



Enter & View Report

The Loxford Practice
417 Ilford Lane,
Ilford,
Essex, IG1 2SN

Wednesday 25th January 2017

This report is available to download from our website and can be made available in a plain text version, **Large Print**, in Braille or audio versions if requested.

Please contact us for more details.

020 8553 1236

www.healthwatchredbridge.co.uk

Visit Details

Service Provider	The Loxford Practice 417 Ilford Lane Ilford IG1 2SN
Contact Details	Manager: Sarah Bengé 020 3887 7900
Date/time of visit	25th January 8am - 11.00 am
Type of visit	Announced visit
Authorised representatives undertaking the visits	Authorised Representative Team: Lead Representatives - Neil Adie & Sarah Oyebanjo E&V Representatives - Naina Thaker, Hyacinth Osborne, Suhasini Winter
Contact details	Healthwatch Redbridge 5th Floor, Forest House 16-20 Clements Road Ilford, Essex IG1 1BA 020 8553 1236

Acknowledgements

Healthwatch Redbridge (HWR) would like to thank staff and patients at The Loxford Practice for their time.

Disclaimer

Please note that this report relates to findings observed during our visit made on 25th January.

Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time of the visits.

What is Enter & View?

Part of the local Healthwatch programme is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers/staff, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

Enter & View is the opportunity for Healthwatch Redbridge to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made with the service provider, or, if certain circumstances dictate, as 'unannounced' visits.

Enter & View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what a service does well.

Introduction

In May 2016, The Practice Loxford was rated 'inadequate' when inspected by the Care Quality Commission (CQC¹). In August 2016, new providers AT Medics were commissioned through a competitive tendering process. Healthwatch Redbridge met with AT Medics senior management to discuss patient experience at the practice and offered to support them as they worked to re-establish patient confidence.

Healthwatch also wanted to work with the practice to ascertain whether the Accessible Information Standard² (AIS), which was introduced in July 2016, had been implemented. The aim of the standard is to ensure that people with a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they might need.

¹ <https://www.cqc.org.uk/location/1-614990748>

² www.england.nhs.uk/accessibleinfo

Purpose of the visit

In January 2017, five months after the service changed providers HWR discussed with AT Medics a proposal to review and assess patient experience and identify whether improvements had been made to the service since the CQC inspection (access to appointments, prescriptions, reception services and clinicians). The visits were arranged with, and fully supported by, AT Medics.

We also looked at the experiences of patients with communication impairments using the AIS toolkit recently developed through collaboration with other Healthwatch organisations.

Strategic Drivers

- Recent CQC inspection report
- HWR work programme
- Concerns raised by patients that the service was not providing an adequate service

Methodology

Prior to the visit the inspection report published by the Care Quality Commission (CQC) was reviewed. This allowed HWR to identify the areas they wanted to assess. A project briefing was approved by the HWR Enter & View Task Group. Healthwatch Redbridge identified the areas that related to patient experience and a survey questionnaire were developed to concentrate on these areas.

To fully identify whether the AIS has been implemented successfully; HWR requested support with the visit from some of our Authorised Representatives with communication impairments.

Prior to the visit the practice manager was contacted and informed that the visit would take place in the month of January but no specific date or time was given. The manager suggested that to obtain a clearer view of the patient experience we may like to arrive at 8am.

Authorised Representatives spoke with staff members and service users using a standard set of questions. Representatives took the time to explain who they were and why they were there. They confirmed with individuals that they were happy to speak with them and that their responses would be confidential and anonymised before publication.

A leaflet explaining the role of Healthwatch was left with each person.

The report was sent to the provider so they have an opportunity to request any factual inaccuracies be corrected prior to publication.

Results of Visit

The Lead Representatives met with the Practice Manager to confirm the details below.

Question	Response
How many registered patients do you have?	15,479
How many doctors do you have in the Surgery?	3 salaried GPs 3 locum GPs The practice is in the process of recruiting another 3 doctors
How many nurses do you have in the surgery?	3 Practice Nurses 1 Nurse Practitioner 2 Health Care Assistants (HCA)
How many appointments do you offer daily with the doctor?	200 GP appointments
How many appointments do you offer daily with the nurse?	106 Nurse appointments
What services does the practice provide?	See Appendix 1

Observations made outside the premises

(See Appendix 2 for observation sheet)

The Loxford Practice is situated on Ilford Lane in a newly built premises which houses additional health services (the practice shares the premises with Ilford Lane Surgery situated on the 1st Floor, a phlebotomy service on the ground floor and Loxford Health Centre which provides out of hours emergency appointments for Redbridge patients).

- There is a large sign on entering the premises which clearly states 'The Loxford Practice', it is easy to read (*figure 1*).
- There are 3 accessible parking bays near the entrance and 5 additional spaces for patients to the rear of the building. Other than this there is on-street (metred) parking. However, these spaces are not for the sole user of patients attending the practice and the street is a busy thoroughfare.
- The door to the building is automatic and the entrance to the practice is on the ground floor. This makes it easy for wheelchair users to access the practice.



(*figure 1*)

Observation made within the premises:

(See Appendix 2)

- Fire exit signs are in a standard format. The fire alarm has an audible sound only, it had no flashing light meaning that people with hearing impairments would not be alerted to a fire. The manager said that the building does not belong to the service provider so they are unable to make changes to the fire alarm.
- The corridors and pathways are clear of furniture. The furniture was also clean and adequately placed, so as not to cause a trip hazard.
- The consultation rooms are on the same level as the entrance and reception area, making them easily accessible.

- The signs directing patients to consultation rooms used by the practice were clear and easy to read. However, the numbers on the consulting room doors were quite small.

Provider Response:

We now have A4 size numbers on all consultation room doors.



(figure 2)

- The sign for the toilets, which are used by the patients was quite small, and the colour and font were difficult to read.
- Although there are signs for the hearing loops on the walls they are too small and obstructed. The sign for the hearing loop at reception was also obstructed by a leaflet stand (figure 2).

Provider Response:

We have introduced a larger sign for our hearing loop system, and it is positioned on the reception counter in clear view for all our patients to see.

The details on the visual display monitor which states the name of the patient, doctor and number of the consulting room are clear and easy to read.

- A complaints/compliments procedure was displayed on the Patient Participation noticeboard in the reception area. This might be difficult to see if a patient was seated in front of the noticeboard. The procedure displayed on the noticeboards was in a small font size and there was no mention of it being available in other formats. This was the only place in the surgery where a complaints procedure could be seen.

Provider Response:

We have repositioned a new sign asking patients with any concerns or complaints to speak to a receptionist. We have complaints procedure leaflets available for our patients. We also have suggestion box which is displayed near the reception. We encourage patients to give feedback on their visit by completing a friends and family test form.

- It was not clear which of the noticeboards belonged to the Loxford Practice. This is important as the building is used by other services as well so it would be useful for the patients of the practice to know which notices correspond to them.

Provider Response:

We now have a banner identifying 'The Loxford Practice' on each of our notice boards. The information on the patient notice boards is updated on a monthly basis.

Speaking to the Manager:

(See Appendix 3)

Opening times

The Loxford Practice is open Monday to Friday from 8am to 6.30pm and 9am to 1pm on Saturday. Previously (before August 2016) the practice was open 8am to 8pm. To meet capacity, a telephone triage system and pharmacist has been introduced. Patients are also able to send a message to the surgery on-line which the surgery reply to daily.

Online booking

Patients are encouraged to use the online services provided by the practice. The Practice use a multi-channel approach to promote the online service, such as text messages sent to patients, promotion via the patient participation group, posters in the practice, information on the website and a message that can be put on the right-hand side of prescription forms. The telephone system also has a message which continues to play whilst callers are waiting. Pharmacists, GPs and receptionists promote the online service.

The practice installed a new telephone system in December which they have found to be a much better experience for patients. The system is reporting a reduced call waiting time and a reduction in calls being abandoned.

The manager said they do not have an emergency appointments system as the practice operates a walk-in service daily.

Provider Response:

We do offer emergency appointments, for our patients only. The previous practice used to operate a walk-in service. When AT Medics took over the Loxford Practice in August 2016 this was changed to an appointment booking system.

Access needs

Patients are asked about their communication needs when they present at reception. These needs are then recorded on the system and are highlighted when the patient attends the surgery. The manager mentioned a situation of a services user with a guide dog. The staff ensure that he is supported throughout his visit, and he is assisted to the consulting room when it is his turn.

The practice staff recently attended a workshop on the implementation of the Accessible Information Standard. However, they have not been provided with any specific disability equality or awareness training, such as, deaf awareness or supporting people with learning disabilities, and would like to do this in the future. They are also currently in the process of creating some accessible resources, such as, leaflets in large print and easy read.

Provider Response:

We are currently still in the process of producing large print leaflets and hope to have them available shortly.

The manager said the practice has a portable hearing loop and 2 hearing loops situated at reception. She told representatives that training had been provided. However, when a representative with a hearing impairment attended the reception desk, he found the hearing loop was not working. On closer inspection staff found the loop was unplugged. Some staff said they were not sure how the loop system worked.

Provider Response:

All staff have been fully trained on the hearing loop system and checks are made on a daily basis to ensure the system is working.

Complaints information:

The manager said the complaints procedure is available online and in a paper format. If a service user wants to make a complaint they can be directed to the complaints liaison officer.

Speaking to staff:

(See Appendix 4)

Representatives spoke with three members of staff with regards to identifying and providing information for patients with communication needs.

Identifying patients with communication needs:

- All staff members spoken to said there was a system in place to upload communication information on the patient's record and an alert is raised when the patient attends the surgery.
- One staff member said that if the patient needs support and does not have anyone with them, a staff member will try and assist them by attending the appointment if requested.

Staff were asked if they were aware of the format that information should be provided for patients/carers with visual impairments, hearing impairments and learning difficulties.

Three staff members were spoken with and gave the following responses:

- **Visual impairments:** two staff members said they would provide information in large print. One staff member said they were not sure how they would provide information with a patient/carer with these needs.
- Two staff member said they were not sure about providing information in braille. Another staff member said that speaking to a patient slowly can often be enough.
- **Hearing impairments:** one staff member said they have a hearing loop system, they would speak slowly and make eye contact with the patient. Another staff member said they would book an interpreter.
- **Learning difficulties:** One staff member said they are not sure how they would communicate with a patient with learning difficulties, another said they would speak slowly, use simpler words and hand gestures. This staff member said they would also show them pictures of the procedures they would be having. Representatives were not given copies of the information.
- Another staff member said that most patients come in with their carers and are supported by them.

Does the surgery have a hearing loop and do you know how to use it?

- One staff member said she knows where the loop is located but is not sure how to use it even though she has been shown.

- Another staff member said that they know how to use the loop and that there is a portable hearing loop in every consulting room. (Note: *It wasn't clear if a portable loop system was available in each consultation room or whether one was available to share.*)
- The staff were aware that they could contact an interpreting service (Newham language interpreting services) if a service user required a British Sign Language interpreter.

Have you been provided with training on how to support people with communication impairments?

- Two staff members said that they had recently attended an Accessible Information standard workshop run by Healthwatch Redbridge.
- One member of staff said that there had been no training regarding visual awareness or deaf awareness.

Do you feel you would benefit from any other training?

- Two staff members said that they would benefit from training on visual awareness and deaf awareness and other health conditions and training on accessing services.
- One staff member said she is not sure if she needs training regarding visual awareness or deaf awareness as she does not have many instances when she would need to use those skills.

Are you aware of the complaints procedure?

- One staff member said the complaints form is online and it is also in a paper format in the surgery. Patients can also go on the NHS Choices website.
- Another staff member said the patient would be directed to the supervisor if they wanted to make a complaint.
- The third staff member said they try to resolve the issue and the staff speak to the supervisor who then directs the complaint to the manager. Patients are also given a complaint form but they try to deal with the complaint before it escalates.

What changes can the management make to improve experience for staff?

- One member of staff said they would benefit from more training, information leaflets they could give patients and telephone numbers to access necessary services.

- Another staff member said that they feel it would help to have more staff so that they could spend more time with those that have additional needs. She said that due to many of the patients not speaking English it takes longer for the receptionist to explain to them, causing the queues to build up.
- The third staff member said staff get abused by patients so they feel it would be of benefit to have posters regarding abuse to staff. It would also benefit her if patients could be educated on where to go for minor ailments.

Staff were asked if they had any other comments regarding the service.

- One staff member said that the practice provides a text phone message to remind patients of their appointment which patients can reply to should they wish to cancel their appointment.
- Another member of staff said the practice is going through several changes. They also have screens which are useful for people with impairments as their name flashes on the screen. She also said that previously there were long queues outside when the surgery opens, however this has changed due to the online booking system.

Speaking to Patients:

(See Appendix 5)

Representatives spoke to 20 patients regarding different aspects of the service.

APPOINTMENTS

How easy is it to get through on the telephone?



4 out of 5 people found it very difficult to get through to a doctor on the telephone.

Provider Response:

This service has further improved since the Healthwatch visit in January 2017. We have a telephone monitor screen installed for our staff to monitor incoming and outgoing calls. This displays call waiting times and the durations. We have staff that are dedicated to only answering the phones during the busy periods, to ensure waiting times for patients are reduced.

Are you aware of the online booking system?



3 out of 4 people were aware of the online booking system.

NOTE: Although most patients spoken with said they were aware of the online booking system; only 1 in 4 patients felt it was easy to use.



Only 1 in 4 people thought the online booking system was easy to use.

Provider Response:

We have over 7,000 patients that are using our online booking system.

How easy is it to get an appointment with the doctor or nurse?



9 out of 10 people said it was very difficult or difficult to get an appointment with the doctor.

NOTE: Half of the patients spoken with said it was easier to get an appointment with the nurse.

Provider Response:

We have introduced a daily telephone triage service manned by our GP's directly. If the GP decides that the patient needs to be seen urgently the GP will arrange an appointment for them to come on the same day.

How long on average do you have to wait for an appointment with the doctor?

WAITING ROOM WAITING ROOM



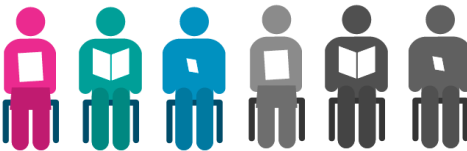
Just over half of patients we spoke to told us they waited less than 2 weeks for an appointment with the doctor.

How long on average do you have to wait for an appointment with the nurse?

WAITING ROOM WAITING ROOM

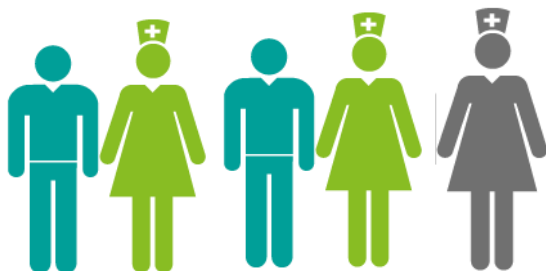


WAITING ROOM WAITING ROOM

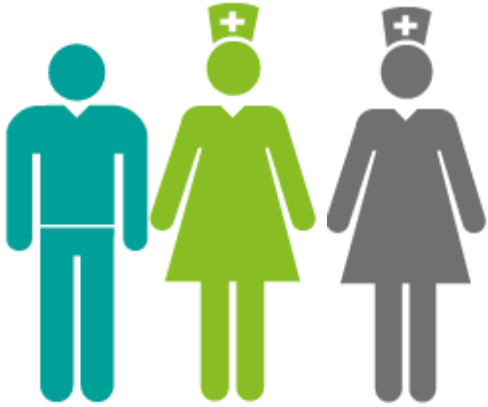


1 in 4 patients waited less than 2 weeks for an appointment with the nurse.

How long, on average, after your appointment time did you have to wait to be seen by the doctor or nurse?



1 in 5 patients waited longer than 45 mins for an appointment with either the doctor or nurse.



1 in 3 patients waited between 15-30 minutes for an appointment with the doctor

NOTE: Every patient we spoke to said they were unable to get an emergency appointment if they needed one. Of these, only a third of patients told us they were provided with information for alternative services such as the NHS 111 service, GP hubs or Accident & Emergency.

Provide Response:

We have greatly improved the waiting times by introducing triaging services to ensure the patients are directed to the most appropriate member of the team. We do acknowledge that on occasion, a patient's needs may be complex and require a little longer consultation causing a delay to other patients. We are however committed to offering the best service to our patients. Our reception staff have been instructed to make patients aware if any appointments are running late.

PRESCRIPTIONS

Are you aware of the process of obtaining repeat prescriptions?



Just over half felt the repeat prescriptions process was easy.

Provider Response:

Patients are also able to request repeat prescriptions via our online system

PATIENT EXPERIENCE

How do you feel about the care you received from the doctor or the nurse?



3 out of 4 people said they receive good or excellent care from the doctor.....

.....whilst 6 out of 10 people said they receive good or excellent care from the nurse.



NOTE: When asked for comments about the choice they had made, some patients told us:

- *'The doctors tell us to drink more water, take paracetamol; they will only deal with only one complaint at a time.'*
- *'I can never get a referral for the hospital when I want one.'*
- *'There is no personal touch in the service.'*

However, some patients told us the service had improved.

How would you rate your experience of the receptionists?



50% of people felt that the experience with the receptionists were either poor or very poor.

The patients also said that some receptionists had a bad attitude, get confused about what they should do and are generally abrupt. However, some patients said that the receptionists are friendly but not helpful, and there has recently been an improvement in their attitude.

Provider Response:

All our reception staff have all undergone significant training recently. They have improved their communication skills; and have improved their awareness of processes and procedures to be followed, to allow them to deal with a greater variety of situations. They are also aware of additional local services provided with the Polyclinic as well as external services available for patients.

How would you rate your overall experience at the surgery?



2 out of 5 patients who felt their experience was poor or very poor, stated they had issues getting an appointment and that their patient records were poor.

Some patients said the surgery had improved and was better than before.

Complaints Procedure.

Only 17% of patients spoken with said they were aware of the complaints procedure.

What is the most important change the surgery could make to improve your experience?

Nearly half of the patients we spoke to said that they would like more appointments and be able to get them on the same day.

2 out of 5 patients said that they would like better communication and co-operation from the surgery

1 in 5 patients said they would like to be involved in decisions about their care and be able to have referrals when required.

Patients with communication impairments

Of the patients, we spoke to only two people had an impairment such as difficulties with their hearing, sight or a learning disability. Both people said they had not been asked by the surgery if they had an impairment.

Provider Response:

We have displayed a poster on the reception counter asking patients to make our reception staff aware of any communication impairments the patient may have.

Recommendations

- The practice should consider enlarging the numbers on the doors on the consulting rooms.
- Consideration should also be given to changing the size, colour and font for all signs.
- The practice should ensure that the signs for the hearing loops are not obstructed and that they are larger.
- All staff should be trained in the correct way to use the hearing loop.
- The noticeboards should be clearly labelled to ensure patients are aware of the notices that are relevant to them.
- The practice should ensure that the complaints procedure is accessible to all patients and in different formats.
- A variety of disability equality and awareness training sessions should be offered to all staff.
- The Practice should consider further improvement of the telephone system as patients are still finding it difficult to get through.
- All staff members should be aware of the alternative services they can signpost patients if they require an emergency appointment, such as NHS 111.

Provider Response:

All staff are aware of the alternative services they can direct patients to, including NHS 111 and GP Hub services.

- Consideration should be given to identifying ways to reduce appointment waiting times.
- The Practice should consider a method to inform patients of the amount of time they will need to wait to see the doctor if the appointments are running late.
- The Practice should consider providing customer service training for all staff members.

Provider Response

We would like to thank The Loxford Practice for the responses made and have incorporated them within this report where appropriate.

Additional Responses

We also have posters up to make patients aware of the following:

1. A Patient Participation Group meeting takes place every 2 months and the practice encourages patients to join this group
2. The Practice holds Diabetes Group Talks quarterly, with internal and external speakers for our patients to come and learn about their symptoms and how best to manage them.
3. We also hold periodic Carers events, where carers can meet the practice staff and other interested parties such as, Age UK & Redbridge Carers group to share knowledge and help us improve the ways in which we can support them.
4. We also offer 123 appointments for Pharmacists and 60 HCA's appointments on a daily basis.

Distribution

- The Loxford Practice
- Redbridge Clinical Commissioning Group
- Barking, Havering and Redbridge Quality Surveillance Group
- Care Quality Commission
- Healthwatch England

Appendix 1 - Services offered by The Loxford Practice

- Atrial Fibrillation Review
- Asthma Review
- B12 Vaccines
- Blood Tests
- Cervical Smear Tests
- Chlamydia Screening
- Condom Distribution
- Children Immunisation
- Chronic Heart Disease Review
- Chronic Heart Failure Review
- Chronic Kidney Disease Review
- Chronic Lung Disease (COPD) Review
- Chronic Vascular Disease Review
- Chlamydia Test
- Diabetic Review
- Dementia Review
- Dressings/Wound Care
- ECG
- Epilepsy Review
- Family Planning
- Hypertension Review
- Learning Disability Review
- Mental Health Review
- NHS Health Check
- Prescribing by Pharmacist
- Referrals
- Flu Vaccine
- Pneumonia Vaccine
- Shingles Vaccine
- Spirometry
- Stop Smoking Clinic
- Stroke (TIA) Review
- Suture Removal
- Telephone Triaging Service
- Urinal Dipstick

Appendix 2- Observation sheets for Enter and View Representatives

Representatives will be looking to assess whether there is: <i>(Please tick the appropriate box & add comments underneath)</i>	Yes	No
Is there sufficient & clear signage to the premises being visited? Comments-		
Is the signage clear, unobstructed, and easily readable; these may be room numbers, signs on doors, signs to toilets, signs to consulting rooms. Comments-		
Is there accessible parking close to the surgery? Comments-		
Is there clear access to the main entrance/ Comments-		
Is there an appropriate fire alarm - with flashing red light as well as the bell? Comments-		
Do you feel that staff were interacting with patients in a satisfactory manner; were they facing the patients whilst talking to them, using body language as well as verbal communication, was plain language being used? Comments-		
Do you feel that staff were treating patients as an individual, addressing their needs and were aware of what they needed to do to make communication easier and clearer for the patient Comment-		
Are staff easily identifiable; did they wear uniforms or names badges? Comments-		
Is the written communication in accessible formats? Comments-		
Are the signs in corridors guiding patients & visitors to different parts of the building clear & legible? Comments-		
Is the complaints/compliments information available in different formats? Comments-		
Please add any other observations you may wish to comment on.		

Appendix 3- Questions for manager

1. The opening times were 8am to 8pm but have now been changed to 8am to 6.30pm. How have you managed this change with regards to meeting demand for appointments?
2. Do you promote the online services?
3. Please can you provide some information regarding the new telephone system that began in December? Do you feel it has made it easier for patients to get through on the phone?
4. Are patients asked about their communication needs when they first register at the surgery? How are these needs recorded, if they have any?
5. What training is provided to support all staff to communicate effectively with the patients, i.e. deaf awareness, dementia awareness, supporting people with learning disabilities etc.
6. Is information available in different formats to make it accessible to all patients/carers?
7. Do you have a hearing loop, where is it and are staff members aware how to use it?
8. Please can you tell us about the complaints procedure
9. Is there anything else you would like to tell us?

Appendix 4- Questions for Staff

How long have you been working at the surgery?	
If a patient /carer has a hearing impairment, visual impairment or learning disability, how are they identified on your system?	
Are you aware of the format that information should be provided for patients /carers with hearing impairments, visual impairments or learning disabilities	Visual impairment - Hearing impairment- Learning disability-
Do you have a hearing loop and do you know how to use it? (If they say yes, ask them if it can be used in the consulting rooms)	
If a patient/carers requires a British Sign Language Interpreter, do you know how to access one? If yes please provide details.	
Have you been provided with any training on how to support people with hearing impairments, visual impairments & learning disabilities? If yes ask them to state type of training that has been provided?	
Do you think there is any other training that you would benefit from?	
Are you aware of the Complaints procedure? (ask where it is, how they would direct a service user if they asked about it)	
What is the most important change the management could make to improve things for you?	
Is there anything else you would like to tell us about?	

Appendix 5- Questions for Patients

How long have you been a patient at the surgery?	
Access to appointments:	
How easy is it to get through on the telephone? Please select one of the statements below. Very Difficult, Difficult, Okay, Easy Very Easy	Please explain your answer
Are you aware of the online booking system? Yes No	If yes, please provide further details, such as how easy/difficult it is?
How easy is it to get an appointment for a doctor? Please select from one of the statements below. Very Difficult, Difficult, Okay, Easy Very Easy	Please explain your answer
How easy is it to get an appointment for a nurse? Please select from one of the statements below. Very Difficult, Difficult, Okay, Easy Very Easy	Please explain your answer
How long on average do you have to wait for an appointment for your doctor?	
How long on average do you have to wait for an appointment for your nurse?	
When you arrive for your appointment, on average, how long do you have to wait (after your appointment time) before you see the doctor or nurse?	Were you given a reason for the delay
If you require an appointment in an emergency are you able to get one?	Yes No If No, how long did you have to wait?
If there is NO emergency appointment available, are you provided with information about other services that you can access?	Yes No If Yes, please provide the names of the services you were provided with.
Prescriptions:	
Are you aware of the process for obtaining repeat prescriptions?	Yes No If Yes, please provide some details i.e. was it difficult/easy
Have you had any problems with obtaining your prescription on time?	Yes No If Yes, please provide some details
Did you know you can order your prescription online?	Yes No If Yes, please provide some details
Accessible Information Standard:	
Do you have impairment, such as difficulties with your hearing, sight, or a learning disability?	Yes No (Please go to the section on Patient Experience) If Yes, please state the impairment

Have you been asked if you have any hearing problems, problems with your sight or a learning disability?	Yes No If Yes, please provide some details
Is information provided for you in a way that you understand it? If it is not, what if anything can be done to improve the way information is provided for you? E.g. large print, audio (spoken word/recorded information), easy read.	Yes Please provide an example:
Patient Experience:	
How do you feel about the care you receive from the doctor? Please select from one of the statements below. Excellent, Very good, Good, Poor, Very Poor	Please explain your answer
How do you feel about the care you receive from the nurse? Please select from one of the statements below. Excellent, Very good, Good, Poor, Very Poor	Please explain your answer
How would you rate your experience of the receptionists? Please select from one of the statements below. Excellent, Very good, Good, Poor, Very Poor	Please explain your answer
How would you rate your overall experience at the surgery? Please select one of the statements below Excellent, Very good, Good, Poor, Very Poor	Please explain your answer
Complaints:	
Are you aware of the complaints procedure? If yes, please provide some details, such as, do you know where to access it?	Yes No
Other:	
What is the most important change the surgery could make to improve things for you?	
Is there anything else you would like to talk to us about regarding the surgery	

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