










## 2017 Patient Survey


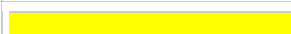
**1. In April, we changed to a new appointment system where a doctor or nurse calls you back for assessment before offering an appointment. Has this made it easier or more difficult for you to get an appointment?**

			Response Percent	Response Total
1	Much easier		21.03%	49
2	A little easier		29.61%	69
3	No change / I don't know		21.46%	50
4	More difficult		18.45%	43
5	A lot more difficult		9.44%	22
			answered	233
			skipped	0


**2. We offer extended hours appointments outside of our normal opening hours. When would be your preferred time for these appointments?**

			Response Percent	Response Total
1	Evenings 6.30 – 8pm		48.50%	113
2	Mornings 7 – 8am		6.01%	14
3	Saturday morning 9-12am		21.03%	49
4	No preference		24.46%	57
			answered	233
			skipped	0





**3. If you register for Online Services, you can order prescriptions, book telephone appointments, and view test results and parts of your medical record online. Have you registered for Online Services yet? If no, please let us know why.**

			Response Percent	Response Total
1	Yes		39.57%	91
2	No		60.43%	139





**4. If you have had any contact with our practice pharmacist to discuss your medication, how would you rate the service you received?**

			Response Percent	Response Total
1	Excellent		22.60%	33

**4. If you have had any contact with our practice pharmacist to discuss your medication, how would you rate the service you received?**



			Response Percent	Response Total
2	Good		49.32%	72
3	Average		18.49%	27
4	Poor		5.48%	8
5	Very poor		4.11%	6
			answered	146
			skipped	87

**5. If you have a long term condition (e.g. diabetes, asthma), where would you prefer to have it managed?**

			Response Percent	Response Total
1	I would always like to attend my own GP surgery		79.80%	162
2	I would like to have a choice of GP surgeries in Crawley		6.40%	13
3	At East Surrey Hospital		2.46%	5
4	No preference		11.33%	23
			answered	203
			skipped	30

Comments: (4)

**6. We are looking for new members of our Virtual Patient Reference Group. This involves receiving occasional emails giving information or asking for feedback on new ideas or initiatives. There is no commitment to reply or be further involved. Would you be happy to receive such communications from the Practice or from the Leacroft Patient Support Group? If yes, please enter your email address in the comments box below.**

			Response Percent	Response Total
1	Yes		28.57%	60
2	No		71.43%	150
			answered	210
			skipped	23

**7. Please leave any other feedback about the practice in the box below.**

		Response Percent	Response Total
1	Open-Ended Question	100.00%	51
2	Excellent Service		

## 7. Please leave any other feedback about the practice in the box below.

		Response Percent	Response Total
3	Can't complain much		
4	I would like to get involved and offer any support to our Medical Practice. Keep up the good work !		
5	Good		
6	Good		
7	It hasn't been the same since the surgery left West Green. It seem to be the numbers instead of patience. No personal touch		
8	It is very difficult to book an appointment even at 8:10am you are told that no appointments left please ring back at 14:00 and when you ring at 14:00 no one bothers to pick up		
9	To get appointment very different to the morning		
10	Just sort the phones out. Costs me a lot of money holding on		
11	I have always found the practice great being able to get appointments or being able to speak to staff who are always helpful		
12	I have always found the practice great being able to get appointments or being able to speak to staff who are always helpful		
13	i'm very happy with the surgery as it is		
14	No direct information about on going placement changes and what is offered by practice as regards to patient care		
15	Facilities are much better and improved. Dedicated GP is preferred for continuity		
16	Hard to get appointment		
17	Can never get through on the phone and need more appointments for nurses online		
18	Still difficult to get an appointment in advance as people need to take time off which is difficult if you phone to get an appointment		
19	The new appointment system works well when you are ill on the day. However it's difficult to obtain advance and non urgent appointments. Staff are always supportive , friendly and professional		
20	Happy with GP practice		
21	Pleased with the service		
22	Service is always amazing. We are lucky to have a clean well run practice		
23	Excellent service		
24	The assessment calls tend to be between 2-3pm which is the worst time for me as if i m at work i can't take calls so therefore unable to then make an appointment		
25	Fine		
26	I would have been interested in the above group but feel like i do not use the practice enough		
27	Very friendly but hard to get appointment sometimes		
28	Virtually impossible to get appointments . Me and my daughter go walk in centre at the hospital , it's becoming the only reliable way to get seen . Please get more doctors and appointment slots		
29	<ol style="list-style-type: none"> <li>1. On the whole the staff are lovely.</li> <li>2. It's extremely difficult to get an appointment. Despite having two opportunities a day.</li> <li>3. I never seem to be able to make pre-book able appointments, why is that (for a Dr).</li> <li>4. The communication process/handover process in reception is poor. For example one person says come back at X day and time in person and when I do, the person working that day knows nothing and says it's pointless ,and,a waste of time.</li> <li>5. Why do your receptionist not wear name badges?</li> <li>6. I can't imagine the current process for booking appointments works for working people. That's just my thoughts, I don't work so not something that impacts me.</li> </ol>		

**7. Please leave any other feedback about the practice in the box below.**

		Response Percent	Response Total
30	With minor surgery it would be nice to have an appointment with the doctor doing the procedure before it happens there is no patient contact before you have the procedure done for example with cysts I suffer from on my head there is no examination of these before hand for example if I wanted two done how do I speak to the doctor to find out the info as you ask us to shave our hair without even knowing what cysts we are having done when you have more than one! Also when your in a queue at the surgery & the one receptionist is dealing with a person who is time consuming all the staff sitting behind the glass windows it would be nice if they assisted in these situations as it should be about providing the best service to your patients.		
31	Wait time for midwife appointments is a joke st 6 weeks! Nurses appointment the same st 4 weeks! I want bloods and a check on what could be cancerous on my back and no doctors appointments yet for 2 weeks plus!		
32	I experienced great difficulty getting an appointment for a looked after child in my care recently knowing what the problem was & what was needed after trying for two days had to use walk in centre a four hour wait & much unnessasary distress for him for a two minute consultation for a prescription for shingles ???		
33	Still very difficult to book non urgent appointment. Called last Wednesday for a non urgent appt. As Tuesday or Friday is my preference I was asked to call again on Friday. Called Friday morning, engaged line until answered at 08.20. The only appt left for next Friday was 09.40, not convenient. As I work full time and prefer late appt I was asked to call Tuesday as u offer a late clinic Tuesday evening. So hopefully this will be achieved when I call again on Tuesday		
34	Still very difficult to book non urgent appointment. Called last Wednesday for a non urgent appt. As Tuesday or Friday is my preference I was asked to call again on Friday. Called Friday morning, engaged line until answered at 08.20. The only appt left for next Friday was 09.40, not convenient. As I work full time and prefer late appt I was asked to call Tuesday as u offer a late clinic Tuesday evening. So hopefully this will be achieved when I call again on Tuesday		
35	Please ask ***** to be more sympathetic towards patients calling in for appointments.		
36	Very good		
37	Always had a call back when I've called in and offered appointments if nurse. doctor feels necessary. Only problem is sometimes it is difficult to get through on the phone and wait can be 20-30 mins or more. But appreciate it's a busy Practice.		
38	Patients not informed of changes notices on coloured paper but useful, Poor Sight		
39	On the whole I find the practice very helpful		
40	When I called the surgery the staff are very polite and explain things to you easily. i am very satisfied with the warmest as well as staff and doctors too		
41	Leacroft is a very efficient practice		
42	Usually get seen on the day. It does take a lot of time to get through on the phone in the morning. Maybe cut down on that with more times		
43	I have been with you for years. Always thought the service was good. you probably need more staff now with more patients		
44	Very polite and friendly environment , excellent service		
45	Very Good		
46	It is an extremely busy surgery especially at 8am but i have never had any problems getting an appointment. The overall service is very good		
47	Very thankful of being here. Using pharmacy 2 you with Leacroft is very good. The Staff are always helpful and informative		
48	Last week i tried to get an appointment then tried two days after at 8am. The phone line at 2pm was very busy then after 2pm i get connected and they gave me a appointment next week that its too late and they need to improve the waiting time		
49	Always been happy		

**7. Please leave any other feedback about the practice in the box below.**

		<b>Response Percent</b>	<b>Response Total</b>
50	Nurses are lovely. Doctor and staff helpful		
51	I transferred to this surgery after moving into the neighbourhood. I only went here and there wasn't any choice. I would be more than happy to transfer and i am scouting at the moment		
		answered	51
		skipped	182