

The Sherborne Apples Forum (S.A.F) was carried out May 2016; questionnaires were available to the patients when they came into the practice.

All questionnaires were anonymous.

47 questionnaires were completed

## **Results**

### **Question 1**

How do you normally book your appointments: (Some patients use more than one option)

<b>In person</b>	<b>12</b>
<b>By phone</b>	<b>34</b>
<b>Online</b>	<b>10</b>

#### **Positives:**

Appointments by phone are easy

Action plan:

Online to be encouraged, possible notice on the 'how to use the online service'

### **Question 2**

Which method would you prepare to use to book an appointment?

<b>In person</b>	<b>11</b>
<b>By phone</b>	<b>33</b>
<b>Online</b>	<b>11</b>

#### **Action plan:**

Practice to confirm online appointment booked via email?

### **Question 3**

Getting through on the phone:

<b>Haven't tried</b>	<b>2</b>
<b>Very easy</b>	<b>28</b>
<b>Fairly easy</b>	<b>13</b>
<b>Not very easy</b>	<b>5</b>

### **Question 4**

Speaking to a doctor/nurse on the phone

<b>Haven't tried</b>	<b>GP 14/Nurse 14</b>
<b>Very easy</b>	<b>GP 19/Nurse 17</b>
<b>Fairly easy</b>	<b>GP 12/Nurse 9</b>
<b>Not very easy</b>	<b>GP 3/Nurse 2</b>

#### **Positives:**

Speaking to a professional in the surgery on the phone is easily managed

### **Question 5**

Obtain test results by phone

Haven't tried 9  
Very easy 16  
Fairly easy 10  
Not very easy 7  
Not easy at all 2

#### **Action plan:**

Procedure to obtain test results to be made clear, communicate via the practice quarterly Newsletter?

### **Question 6**

Have you tried to see a GP fairly quickly?

Yes 32  
No 6  
N/A 9

### **Question 7**

Following on from question 6, if so if you were not able to be seen during the next two weekdays why was that

There were no appointments	13
Offered a telephone appointment, but wanted to be seen	3
Times offered did not suit	3
Another reason	0
N/A	21

#### **Positives:**

Majority of patients get seen within two days, when wanted to have an appointment fairly quickly

### **Question 8**

How long after your appointment time do you normally wait to be seen

I am normally seen on time	2
Less than 5 mins	7
5-15 mins	22
15-30 mins	14
More than 30 mins	0
N/A	1

#### **Positives:**

Issues of timings but GPs are more thorough (see results 10 to 17 very positive, supportive patients)

**Action plan:**

Small number of patients having to wait more than 15 mins, but it may mean more time is spent in consultation with the previous patient – notice to be put up in the surgery ‘late in being seen, GP running late’

**Question 9**

How do you feel about how long you normally have to wait?

<b>I don't normally have to wait too long</b>	<b>21</b>
<b>I have to wait a bit too long</b>	<b>3</b>
<b>I have to wait far too long</b>	<b>5</b>
<b>I have to wait but happy to do so</b>	<b>9</b>
<b>No opinion/does not apply</b>	<b>6</b>

**Positives:**

Majority of patients don't have to wait too long. Expectations of the patients are to wait for some time.

**Question 10**

How easy is it for you to get an appointment with the practice nurse at the surgery?

<b>Haven't tried</b>	<b>12</b>
<b>Very</b>	<b>13</b>
<b>Fairly</b>	<b>13</b>
<b>Not very</b>	<b>2</b>
<b>Not at all</b>	<b>1</b>
<b>N/A</b>	<b>4</b>

**Action plan:**

Nursing appointments increased with new appointment of practice Nurse

**Question 11**

Do the GPs/Nurses give you enough time /listen to you

<b>Very good</b>	<b>GP 27/Nurse 24</b>
<b>Good</b>	<b>GP 17/Nurse 12</b>
<b>Neither good nor bad</b>	<b>GP 1/Nurse 0</b>
<b>Poor</b>	<b>GP 0/Nurse 1</b>
<b>Very poor</b>	<b>GP 0/Nurse 0</b>
<b>N/A</b>	<b>GP 0/Nurse 4</b>

**Question 12**

Do the GPs/Nurses ask about your symptoms?

<b>Very good</b>	<b>GP 24/Nurse 18</b>
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<b>Good</b>	<b>GP 17/Nurse 11</b>
<b>Neither good nor bad</b>	<b>GP 2/Nurse 0</b>
<b>Poor</b>	<b>GP 0/Nurse 0</b>
<b>Very poor</b>	<b>GP 0/Nurse 0</b>
<b>N/A</b>	<b>GP 0/Nurse 9</b>

### **Question 13**

Do the GPs/Nurses explain tests and treatments?

<b>Very good</b>	<b>GP 27/Nurse 17</b>
<b>Good</b>	<b>GP 14/Nurse 14</b>
<b>Neither good nor bad</b>	<b>GP 2/Nurse 0</b>
<b>Poor</b>	<b>GP 0/Nurse 1</b>
<b>Very poor</b>	<b>GP 0/Nurse 0</b>
<b>N/A</b>	<b>GP 0/Nurse 17</b>

### **Positives:**

Doctors and Nurses feedback very positive, although not so many patients have said they see the Nurse

### **Question 14**

Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health condition?

<b>Yes</b>	<b>22</b>
<b>No</b>	<b>8</b>
<b>N/A</b>	<b>12</b>

### **Question 15**

If you had a discussion did they take notice of your views about how to deal with your health condition?

<b>Yes</b>	<b>28</b>
<b>No</b>	<b>2</b>
<b>N/A</b>	<b>12</b>

### **Question 16**

Did you receive info about the things you might do to deal with your health condition?

<b>Yes</b>	<b>25</b>
<b>No</b>	<b>2</b>
<b>N/A</b>	<b>14</b>

### **Question 17**

Did you agree?

<b>Yes</b>	<b>25</b>
<b>No</b>	<b>3</b>
<b>N/A</b>	<b>15</b>

**Question 18**

Did you receive a written document about the discussion?

Yes 8  
No 18  
N/A 16

**Question 19**

Did a Doctor or Nurse discuss a document called a care plan with you?

Yes 5  
No 17  
N/A 16

**Question 20**

Do you think these discussions has helped improve how you manage your health condition

Yes 20  
No 4  
N/A 19

**Positive:**

Very good positive feedback with regards to the discussions, trying to educate the patient on how to manage their health

**Question 21**

Would you be interested in attending an educational event at the practice?

Yes 12  
No 23  
N/A

**Talks/Lectures/Needs that a few patients have suggested:**

Dementia/Carer  
Heart Conditions  
Diabetes  
Diabetic Foot Care  
Health issues for those who are approaching mid life

**General feedback about the surgery premises:**

A very clean bright waiting area  
Profession and smart area  
Light and very clean and comfortable  
Calm and friendly – not too much  
Continuity of 'Front of House' is important

Good seating and warm in the winter

Seats with arms suggested

Notice boards/walls cluttered – new notices update?

SAF meetings downstairs (accessibility)