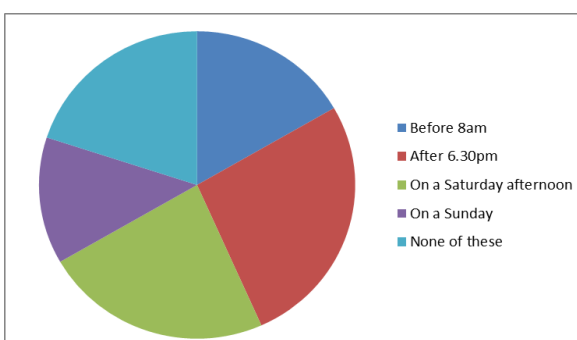


**Q7b Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.**

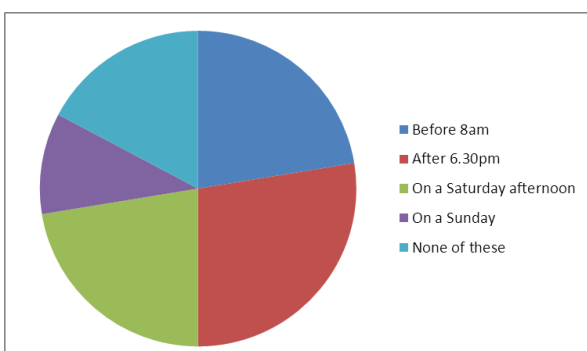
2012/13



2013/14



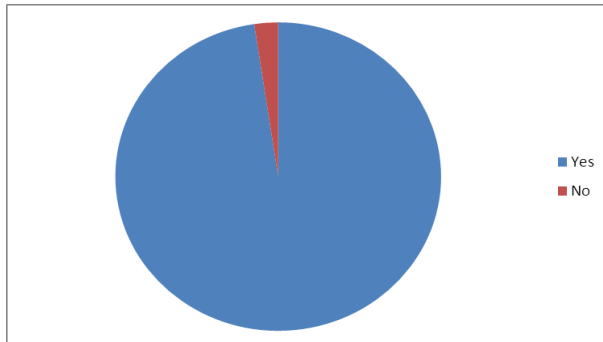
2014/15



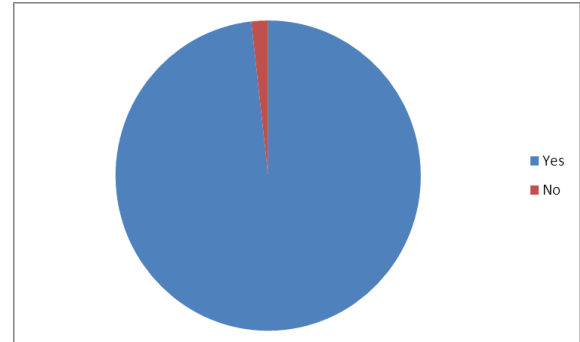
## 8 About seeing the doctor of your choice

### Q8a Do you know you have a registered GP?

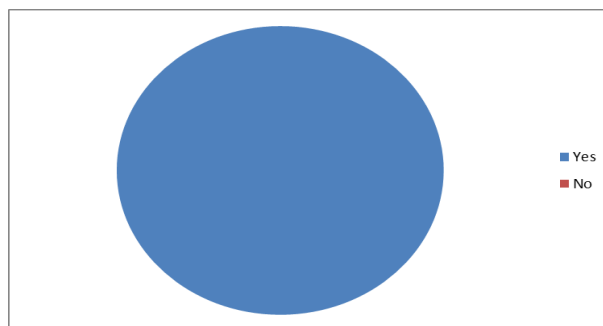
2012/13



2013/14

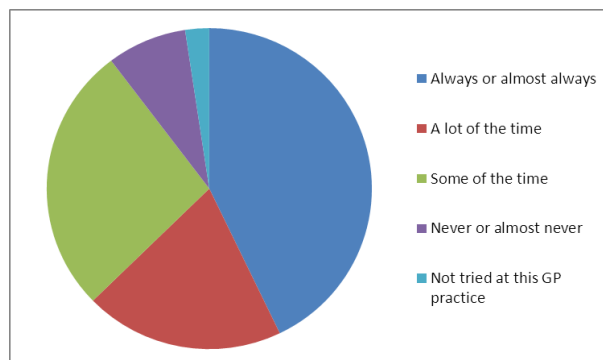


2014/15

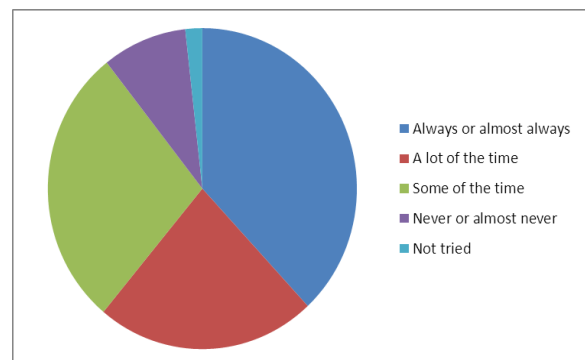


### Q8b How often do you see or speak to your GP?

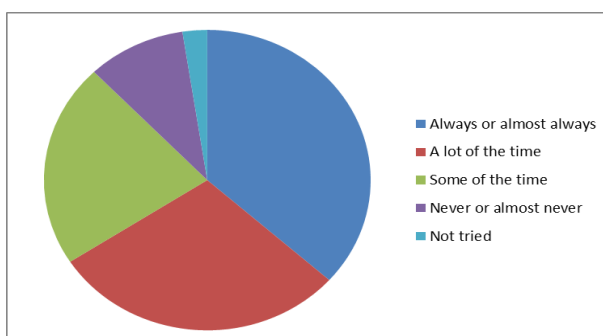
2012/13



2013/14



2014/15

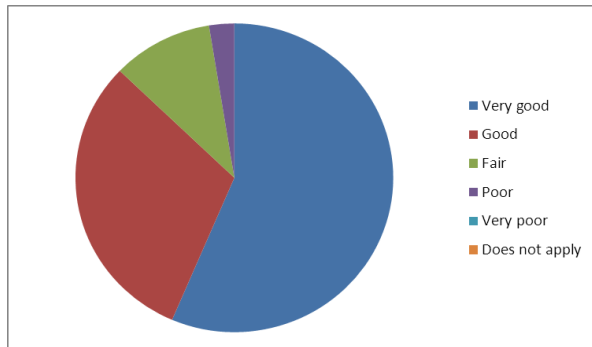


## 9 How good was the last GP you saw at each of the following?

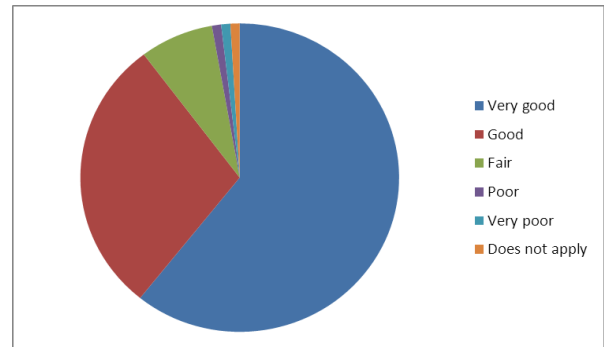
(If you haven't seen a GP in your practice in the last 6 months, please go to Q10)

### Q9a Giving you enough time

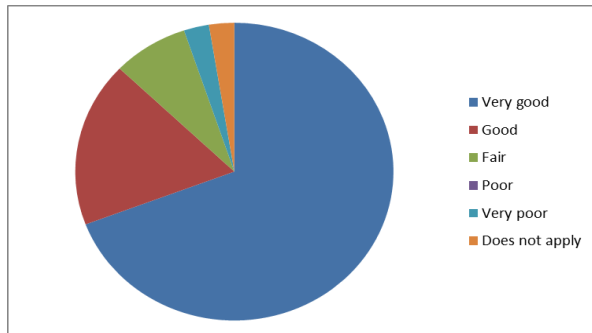
2012/13



2013/14

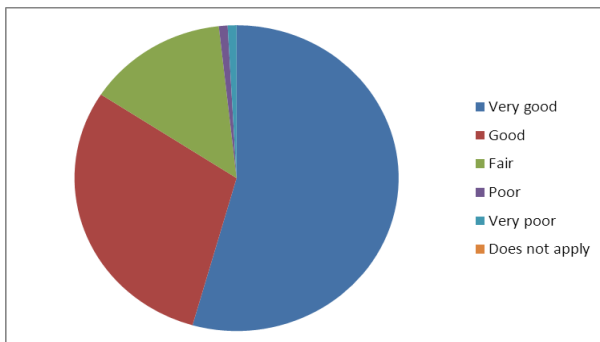


2014/15

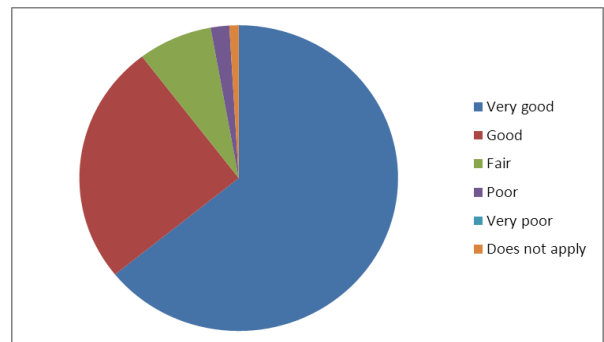


### Q9b Listening to you

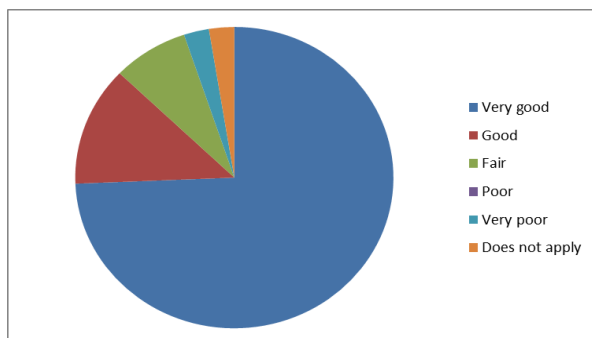
2012/13



2013/14

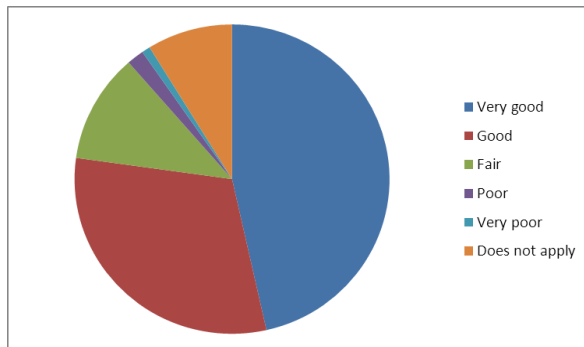


2014/15

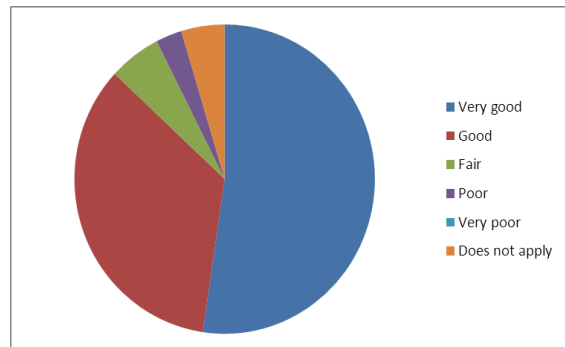


## Q9c Explaining tests and treatments

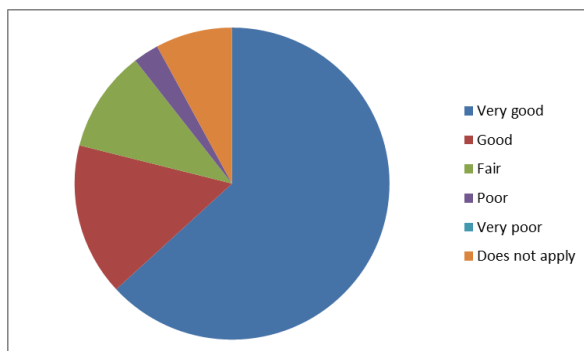
2012/13



2013/14

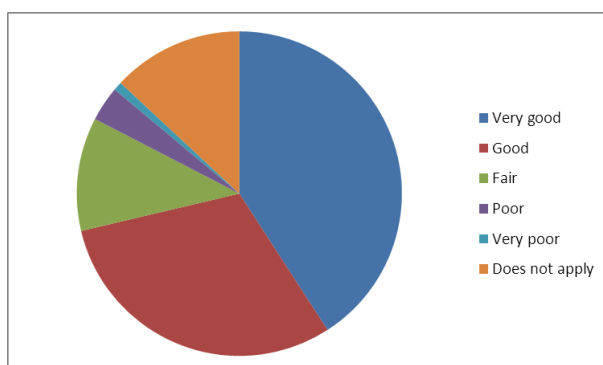


2014/15

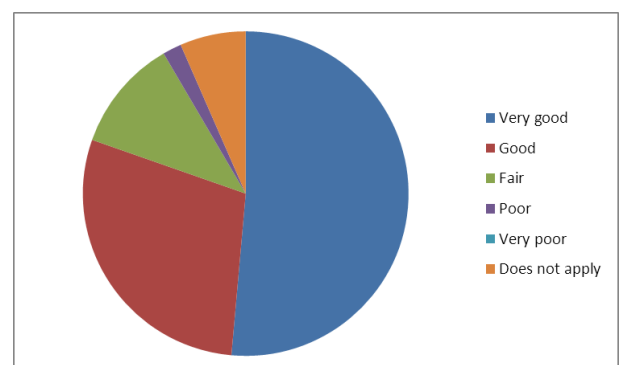


## Q9d Involving you in decisions about your care

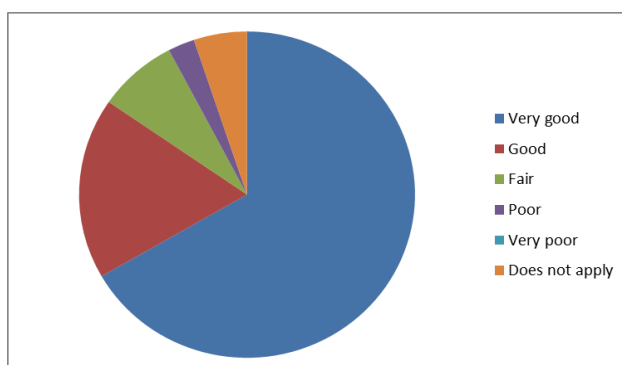
2012/13



2013/14

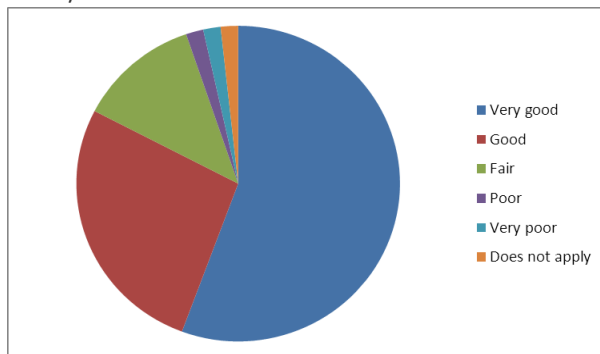


2014/15

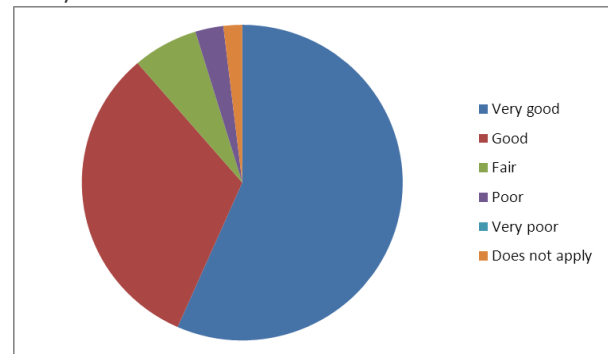


## Q9e Treating you with care and concern

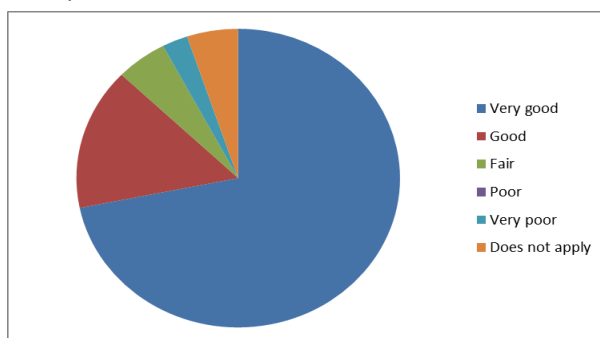
2012/13



2013/14

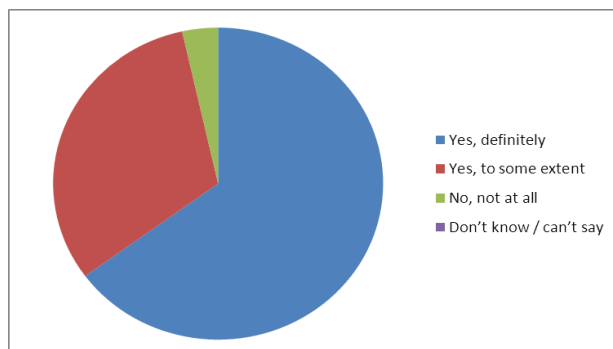


2014/15

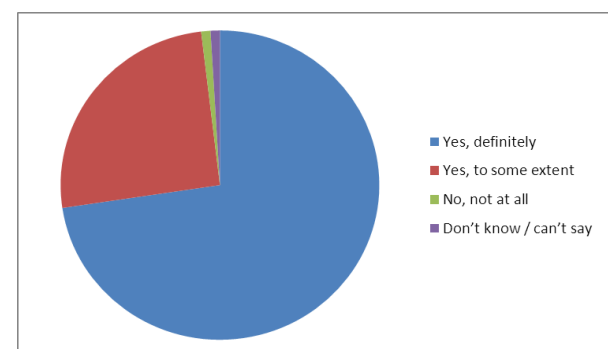


## Q9f Did you have confidence and trust in the GP you saw or spoke to?

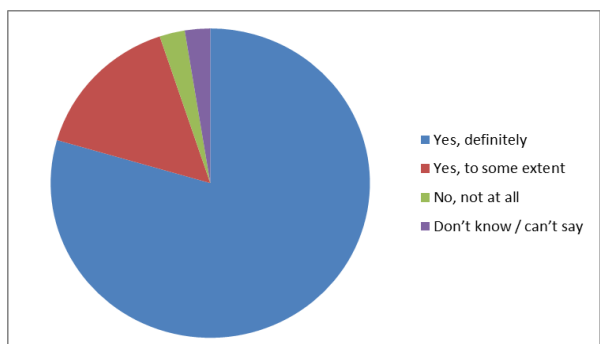
2012/13



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2014/15

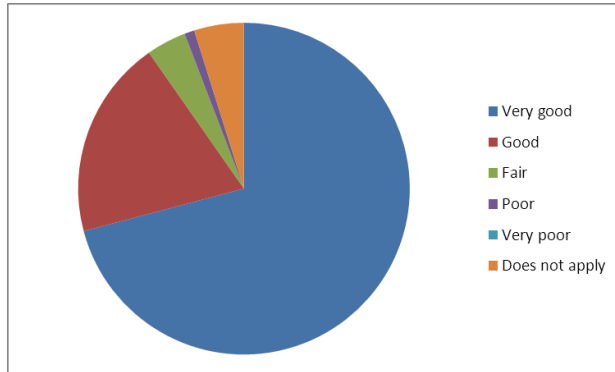


## 10 How good was the last nurse you saw at each of the following?

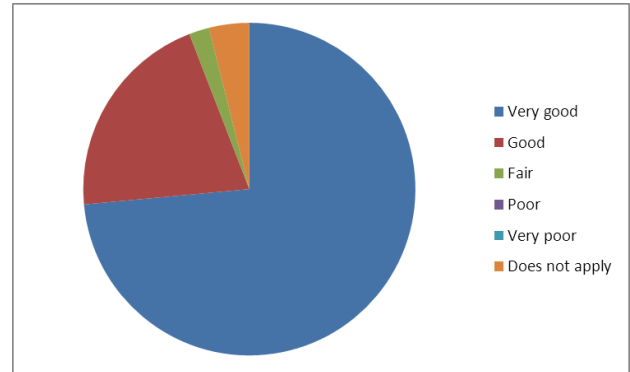
(If you haven't seen a nurse in your practice in the last 6 months, please go to Q11)

### Q10a Giving you enough time

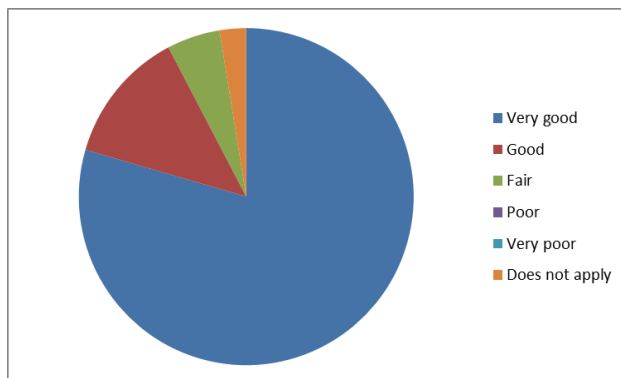
2012/13



2013/14

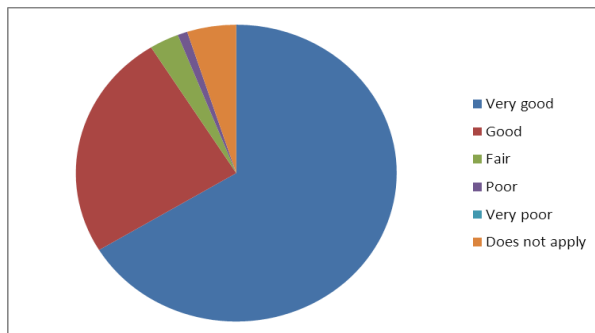


2014/15

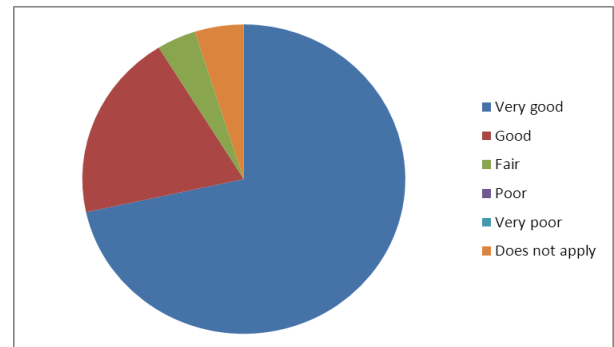


## Q10b Listening to you

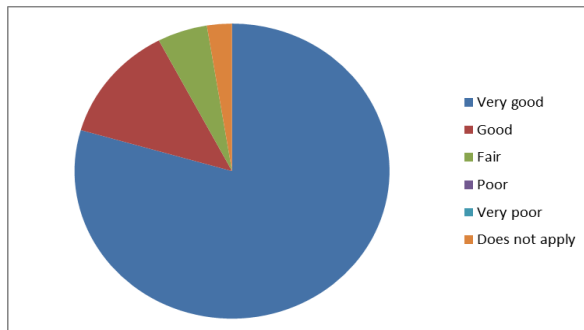
2012/13



2013/14

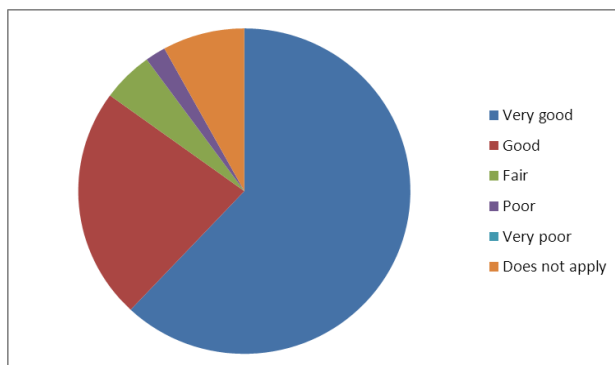


2014/15

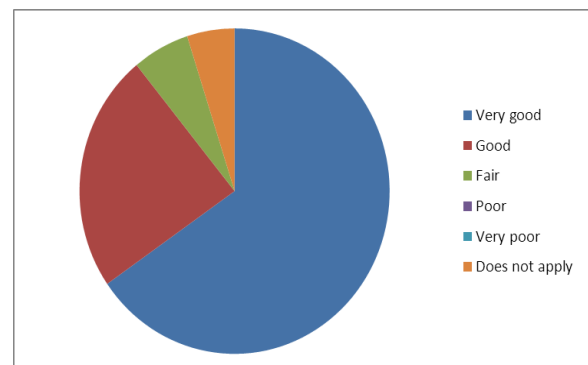


## Q10c Explaining tests and treatments

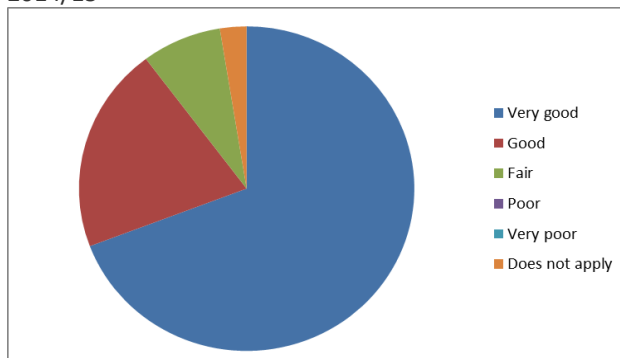
2012/13



2013/14



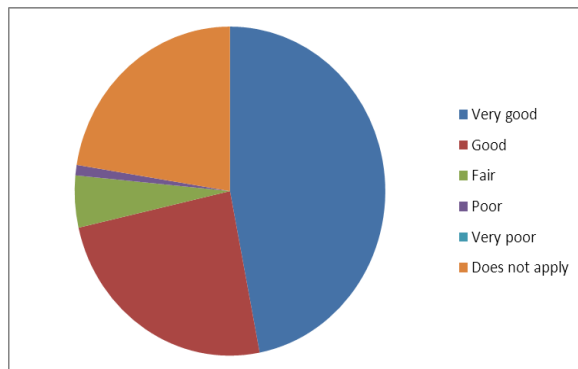
2014/15



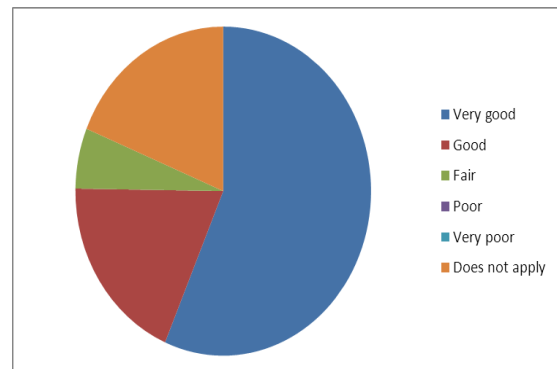


## Q10d Involving you in decisions about your care

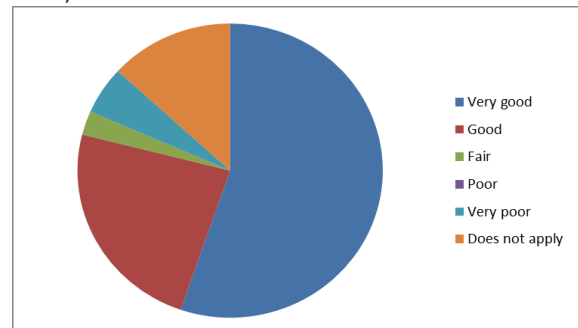
2012/13



2013/14

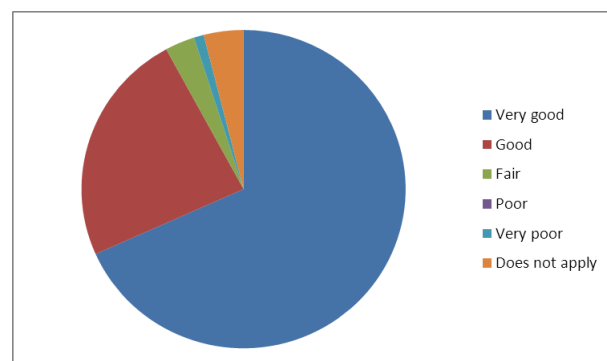


2014/15

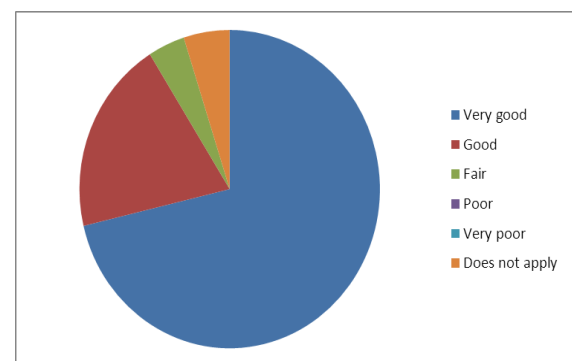


## Q10e Treating you with care and concern

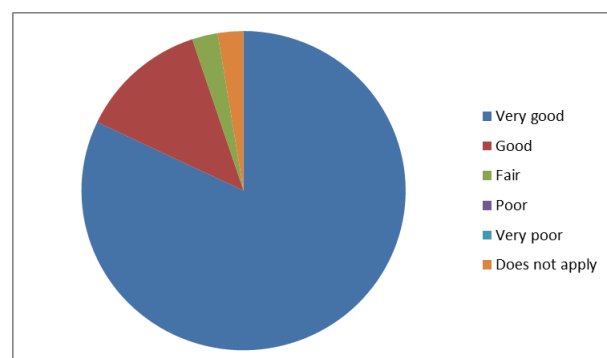
2012/13



2013/14

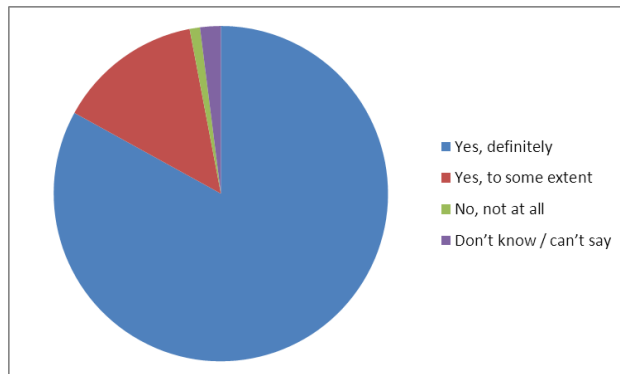


2014/15

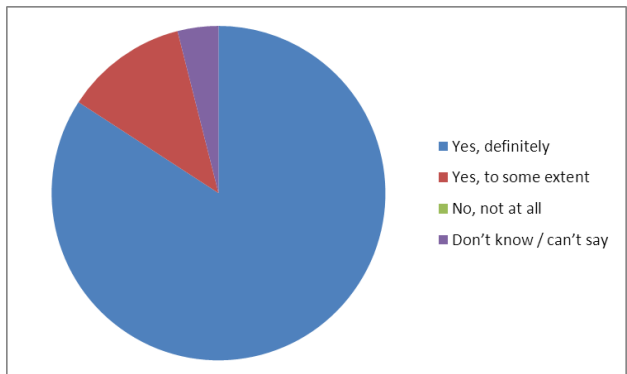


## Q10f Did you have confidence and trust in the nurse you saw or spoke to?

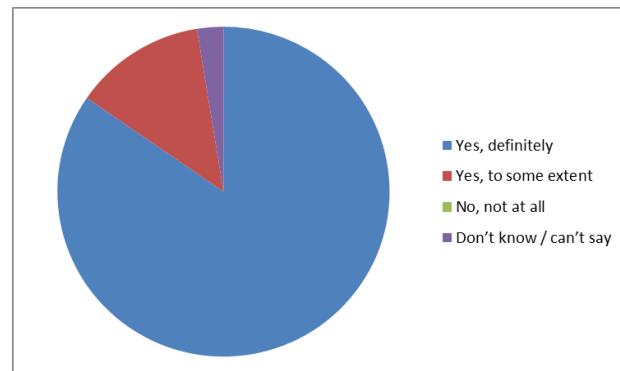
2012/13



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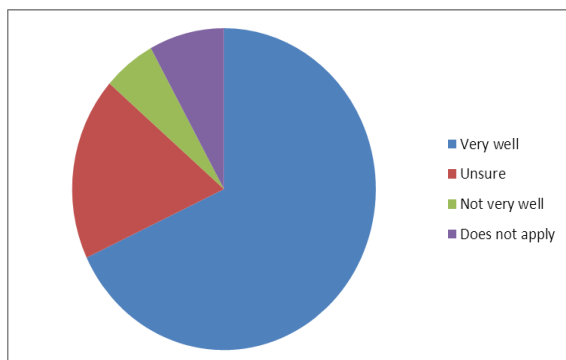


## 11 About care from your doctors and nurses

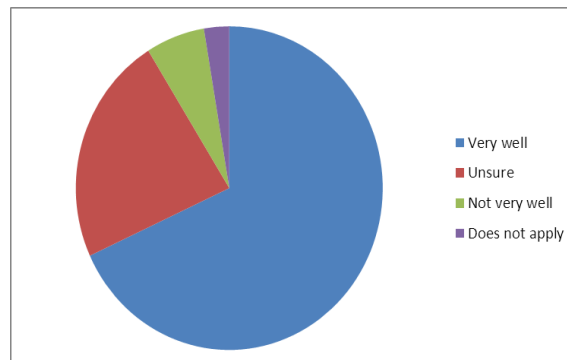
Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

### Q11a Understand your health problems?

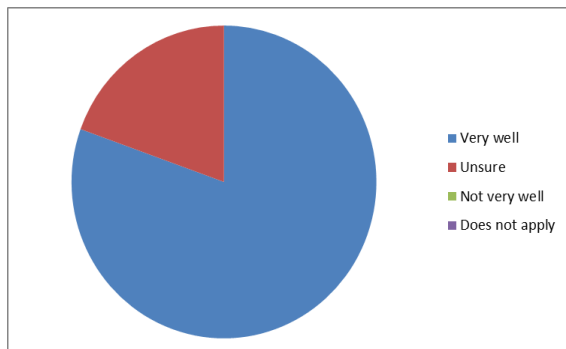
2012/13



2013/14

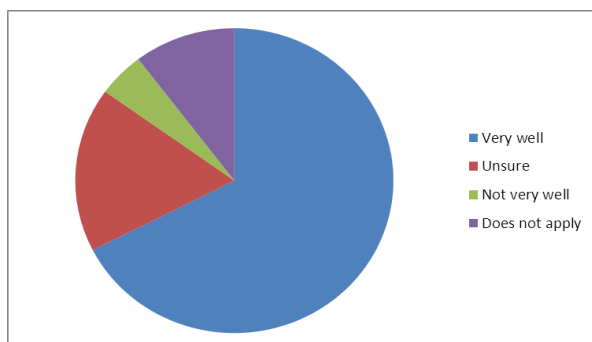


2014/15

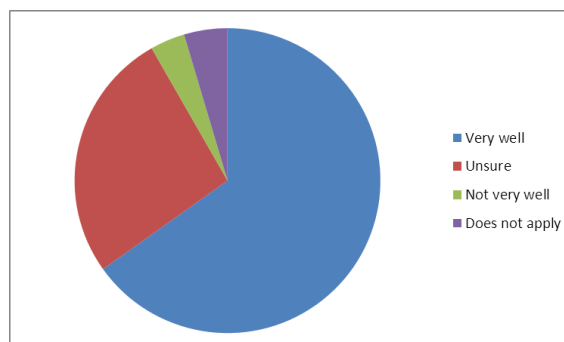


### Q11b Cope with your health problems

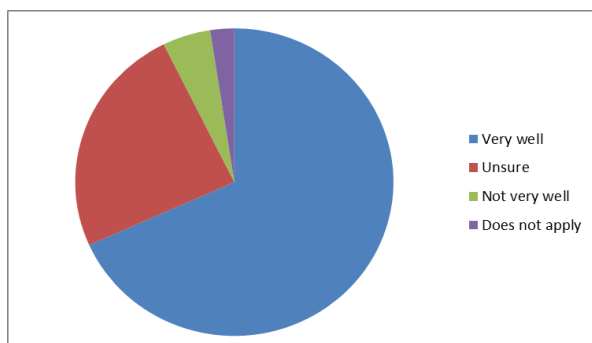
2012/13



2013/14

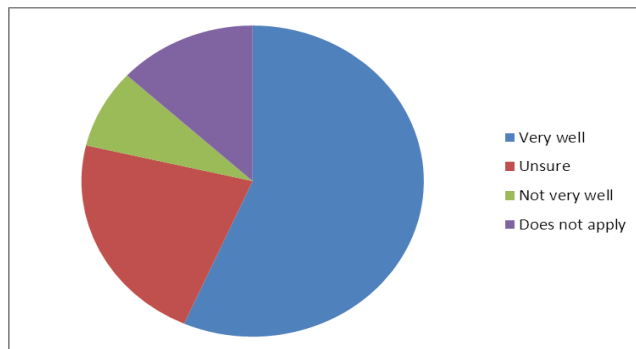


2014/15

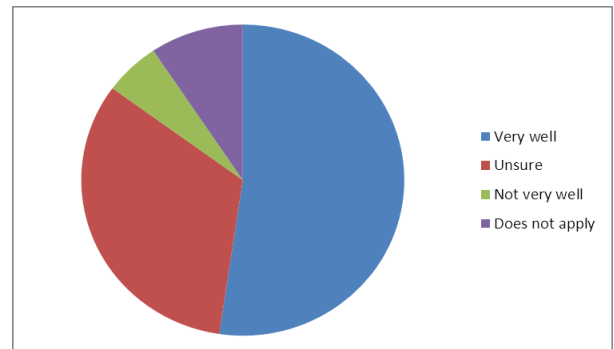


## Q11c Keep yourself healthy

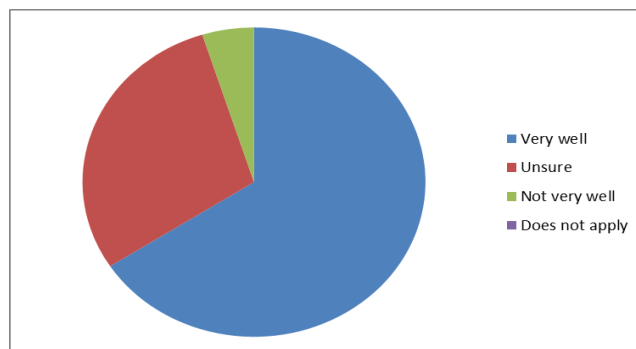
2012/13



2013/14

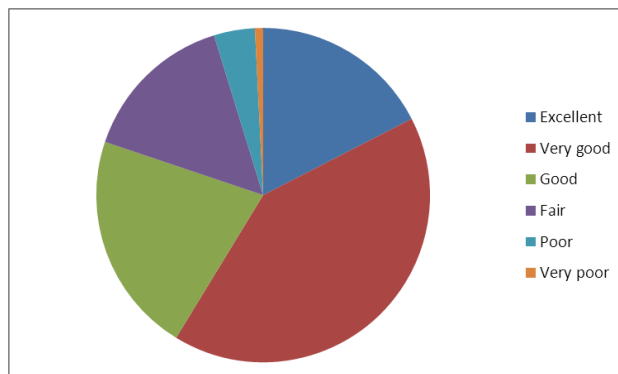


2014/15

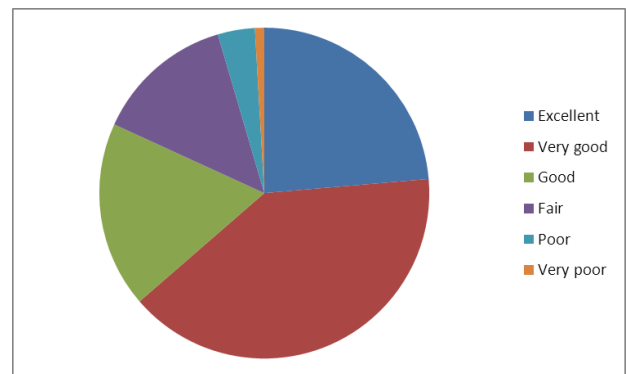


## Q11d Overall, how would you describe your experience of your GP surgery?

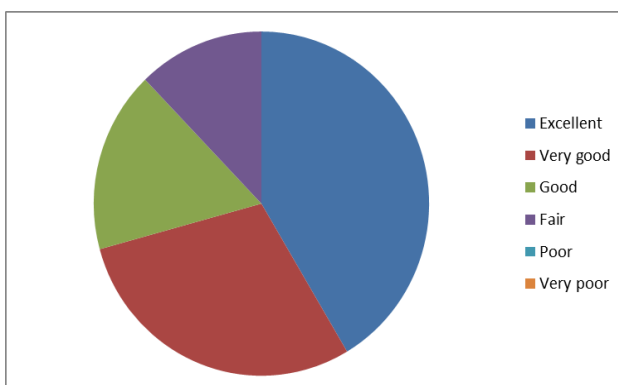
2012/13



2013/14

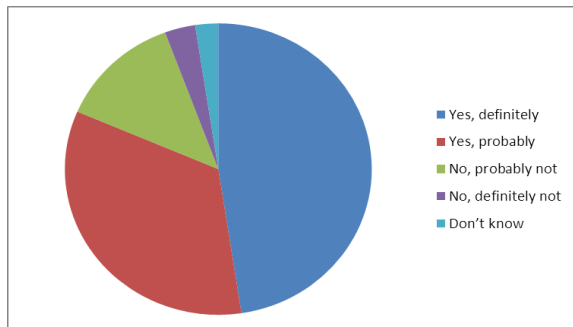


2014/15

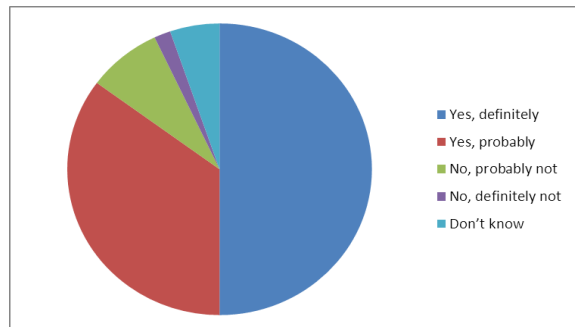


## Q11e Would you recommend your GP surgery to someone who has just moved to your local area?

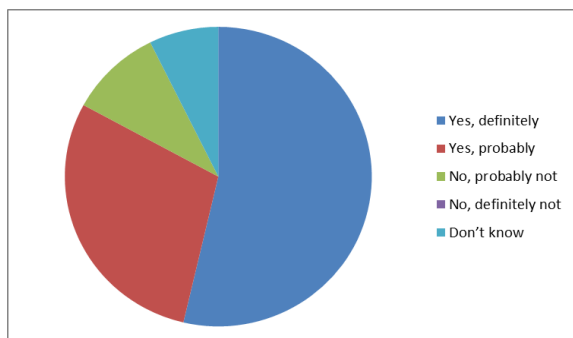
2012/13



2013/14



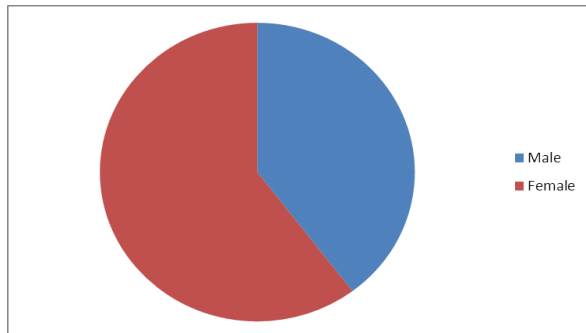
2014/15



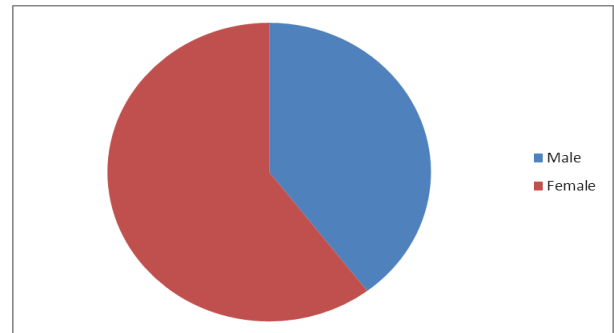
## 12 It will help us to understand your answers if you could tell us a little about yourself

### Q12a Are you?

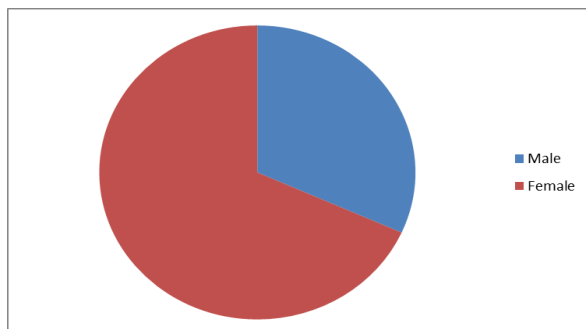
2012/13



2013/14

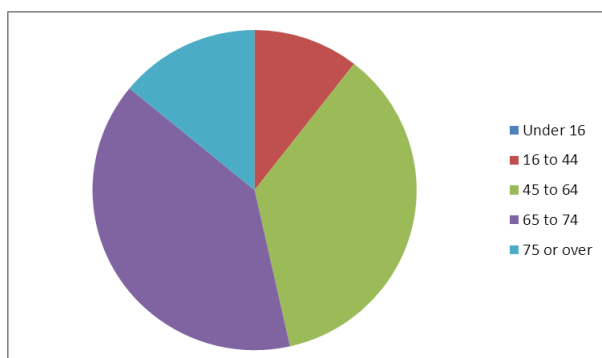


2014/15

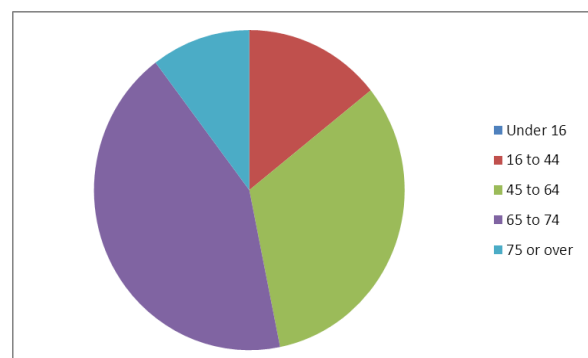


### Q12b How old are you?

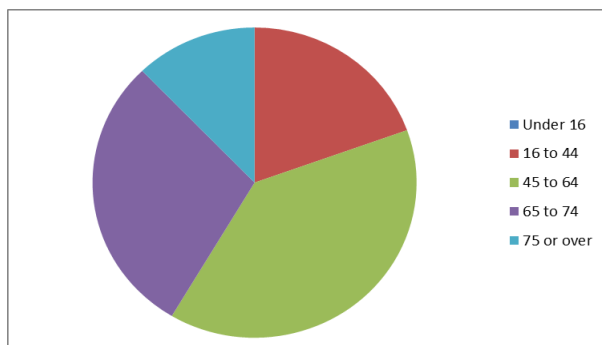
2012/13



2013/14

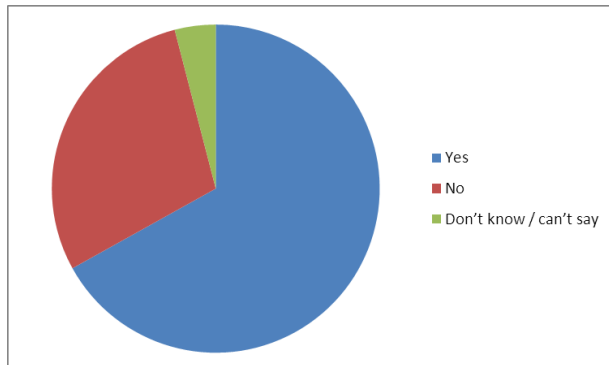


2014/15

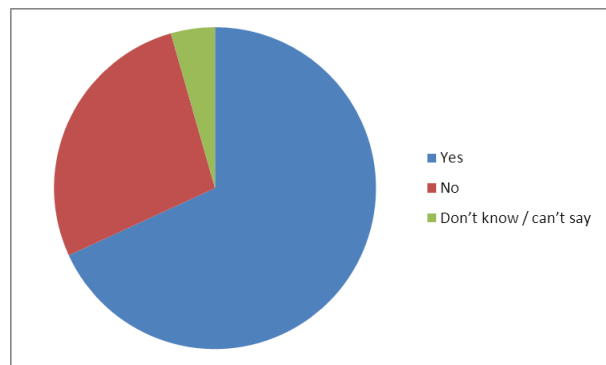


## Q12c Do you have a long-standing health condition?

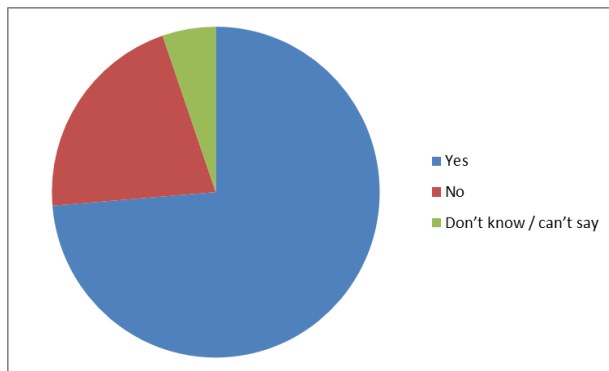
2012/13



2013/14

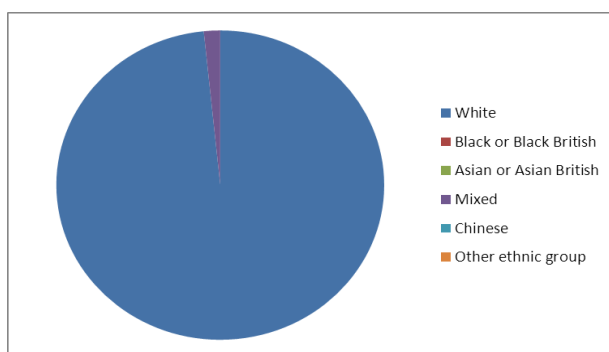


2014/15

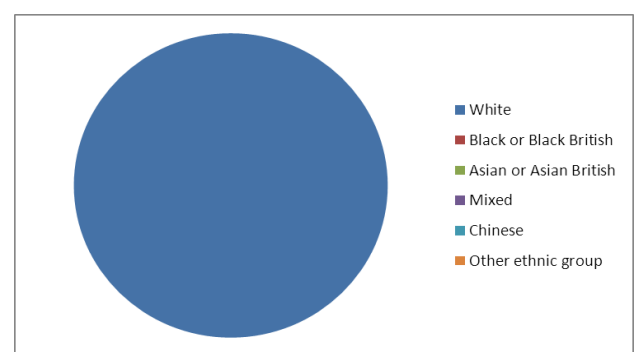


## Q12d What is your ethnic group?

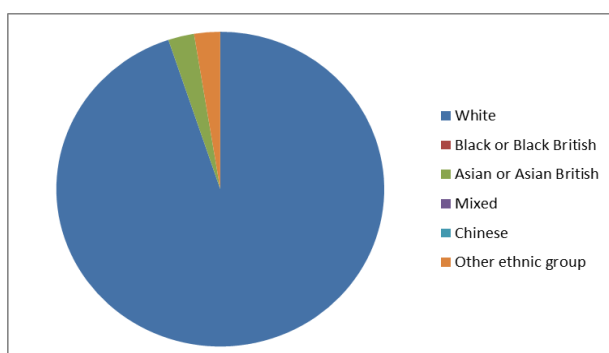
2012/13



2013/14

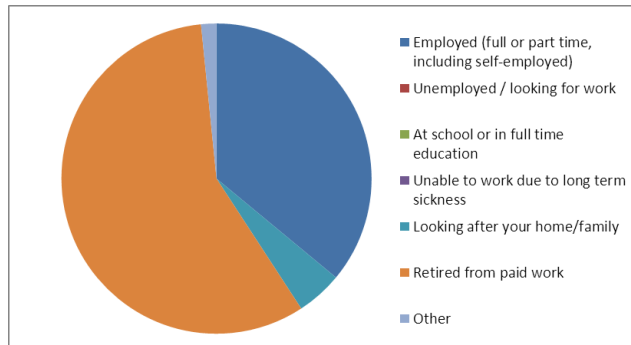


2014/15

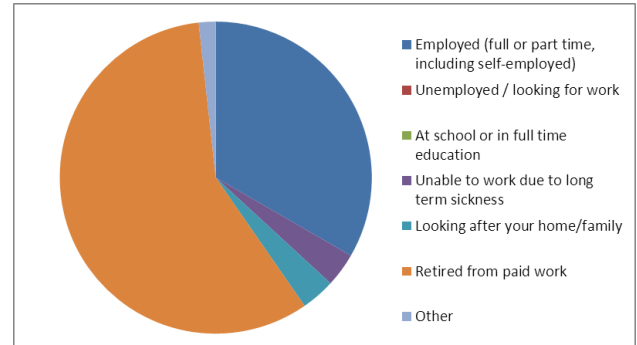


## Q12e Which of the following best describes you?

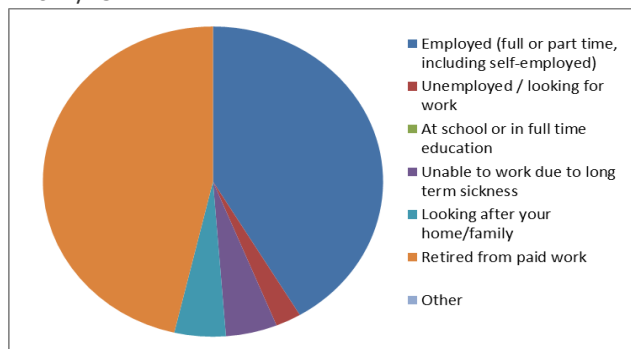
2012/13



2013/14



2014/15





## Comments

Some survey participants were kind enough to make comments. The comments are shown (unedited) below.

### Areas of concern and/or for improvement

- The continuing problems of getting to see my own doctor are very frustrating. even if i decide to book in a few weeks I get told the diary is closed or appointments are not released. It is very hard to see any doctor unless I am very lucky. Too many patients, too few doctors. I think that the specialist nurse was something that helped to relieve the pressure
- The daily booking system seems problematic for so many categories of patients - parents of young children, those who work and sometimes significantly older patients. the stresses and strains of the NHS nationally seems to be everything in Stony Health Centre - inevitably! The fragmentation of services: can it be improved to streamline services far better to address patient needs? Had very poor experience when I broke my arm. Saw a variety of GPs, nurses and physio. Everything was fragmented and extremely worrying. Normally service is much better.
- Reception staff need to be a bit more approachable/friendlier and maybe have more than just one person on the desk, every time I have visited there is always a queue of people. If I need to book a future appointment I always leave it till a later date then phone up to book
- Staff and patients are under a lot of pressure due to all the new homes. Old Stratford and the other South Northants villages should have their own doctors surgery! This would take a lot of pressure off. It is very stressful trying to get a doctor's appointment. When the lift breaks down it means I can't go upstairs to be seen as I am a wheel chair user. I always worry about this and there are never enough disabled parking bays! The back entrance is not disabled friendly. The reception area is very disabled unfriendly as the counter is so high!
- I don't like telling the receptionist my health condition when i ring for an appointment. I don't buy the 'it helps to prioritise'.
- I would like to change my allocated doctor but don't know how to do this and am worried it would be held against me.
- I would prefer to be able to see any doctor rather than having to wait to try to see or speak to my registered doctor. this option is never offered to me (unless it is an 'emergency'). in the past, we could get appointments with any doctor, depending on availability slots.
- Q11C To the best of my knowledge the practice does have any 'well man' clinics available. As a man in later years to would be really useful to be able to have this facility and to be routinely invited for blood pressure, cholesterol, prostate, mole etc. checks rather than wait for specific health problems to occur.
- It would be nice to get an appointment with your registered doctor for a non-emergency more quickly. Once I had to wait over 5 weeks! Also I often seem more informed about my condition (endometriosis) than the GPs do - I understand that they can't be experts in everything, but more of a basic level of understanding about the physical and emotional effects of my condition would be nice. Then I don't feel like I'm having to repeat myself about what has happened and what I've been through as its all quite traumatic for me. Overall though I would like to say that I have always been very happy with the quality of care from the surgery team. Only the ease of access to it can be limiting
- Most comment heard in the town is adverse, particularly on the subject of difficulty getting appointments.
- I find all the nurses extremely helpful and caring and receptionists do their best with limited time and available appointments. However, the last GP I saw was extremely patronising, had not read my notes properly and did not want to listen to me or give me time to explain why I was there. The GP was dismissive of my worries and then topped it all by saying "Is that alright, DEAR" as I left! I went home in tears.

## Positive Comments

- Always been very well treated by all the surgery staff
- At the moment my use of the health centre is fairly limited (thankfully) and on the occasions I have telephoned regarding a sick child I have been happy with the service. The last time I called for myself was in June last year and I was dealt with promptly over the phone so the system works fine for me at the moment. I have also used the drop in centre near the hospital recently for one of my children at the weekend and did wonder at the time whether some people were using that as a bit of a GP service. I'm not convinced that GP surgery's need to be open for longer hours.
- Considering the pressure of patient numbers and finite resources, the care I have received recently has been excellent. I am very grateful indeed!
- Excellent Service
- I always feel confident that a doctor will be able to see me quickly if something urgent crops up and this provides peace of mind.
- I am totally satisfied by the treatment I have received from everyone who have dealt with me in the practice.
- I feel content regarding Stony Medical Care. In fact, the NHS at this Centre is outstanding. I thought the Isle of Wight was good, and I wouldn't better it.....but you have... Many thanks to all the staff.
- I feel extremely fortunate to belong to this GP practice. My father was a GP (in the north of England) and I'm aware of huge changes in the nature of what was demanded during his working life and now. What remains constant is the importance of feeling in safe hands and receiving focused attention and expertise. This has been my experience over the 43 years I've belonged to this practice and is certainly the case with the present team. I feel huge gratitude for this.
- I find all the nurses extremely helpful and caring and receptionists do their best with limited time and available appointments.
- I have no problems, a very good practice :)
- I think the care I have received by the whole practice has been excellent. Although Dr Raju often runs late she always gives you the time you need, but it can be frustrating when you have other appointments to get to. She always explains things so that I understand. All the doctors I have seen have been fantastic as have the nursing team and reception staff. Thank you all!
- I'm very happy with the services I get at this practice
- I'm very satisfied with the surgery , always very helpful
- Our registered GP (Dr Raju) is brilliant, the best we've ever had. Liz on reception is always particularly helpful.
- Patricia Regis is the most conscientious doctor I have ever had. She's always kind, understanding and nice to chat to.
- Very good staff & Doctors. If no appts can always get a call back from Dr on the day. A lot of other surgeries don't offer this, very satisfied.
- The GP I see, Dr Raju, is excellent. The nurses I mentioned are very good as is the receptionists. The trouble is the waiting time to get an appointment.

END.