

St Johns Medical Centre Patient Survey 2013/14

This is the third year of the survey at St Johns. We would like to share with you your feedback and our response to that, including the agreed action points for the coming year. We would like to thank you for returning these surveys and wishing to be involved with the running of the practice. If you wish to add any further comments we are happy to receive them on the following email address: patientsurvey2014@icloud.com by the 30th April 2014.

How we carried out our survey:

1. The patients group had been set up from the previous years and was expanded upon by emailing everyone whose email address we had and advertising the group on our website and in the patient leaflet.
2. The topics for the survey were self selected by the group from comments on NHS choices, feed back from emails and the practice Comment Sheets available in reception.
3. The survey was designed and sent out via email, posted on our web site and available in reception for four weeks from 7th February
4. The results of the survey were analysed and sent out to the group on the 11th March for comment and any additional information
5. The action plan was formulated and sent out 11th March for comments and agreement
6. The report including a dated action plan was published on the Practice web site

Respondent profile:

Answer Choices	Responses
17 or younger	0.29% 1
18-20	0.57% 2
21-29	9.74% 34
30-39	26.36% 92
40-49	27.79% 97
50-59	18.34% 64
60-69	12.61% 44
70-79	3.15% 11
80 or older	1.15% 4
Total	349

In total we collected 395 responses to this year's survey, it could be completed online via email invitation, in person at the surgery or via the practice website. The means of response were as follows:

Method of response

51 in person at surgery

317 via email
27 via the website

Age profile
Ethnicity

White British 39% **White Irish** 2% **White Other** 7% **Indian** 2% **Pakistani** 2%
Bangladeshi 1% **Sri Lankan** 4% **Caribbean** 16% **African** 9% **Chinese**
 1% **White & Black Caribbean** 3% **White & Asian** 1% **Mixed Other** 3% **Other**
 10%

Gender

32% Male
68% Female

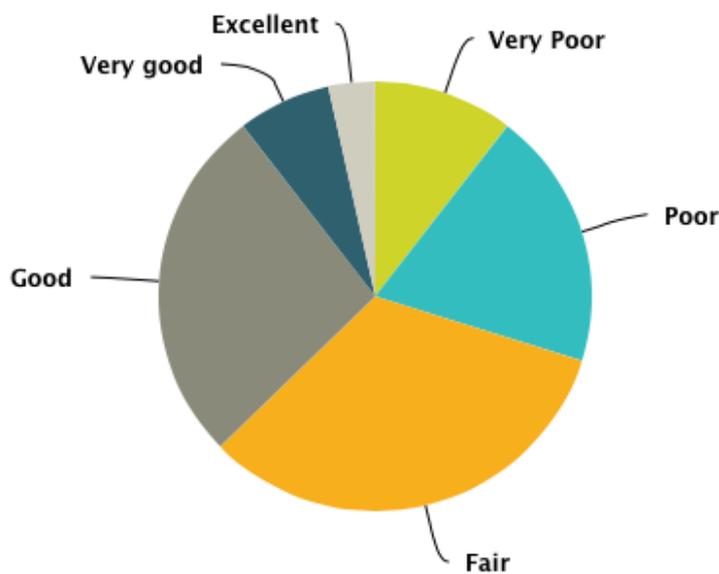
Representative of Practice Population

The respondents reflect the broad groupings of our registered patients.

Key Areas of Concern for 2013/14 Survey

How would you rate the speed at which the call was answered?

Answered: 201 Skipped: 194



Answer Choices	Responses	
Very Poor	10.45%	21
Poor	19.40%	39
Fair	32.84%	66
Good	26.87%	54
Very good	6.97%	14
Excellent	3.48%	7
Total		201

Difficulty of getting through on the phone

In last year's survey a common concern was the ability to get through to the surgery on the phone. In response to this we have experimented with new rota and have added an extra phone line to cope with the number of calls received.

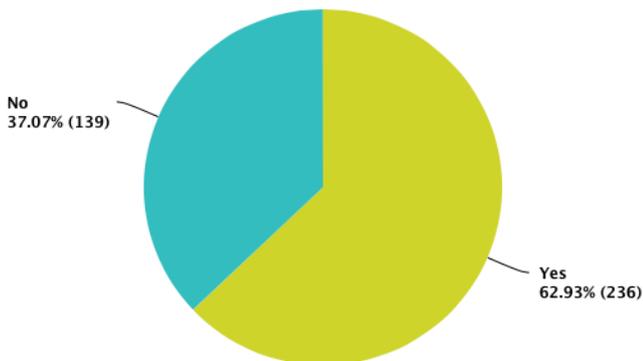
Of the 201 respondents who indicated that they booked their last appointment via the phone

around 70% felt that the speed at which the call was answered was fair to excellent. Whilst this still leaves us room for improvement we feel that this indicates that we are moving in the right direction. We will continue to strive to improve on this over the next year.

Online services

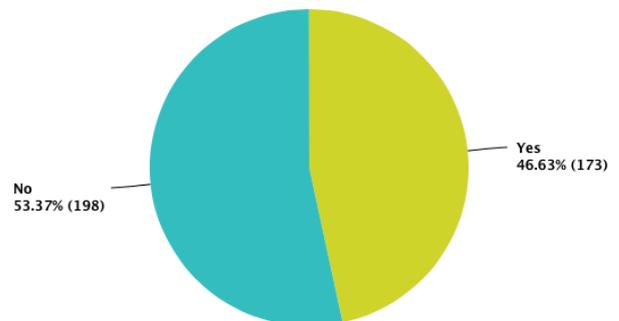
The practice has a system that allows you to view your records, test results, book appointments and order prescriptions from home, were you aware of this?

Answered: 375 Skipped: 20



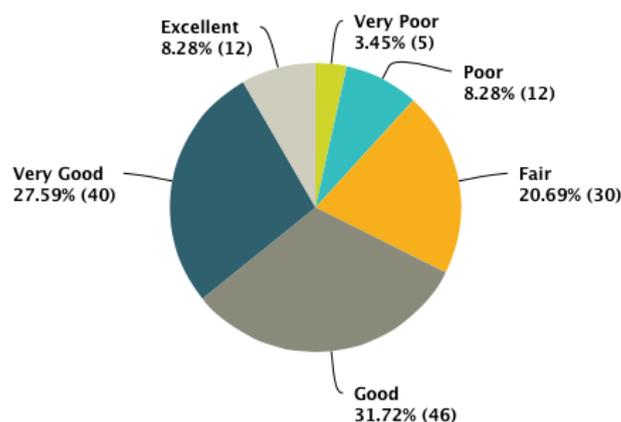
The practice also has a system that enables your GP to send your prescription electronically to a pharmacy of your choice. This means you can collect your medications directly from the pharmacy. This is called electronic prescription, were you aware of this service?

Answered: 371 Skipped: 24



How would you rate the online services offered by the system?

Answered: 145 Skipped: 250



In the past year we have seen the introduction and expansion of the online facilities offered here at St Johns. We were very keen to understand whether our patients were aware of these facilities, if they had used them and how they had found the process.

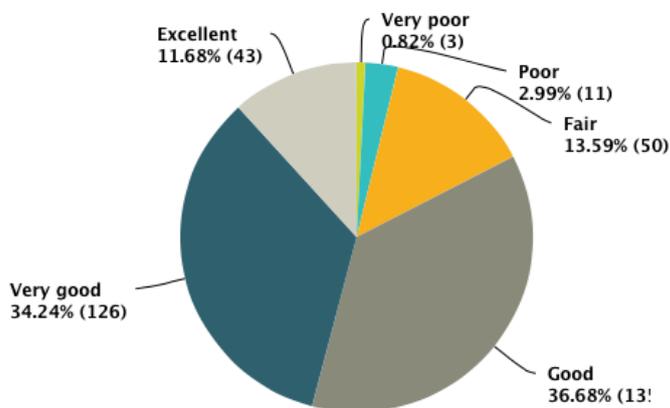
It is clear that we need to do more to raise awareness of these services so that patients can make decisions about their care that best suit them. We will be making plans to publicise online services more widely. Encouragingly, the majority of those who had accessed online services rated them good to excellent.

Overall Impressions

Whilst there are some areas of concern the results of the survey are overwhelmingly positive and we are pleased to see that more than 80% of respondents rated us good to excellent and 91% of respondents indicating that they would recommend the surgery to friends and family

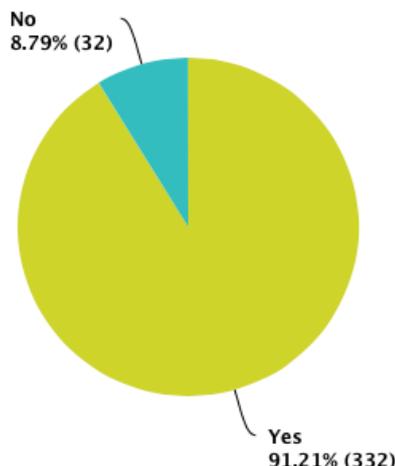
Overall, how would you rate the GP surgery?

Answered: 368 Skipped: 27



Would you recommend St Johns to someone who have just moved to the area?

Answered: 364 Skipped: 31



2013/14 Action Plan

Reception

1. Customer services training for reception staff being delivered over the coming months from outside sources
2. Employ more reception staff at peak times for telephone calls
3. At peak times have 2 receptionists on the front desk
4. Change the layout of the back office to enable the supervisor to be more hands on when an extra level of customer service required

Appointments

1. Partners will review our budget for Doctors in the summer to see if we have the resources to employ more
2. More on line bookings for doctors and also open up nurses and Health Care Assistants on line
3. Open up the book ahead slots for 3 to 4 weeks in order that people can manage their doctors appointments with their own family requirements

ACTION PLAN ESTIMATED IMPLEMENTATION DATES

RECEPTION:

1. By 31st July
2. By 31st July
3. By 30th June
4. By 30th August

APPOINTMENTS:

1. By 30th June
2. By 30th may
3. By 30th May

OUR OPENING HOURS

Core Hours - Monday to Friday 8:00am - 6.30pm
Face to face and telephone access during all Core Hours.

Extended Hours

Tuesday 7.00am – 8.00am

Doctor, Nurse and Health Care Assistant

Tuesday 6.30pm – 7.00pm

Doctor

Wednesday 7.30am – 8.00am

Doctor

Thursday 6.30pm – 7.00pm

2 x Doctors

1st Saturday of each month 8.00am – 11.30am

Doctor and Nurse

(ALL EXTENDED HOURS PRE-BOOK ONLY)

2014 Patient Comments

Patient Comment	Our Response
Can't praise it any higher.	Thank you for your comment
very good and professional attendance from everyone at st johns	Thank you for your comment
generally the GPs have impressed me with their natural and benign attitude to treating breastfed and breast feeding patients. The surgery should seriously consider joining the Lewisham Breastfeeding Welcome Scheme since the surgery runs a baby clinic	Thank you for your comment
I have been attending this practice for many years. I have always found the Doctors, nurses and reception staff helpful and informative. It is clearly a practice under enormous pressure - large catchment area and very full patient list - but despite this the practice members maintain their cheerful and helpful attitude. I have no complaints and would like to thank everyone for their help and support.	Thank you for your comment
There is a problem with my prescriptions going astray rather than to my designated chemist. Hopefully this will soon be corrected	Please contact us in the practice if this is not rectified
You wrongly recorded my address, sent correspondence to the wrong address then deregistered when I couldn't/didn't reply. You then "guaranteed" you would rectify the situation 2 weeks ago, but didn't (the practice manager). I am pregnant and all info has been sent to the wrong address. I also had to be admitted to A&E last night and had to be recorded as not having a GP due to your error. I have now had to complete another registration form to re-register at st johns. I cannot recommend your surgery to other prospective mothers.	we're sorry that your interaction with us did not meet our high standards or your expectations.
I am not satisfied with the level of expertise provided by GPs in the St Johns medical centre. I am also not convinced about the awareness in reception staff of the importance of confidentiality in treating medical records and when liaising with patients.	We're sorry to hear that you have these concerns - rest assured that we will be undertaking customer service training with reception as this is an ongoing issue
Surgery let down by reception staff	Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them
Have only just joined the surgery from elsewhere but so far it has been a very good experience and all staff are very welcoming and helpful.	Thank you for your comment

I have been overwhelmingly impressed with St Johns compared to my previous GPs. It's never too difficult to get appointments, the reception staff are very good, appointments are rarely late, and I always leave the surgery satisfied that I've been listened to and given good treatment or advice. I'll be leaving the area soon and can only hope my next surgery matches the high standards of St Johns rather than the low standards of previous surgeries I've been to.

Thank you for your comment

The phone booking system is not great, in that you have to call at 8am on the dot. It creates worry on whether you're going to be able to be seen when you have sth acute.

We are working to improve this.

The poor service normally comes from the reception staff although I have not experienced it myself but I have been witness to it on three occasions

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

It is virtually impossible to make an appointment unless I would outside the surgery at 7.45 in the morning. There has to be a facility to make appointments in advance. This system of calling at 8am, not getting through until gone 8.30 and then all the appointments have gone is simply unacceptable. I simply dread having to make an appointment, then being kept waiting for an hour and then being told I have taken more than my allotted time. It makes you feel as if you are an inconvenience and is very dispiriting. A very unpleasant and stressful experience all in all.

We are working to improve this.

The only issue that I have is the availability of appointments at times suitable for those of us who work outside of SE London during the day. However, this is getting better

Thank you for your comment, there will be changes in this area other the next year.

How can I make a prescription order online for someone from the same household

Please contact us in the practice

There are only 3 doctors that I feel are competent, helpful, thorough and appear as if they enjoy their work. High time Dr Parker retired, she is short tempered and rude. Practice Manager is USELESS and reception staff, with the exception of 4 are obnoxious or weird - who recruits them??

We are sorry that you've not had the best experience with us at St Johns, rest assured we are working to improve all the time.

Thank you for being there!

Thank you for your comment

You really do try to improve thinks all the time

My only contact with reception is booking appts. Surgery hours are v good. Dr consultations always feel rushed but treatments well explained. Could benefit from electronic payments so that info can be emailed without turning up in person to pay.

Thank you for your comment, we will consider your suggestion

I wasn't able to book online an appointment with my usual GP. When I met the GP last time (after having waited for more than 1 hour), the first thing I was told is that I had 8 minutes. It's UNACCEPTABLE. He googled the symptoms on the internet and came out with the suggestion of a rare illness. But he told me he didn't have time to go in deeper details and he didn't prescribe any further exam. Are you surprised that people go to A&E?

we're sorry that your interaction with us did not meet our high standards or your expectations.

Overall I like St John's Medical Centre. It feels established and considered. Generally all the doctors I see are very good compared to other services, although the last one was, while fine, slightly less friendly than others. But that's an exception rather than the rule.

Thank you for your comment

It hasn't been possible to book an appointment at this surgery, in advance, for years. A same-day booking scheme is in place. This is huge drawback, and an inconvenience. Please remedy this as soon as possible.

It is possible to book up to 2 weeks in advance and we will be moving to 3 weeks. Please contact us if you continue to have difficulties

I have been signed to

Thank you for your comment

St Johns for the last 35years and have found the service and staff very helpful, supportive and caring.

some of the GPs that i have seen in the past, (more the long standing ones), do not spend enough time with patients or i feel i am being rushed

we're sorry that your interaction with us did not meet our high standards or your expectations.

booking system must change - I cannot get through in the 8am, and there is not enough advance booking slots!

Thank you for your comment, there will be changes in this area over the next year.

A patient support group for various conditions would be useful. It is unpleasant to feel isolated when you are in constant pain and live alone. A health professional need not be present. A small room could be allocated if possible.

Thank you for your comment, we will consider your suggestion

I would like my medical records checked to ensure they are accurate. I discovered at least 2 errors. There may be more.

please contact us in the practice where this can be arranged

I have used online for booking appointments and for repeat prescriptions, not for test results and viewing my medical record.

Thank you for your comment

I really like the system St John's has of booking appointments on the day needed. It is excellent!

Thank you for your comment

Over the years I have found the reception staff to be very helpful on most occasions. There is one that is less helpful and behaves as though she finds the patients a pain in the neck.

If doctors are running late it would be nice if the receptionist could inform us and give us an idea of waiting time.

I have found waiting times at St Johns to be very variable. Some doctors always run to time and others always run late - sometimes very late (I have waited 45 mins or longer on occasions).

On the whole I would rate the surgery as very good as I have always found the doctors to be excellent. Importantly they have also always been extremely good with my children too, on one occasion seeing my daughter at very short notice late one evening which I was extremely grateful for as it turned out she had a chest infection. I have always been made to feel very comfortable bringing my children in with whatever it is I am concerned about and that I think is really important and much valued.

An E-mail to tell me my prescription has been sent to pharmacy Not a Text

Thank you for your comment, we will consider your suggestion

This is an excellent medical centre

Thank you for your comment

Tried to use your system had problems, told surgery and IT were meant to call me and never did

please contact us in the practice where this can be arranged

On a few occasions the administration of my records has been poor in recording correct contact details and other minor matters.

we're sorry that your interaction with us did not meet our high standards or your expectations.

couldn't blood tests be done on the premises, as used to be done? . Drop in centres are not that convenient for maybe quite a lot of people...

The doctors are good but other staff only fair. The receptionists are often surly and unfriendly.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

I would not recommend it because of the limited opening hours, the long wait for appointments and, sometimes, the long waits at the surgery when doctors are running late

we're sorry that your interaction with us did not meet our high standards or your expectations.

Majority of time I have had to wait 1 hour or more to be seen. There is never any advice given by reception staff, unless someone goes to reception and asks. It would be nice to have receptionist - or even the notice board - give an explanation that "Dr xxx is running late and appointments won't be seen until about xx minutes after your appointment time".

We're sorry that you were not informed of the wait, sometimes the Doctors unavoidably over run due to the complex nature of some cases. Whilst we do our best to limit this we are aware that it can often be a problem at the end of the day. We will do our best to keep patients informed when at wait is expected.

<p>Useful to be clearer about test results. I was told someone would ring me if there were problems but this didn't happen.</p>	<p>we're sorry that your interaction with us did not meet our high standards or your expectations.</p>
<p>Nurses do a wonderful job.</p> <p>Just can not stand attitude received at reception desk. Feel very belittled by it :(</p>	<p>Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>It's a good surgery but very busy. Sometimes, it can take a week to see a nurse or doctor for an appointment but, otherwise, I'm happy with the service and staff there.</p>	<p>Thank you for your comment</p>
<p>I don't think it should be restricted to people who just live in the area as long as they don't live way too far out people should be able to use the surgery</p>	<p>Thank you for your comment</p>
<p>I am totally online (mayor of the surgery on FourSquare, despite poor to zero reception in the waiting room and no wifi) yet had no idea any of these services were online. The last time I looked at the website (looking over a long period, it was a badly hand drawn image with little info. I now see it has changed.</p>	<p>Thank you for your comment</p>
<p>The heating is on far too high. The electronic booking in system is very hit and miss and then you get stuck in a queue at reception which makes you late for the appointment.</p>	<p>we're sorry that your interaction with us did not meet our high standards or your expectations.</p>
<p>I also have a very specific complaint post birth. I was told I would be notified about my check up and my daughters - I received a hand written note two days before the appointment with some times on. I went to log in to my area to arrange another appointment and found that the times and dates of the appointments that I was given on the piece of paper were completely wrong. Obviously in the first few weeks of having a new baby you have a lot of pressures on you and having this sort of mix up is completely unnecessary considering you have an electronic system so you should be able to send automated letters and much further in advance than two days.</p>	
<p>The system of having to call up every day to make a same day appointment is terrible as usually it takes nearly half an hour to get through to anyone even when calling at 8am when the lines open. I phoned the other day at 8.05am only to be told the doctor had filled her appointments for the day. Why can you not book appointments other than on the same day?</p>	<p>It is possible to book up to 2 weeks in advance and we will be moving to 3 weeks. Please contact us if you continue to have difficulties</p>
<p>Friendlier receptionis! It's painful to see sick people being spoken to with such abruptness.</p>	<p>Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>Would comment on telephone esitin is excessive</p>	<p>Thank you for your comment</p>

Thanks for your efforts to look after us. I certainly appreciate them.

Thank you for your comment

Any plans for a small kids play area/corner in waiting room? So many patients are families/kids and often have to wait a long time in waiting area to be seen. V difficult to stop kids running round and round the circular corridor. A cordoned off area with a few books and toys would really help. Parents would be happy to donate items i'm sure.

Thank you for your comment, we will consider your suggestion

The appointment booking process is ridiculous. It is very stressful and does not suit the needs of those who work: it is designed for those who can book on the day and wait for an appointment. It has meant I have have had to forego medical treatment in the past. The reception desk staff are inefficient and rude.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

I would like to sign up for the service allowing me to view my records online

please contact us in the practice where this can be arranged

Keep it up !

Thank you for your comment

Still not really appreciating the attitude of reception via phone and only slightly improved in person which is probably down to 'witnesses' wuthin hearing distance! Also, lack of aftercare/information following intensive tests. A follow-up appointment with a nurse or GP wuuld have been reassuring especially as the one measly pamphlet given had cancer written all over it!!! I was scared out of my mind!

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

Your appointment system is terrible. It takes ages to get through, your staff sometimes come across as indifferent.

We are sorry that you've not had the best experience with us at St Johns, rest assured we are working to improve all the time.

Nurse seen for cholesterol was a cold, unfriendly, abrupt, person who made me feel that I shouldn't ask for help. I regretted going to see her! Haven't been back since.

The prescription service only worked once. I have been totally unable to get the surgery to send my prescription to the pharmacy department electronically

Please contact us in the practice and we will do our best to resolve this

Online booking system doesn't recognise me. Have asked reception for help several times but was told that I.T. personnel were not available to help.

Please contact us in the practice and we will do our best to resolve this

I can never get through on the phone to book a same-day appointment. By the time I get through, there are no slots left for that day which means I have to try again the next day which is not ideal if you need to see someone that day. It is not always convenient or possible to get to the surgery for 8am in order to make a same day appointment. I would also like to be able to make advance appointments for sooner than 2-4 weeks time.

Thank you for your comment, there will be changes in this area over the next year.

Good to see the website has improved	Thank you for your comment
Trying to make an appointment is my bugbear. I often cant get through and give up and try another day but this can go on for days.	Thank you for your comment, there will be changes in this area over the next year.
There is a problem with answering the phone nobody seems to want to answer and that is any time of day really needs to improve	Thank you for your comment, there will be changes in this area over the next year.
Appointment: why do I have to call day after day for an appointment? Is it possible to have an appointment at 1 call? Thank you	Thank you for your comment, there will be changes in this area over the next year.
The electronic repeat prescription request could be simpler, for example at my old practice they had a web submission form and I'd verify by return email.	Thank you for your comment, we will consider your suggestion
It would be useful for the reception staff to have training in customer service skills. They lack empathy and are often rude and dismissive. It would be useful if they treated each patient as a customer rather than a nuisance or irritant.	Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them
I know the system of appointments and the telephone system have a high degree of Central gov control, but the system can be very difficult and I don't think telephone staff really fully understand it - I've often had conflicting info and incorrect info.	Thank you for your comment, there will be changes in this area over the next year.
sometimes been left on the line waiting to speak to reception far too long	We are working to improve this.
At times I have had to wait up to 30mins to be seen. It is also difficult at times to get through on the phone to book appts. There should be more appts available to book online as this would be my preferred method of contact.	We're sorry that you were not infomed of the wait, sometimes the Doctors unavoidably over run due to the complex nature of some cases. Whilst we do our best to limit this we are aware that it can often be a problem at the end of the day. We will do our be
Having moved from Stoke Newington in the last year and joining this surgery, I have found using this practice very refreshing. The reception and phone staff are polite which is very refreshing compared to the general poor/hostile customer service I often got at my old practice. The GPs have also been great, but they were at my old surgery too.	Thank you for your comment
How do I check my tests results on line without calling the surgery?	please contact us in the practice where this can be arranged
Telephone calls to doctors to discuss results would be useful, to save having to come into the surgery.	Thank you for your comment, we will consider your suggestion
having drinking water available would be a good suggestion" pleased there is now a clock in the waiting area.	Thank you for your comment, we will consider your suggestion

<p>I would rate St Johns much more highly if the telephone service was better and if receptionists were less stressed and more welcoming and helpful. I had one very bad experience with a receptionist but to my relief have not seen her recently and hope she has left.</p>	<p>Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>Nursing staff excellent</p>	<p>Thank you for your comment</p>
<p>I loved Dr Symons. Dr Nav and Dr Kurali have been amazing and very caring. Nurse Sue is also very good. Wonderful practitioners!</p>	<p>Thank you for your comment</p>
<p>I have only had issues once with a doctor but on the whole I think the surgery is really good.. I would really like to use the on-line system but it needs improving!</p>	<p>Thank you for your comment, there will be changes in this area over the next year.</p>
<p>Best thing I ever did was move from previous surgery to St Johns. Staff are amazing, approachable kind and most importantly caring towards patient needs.</p>	<p>Thank you for your comment</p>
<p>You run a very good surgery.</p>	<p>Thank you for your comment</p>
<p>Booking online only allows to book a 10min Appo, this is not useful to me when i need a double Appo.</p>	<p>Thank you for your comment, we will consider your suggestion</p>
<p>I am very happy with the surgery: staff is great, availability of appointments and opening hours is good</p>	<p>Thank you for your comment</p>
<p>It would be a good idea to get your telephone line updated. I often have to call many times before I get to reception. Also, why cannot Diabetic patients be advised as to their next review date? by email. I have just inadvertently missed mine by about 3 weeks and have still got to wait for another 16 days.</p>	<p>Thank you for your comment, we will consider your suggestion</p>
<p>appointment times should be longer, perhaps 15 mins. people are not just symptoms, it can also help to be listened to and made to feel valued.</p>	<p>Thank you for your comment, we will consider your suggestion</p>
<p>I would also like some complementary therapies on offer, perhaps at the surgery</p>	
<p>My GP looks professorial, an Arsene Wenger younger brother lookalike. As such, he inspires confidence. Re Q.8, I didn't deal with reception staff during last visit.</p>	<p>Thank you for your comment</p>
<p>Reception staff let the surgery down overall. I have heard the supervisor of the receptionists making derogatory comments about patients, another receptionist retaliating when a patient got annoyed, and I have had receptionists forget to follow up requests for blood forms and repeat prescriptions.</p>	<p>Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>

<p>It makes an enormous difference to me whether a doctor says 'hello, I am Dr xx. how can I help?' (or something similar) in a bright voice when I come in. No matter what the situation, the most disappointing experiences are when a doctor fails to greet you and is silent waiting for you to speak. Most are fabulous but some need a reminder that it can make all the difference.</p>	<p>Thank you for your comment</p>
<p>its hard to book an appointment when you need it!!</p>	<p>We are working to improve this.</p>
<p>Not encouraged by staff to use electronic prescription service. Told it's not very good. This service would help me .</p>	<p>please contact us in the practice where this can be arranged</p>
<p>getting some one to answer the phone would be a help for starters.</p>	<p>We are working to improve this.</p>
<p>Please explain on website how I can book appointment for early openings (before 8am). A was also told that I cannot book appointment on the phone. Please put arification on website. Also woul ve good to speak to more helpful customer service on the phone as last time I called tgey did not sound like tgey cared to advise.</p>	<p>Thank you for highliting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>The last doctor I saw was excellent and I hope to be able to get all my appointments with them. The other appointments I have had in the surgery left me feeling unheard.</p>	<p>thank you for your comment, we are sorry that your interaction with us hasn't been up to high standards.</p>
<p>My last interaction did not involve the receptionist I used the Bookin system Most of the time I don't need to see a doctor a email or phone call is fine, but if they do ring and I miss them I can't phone them back</p>	<p>Thank you for your comment</p>
<p>The weak link in the system is the reception staff, who vary from "poor" to "good". Not many of the latter.</p>	<p>Thank you for highliting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>My only issue is that on ordering prescriptions on line the comment/ message section is never read by those dealing with my request thus opportunities missed.</p>	<p>Thank you for your comment</p>
<p>I would definitely use the online service if it was easier to navigate.</p>	<p>Thank you for your comment, there will be changes in this area over the next year.</p>
<p>Main cause for complaint would be the telephone service - almost impossible to get through sometimes. Also, you can't book an online appointment with the nurse, only doctors, as i usually see a nurse this is a pain.</p>	<p>Thank you for your comment, there will be changes in this area over the next year.</p>

Bring back blood tests etc for the nurses to make an excellent service. Reception staff remain rude and unhelpful as ever.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

The clinical side of the surgery is good but the administrative side is rather dysfunctional in my experience.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

Some doctors are excellent. Others are very poor and let the service down. Prescriptions are constantly wrong this also lets the service down.

We are sorry that you've not had the best experience with us at St Johns, rest assured we are working to improve all the time.

I can never use the online system to book a nurse, which is a shame. I can always get an appointment within a few days though, which is much better than other surgeries.

We are working to improve this.

I am a GP and sadly your reception staff come across as very rude from a patient perspective. It may be the odd exception but seems to be a similar problem with my parents also!

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

The waiting times for your booked appointment can be hideous. I've waited for around 90 minutes before. I've often been appalled by the loud and rude manner some reception staff speak to patients with, having seemingly no regard for patient confidentiality, or indeed simple respect and dignity. This is something I've mentioned at the surgery before. The private information and conversations I've overheard while sat in the waiting room is unacceptable. The doctors are good but clearly overworked. It's rare that you can get to see the same doctor. The questions on this survey were the first I've heard of being able to access my records online, or of the electronic prescription option. Given that I always book online now (having spent too much time trying to get through to an unanswered phone in the past), I'm very surprised by this.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

Terrible receptionists, good GPs.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

Have never managed to use your IT system successfully although reasonably computer literate. Codes seem to change and poor back-up service. Also, prescriptions dealt with through pharmacy and not always ready on time which seem to be a problem with surgery not pharmacy

We are working to improve this.

There is inconsistency between doctors. Some I felt were dreadful, while others were excellent. I now book online so I know which doctor I can go to. Some I would not wish to see. Dr Ferdinand, Dr Symonds, and Dr Parker are all excellent. Speak as a parent of two, one with special needs, and as a patient myself.

We're sorry that your interaction with us did not meet our high standards or your expectations.

The surgery is let down by only having one person manning the reception desk. The result is a long queue, since many people take up a lot of time

We are working to improve this.

when it's their turn. ALSO, booking an appointment over the telephone can take up to 30 minutes between first attempting to get through and finally speaking to a receptionist - only to be told that all the appointments for that day have been taken!

My last visit to the GP was very good, but trying to get through to the surgery can take ages. I do feel that the surgery is overloaded with patients, meaning that the reception staff don't have the time to be concerned with patient's welfare as they've got a long line of people to deal with and the phone constantly ringing. Both GP's that I've seen have been excellent, but the nurse made it clear that when I was a new patient I was only there for that, if I had any problems I had to make another appointment! Fair enough but did make me feel unwelcome.

Thank you for your comment

I have been a patient of Dr Parker's since 1987 - I wouldn't see anyone else except in an emergency.

Thank you for your comment

My only concern is that the filming going on at the moment could compromise patient confidentiality. It is rather intrusive. I think it's wrong to automatically opt patients in and make them go to the effort of opting out if they don't wish to appear on a ch5 entertainment show.

thank you for your comment, we are sorry that your interaction with us hasn't been up to high standards.

On my previous appointment I had a lovely nurse and the receptionist was very helpful (sorry I can't remember their names). On my most recent appointment the people I saw weren't as friendly but they were still better than most GPs. I also had to wait around and find someone myself to sign my prescription which I didn't have to do first time. It felt a bit unnecessary but I guess there must have been some procedure that wasn't clear at the time.

Thank you for your comment

Very poor phone service for booking appointments

We are working to improve this.

I think the doctors are generally good, but the amount of time you have to wait is a real problem, especially if you're there with young children, as there is nothing available to occupy them with.

sometimes the Doctors unavoidably over run due to the complex nature of some cases. Whilst we do our best to limit this we are aware that it can often be a problem at the end of the day. We are also working to improve this

Couldn't recommend until you did something about the appallingly rude, unhelpful, confrontation reception staff.

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

The Drs are excellent but the reception team are terrible. It is a shame to have to put up with that in order to see really good doctors

Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them

Not enough appointment slots

We are working to improve this.

<p>always had an excellent service from this practice both for myself and my family. Always impressed by the follow up from the practice and all staff are courteous and professional</p>	<p>Thank you for your comment</p>
<p>It is extremely difficult to get appointments and even then you wait a long time to be seen. Some reception staff are good and some are very miserable and fed up.</p>	<p>Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>More appointments should be available especially people working. Reinstate the late of hours appointment. Start weekend surgery if possible.</p>	<p>Thank you for your comment, there will be changes in this area over the next year.</p>
<p>Its a small thing but I walked straight past the self-check in first time round because of where its placed behind the door. The queue to speak to reception is often quite long. These two things may be related!</p>	<p>Thank you for your comment, we will consider your suggestion</p>
<p>I feel that if more people were told of the surgery there would be to many people and it would become less friendly and it would become impossible to book an appointment.</p>	<p>Thank you for your comment</p>
<p>struggle to make appoints when needed with the 8am phone in</p>	<p>We are working to improve this.</p>
<p>It is an excellent surgery. The staff, from receptionists to the doctors, are all extremely helpful. I've never had a bad experience.</p>	<p>Thank you for your comment</p>
<p>Not aware you could choose which pharmacy to use as would not choose the one attached to the surgery</p>	<p>please contact us in the practice where this can be arranged</p>
<p>On one visit, I was stood in front of the receptionist who kept me waiting for a good 10 minutes whilst she was talking on the surgery telephone to her daughter, asking whether she reached school ok and did she remember her lunch etc. Pretty unprofessional it seemed. Similarly, why do all the receptionists look irrate and almost offended when you patiently queue up and ask them a question. Isn't this their job? It makes me wonder and it isn't the most welcoming of surgeries.</p>	<p>Thank you for highlighting this to us, we are aware that there are some issues in this department and will be working to rectify them</p>
<p>I've been living in London for over 5 years and it's the best GP surgery I've attended</p>	<p>Thank you for your comment</p>
<p>I am no longer using the online system to check my records because it is not working</p>	<p>We are working to improve this.</p>
<p>It is nearly impossible to get an appointment for the same day by phoning, as even when I start phoning at 8am on the dot I can never get through. And I always wait at least 30 minutes to be seen, and reception will never notify you that there is a wait until you specifically ask.</p>	<p>We are working to improve this.</p>
<p>More appointment should be available on the phone, after 9am almost all appointment is gone for the day, pls look into this.</p>	<p>We are working to improve this.</p>

It is a bit frustrating that you can only book online for advance appointments. When calling to book in advance, receptionists always say to 'call the day that you want the appointment'. They should be more helpful and arrange your appointment (for any time).

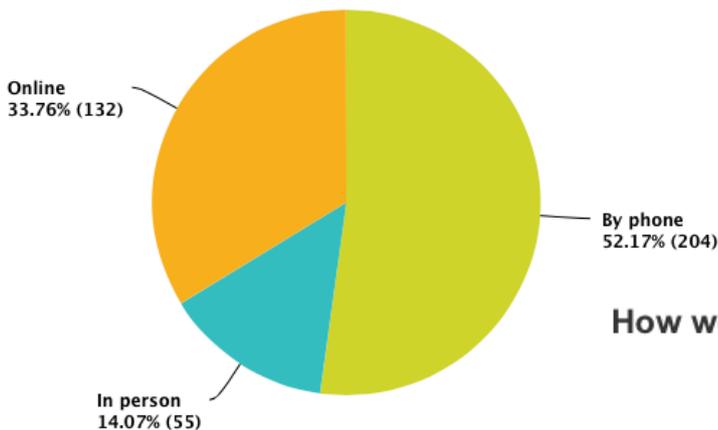
It is possible to book up to 2 weeks in advance and we will be moving to 3 weeks. Please contact us if you continue to have difficulties

The doctors are great. I have found that the receptionist may be a little abrupt at times.

2014 Full Survey Results

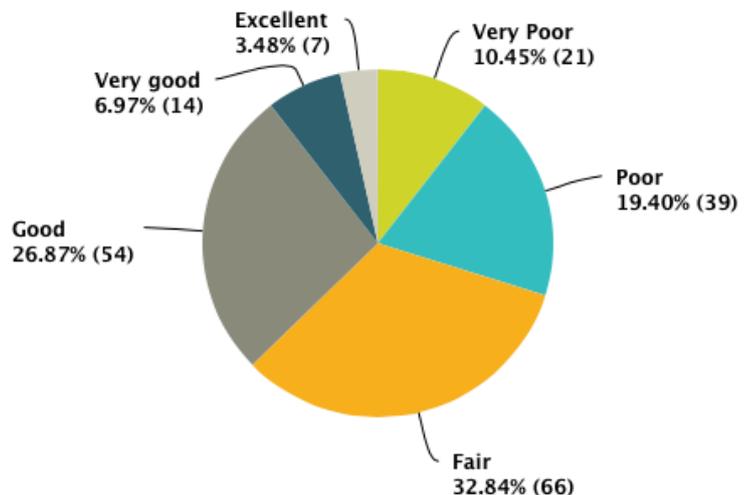
Thinking about your most recent appointment: How did you book your appointment?

Answered: 391 Skipped: 4



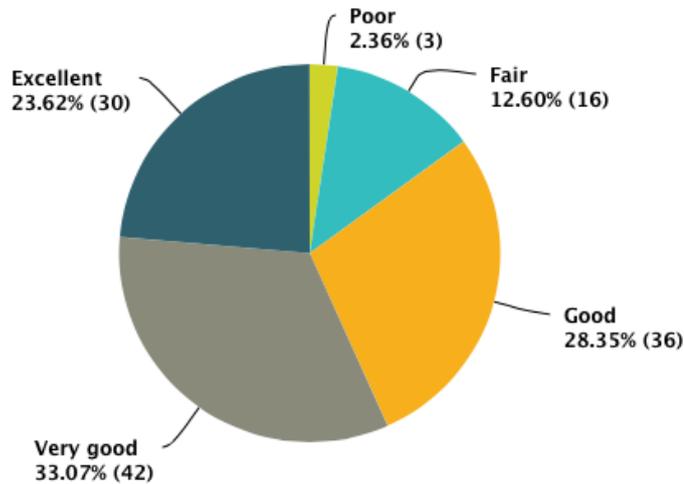
How would you rate the speed at which the call was answered?

Answered: 201 Skipped: 194



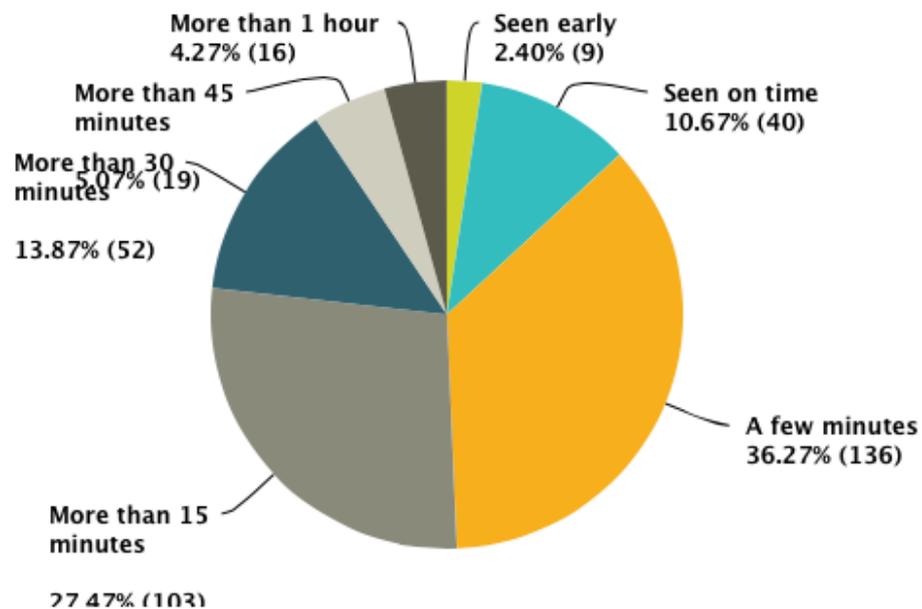
How would you rate the online booking process?

Answered: 127 Skipped: 268



When you got to the surgery how long did you have to wait before being seen?

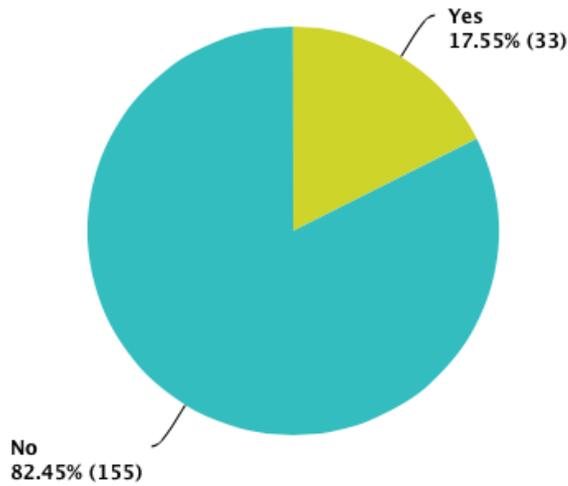
Answered: 375 Skipped: 20



Answer Choices	Responses
Seen early	2.40% 9
Seen on time	10.67% 40
A few minutes	36.27% 136
More than 15 minutes	27.47% 103
More than 30 minutes	13.87% 52
More than 45 minutes	5.07% 19
More than 1 hour	4.27% 16
Total	375

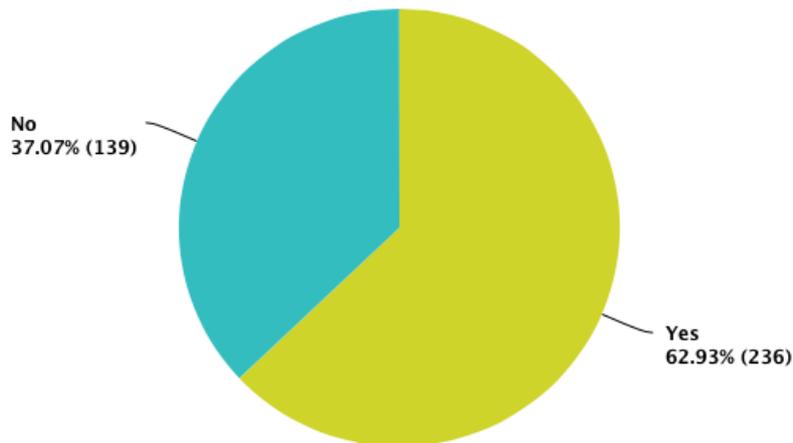
Were you notified about this wait when you checked in?

Answered: 188 Skipped: 207



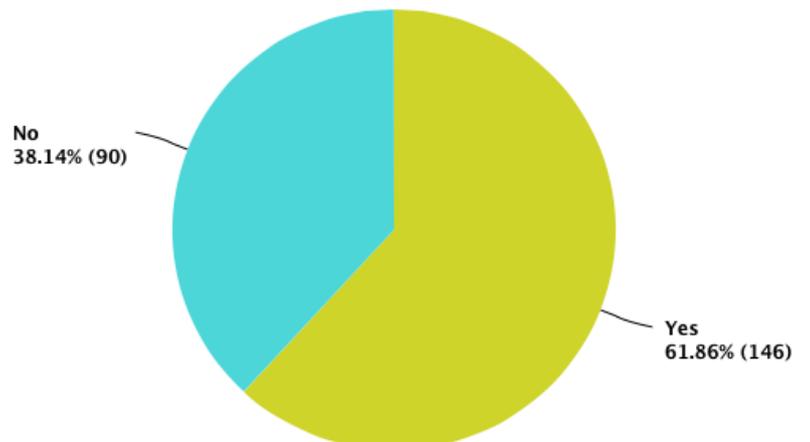
The practice has a system that allows you to view your records, test results, book appointments and order prescriptions from home, were you aware of this?

Answered: 375 Skipped: 20



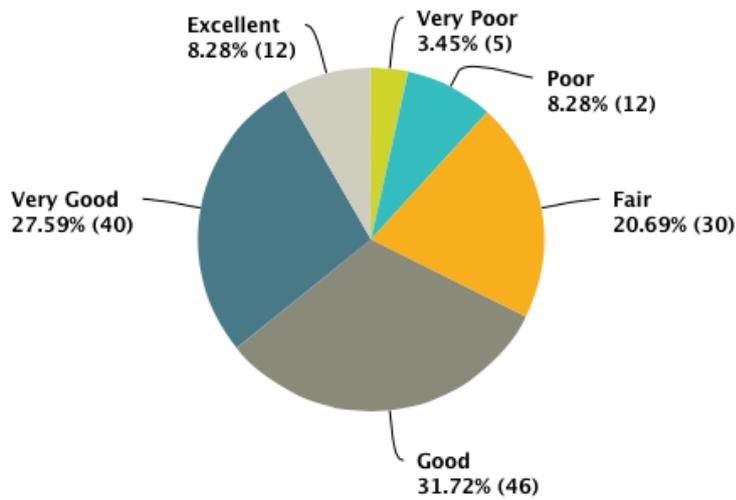
Have you used this system?

Answered: 236 Skipped: 159



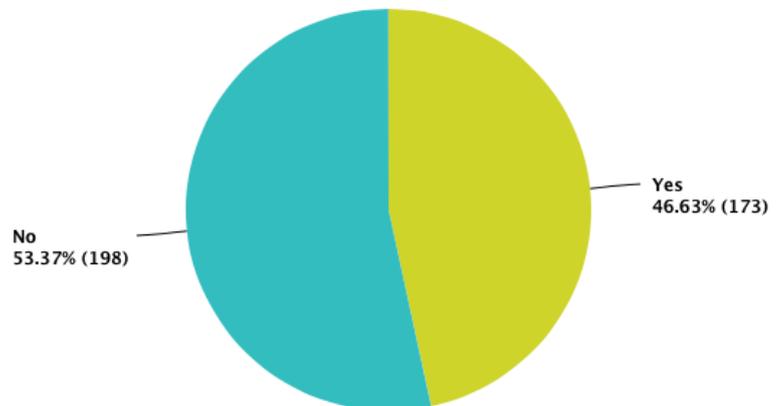
How would you rate the online services offered by the system?

Answered: 145 Skipped: 250



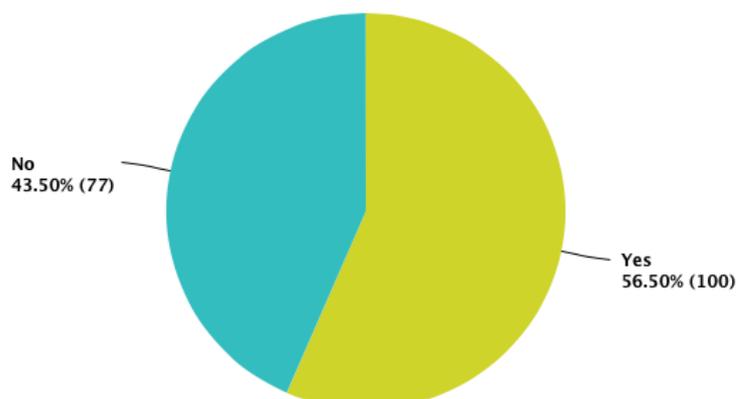
The practice also has a system that enables your GP to send your prescription electronically to a pharmacy of your choice. This means you can collect your medications directly from the pharmacy. This is called electronic prescription, were you aware of this service?

Answered: 371 Skipped: 24



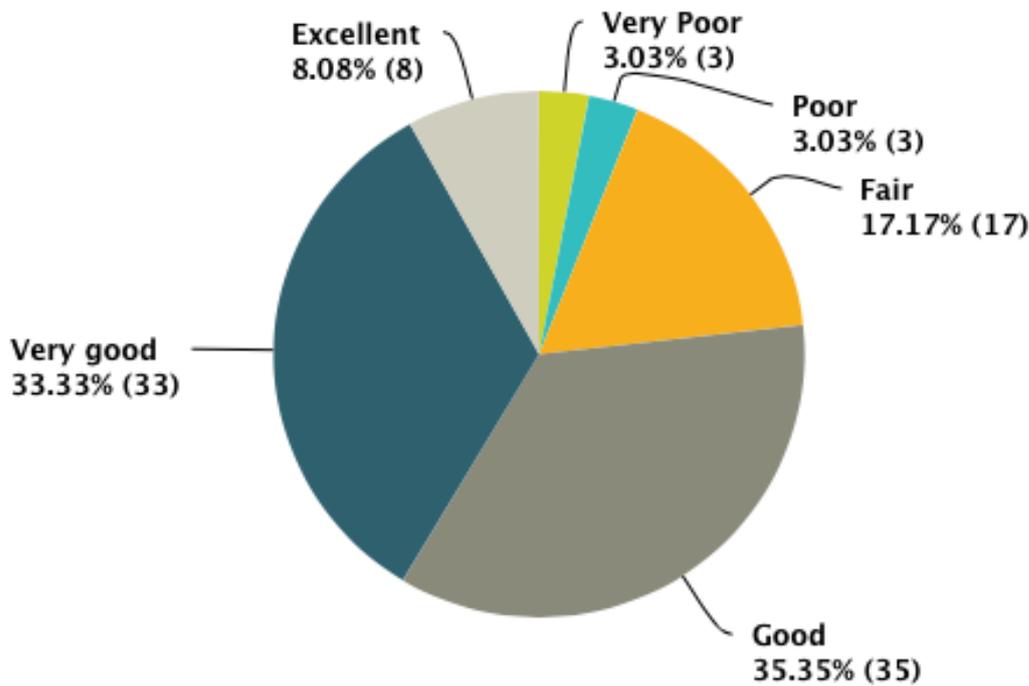
Have you used the electronic prescription service?

Answered: 177 Skipped: 218



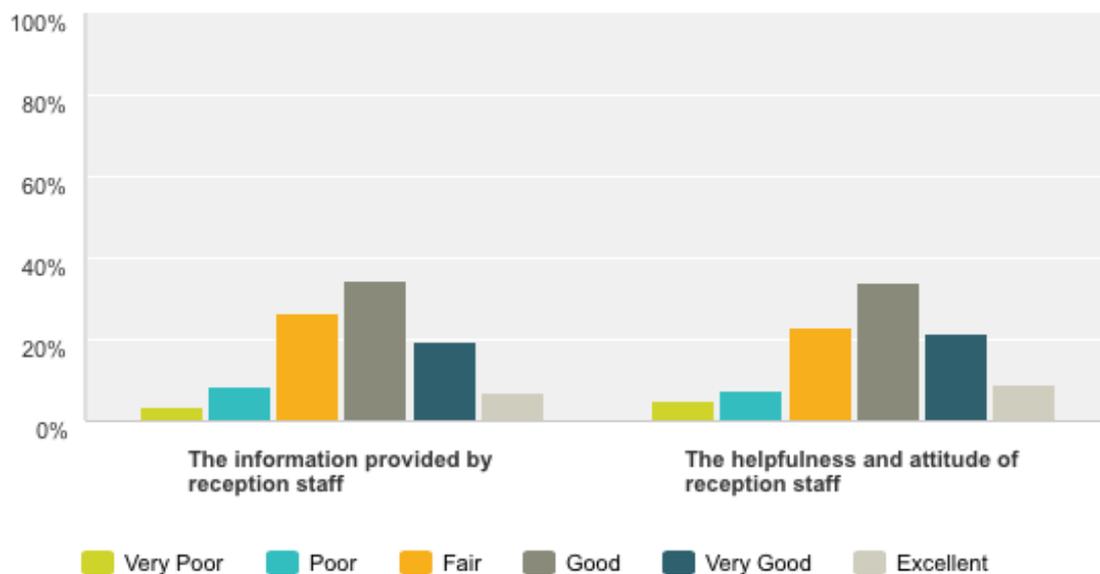
How would you rate this system?

Answered: 99 Skipped: 296



Thinking about your most recent visit to the surgery how would you rate:

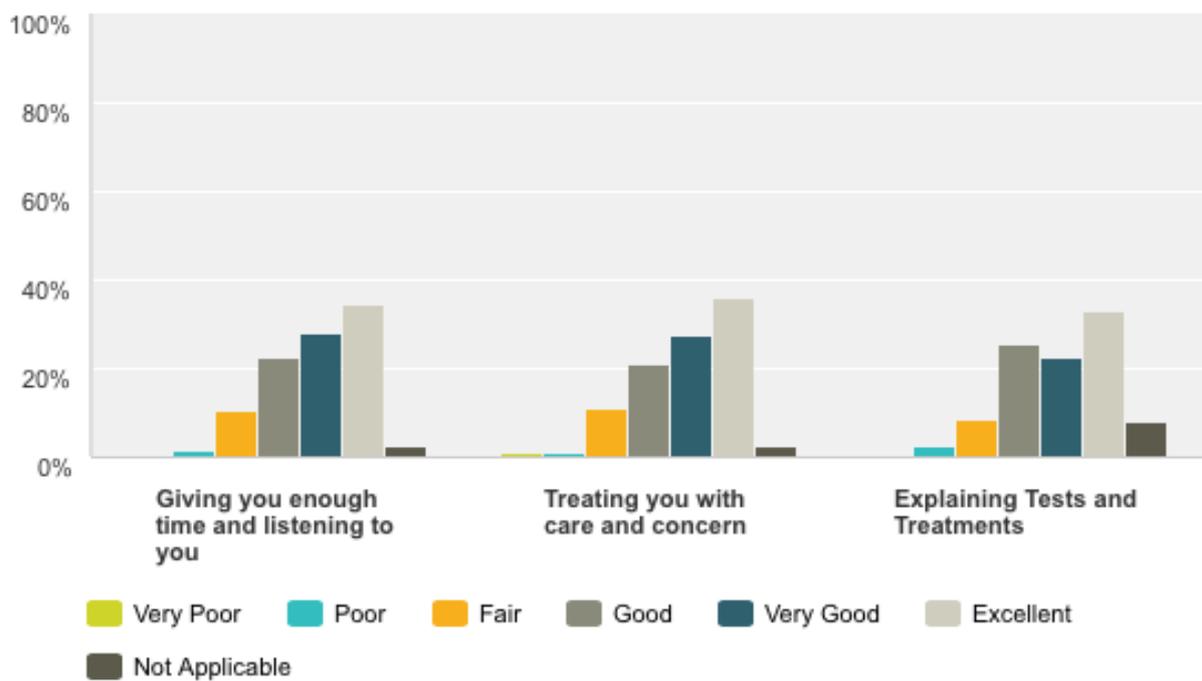
Answered: 363 Skipped: 32



	Very Poor	Poor	Fair	Good	Very Good	Excellent	Total
The information provided by reception staff	3.33% 12	8.61% 31	26.67% 96	34.72% 125	19.72% 71	6.94% 25	360
The helpfulness and attitude of reception staff	5.04% 18	7.56% 27	23.25% 83	33.89% 121	21.29% 76	8.96% 32	357

Thinking about your last appointment with a GP how would you rate them at:

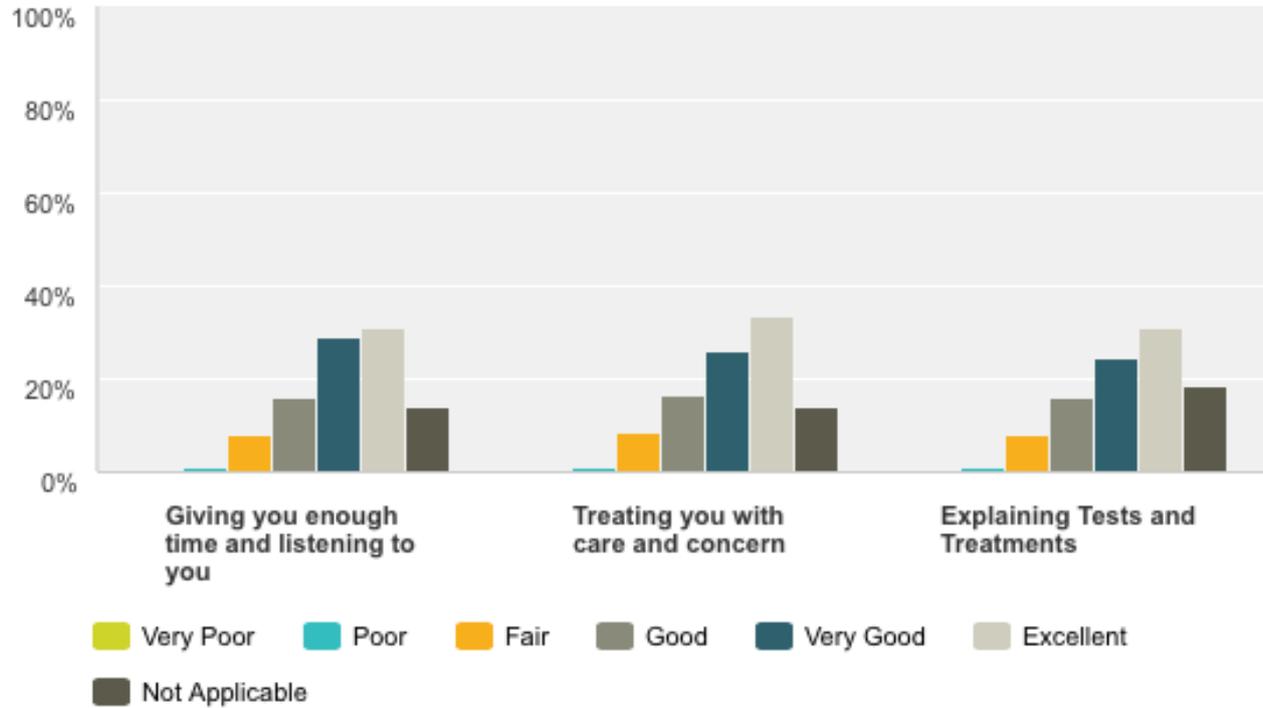
Answered: 367 Skipped: 28



	Very Poor	Poor	Fair	Good	Very Good	Excellent	Not Applicable	Total
Giving you enough time and listening to you	0.54% 2	1.63% 6	10.35% 38	22.34% 82	28.07% 103	34.60% 127	2.45% 9	367
Treating you with care and concern	0.83% 3	0.83% 3	11.11% 40	21.11% 76	27.50% 99	36.11% 130	2.50% 9	360
Explaining Tests and Treatments	0.56% 2	2.51% 9	8.36% 30	25.63% 92	22.28% 80	32.87% 118	7.80% 28	359

Thinking about your last appointment with a Nurse how would you rate them at:

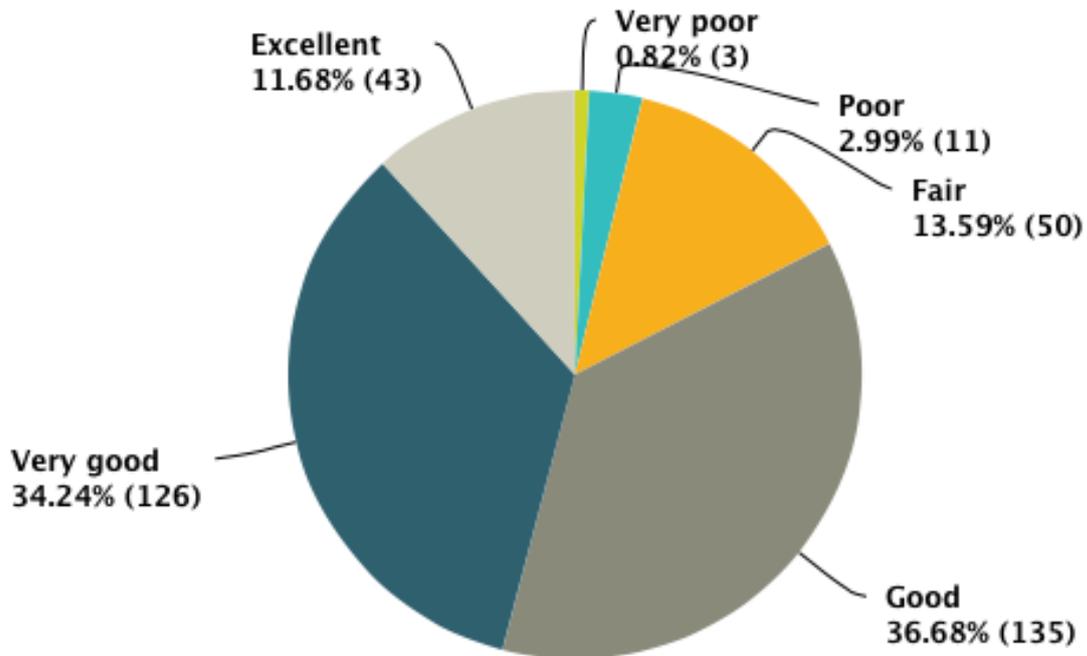
Answered: 366 Skipped: 29



	Very Poor	Poor	Fair	Good	Very Good	Excellent	Not Applicable	Total
Giving you enough time and listening to you	0.27% 1	1.09% 4	8.20% 30	15.85% 58	29.23% 107	31.15% 114	14.21% 52	366
Treating you with care and concern	0.28% 1	0.84% 3	8.36% 30	16.43% 59	26.18% 94	33.70% 121	14.21% 51	359
Explaining Tests and Treatments	0.56% 2	1.11% 4	8.06% 29	16.11% 58	24.72% 89	30.83% 111	18.61% 67	360

Overall, how would you rate the GP surgery?

Answered: 368 Skipped: 27



Would you recommend St Johns to someone who have just moved to the area?

Answered: 364 Skipped: 31

