

# Quick Poll Survey:

## Your views about GP services

### Introduction

From the many conversations that we have had with the public, we know that satisfaction levels of using health services are high. However, we also know that many patients are still facing the same issues on a regular basis.

### Aim

The aim of the Quick Poll Survey is to allow local people to quickly share their opinions and experiences of health and social care services across Leicestershire.

### Methodology

The survey is designed to complement the on-going work of Healthwatch Leicestershire and was promoted during April and May via our newsletters, website and through social media. We also made the survey available at district drop-in sessions and general engagement events.



### Findings

#### Question 1:

How satisfied are you with the systems in place to book an appointment at your GP practice:

**57%** respondents were 'moderately satisfied' 'slightly satisfied' or 'not at all satisfied'.



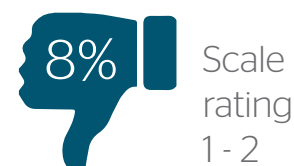
#### Question 2:

How you would rate the care and compassion you received at your GP surgery on a scale of 1 to 7.

Patients rated their experience as:

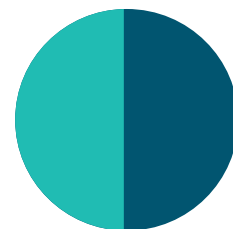


**15%** rated the care and compassion between 1 - 3.



#### Question 3:

If you or your family members are not feeling well, how confident would you be in knowing when to choose the correct service. For example knowing when to use a pharmacy, self care, GP, NHS 111, Urgent Care Centre or Accident & Emergency.



Wonderful caring practice open Monday to Friday and Saturday Mornings, good telephone service and online booking

**Blaby resident**

Twice now due to the lack of care, two members of my family nearly died. I am now changing my doctors. They are too interested in politics to take care of patients. I'm disgusted

**Oadby & Wigston resident**

Seems a lot of confusion around Urgent Care when I recently had an injury it was unclear where I should go

**Blaby resident**

## We heard from people across the County



Blaby	10%
Charnwood	32%
Harborough	10%
Hinckley & Bosworth	9%
Melton	4%
NW Leicestershire	6%
Oadby & Wigston	15%
Leicester City	12%
Out of Area	2%

"When your family has a strategy to get doctors appointments there is something wrong. Also the care depends on the doctor you get."

**Harborough resident**

"The nurses and phlebotomists are excellent on the whole - getting to see the doctor and actually making an appointment can be a nightmare".

**Harborough resident**

"Now it is a joint surgery it can be hard to see your preferred Doctor. The reception staff have poor attitudes and want you to justify the reason you are requesting to see a certain Doctor".

**Oadby & Wigston resident**

"I have always had faith in the whole of the team at my GP practice. I am always treated pleasantly and with respect, and leave the surgery knowing I am in safe hands".

**Charnwood resident**

"They do not seem interested in change. It would seem they look after themselves before their patients".

**North West Leicestershire resident**

## What patients told us

### Care, Compassion and Culture

Changing the culture of the health care system is complex. Patients expressed concerns around the attitude of some receptionists who made them feel that they were an inconvenience. They also told us that at times, the practicalities of following processes were put before the needs of patients.

Being made to feel welcome and understood was something that patients spoke of, but they also commented that consistency of care was a factor. One patient told us that they had been to the GP's on many occasions and been completely satisfied and then taken a relative a week later and thought their treatment was shocking.

Patients have often told us that GP's even within the same practice display different levels of compassion and interest in theirs or their family members symptoms. Communicating back to patients exactly why certain actions, if any, have been taken regarding their care is key. Patients want to leave their appointment feeling understood, listened to and satisfied with the steps put in place for their treatment.

### Flexible, Family Friendly Access

Some patients are still experiencing lengthy waiting times for appointments and limited opening times. Patients have commented that to reduce having to take time off work and school, opening hours need to be flexible around normal working hours.

Patients told us that booking an appointment could be a nightmare, especially near a holiday. One patient recalled trying to make an appointment and was told that they could not be booked in, and instead had to wait for a phone call back to organise an appointment.

It was a common concern that when patients did get through on the phones to make an appointment, often the appointments had already been booked and they would have to ring again at lunchtime or the next day.

Patients commented that they would very much prefer to see the same GP and having to see whoever is available they can lack continuity.



**Healthwatch Leicestershire**

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