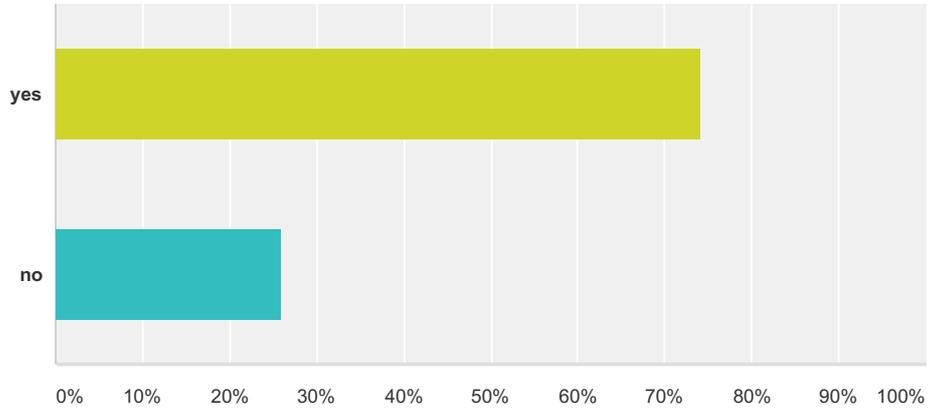


**Q1 The first part asks about how you feel about information received FROM the surgery. Do you feel you are generally 'informed' about the surgery and how to obtain the services you need?**

Answered: 108 Skipped: 0



Answer Choices	Responses	
yes	74.07%	80
no	25.93%	28
<b>Total</b>		<b>108</b>

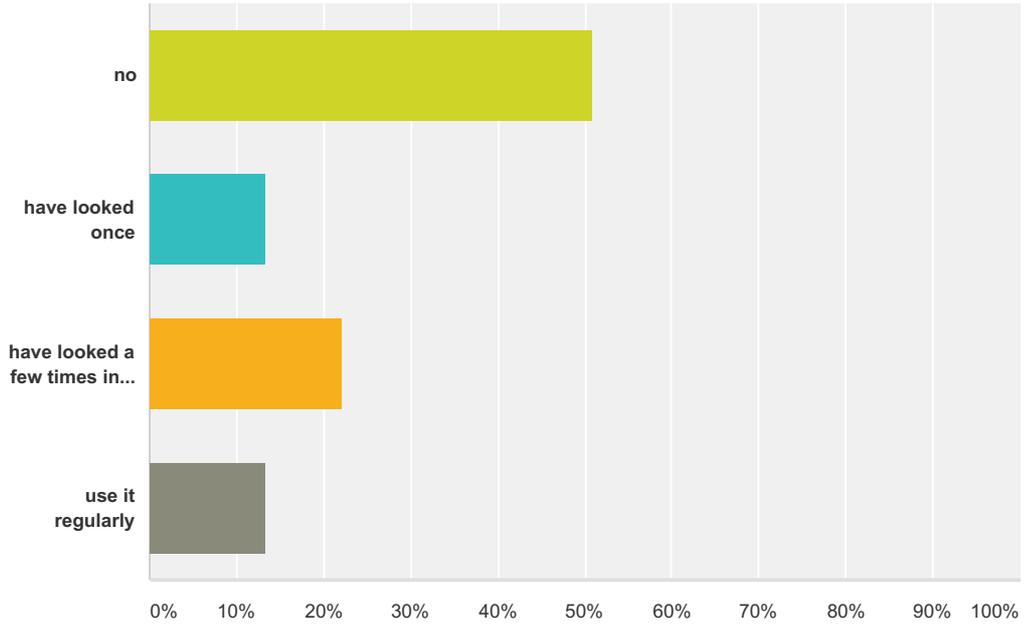
**Q2 If 'no' then please tell us what is lacking.**

Answered: 23 Skipped: 85

#	Responses	Date
1	Communication.	3/18/2016 9:20 AM
2	I am not aware of receiving any information from the surgery unless I ring for a telephone appointment.	3/1/2016 7:04 PM
3	Never actually heard anything at all .... Generally find out for yourself when trying to make appointments of changes ...	2/23/2016 11:18 AM
4	I never get any news about new Doctors or anything else < the only time i hear from surgery is when asked to answer a questionare	2/22/2016 10:59 AM
5	Have not received any information about ser ices available	2/19/2016 10:40 PM
6	Unless you attend the surgery in person on a regular basis which I dont no feedback, so how would I know about any services available. For example, flu jabs, Nhs healthchecks, vaccinations available at certain ages, doctors leaving, new doctors appointed.	2/19/2016 7:21 PM
7	information about the movement of doctors and for example the dr james situation	2/19/2016 2:49 PM
8	I don't hear of any services that could be of use.	2/19/2016 11:37 AM
9	No communication from them, only see ifo if going to surgery for prearranged appointment	2/19/2016 11:34 AM
10	There was no information afforded to me with a fracture that I could get transport. It was assumed I knew this. No, not unless I am told.	2/19/2016 10:41 AM
11	I don't think I get info about the workings of the surgery, unless I have reason to ask. If that's what's the question is about.	2/19/2016 10:31 AM
12	I feel it would be good to get quarterly emailed newsletters informing us of changes in doctors, as each time I visit, there seem to be different doctors at the surgery. This would be useful as I don't visit the surgery regularly.	2/19/2016 10:17 AM
13	Unless you go to the surgery there is no contact with them. It would be nice to receive a bi-annual e mail/newsletter with details of new clinics or services the surgery now offer.	2/19/2016 7:29 AM
14	Your question gave no other option apart from yes/no whereas I don't particularly uninformed I think it's possible to be so without knowing.	2/19/2016 12:40 AM
15	Personal ccommunication	2/18/2016 8:31 PM
16	I find the service intermittent. Sometimes good, sometimes difficult. I don't feel I can be seen at times that fit in with my life demands but that I have to be seen when it fits in with a doctors availability. Far more suited to the running of the practice than to a patients requirements.	2/18/2016 8:17 PM
17	More contact at reception	2/18/2016 7:51 PM
18	i don't visit the surgery regulary so i don't know what is going on	2/18/2016 7:45 PM
19	Never received any information	2/18/2016 7:23 PM
20	When notices are put up in the surgery the only way you get to know is by the need to go into the surgery. This does not happen very often, especially now the vast majority are telephone consultations.	2/18/2016 6:34 PM
21	Unless I order a prescription, then I would receive further info. But otherwise no.	2/18/2016 5:57 PM
22	maybe information sent by email to inform us of changes	2/18/2016 5:32 PM
23	Lack of verbal communication between patient and staff about what is available such as blood tests, how to obtain 'sharp' containers, etc.	2/18/2016 5:06 PM

### Q3 Do you look at the surgery website?

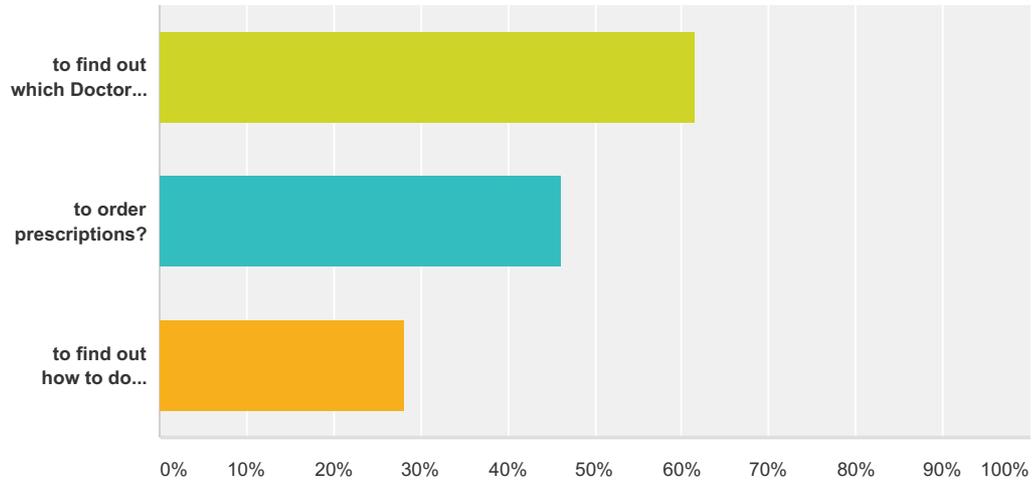
Answered: 104 Skipped: 4



Answer Choices	Responses
no	50.96% 53
have looked once	13.46% 14
have looked a few times in the last 6 months	22.12% 23
use it regularly	13.46% 14
<b>Total</b>	<b>104</b>

### Q4 If you use the website is it.... (skip this one if you don't use it)

Answered: 39 Skipped: 69

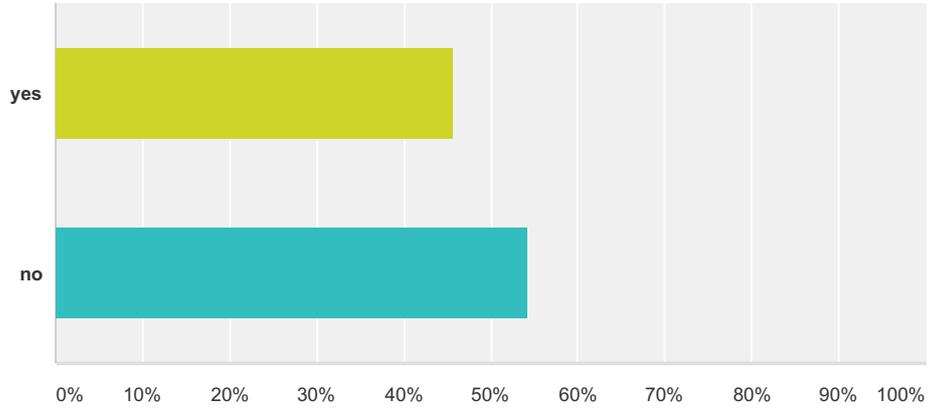


Answer Choices	Responses
to find out which Doctor is on duty?	61.54% 24
to order prescriptions?	46.15% 18
to find out how to do things - such as making an appointment?	28.21% 11
<b>Total Respondents: 39</b>	

#	Other (please specify)	Date
1	Nothing in particular so far!	3/2/2016 2:29 PM
2	Doctor on duty to my knowledge not usually on it? Ordering prescriptions has never worked even after being given 3 different passwords it never recognises me!	2/23/2016 11:21 AM
3	no access at home	2/19/2016 2:50 PM
4	Just looking to see the Dr's.	2/19/2016 11:38 AM
5	Only just found the doctors on duty list. But will be using it in future. Very handy list.	2/18/2016 8:19 PM
6	Was unaware that the surgery had a website!	2/18/2016 6:27 PM
7	To check opening hours To find information on new doctors	2/18/2016 4:23 PM

### Q5 Do you have a copy of the surgery information booklet?

Answered: 103 Skipped: 5



Answer Choices	Responses	
yes	45.63%	47
no	54.37%	56
<b>Total</b>		<b>103</b>

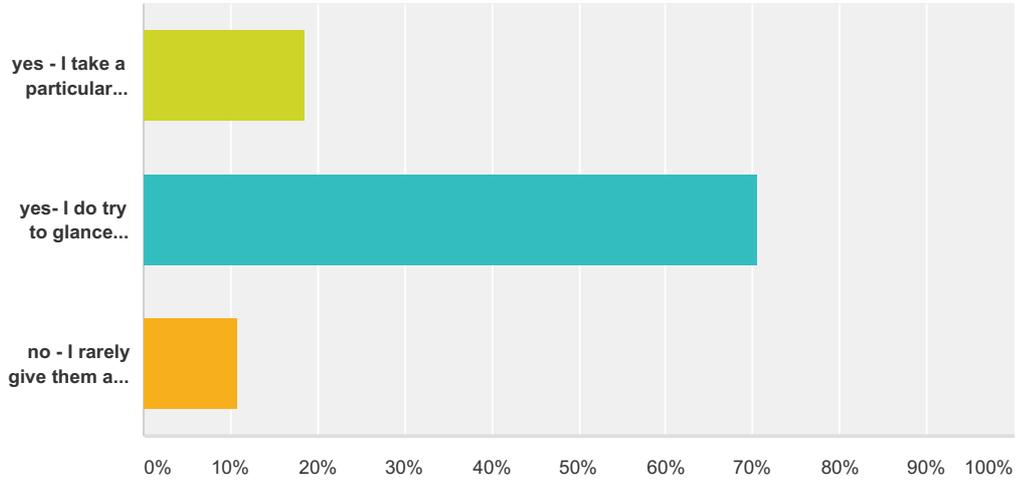
## Q6 If you answered 'yes' any comments you have would be appreciated.

Answered: 16 Skipped: 92

#	Responses	Date
1	My husband recently attended the Surgery and through no fault of the Doctor, waited quite some in the Waiting Room and found that no reading matter could be found for men. Anything like car mags, readers digest, country mags etc. would be most appreciated.	3/15/2016 5:43 PM
2	I think the booklet covers most aspects and gives a reasonable amount of information.	3/1/2016 5:36 PM
3	the available medical staff are always changing and it is difficult to get continuity with one doctor	2/26/2016 4:49 PM
4	I feel it is adequate but my copy probably needs to be updated for practice changes of personnel	2/24/2016 2:49 PM
5	An invaluable piece of easy to follow information to have in the house.	2/19/2016 5:26 PM
6	excellent	2/19/2016 2:50 PM
7	Surplus to requirements if I have on-line access.	2/19/2016 10:20 AM
8	The Patient's Guide is a useful document	2/19/2016 10:08 AM
9	Haven't read it.	2/18/2016 9:43 PM
10	Good to look at when you have a problem	2/18/2016 8:32 PM
11	Useful and informative	2/18/2016 7:06 PM
12	Feel it is quite comprehensive	2/18/2016 6:28 PM
13	I haven't really looked at it yet, sorry!!	2/18/2016 5:13 PM
14	Is informative and I don't have any constructive comments	2/18/2016 4:47 PM
15	Would suggest everyone would appreciate slightly larger print, in certain areas of the booklet too much information is included.	2/18/2016 4:46 PM
16	The one I have is out of date in terms of names of people working there	2/18/2016 4:23 PM

**Q7 In the reception area there are always various notices posted here and there. Do you generally read such notices?**

Answered: 102 Skipped: 6



Answer Choices	Responses
yes - I take a particular interest in seeing what is displayed	18.63% 19
yes- I do try to glance around to see if there might be something to interest me	70.59% 72
no - I rarely give them a glance	10.78% 11
<b>Total</b>	<b>102</b>

## Q8 If you do read these notices can you tell us - as an example - of something you found useful or interesting?

Answered: 51 Skipped: 57

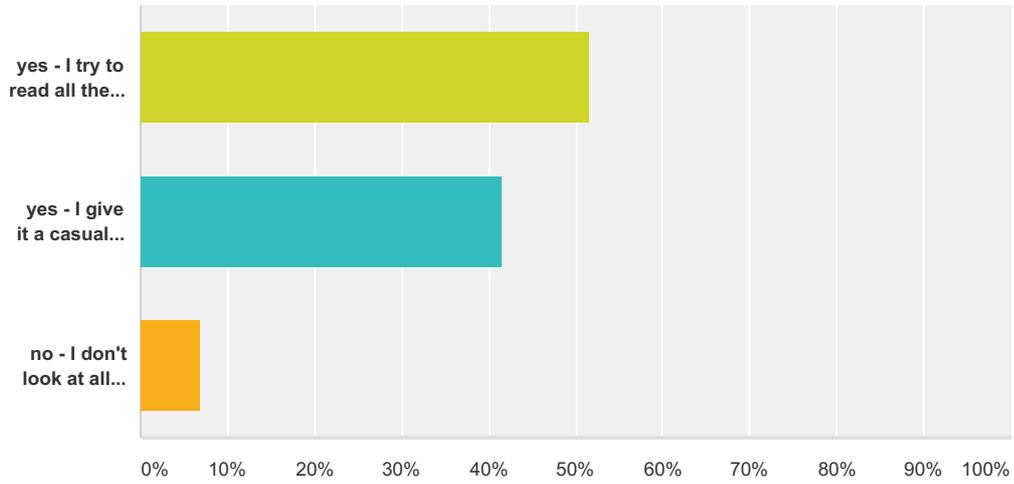
#	Responses	Date
1	Information about various health issues. Also local groups.	3/5/2016 9:29 AM
2	Information on hearing,heart conditions, diabetes,alcohol consumption,and various organs of the body going wrong. All a bit depressing really.	3/1/2016 7:15 PM
3	Not recently but Flu jab info was useful before Christmas	3/1/2016 2:37 PM
4	Nothing specific.	2/27/2016 10:27 PM
5	Notice about shingles vaccinations	2/27/2016 1:14 PM
6	I followed up the advice to have a hearing test but this service is now located at the Grove Centre, and I have not needed the information scattered around the Waiting Room.	2/26/2016 4:56 PM
7	vaccination programme with reference to the Shingles eligibility	2/24/2016 2:50 PM
8	Dates when Flu jabs are available	2/22/2016 11:00 AM
9	I found a pamphlet for my neighbour about personal alarms	2/20/2016 6:23 PM
10	Nothing in particular	2/20/2016 10:57 AM
11	Self referral physiotherapy.	2/20/2016 9:47 AM
12	Cannot really think of a notice which stayed in my memory.	2/19/2016 7:28 PM
13	flu jab dates, bank holiday info.	2/19/2016 5:27 PM
14	allied referal system	2/19/2016 2:51 PM
15	Nothing actually applied to my specific needs	2/19/2016 2:25 PM
16	Heart information.	2/19/2016 1:20 PM
17	No just looking.	2/19/2016 11:38 AM
18	at that point a screen does convey some useful info	2/19/2016 11:37 AM
19	Date of flu jab.	2/19/2016 10:42 AM
20	As I am lucky and in general have very good health I don,t need help with any health issues.	2/19/2016 10:20 AM
21	None stand out.	2/19/2016 10:09 AM
22	List of the doctors on duty	2/19/2016 9:53 AM
23	Nothing I needed but I do try and look in case there is any information I don't kniw	2/19/2016 9:16 AM
24	Flu jabs	2/19/2016 7:58 AM
25	nothing really interested me	2/19/2016 6:09 AM
26	Things of a general nature such as, I think it was, health heart information.	2/18/2016 10:29 PM
27	Who is eligible for shingles vaccination	2/18/2016 9:50 PM
28	Medi tag info. Flu jab info. Various clubs and group info. Although I may not need to use them it's handy to know they exist.	2/18/2016 8:24 PM
29	Information about shingles.	2/18/2016 7:53 PM
30	they were very relevant in the information relating to the dates and times for the Flu vacations.	2/18/2016 7:28 PM
31	No	2/18/2016 7:24 PM
32	Flu jab dates and information on your screen.	2/18/2016 7:07 PM
33	Haven't really found anything I found interesting	2/18/2016 6:45 PM
34	info for repeat prescriptions.	2/18/2016 6:39 PM

## Howard House communications survey 2016

35	No I can rarely see them clearly enough in order to read them. You do have to walk right up to them in order to read them.	2/18/2016 6:37 PM
36	Only a casual glance at them. If there are too many I feel that this puts people off reading.	2/18/2016 6:29 PM
37	Dates of flu jabs	2/18/2016 6:15 PM
38	The amount of literature suggests that there is something for everyone.	2/18/2016 5:59 PM
39	info about flu jabs. health leaflets	2/18/2016 5:59 PM
40	The cost of paracetamol pain killers, which could be saved and the money used to better purposes.	2/18/2016 5:46 PM
41	To remember flu injections	2/18/2016 5:16 PM
42	It's been a while since I had to wait for an appointment so cannot remember anything in particular. I do always take note of when the flu jabs are available and when the surgery is being closed for staff training	2/18/2016 5:15 PM
43	Out of hours telephone number	2/18/2016 5:12 PM
44	No	2/18/2016 5:08 PM
45	There is nothing in particular just good to see that information. Is there if needed.	2/18/2016 4:58 PM
46	Not one particular matter, just read them to keep updated	2/18/2016 4:48 PM
47	General look and occasionally pick something up.	2/18/2016 4:47 PM
48	Can't remember exactly, but was about various things to help people with certain conditions	2/18/2016 4:46 PM
49	Support groups	2/18/2016 4:38 PM
50	Flu Jabs	2/18/2016 4:32 PM
51	Shingles inoculation.	2/18/2016 4:30 PM

**Q9 When waiting in the surgery do you look at or study the information on the tv screen? (apart from checking that you have been called)**

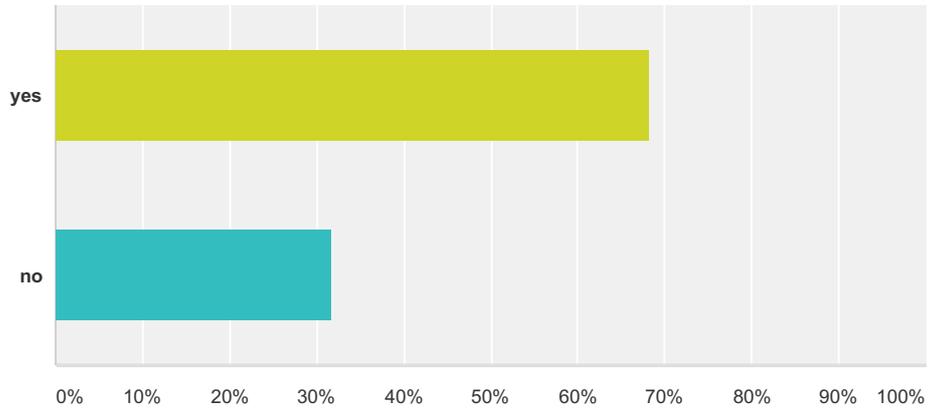
Answered: 101 Skipped: 7



Answer Choices	Responses
yes - I try to read all the information quite carefully	51.49% 52
yes - I give it a casual glance from time to time	41.58% 42
no - I don't look at all apart from waiting for my name to be called	6.93% 7
<b>Total</b>	<b>101</b>

### Q10 Do you find it easy to read the information on the screen?

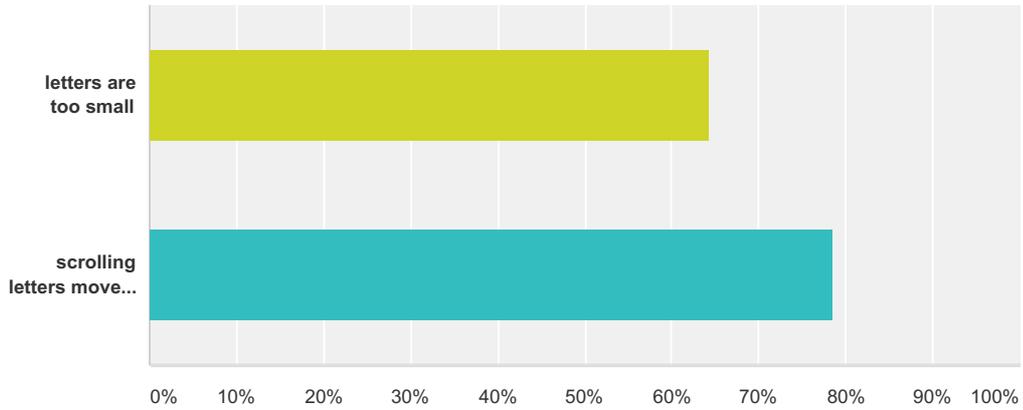
Answered: 101 Skipped: 7



Answer Choices	Responses	
yes	68.32%	69
no	31.68%	32
<b>Total</b>		<b>101</b>

### Q11 If you answered 'no' then please give us an idea why

Answered: 28 Skipped: 80

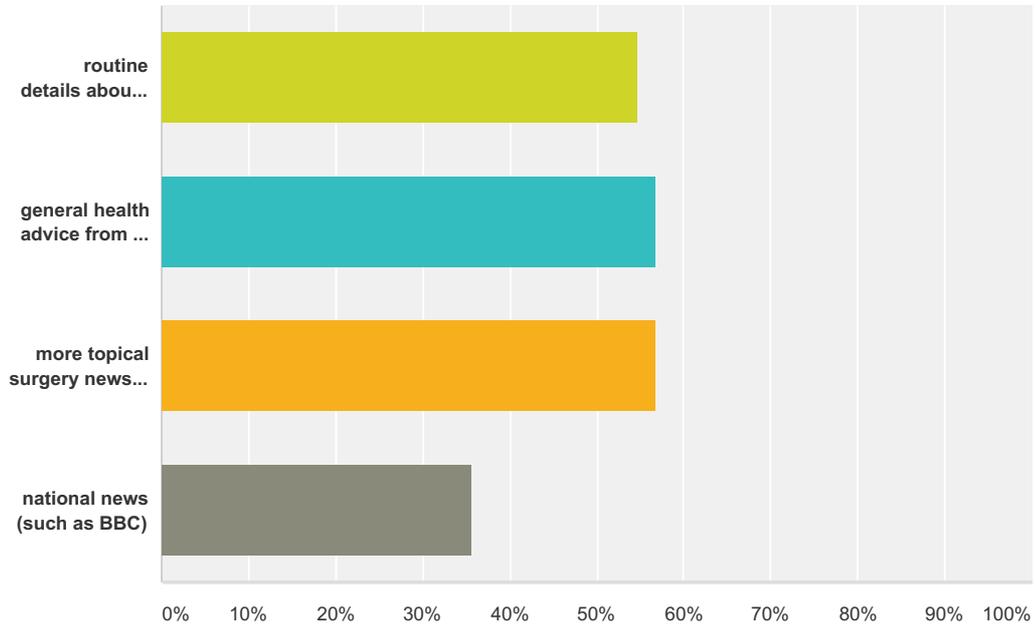


Answer Choices	Responses
letters are too small	64.29% 18
scrolling letters move too quirkly	78.57% 22
<b>Total Respondents: 28</b>	

#	Other (please specify)	Date
1	If I am sitting at the back of the waiting room I can't see the small letters	2/20/2016 6:24 PM
2	To much Information on individual page making letters to small Scrolling to quickly to read	2/19/2016 10:46 PM
3	repetative distractions	2/19/2016 2:51 PM
4	The news just gives the headlines and no contents	2/19/2016 2:26 PM
5	Could be difficult from a back seat.	2/19/2016 1:21 PM
6	Does move a bit too quickly	2/19/2016 11:37 AM
7	The screen is quite full of notices and information which makes it quite 'busy' and because it changes quickly it's sometimes difficult to keep up.	2/19/2016 9:56 AM
8	Worried about missing my name so tend to not look at anything else	2/18/2016 6:46 PM
9	The movement of information moves too quickly for my age group!!	2/18/2016 6:31 PM
10	Is this a test? Quirkly?	2/18/2016 6:00 PM
11	I find the layouts and presentations to be a bit ... "amateur" ... and that puts me off.	2/18/2016 5:48 PM
12	I cannot read the screen even when sitting fairly close to the TV	2/18/2016 5:09 PM
13	The screen is often too cluttered	2/18/2016 4:24 PM

### Q12 If you do look at the screen what information is likely to be the most interesting or useful to you?

Answered: 95 Skipped: 13

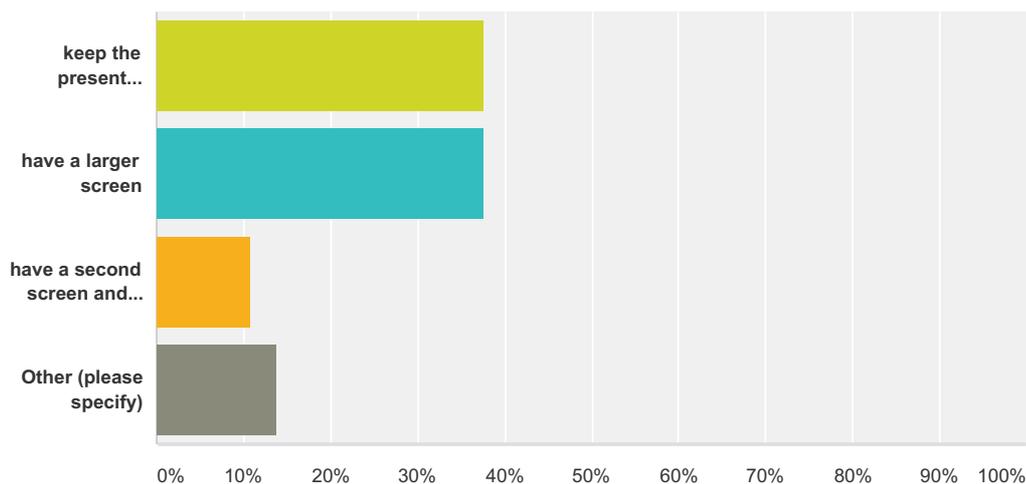


Answer Choices	Responses
routine details about the surgery such as opening hours or names of staff	54.74% 52
general health advice from the NHS	56.84% 54
more topical surgery news such as 'flu injection dates	56.84% 54
national news (such as BBC)	35.79% 34
<b>Total Respondents: 95</b>	

#	Other (please specify)	Date
1	Issues relating to health	2/19/2016 10:49 PM
2	Mainly adverts showing when I have been in	2/19/2016 8:00 AM
3	Definitely not adverts.	2/19/2016 12:43 AM
4	I find it all useful	2/18/2016 5:13 PM
5	All of them. I read whatever is on!!!	2/18/2016 4:50 PM

**Q13 To make the screen easier to read it might be possible either to have a larger screen or perhaps a second screen. With a second screen the seating might have to be rearranged into two (perhaps more informal) groups. Either of these are longer term ideas. What are your comments on these ideas?**

Answered: 101 Skipped: 7



Answer Choices	Responses
keep the present arrangement	37.62% 38
have a larger screen	37.62% 38
have a second screen and rearrange the seating	10.89% 11
Other (please specify)	13.86% 14
<b>Total</b>	<b>101</b>

#	Other (please specify)	Date
1	The current screen is fine for those with good sight. Not good for those with poor sight. Useless for those with hearing & sight difficulties.	3/5/2016 9:33 AM
2	Sometimes too many pieces of information/adverts on the screen camouflaging important information	3/1/2016 2:39 PM
3	Slower scrolling would be the simplest solution.	2/27/2016 10:32 PM
4	Not really of interest	2/23/2016 11:23 AM
5	The words move far too quickly ,so slow them down & also a bigger screen	2/22/2016 11:01 AM
6	Slow down the scrolling.	2/20/2016 9:48 AM
7	Make existing facility more user friendly as mentioned.	2/19/2016 10:51 PM
8	I don't think any need for 2nd screen maybe just a larger one?	2/19/2016 11:40 AM
9	A second screen might work but also slowing down the timing of the information changes..	2/19/2016 9:58 AM
10	Don't like my name in lights as other people in the surgery know who I am. If we were in the post office we would be horrified if our names were put up when it was our turn to be served. Names on the screen are kept on display for obvious reasons but a numbering system would be better.	2/19/2016 12:48 AM
11	Try not to put so much info on the screen at once	2/18/2016 7:26 PM

## Howard House communications survey 2016

12	Apart from looking at the screen to see one's name called, I actually see no need to have one. Spend the money on something more worthwhile	2/18/2016 5:22 PM
13	The idea of a second screen and rearrange the seating is a good idea but I am not sure if there is available space for this?	2/18/2016 4:52 PM
14	Clear the screen when calling patients.	2/18/2016 4:35 PM

## Q14 Please make any other comments about the screen or how it might be used.

Answered: 30 Skipped: 78

#	Responses	Date
1	It maybe beneficial to rearrange the seating and having two screens may help a few of the patients but I would tend to worry that it may possibly cause some embarrassment to some of the patients.	3/1/2016 5:41 PM
2	Less is more	3/1/2016 2:40 PM
3	Please keep the information simple, without two or more different themes on the same screen	2/26/2016 5:01 PM
4	To inform about local matters.	2/25/2016 4:07 PM
5	Mention of Local Events, their venue and timings.	2/24/2016 2:52 PM
6	It would be nice to have news what is happening in Felixstowe eg clubs for the elderly	2/20/2016 11:01 AM
7	Surgery and health issues. Not news or advertising.	2/19/2016 10:53 PM
8	Could perhaps promote awareness of community activites in Felixstowe, I.e. weight watchers, pilates, rambling associations, church comminity events, school fetes, spa shows and events. Also road closures including A12 and A14. Retail information, shops closing or opening.	2/19/2016 7:39 PM
9	appears to work very well	2/19/2016 5:28 PM
10	Larger print; more time to read; more local news;	2/19/2016 2:29 PM
11	Patient entitlements	2/19/2016 10:44 AM
12	It,s fine as it is	2/19/2016 10:22 AM
13	I think it serves well as it is.	2/19/2016 10:11 AM
14	Nothing more to say it is alright as it is at the moment	2/19/2016 6:25 AM
15	News is not in full story	2/19/2016 6:13 AM
16	No	2/19/2016 12:48 AM
17	I think it is being used quite well already but perhaps an interest group could be formed to make suggestions, provide content and research what other surgeries do.	2/18/2016 11:10 PM
18	Local activities such as health walks and any gym offers and slimming clubs etc.	2/18/2016 8:29 PM
19	Larger or two would be fine. Just larger type one way or the other.	2/18/2016 8:27 PM
20	As previous	2/18/2016 7:26 PM
21	Apart from the quick movement of information I find it quite satisfactory.	2/18/2016 6:33 PM
22	Better to have than not!	2/18/2016 6:03 PM
23	I think it would be useful for the screen to make single statements rather than provide too much information. For example, why not use the screen to point out the sort of literature that is available? "Worried about flu? See our leaflet for more information".	2/18/2016 5:51 PM
24	more information about the surgery, such as weight management help etc	2/18/2016 5:35 PM
25	No comments	2/18/2016 5:18 PM
26	Cannot think of anything else except that it would be nice to have time to read what was up there	2/18/2016 5:17 PM
27	To inform patients how best to understand the prescription system - what happens when medicines are altered and new ones given in their place. What happens if patients run out of medicine at weekends, how to obtain replacements when surgery is closed, etc	2/18/2016 5:16 PM
28	Can not think of any other items which could be displayed	2/18/2016 4:53 PM
29	In larger print invite patients to get involved with the ppg( printed in full) and other surgery news, people watch the news at home	2/18/2016 4:51 PM
30	A section where one can interact, e.g. via bluetooth, to ask questions.	2/18/2016 4:33 PM

## Q15 Please let us have any comments about how the surgery communicates with YOU.

Answered: 55 Skipped: 53

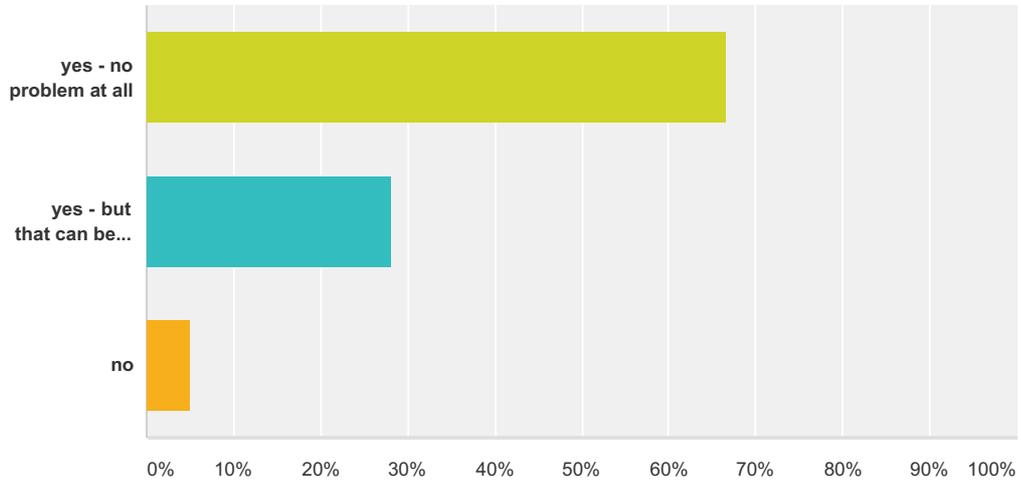
#	Responses	Date
1	I find that sometimes I'm not contacted very quick if there is a problem with test results.	3/18/2016 9:25 AM
2	It's pretty good - they do get back to you if you ring wanting to speak to a factor.	3/2/2016 2:32 PM
3	At my previous surgery (abroad) I done 99% of my needs on the internet, I ordered my prescriptions as well as making my appointments to see the doctor but none of these have I done here. I must say that the call back is a very helpful system and must save a lot of time wasting.	3/1/2016 5:45 PM
4	I don't like the triage system which involves a one to one call from a dr or nurse before being offered an appointment. I think there are confidentiality issues here. I think there should be a booking system for non-urgent appointments that could wait a week or more	3/1/2016 2:43 PM
5	There is no direct communication with me, other than when I phone the surgery or check the website.	2/28/2016 9:49 AM
6	Communication seems OK.	2/27/2016 10:34 PM
7	I am never quite sure if I need to ring the surgery for test results or if the surgery will contact me when they are available. Sometimes it's one and sometimes the other.	2/27/2016 1:19 PM
8	I feel we have to search for information if needed. It is not always easy to find.	2/26/2016 5:03 PM
9	on mobile phone	2/25/2016 9:40 PM
10	It would be good to know if results of tests are ok, as well as calls when further action is needed.	2/24/2016 4:40 PM
11	I find the present arrangements adequate	2/24/2016 2:53 PM
12	Not too keen on the appointment system with calling for appointments then having to wait for doctors to call back .... When you work full time it can be quite frustrating especially when it's routine or follow ups from previous visit ... When you work in Ipswich or out of town it is almost a whole morning taken up you call and generally have no idea how long before you get a call back invariably driving to work miss the call then eventually get a call back to find you need to drive all the way back to Felixstowe for the appointment slot then back to work ... Not ideal also having to discuss sensitive issues while at work and not easy to move away from clients or staff members.... This has actually made me not keep up to date with black is tests and follow ups for ongoing problems with my health and sure will ultimately have an impact on my health ...	2/23/2016 11:32 AM
13	They dont I didnt know in my age group that i am eligible for a free health check i am still waiting for the invite ,	2/22/2016 11:01 AM
14	I would be interestd in discussing some of the letters sent to patients about routine checks for asthma. The major issue I hd was resolved for me but I would like to be assured taht the situation will not happen again either to me or anyone else.	2/20/2016 6:26 PM
15	I find that when you are waiting for results for example blood tests we never get a call from the surgery	2/20/2016 11:05 AM
16	Like this email survey. Not having a secure contact us form on the website is a missed opportunity. I'm thinking in connection with admin matters. Such a form would ease the burden on the phone lines.	2/20/2016 9:51 AM
17	From a personal point of view dont seem to have any communication from the surgery. I check any blood or x ray tests myself.	2/19/2016 7:47 PM
18	Have only n.eeded a couple of communications last year but both easy to understand and helpful	2/19/2016 5:30 PM
19	bring back the newsletter	2/19/2016 2:52 PM
20	none	2/19/2016 11:38 AM
21	No problems. Staff have always answered my questions in a polite and knowledgeable way.	2/19/2016 10:46 AM
22	I,ve never had an problems	2/19/2016 10:22 AM
23	As previously stated I think a quarterly emailed newsletter would be useful.	2/19/2016 10:20 AM
24	I have been contacted by phone when a Doctor has needed to contact me. I take note of the TV screen info when visiting the Surgery. I glance at the notices displayed but don't study them in detail. There are perhaps too many.	2/19/2016 10:12 AM
25	All good so far, but I hadn't registered that there was a website where I could order repeat prescriptions - I will be looking at this now and using that facility. Thanks you.	2/19/2016 9:45 AM
26	all doctor`s and staff are always most helpful	2/19/2016 7:03 AM

## Howard House communications survey 2016

27	Very good and helpful, though I do think the medical requirements issued are too large, like 4/5 packets at a time - just one or two more appropriate if it is a different recommendation as the medicine may not agree with the patient and you have to return the unused prescriptions.	2/19/2016 6:31 AM
28	Mostly it is OK but things such as flu jab days could be announced to the vulnerable groups by email. I am one of these people who would have missed them if I had not remembered that it is usually October/November and popped in to enquire at the surgery.	2/18/2016 11:20 PM
29	I like having texts as reminders of appointments	2/18/2016 9:52 PM
30	Always the receptionist are polite and as helpful as possible. As are the doctors. Waiting for a doctor to return a call can be frustrating. As I have in the past waited 5 to 6 hours. Recent calls have been much better.	2/18/2016 8:31 PM
31	Good to have a text confirming appointments.	2/18/2016 8:30 PM
32	I don't use the surgery very much, but when I do I am happy with the communication	2/18/2016 8:12 PM
33	We do not have much communication.	2/18/2016 7:56 PM
34	the communicate when i ring for a phone consultation that is not very often.	2/18/2016 7:49 PM
35	I find the surgery will ring me or will leave me a message .	2/18/2016 7:32 PM
36	It doesn't,the only communication is from us	2/18/2016 7:27 PM
37	Quite happy with services provided. Sometimes one feels that a face to face talk with a doctor could be easier than a phone call but realise that the doctors time is very limited.	2/18/2016 7:09 PM
38	Not aware of anything other than this e mail forum	2/18/2016 6:47 PM
39	generally communication is good.	2/18/2016 6:42 PM
40	Having been at this surgery since the days when it was in COBBOLD ROAD I have been well looked after and share good communication with the staff. Thank you.	2/18/2016 6:35 PM
41	If the surgery wants me, they have my number. No news is good news.	2/18/2016 6:04 PM
42	It's fine - texting and phone messages works for me,	2/18/2016 5:51 PM
43	The communications have worked very well for myself and my husband. We appreciate the triage system, so that we don't waste the Dr's time, but can get help if we need it.	2/18/2016 5:48 PM
44	I don't like the routine where we have to ring on the day to book an appointment. I have had to wait several calls before the line is available and then be told I cannot book an appointment for the following day or whenever. It appears we are all fighting each other for an appointment	2/18/2016 5:42 PM
45	when I have a yearly blood test done, I am not told to ring the surgery for the results (as I did in my old practice) and it worries me that maybe if something was wrong with them it would maybe be missed I would prefer to ring for results to know everything is ok with them	2/18/2016 5:37 PM
46	The Surgery has no need to communicate with me. Providing I get the medical attention I require and when I require it, I have no other interest.	2/18/2016 5:24 PM
47	I have received letters informing me about a change of diabetic equipment, change of medicine and change off doctor. I have been contacted by GP's via telephone.	2/18/2016 5:20 PM
48	I have only been contacted once by phone from reception. I like the fact that when you have made an appointment you get sent a text message to confirm	2/18/2016 5:19 PM
49	None	2/18/2016 5:19 PM
50	The ladies are very pleasant and helpful and they must have their patience sorely tried at times!! I often stand on the wrong mat. I think it is when I come in the door I automatically stand on the first one I come to! Don't know if other people do this or whether I am particularly stupid???	2/18/2016 4:57 PM
51	Update on who the medical staff are etc would be useful	2/18/2016 4:52 PM
52	Corresponds through the post and text message for appointment times	2/18/2016 4:48 PM
53	Appointments and texts are unreliable.	2/18/2016 4:36 PM
54	When documentation is sent off to hospital, we are informed at regular intervals (e.g. monthly), whether or not any action or progress has occurred.	2/18/2016 4:35 PM
55	No complaints - quite happy with the way it works	2/18/2016 4:25 PM

**Q16 The second and final part of the survey is about how YOU communicate with the surgery**  
**Do you find it easy to communicate with the surgery?**

Answered: 99 Skipped: 9



Answer Choices	Responses
yes - no problem at all	66.67% 66
yes - but that can be problems sometimes	28.28% 28
no	5.05% 5
<b>Total</b>	<b>99</b>

## Q17 If you are saying there can be a difficulty then please give us an idea of what it is.

Answered: 31 Skipped: 77

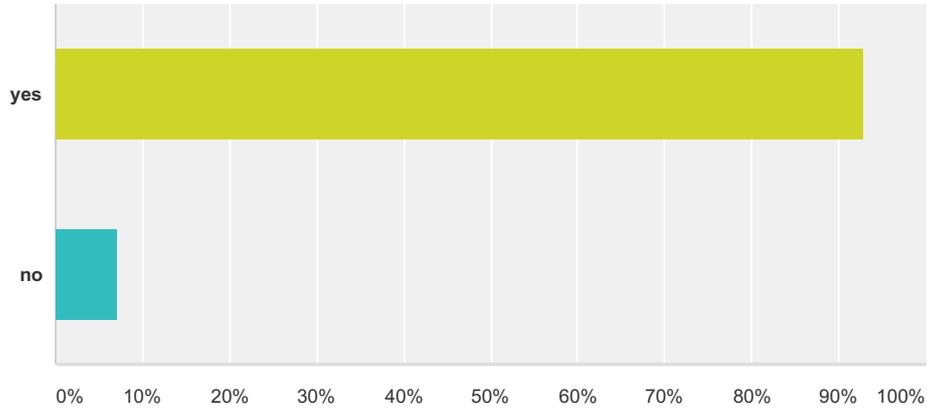
#	Responses	Date
1	Getting through to reception on the telephone! Bad enough for me, but probably REALLY difficult for elderly with hearing problems.	3/5/2016 9:36 AM
2	Just being able to get through to speak to someone but I appreciate iate the volume of calls must often be overwhelming!	3/2/2016 2:35 PM
3	Ringin g at 8am for an appointment usually means the line is permanently engaged, then when you do get through the appointments have all been allocated. If ringing for an appointment and are told the doctor will ring back, you are hanging around not knowing when the call will come through so you daren't even go to the bathroom for fear of missing the call.	2/27/2016 1:24 PM
4	My wife had developed a very serious cough and at the local pharmacy where we had sought a cough syrup the pharmacist said that in view of the time my wife had been trying to clear the cough and its severity, she should immediately see a doctor. The receptionist said that she could not have an emergency appointment that day and must ring again the following morning to arrange one.	2/24/2016 2:56 PM
5	As previously mentioned.... Also not happy that receptionists give you results from tests over the telephone... This should be a doctor not an unqualified person .... Working in the veterinary industry only vets are authorised to report results to clients and feel that it does not help a patient forward if a receptionist gives a clear result with no further explanation or planned protocol that only a doctor can advise ... Leaves patients in an awkward situation.	2/23/2016 11:39 AM
6	phone not pick up for long periods	2/22/2016 12:43 PM
7	Sometimes problems trying to get repeat prescriptions	2/22/2016 11:01 AM
8	Standard letters expecting people to attend for checks and no appointments available	2/20/2016 6:29 PM
9	Unfortunately I find that the receptionists who are the first point of contact can sometimes be very condescending and their attitude leaves much to be desired although they are polite when they answer the telephone. I felt very uncomfortable having had to bring in a series of water samples to be tested last year. From my experience also I find that sometimes the GP does not call back in a timely manner (as mentioned on your website). I have had calls from the GP at 7.30 p.m. when I have called the surgery in the morning and had hoped to be seen that day. It saddens me to have to say these things as I know how much pressure the NHS is under but I am considering changing my GP surgery.	2/20/2016 4:22 PM
10	The Practice manager seems to have perfected the art of being "out".	2/20/2016 9:52 AM
11	Being put in a telephone queue for ages	2/20/2016 9:12 AM
12	do not like the telephone appointment system	2/19/2016 2:53 PM
13	Having to wait in for a telephone call from doctor or nurse.	2/19/2016 1:23 PM
14	just sometimes you have to wait a long time to speak to someone	2/19/2016 10:04 AM
15	No big issue just getting through on the telephone. Having to ring on the specific day the doctor I want to see is a nuisance then having to wait in at home for the doctor to ring to see whether I need to be seen. If I do get seen I can only have one ailment dealt with!	2/19/2016 12:53 AM
16	I need to make an appointment with the diabetes nurse every six months. I have my blood test, wait a few days as instructed, then ring to make the appointment. None are available for the rest of the month although we are not even halfway through so I'm told to ring the week after next when December's list will be open. Unfortunately I am flying to the USA for a couple of weeks so when I return it's likely that will be full as well. I'm told that I must arrange for someone else to make the appointment for me! I think this is unacceptable but as I am offered no alternative, I do manage to do so.	2/18/2016 11:35 PM
17	The requirement to ring first thing in the morning. In the past, for none urgent problems, you could ring at any time of day to make an appointment and arrange it when it was a convenient time to you.	2/18/2016 8:36 PM
18	Waiting in for a long time for Dr to ring	2/18/2016 8:36 PM
19	Line engaged	2/18/2016 8:13 PM
20	having to ring so early	2/18/2016 8:04 PM
21	Waiting for a connection. Always found it much easier to go in and talk to somebody.	2/18/2016 7:58 PM

## Howard House communications survey 2016

22	Having to ring on the day to get an appt can be a major difficulty as I am at work	2/18/2016 6:48 PM
23	The system where it is necessary to wait in for the doctor to phone me back can be time consuming at times	2/18/2016 6:37 PM
24	The telephone service, but I believe this has changed. My husband comes into the surgery will not use the phone.	2/18/2016 6:06 PM
25	As described earlier	2/18/2016 5:43 PM
26	Fortunately I rarely have to communicate with the surgery so are not in position to comment.	2/18/2016 5:30 PM
27	Telephones busy	2/18/2016 5:20 PM
28	phone engaged	2/18/2016 5:06 PM
29	Just getting through initially can be difficult but appreciate that if one feels ill overnight then several people will pounce on the phone as soon as the surgery is open. This is probably difficult nationwide	2/18/2016 5:00 PM
30	Only using the service occasionally, I find that a change in how I am required to communicate occurs almost each time. If the communication aspect is to help with efficient use of resources, fine, but please let us know, e.g. by email, in advance or at least at implementation.	2/18/2016 4:40 PM
31	I've told I've missed appointments when I have rearranged them. The rearranged new appointments have not been made when I turn up.	2/18/2016 4:37 PM

**Q18 The telephone system has been upgraded with new facilities such as a queuing/waiting announcement. Are you satisfied with the technical aspects of the telephone system?**

Answered: 99 Skipped: 9



Answer Choices	Responses
yes	92.93% 92
no	7.07% 7
<b>Total</b>	<b>99</b>

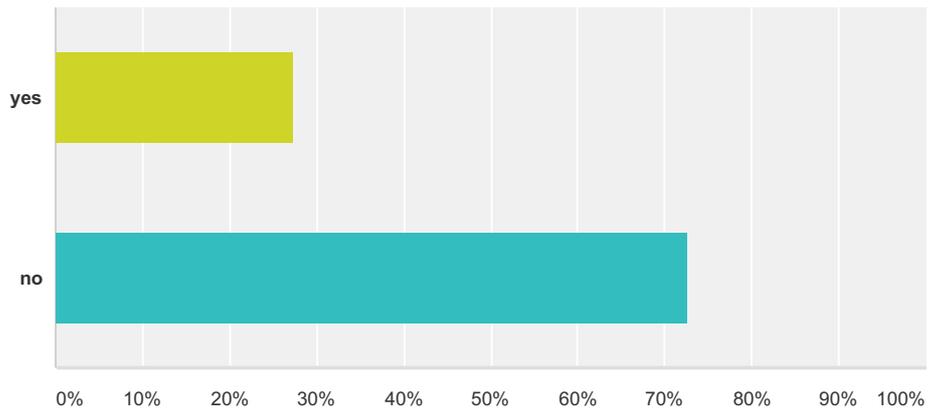
## Q19 If you answered 'no' then please tell us about the problems.

Answered: 10 Skipped: 98

#	Responses	Date
1	Can't answer yes or no because I haven't yet encountered the new system.	3/5/2016 9:36 AM
2	To be honest, I haven't had to ring for a while do I don't know!!	3/2/2016 2:35 PM
3	Since being installed have not needed to telephone the surgery	2/20/2016 11:10 AM
4	No problems but my own hearing is poor, so phone not my chosen means of communicating	2/19/2016 5:31 PM
5	do not like	2/19/2016 2:54 PM
6	Not very personal and telephone 'voice' is odd!	2/19/2016 1:24 PM
7	I didn't know there was a new system so cannot comment. Generally this is a poor system as hanging on indefinitely with machine messages is frustrating.	2/19/2016 12:56 AM
8	Maybe - haven't used it since it was changed.	2/18/2016 6:07 PM
9	As described earlier	2/18/2016 5:44 PM
10	Not tried it yet.	2/18/2016 5:31 PM

**Q20 There are two ways of making general comments about the surgery (not formal complaints) that allow the patient to remain anonymous if required. Both are dealt with by the Patient Participation Group and discussed with surgery staff as appropriate. Were you aware of the CONFIDENTIAL LETTER BOX by the surgery entrance for such comments?**

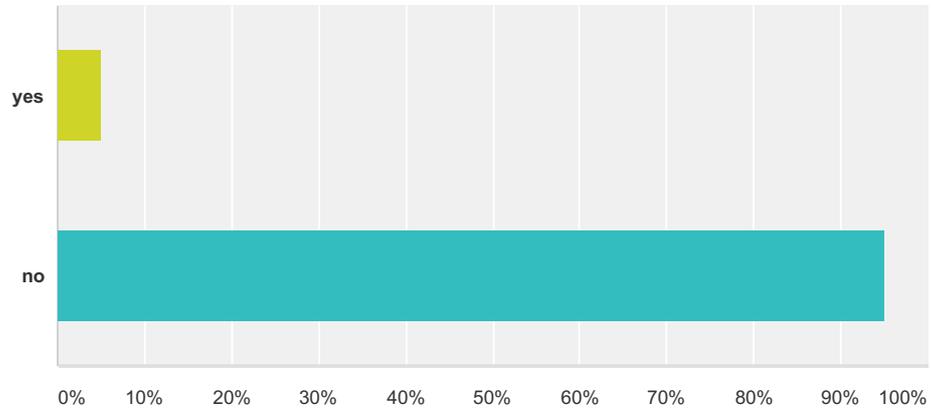
Answered: 99 Skipped: 9



Answer Choices	Responses
yes	27.27% 27
no	72.73% 72
<b>Total</b>	<b>99</b>

**Q21 The other way is to send a message to hhcomments@outlook.com. Were you aware of this?**

Answered: 99 Skipped: 9



Answer Choices	Responses	
yes	5.05%	5
no	94.95%	94
<b>Total</b>		<b>99</b>

## Q22 Please add other comments you have concerning your communication TO the surgery,

Answered: 28 Skipped: 80

#	Responses	Date
1	Verygood	3/18/2016 9:26 AM
2	I think the internet could be used more.	3/1/2016 5:47 PM
3	Appointment system!!!!	2/23/2016 11:40 AM
4	In general quite satisfied with the surgery	2/20/2016 11:11 AM
5	The problem with sending emails to the PPG, is that emails are just likesending a postcard unless encrypted. I recommend the ppg should have an SMIME encryption facility.	2/20/2016 9:56 AM
6	Would like to be able to book a diary appointment with a doctor to suit my time frame.	2/19/2016 7:55 PM
7	I am very satisfied with the way the surgery is run	2/19/2016 2:31 PM
8	I have no real complaints regarding communication TO the surgery, but I feel the whole new telephone system must be very confusing to the 'confused elderly '- I must admit I am 83 but at the moment am not too confused!	2/19/2016 1:28 PM
9	I can contribute views as a member of the PPG.	2/19/2016 10:14 AM
10	I find it very easy to use the telephone system for communication	2/19/2016 10:00 AM
11	No problems	2/19/2016 8:03 AM
12	It is now obvious that my answer to your first question i.e. "No" was the correct one	2/19/2016 12:57 AM
13	Nothing more to add.	2/18/2016 11:36 PM
14	Because I live very near the surgery it is not usually a problem . However it would be convenient sometimes to be able to email the doctors.	2/18/2016 9:55 PM
15	Much improved	2/18/2016 8:34 PM
16	I have not made an appointment recently so perhaps am not aware of recent changes.	2/18/2016 8:18 PM
17	I would like to be able to send an email or text message directly to GP. On occasions it is not appropriate to make a voice call. In addition I may need to send additional information as attachments to an email.	2/18/2016 7:21 PM
18	Happy with the surgery and receptionists have always been helpful	2/18/2016 6:50 PM
19	It is impossible to send a confidential letter to the GP however it is addressed with" strictly confidential for GP only "in my experience it has been opened by secretarial staff and put on the computer.	2/18/2016 6:43 PM
20	By and large quite satisfied with the staff and the system.	2/18/2016 6:39 PM
21	I have complete faith in my gp, Dr Rowe, my communication Is fine thanks.	2/18/2016 6:09 PM
22	I ve tried to explain earlier	2/18/2016 5:46 PM
23	I don't know if this still happens as I have not been in for a while, but the receptionist would ask callers what their problem/illness was in front of people sitting in reception and I feel this is totally wrong	2/18/2016 5:40 PM
24	I have mostly found no problems. I accept that there is sometimes quite a wait for your call to be answered once you are in the queue but this is usually at busy times ie Monday mornings first thing	2/18/2016 5:21 PM
25	None	2/18/2016 5:21 PM
26	I do not have any comments. The doctors always phone back quickly and it must be difficult to organise this. I expect that older people, particularly, would like continuity when dealing with certain matters. I do not know if it is possible to ask to speak to a particular doctor without causing offence?	2/18/2016 5:06 PM
27	OK for me, but I felt sorry for the lady in front of me at reception, trying to get a GP appointment to see her son before he had to leave the area in a short time and being told that it was impossible. Her only option, it appeared, was to phone in at 8:30 the next day, but her son would be elsewhere. Not the best way to look after the people who pay your wages.	2/18/2016 4:45 PM
28	With some of my prescriptions, the quantity prescribed is not sufficient to last until the next due date. For example, due date is 3 months whereas the quantity is for 2 months	2/18/2016 4:28 PM

**Q23 Thank you for spending time filling in our survey. We will publish the results on the website in due course. Howard House Patient Participation Group**

Answered: 3 Skipped: 105

#	Responses	Date
1	i do appreciate how well we r looked after at howard house surgery. with so many patients on your books its not easy to please everybody	3/18/2016 9:28 AM
2	You are alienating the elderly patients if communication is only by your website.	2/19/2016 12:59 AM
3	can maybe or something similar be added to yes no answers.	2/18/2016 6:11 PM