

Dr Hepplewhite & Dr Virmani
Local Patient Satisfaction Survey December 2015

Access to a Doctor or Nurse

1. Speed at which the telephone was answered

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	14
Very Poor	1.5%	2
Poor	2.9%	4
Fair	8.8%	12
Good	54.4%	74
Very Good	32.4%	44
<i>answered question</i>		136

2. Time from booking until your appointment for non-emergencies

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	6
Very Poor	2.1%	3
Poor	5.6%	8
Fair	20.8%	30
Good	45.8%	66
Very Good	25.7%	37
<i>answered question</i>		144

3. Was emergency appointment available if necessary

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	49
Very Poor	0.0%	0
Poor	1.0%	1
Fair	4.0%	4
Good	29.7%	30
Very Good	65.3%	66
<i>answered question</i>		101

4. Convenience of day and time of your appointment

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	4
Very Poor	0.0%	0
Poor	1.4%	2
Fair	13.0%	19
Good	43.2%	63
Very Good	42.5%	62
<i>answered question</i>		146

5. Seeing the clinician of your choice

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	18
Very Poor	0.0%	0
Poor	4.5%	6
Fair	17.4%	23
Good	37.9%	50
Very Good	40.2%	53
<i>answered question</i>		132

6. Time waiting to check in with Reception

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	0
Very Poor	0.0%	0
Poor	0.0%	0
Fair	8.0%	12
Good	45.3%	68
Very Good	46.7%	70
<i>answered question</i>		150

7. Time waiting from your given appointment time for your non-emergency appointment

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	15
Very Poor	0.0%	0
Poor	1.5%	2
Fair	21.5%	29
Good	56.3%	76
Very Good	20.7%	28
<i>answered question</i>		135

8. Time waiting from your given appointment time for your emergency appointment

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	61
Very Poor	0.0%	0
Poor	1.1%	1
Fair	22.5%	20
Good	47.2%	42
Very Good	29.2%	26
<i>answered question</i>		89

9. Opportunity for a Doctor or Nurse to phone you back when requested

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	93
Very Poor	0.0%	0
Poor	3.5%	2
Fair	7.0%	4
Good	59.6%	34
Very Good	29.8%	17
<i>answered question</i>		57

10. Opportunity of obtaining a home visit when needed

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	132
Very Poor	16.7%	3
Poor	0.0%	0
Fair	16.7%	3
Good	27.8%	5
Very Good	38.9%	7
<i>answered question</i>		18

Obtaining a repeat prescription

11. Prescription ready at time given

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	28
Very Poor	0.8%	1
Poor	0.8%	1
Fair	5.7%	7
Good	36.9%	45
Very Good	55.7%	68
<i>answered question</i>		122

12. Prescription correctly issued

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	22
Very Poor	2.3%	3
Poor	0.0%	0
Fair	7.0%	9
Good	27.3%	35
Very Good	63.3%	81
<i>answered question</i>		128

13. Handling of any queries

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	37
Very Poor	0.0%	0
Poor	2.7%	3
Fair	7.1%	8
Good	38.9%	44
Very Good	51.3%	58
<i>answered question</i>		113

Obtaining test results

14. Information given about when to contact us for your results

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	45
Very Poor	0.0%	0
Poor	5.7%	6
Fair	13.3%	14
Good	44.8%	47
Very Good	36.2%	38
<i>answered question</i>		105

15. Results available when we said

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	47
Very Poor	0.0%	0
Poor	1.9%	2
Fair	7.8%	8
Good	48.5%	50
Very Good	41.7%	43
<i>answered question</i>		103

16. Satisfaction with the information provided

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	42
Very Poor	1.9%	2
Poor	1.9%	2
Fair	8.3%	9
Good	47.2%	51
Very Good	40.7%	44
<i>answered question</i>		108

About the staff

17. Satisfaction with the way the results were given

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	43
Very Poor	0.9%	1
Poor	2.8%	3
Fair	7.5%	8
Good	49.5%	53
Very Good	39.3%	42
<i>answered question</i>		107

18. Information provided by the reception staff

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	13
Very Poor	0.0%	0
Poor	0.7%	1
Fair	12.4%	17
Good	43.8%	60
Very Good	43.1%	59
<i>answered question</i>		137

19. Helpfulness of the reception staff

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	8
Very Poor	0.0%	0
Poor	0.7%	1
Fair	7.7%	11
Good	36.6%	52
Very Good	54.9%	78
<i>answered question</i>		142

20. Information provided by the GPs

Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	14
Very Poor	1.5%	2
Poor	1.5%	2
Fair	5.1%	7
Good	47.1%	64
Very Good	44.9%	61
<i>answered question</i>		136

21. Helpfulness of the GPs		
Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	12
Very Poor	1.4%	2
Poor	0.7%	1
Fair	10.1%	14
Good	42.8%	59
Very Good	44.9%	62
<i>answered question</i>		138

22. Information provided by the Nurse Practitioner		
Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	26
Very Poor	0.0%	0
Poor	0.0%	0
Fair	3.2%	4
Good	31.5%	39
Very Good	65.3%	81
<i>answered question</i>		124

23. Helpfulness of the Nurse Practitioner		
Answer Options	Response Percent	Response Count
Not Applicable/ Skipped	N/A	25
Very Poor	0.0%	0
Poor	0.0%	0
Fair	2.4%	3
Good	28.0%	35
Very Good	69.6%	87
<i>answered question</i>		125

Overall Satisfaction

24. Would you recommend this practice to a friend or family member?		
Answer Options	Response Percent	Response Count
Definitely not	0.7%	1
Probably not	0.7%	1
Undecided	6.9%	10
Probably	24.3%	35
Definitely	67.4%	97
<i>answered question</i>		144

25. Further comments or feedback on the Surgery

Number	Response Text
1	Could do with a late night or saturday morning service
2	Does Dr Hepplewhite still work there? Always see Dr Virmani.
3	I have had excellent care both by Dr Hepplewhite and Dr Virmani and Sister Jane over the past 20 years
4	The missing repeat prescription was placed online and seems to have got lost.
5	Could do with more parking spaces.
6	Sister Jane is really good and understanding of your problems
7	Like being able to get blood test done here. Brill reception staff.
8	Very good with all aspects I cannot complain at all.
9	I like having access to appointments and repeat prescriptions via patient access online. Sometimes the surgery seems to be short-staffed of GPs when one is absent. I'm sure that's the way it is at most surgeries these days however. I don't like the radio sorry.
10	As a patient , I don't know what I can see the nurse about opposed to the doctor. The interactive information on the TV screen is really good . Thank you
11	no complaints. I think this is a good surgery.
12	reception to open before 9am would be helpful as first appointment at same time as reception opens. Straight away doctors are late with first appointment. Too warm in waiting room.
13	early or late (7am or after 6pm) appointments would be useful for people who have difficulty getting time off work to attend Doctors. Actually never applicable to me but applicable to my brother - a factory worker
14	2 prescriptions lost at chemist
15	Dr's seem uninterested when discussing problems and don't always listen to patients.
16	Often feel like an intruder when talking to either doctors. Minimal information regarding conditions. Doctors are not rude but don't you feel exactly welcome and unless prompted, which in some cases you may feel reluctant to do so, they will not expand on the issues you may have, or offer extra advice apart from the minimal, and what is on a print-out
17	Love this practice but parking is a nightmare!
18	I have nothing but praise for this practice and all of its staff. Particular acknowledgement to Lisa on reception and Jane (Nurse Practitioner) for friendliness, helpfulness and professionalism. Thank you.

19	Never had any problems at this practice. I would highly recommend
20	excellent service
21	I don't recognise the problems I hear about in the media. This surgery is excellent.
22	I felt for my daughter who came into the practice in August. She felt very upset in the way she was dealt with, which made her feel worse once seeing the GP who was very direct and not particularly understanding!
23	I feel this surgery provides excellent care.
24	I feel I am very lucky to be registered with this practice.
25	I always seem to have promptly what I need. Thank you
26	difficulty getting appointments that are convenient around working hours so usually have to take time several hours off work for routine appointments which take 10-30 mins incl waiting time. Helpfulness and approachfulness of all staff is highly rated, but feel that follow up of repeat medications is poor
27	Lisa is a credit to your team. Always polite & friendly.
28	EMIS has a facility to allow patients to view their medical records and test results on line, it would be very handy if this was activated on the practice web site along side requesting prescriptions and booking appointments.
29	I only use the surgery very occasionally
30	Sister Jane is excellent - very helpful and puts you at ease. Dr Hepplewhite is blunt in her approach but with little time to see so many people, I can understand this. She is helpful and if it is not her area of expertise always refers you to see someone who is. Dr Virmani does not fill me with confidence as he just prints info from the internet. He is also very rude, talking about 'council house' people in a very disrespectful manner.
31	Lisa is excellent and goes above and beyond what is necessary, and Jane always has a kind and caring attitude
32	further requests/information on online repeat prescriptions ignored
33	I cannot fault the practice's reception staff; their professionalism, attitude and patience are first rate. However, I will never book an appointment to see Dr Virmani. I find him rude, arrogant, disrespectful, and he even took an opportunity upon my last visit to him to attempt to humiliate me in front of a trainee medical professional - an awful abuse of trust and position. All other aspects of the surgery are fantastic, including the care of Dr Hepplewhite and her support team.

34	Find all the doctors and nurse are really great with young kids and make it easier for parents
35	Excellent
36	In early 2014, Nurse Practioner Sister Jane on her own initiative made a health check while I was seeing her for travel vaccinations. This revealed very high blood pressure, and she began medication immediately. During the intervening period, guided by Dr. Virmani to include a statin with my b.p. regime, all indicators have been normal. My point is to say how pro-active the Surgery Staff are to meet patient needs.
37	a) not yet been given result of PSA test blood sample taken late October 2015. Do I have to phone, or do you phone me? b)Don't mind 10 min. wait at appointment time, as need that time to read all the notices!
38	I called one minute before 1pm for an appointment and was told to call back at 1pm. i explained i was at work and was difficult and asked if i could just hold but i wasnt allowed to
39	Excellent GP Practice
40	An excellent practice that cares for its patients and readily adopts the new practices proposed by the CCG.
41	Over the years myself and my family,now including my grandchildren have received the very best of care at the surgery. Dr Hepplewhite in particular we owe a great deal to for her care and compassion during some very difficult times.I hope in the Future when she does retire fully the surgery will carry on in the high standard we have come to expect.
42	doctor ready board in waiting room a good idea
43	I have been a patient at this practice for over 30 years and have always been highly satisfied . i particulalry appreciate the speed of which I can get an appointment with any of the requested members of the practice and I have never felt that my visit was wasting their time Both GPs and Nurse always listen to ones concerns however small . I have also seen vast improvements in the running of the surgery since a new practice manager came into post over recent years
44	Copies of regular blood tests are not checked by GP, for 5 months problems went unchecked. Not good communication between chemist and practice.
45	Have been using this practice for 28 years. Service available is the best in the county. Thanks to to the GPs and all the staff.
46	Dr V was brilliantly helpful when I was really badly ill last year. Thank you
47	I am pleased with this surgery and glad I choose do it.
48	fabulous surgery

49	Is there any possibility the same locums could be contracted on a regular basis to avoid the situation whereby you see a different doctor every time if you're unable to wait to see Dr Hepplewhite or Dr Virmani? Besides this, very happy with the practice doctors, nurse practitioner and staff, thank you all.
50	Receptionists are very fast and efficient. Received a text of appointment details before I had even finished booking it.
51	Appointment times are the big issue for me, i try book an appointment and its not avabile until a week later
52	It would be useful to have longer opening hours as not all patients can attend appointments as they work shifts whereby appointments arn't always available.It can take several weeks to obtain an appointment, why does the practise not provide telephone consultations instead of having to book emergency appointments when the issue may not be an emergency.
53	I would recommend Dr Hepplewhite very helpful.
54	I think you do a wonderful service!
55	Very pleased with the way I am looked after by this surgery and I have never had cause to complain
56	I've been made to feel like I'm over reacting when suffering physical problems and bleeding with my second pregnancy and when finding a lump I was told I was over weight even though I had only given birth 8 weeks previous (I'm only 11 stone and I was before my pregnancy) and been told by most staff that the doctors argue over who can be bothered to see what patients and generally very poor communication and attitudes by doctors, however on the other end of the scale couldn't have better treatment from the midwife sue ward and nurses, always been well treated and listened to in a professional manner.
57	Far better and quicker booking on line for appointments and repeat medication.
58	Whilst I have been happy with receptionist my husband was given a wrong appointment time and had to wait a further week for results.

59	<p>I have not contacted the surgery for a phone call as I have had problems with this in the past. I think the surgery needs to be proactive and offer phone triage instead of offering everyone an appointment, there have been times where I have known what the issue is and have had to make an appointment to physically see the doctor.</p> <p>I like the app but the appointments still get booked up very quickly and I noticed that Dr Virmani appears to be working single handedly. This is not good for his stress levels and also handling a surgery of this size alone can obviously lead to poor service to the patients as there are less appointments available. Overall the staff on reception are supportive when I call for appointments for my children. Lisa is especially helpful.</p>
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General Information of survey applicants

26. What is your age?

Answer Options	Response Percent	Response Count
16 to 24	3.1%	4
25 to 34	4.6%	6
35 to 44	10.7%	14
45 to 54	22.9%	30
55 to 64	19.8%	26
65 to 74	29.8%	39
75 or older	9.2%	12
<i>answered question</i>		131

27. What is your gender?

Answer Options	Response Percent	Response Count
Female	51.4%	71
Male	48.6%	67
<i>answered question</i>		138

28. What is your ethnicity? (Please select all that apply.)

Answer Options	Response Percent	Response Count
White British	96.4%	132
White Irish	0.7%	1
Indian	1.5%	2
Pakistani	0.0%	0
Bangladeshi	0.0%	0
Caribbean	0.0%	0
African	0.0%	0
Chinese	0.0%	0
Prefer not to answer	1.5%	2
Other (please specify)		1
<i>answered question</i>		137

29. How many years have you been attending this Practice?

Answer Options	Response Percent	Response Count
1 year or less	9.2%	12
1 to 5 years	10.8%	14
5 to 10 years	10.0%	13
10 years or more	70.0%	91
<i>answered question</i>		130

30. In the past 12 months, how many times have you seen a doctor or nurse at your practice?

Answer Options	Response Percent	Response Count
None	2.2%	3
Once or twice	20.9%	29
Three or four times	40.3%	56
Five or more times	36.7%	51
<i>answered question</i>		139

Thank you to all patients who gave their time to complete our patient satisfaction survey.