

### **Survey preamble**

We may be asked to make very important changes to the way we deliver services. Please read the following paragraph and then answer the following questions as accurately as possible.

We provide a range of Doctor and Nurse services Monday to Friday 8am to 8pm and Saturday 8am to 4pm. In addition, we also offer a walk-in service from 8am to 4pm Monday to Saturday for any routine and urgent health matter.

The local NHS has indicated that it is likely they will prefer us to combine our weekend services with other practices in the Pudsey, Farsley, Rodley and Calverley area. This means, for example, that GP and Nursing appointments would be at a single location for all practices in these areas, which may or may not be at Robin Lane.

The reasons given is to encourage practices to work closer together and also to support practices who may not be able or willing to open at the weekend.

We want to deliver as much as we can for our patients and we believe that the best place to do this is from our own centre. However, we also strongly sympathise with practices who are unable to open at weekend because they are too small or unable to recruit additional Doctors and Nurses. Whilst our primary concern is for our own patients, we do appreciate that there is a wider responsibility to ensure that all patients in the area are offered equal access to NHS services.

In view of the above information, please think carefully before answering the following questions.

**Report completed:** 6th January 2016.

#### **For distribution and comment from:**

Volunteer steering group  
Patient-led groups  
General feedback from patients  
Social Prescribing groups  
Charity Trustee board  
Partnership board,  
Operational Management Team  
Clinical reference group

#### **Follow-up action:**

Action plan  
AGM with patients, community and stakeholders (planned for February/March 2016).  
Care of the elderly survey required



(all percentages rounded to the nearest whole number)

**How do our patients normally obtain an appointment?**

Attend the walk-in service	60%
Telephone for an appointment	23%
Book an appointment online	13%
Attend face-to-face for an appointment	3%
Request an appointment via Smartphone app	0%
Other	1%

**In your experience, has it been easier to be seen by any Doctor or Nurse Practitioner than 12 months ago?**

Yes	73%
No	18%
No difference	9%

**Regardless of how you obtain your appointment, how easy would you describe seeing your preferred Doctor or Nurse?**

Very good	19%
Fairly good	29%
Neither good nor poor	24%
Fairly poor	18%
Very poor	10%

**How important is it to see a particular Doctor or Nurse?**

Very important	33%
Fairly important	39%
Not very important	20%
Not at all important	8%

**Regardless of how you obtain your appointment, how easy would you describe seeing \*any\* Doctor or Nurse?**

Very good	56%
Fairly good	30%
Neither good nor poor	5%
Fairly poor	6%
Very poor	3%

**How satisfied are you with the hours we are currently open?**

Very satisfied	81%
Fairly satisfied	15%
Neither satisfied or dissatisfied	3%
Very dissatisfied	0%
I'm not sure when you are open	1%



(all percentages rounded to the nearest whole number)

**If you needed to see a Doctor or Nurse in the evening, how far would you be willing to travel?**

I would only want to be seen at my usual practice	41%
At a location no more than 10 minutes journey from my usual practice	31%
At a location no more than 20 minutes journey from my usual practice	16%
At a location no more than 30 minutes journey from my usual practice	5%
At a location no more than 60 minutes journey from my usual practice	0%
At any location within Leeds	7%

**If you needed to see a Doctor or Nurse at the weekend, how far would you be willing to travel?**

I would only want to be seen at my usual practice	30%
At a location no more than 10 minutes journey from my usual practice	31%
At a location no more than 20 minutes journey from my usual practice	21%
At a location no more than 30 minutes journey from my usual practice	8%
At a location no more than 60 minutes journey from my usual practice	1%
At any location within Leeds	9%

**How would you rate the Monday to Saturday walk-in service?**

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Not applicable
Your overall experience	53% (85%)	32%	6%	4% (6%)	2%	3%
The extent to which you feel our Doctors and Nurse Practitioners are there for you when you need routine or urgent attention	50% (83%)	34%	9%	3% (6%)	2%	2%
The extent that our Doctors and Nurse Practitioners put you at ease	57% (89%)	32%	9%	2% (2%)	0%	1%
The extent that our Doctors and Nurse Practitioners are courteous and polite	67% (91%)	24%	5%	2% (2%)	0%	1%
Your perception of the quality of the assessment and diagnosis of your medical condition	54% (86%)	32%	7%	4% (4%)	0%	2%
Your perception of the quality of either providing or arranging treatment for you	54% (87%)	33%	8%	2% (2%)	0%	2%
The extent that our Doctors or Nurse Practitioners explain your condition and any treatment provided	58% (89%)	31%	8%	2% (2%)	0%	2%
The extent that you are involved in decisions about your treatment	52% (82%)	30%	11%	4% (4%)	0%	3%
The extent that you are able to trust the quality of the service	56% (87%)	31%	9%	2% (3%)	0%	1%
The extent that you are receiving the right care for you and your family	55% (88%)	32%	8%	2% (3%)	1%	1%
The extent that you feel the service puts you first	47% (81%)	34%	10%	5% (8%)	2%	1%



(all percentages rounded to the nearest whole number)

**How likely are you to recommend our service to friends and family if they needed similar care or treatment?**

Very likely	64%
Somewhat likely	22%
Neither likely nor unlikely	7%
Somewhat unlikely	4%
Very unlikely	3%

**What one thing above all do we do best? (174 responses)**



**Sample comments in full...**

1. Everyone is polite and courteous and tries to help you
2. With walk-in, I know I can be seen the same day.
3. Providing high quality services that include fostering good relationships with patients
4. All the staff including reception staff are kind and compassionate, and most important, always smile.
5. I work full time but am able to come to the walk-in first thing if needed which doesn't interfere too much with work.
6. The clinical staff are still bright and bushy tailed even at the end of the day as I usually book evening appointments.
7. I have moved over from Lancashire and it's a lot easier to get an appointment and don't have off hand receptionists who don't want to help you.
8. The Nurse Practitioners are all amazing and do a great job
9. Accommodating people's working hours so we can see our Doctors easily.
10. Treat all patients equally or so I have found with my family.

**What one thing above could we do better? (160 responses)**



**Sample comments in full...**

1. More nursing appointments
2. Availability of telephone booking appointments
3. A drop in clinic in the evening would be very useful as I use public transport and so on the bus by 8am and not home until after 6pm
4. Provide the option to see the preferred Doctor or Nurse
5. A few hours open on a Sunday for a walk-in clinic would be a service I feel would be very useful for many people
6. I would like to on occasions request a certain practitioner .
7. I waited 90 minutes
8. More information available on waiting times when using the walk in service.
9. The only reason for any poor ratings...is because apparently children get a priority service at the walk-in and this has never happened. In some cases we have waited longer than others.
10. Sunday appointments



(all percentages rounded to the nearest whole number)

### Are you

Male	31%
Female	68%
Other	1%

### Your age

Under 16	0%
16-25	5%
26-35	32%
36-45	25%
46-55	16%
56-65	14%
66-75	7%
76-85	1%
86+	0%
Prefer not to say	0%

### Occupation

Working full time (more than 30 hours a week)	53%
Working part-time (8-30 hours a week)	21.5%
Carer (of home, family, etc.) (full time)	3%
Student (full-time)	2.5%
Temporarily unemployed (but actively seeking work)	2%
Retired	12%
Other permanently unemployed (e.g. chronically sick, independent means)	6%