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The  
**JENNER**  
PRACTICE

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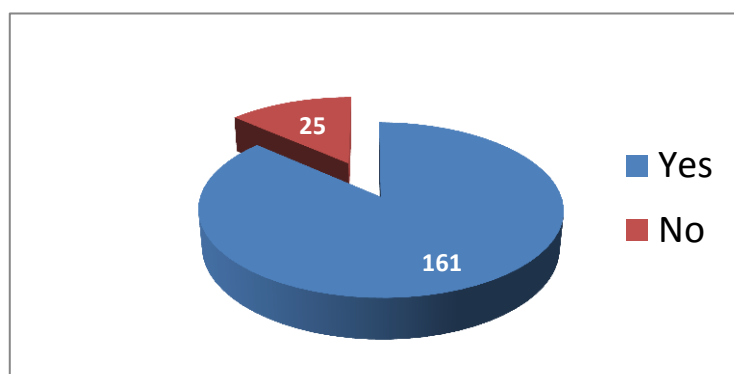
Practice Code: G85004

[www.jennerpractice.co.uk](http://www.jennerpractice.co.uk)

## The Jenner Practice – 2013 - Patient Survey Results

**Q1** - We have the opportunity to use a new system to provide patients with better access to the surgery. The new system will allow patients to have a secure online consultation with their doctor. Patients would use this system for routine queries that do not require an immediate answer. For example, you may have a query regarding your latest test results or require further information about your medication. These consultation queries will be answered by the GP or Practice Nurse. Please note that this is an additional service and will not replace seeing a doctor face-to-face.

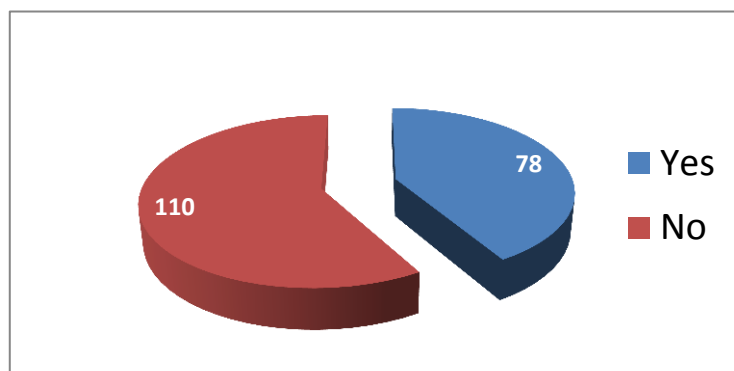
Would this be something you would use as a way of seeking routine queries / advice without physically seeing your GP?



**YES** 161  
87%

**NO** 25  
13%

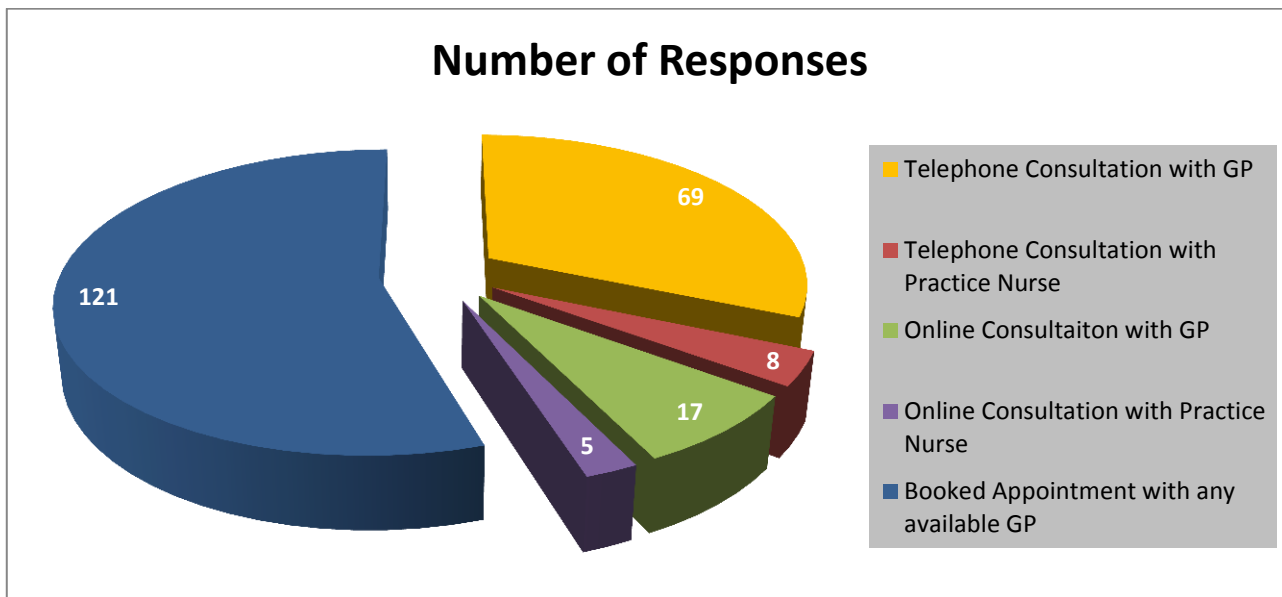
**Q2** – Are you aware that you can book a Telephone Consultation with a GP? (see our website for more information)



**YES** 78  
41%

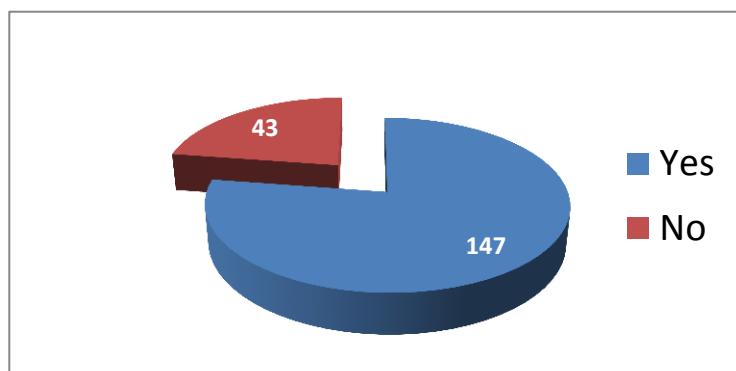
**NO** 110  
59%

**Q3** - For urgent on-the-day matters, which of these would you normally prefer?



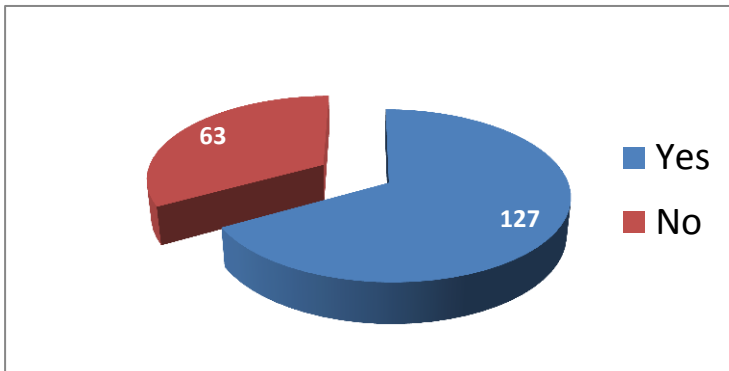
<b>Telephone Consultation with GP</b>	<b>69</b>	<b>31%</b>
<b>Telephone Consultation with Practice Nurse</b>	<b>8</b>	<b>4%</b>
<b>Online Consultation with GP</b>	<b>17</b>	<b>8%</b>
<b>Online Consultation with Practice Nurse</b>	<b>5</b>	<b>2%</b>
<b>Booked Appointment with any available GP</b>	<b>121</b>	<b>55%</b>

**Q4** – Are you aware that you can nominate your local pharmacy to receive your repeat prescription electronically so that you can collect your medicines directly from your pharmacy. (see our website for more information)



<b>YES</b>	<b>147</b>	<b>NO</b>	<b>43</b>
	<b>77%</b>		<b>23%</b>

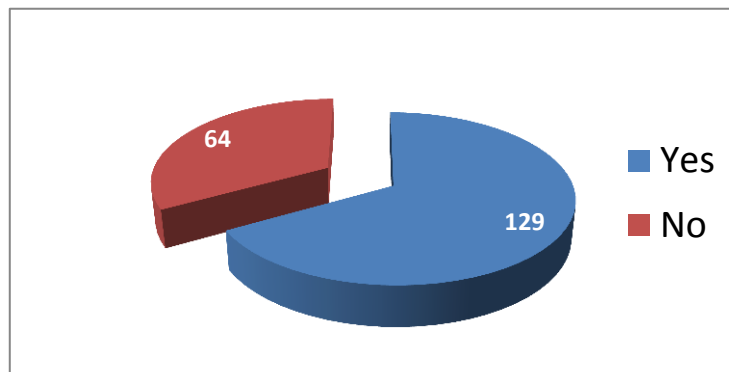
**Q5** – Are you aware that you can book appointments and order repeat prescriptions online using our website [www.jennerpractice.co.uk](http://www.jennerpractice.co.uk)



**YES** 127  
67%

**NO** 63  
33%

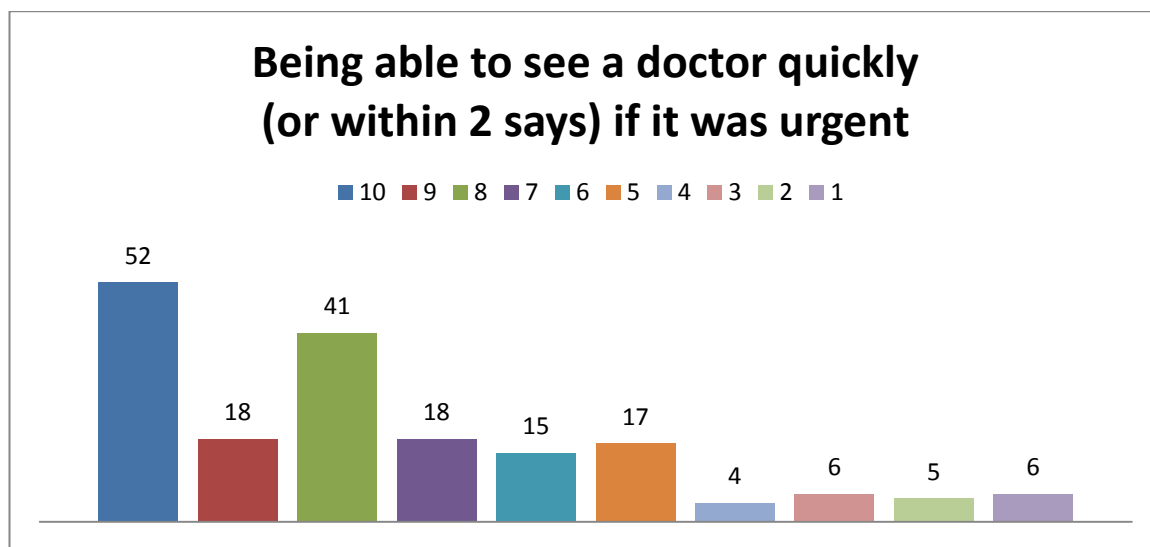
**Q6** - Are you aware that you can record your blood pressure, weight and other tests on our system before seeing your doctor using our two Surgery Pods?



**YES** 129  
67%

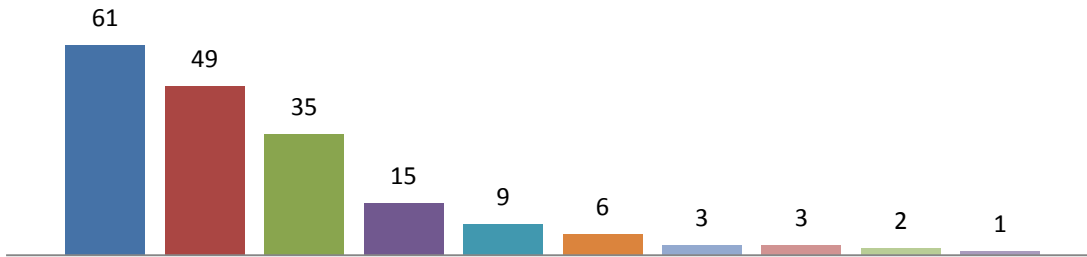
**NO** 64  
33%

**Q7** - Using a 10 point scale where **10 IS EXCELLENT** AND **1 IS VERY POOR**. How would you rate the following questions from your experience of being a patient at the Jenner Practice? If you can't answer a statement, please leave it blank.



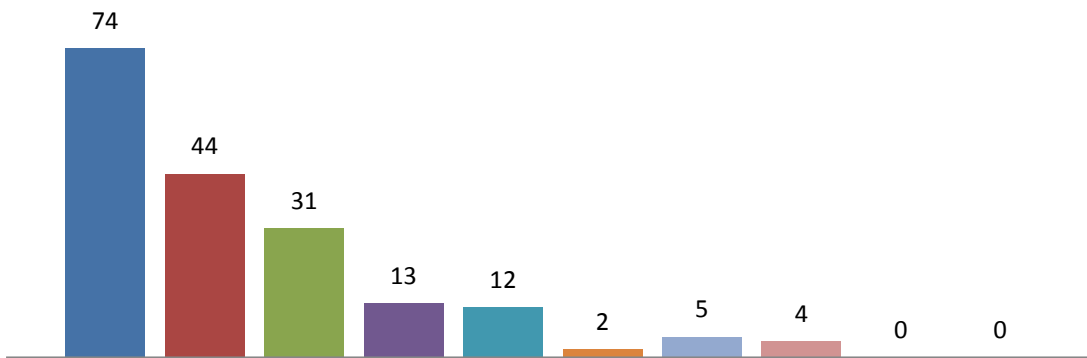
## Doctor helpful in explaining your medical condition(s)?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



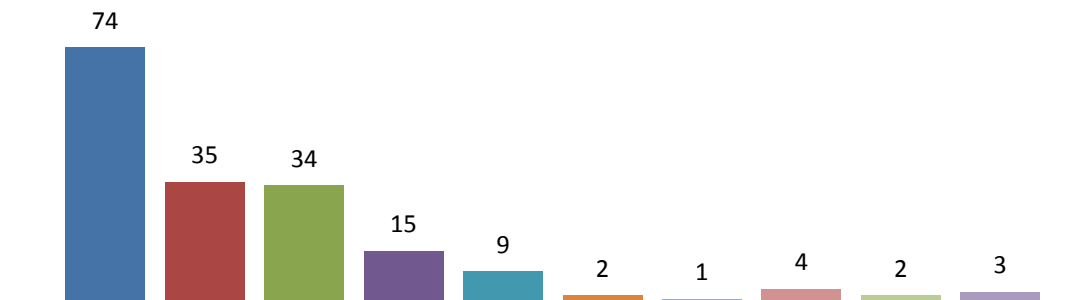
## Doctor answering your questions

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



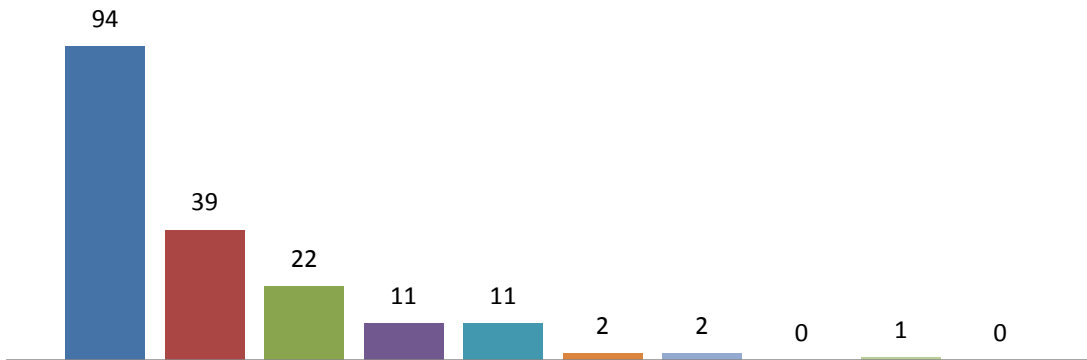
## Doctor explaining how to take your medicine(s)

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



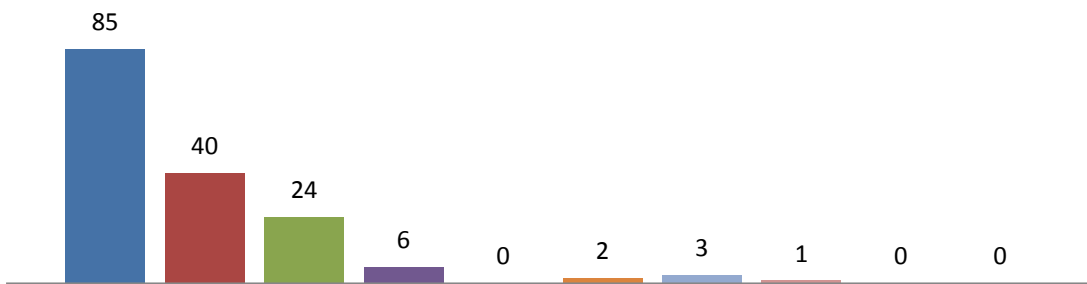
## Doctor treating you with respect

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



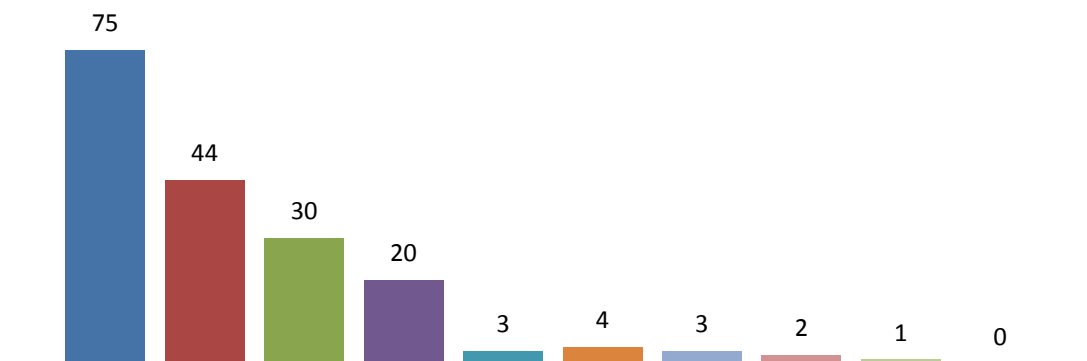
## The competence of the nurse who treated you, if you saw one

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



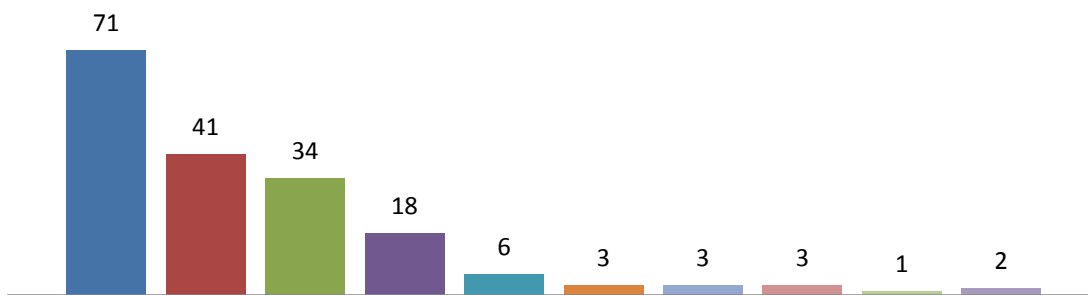
## The treatment or advice you received

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



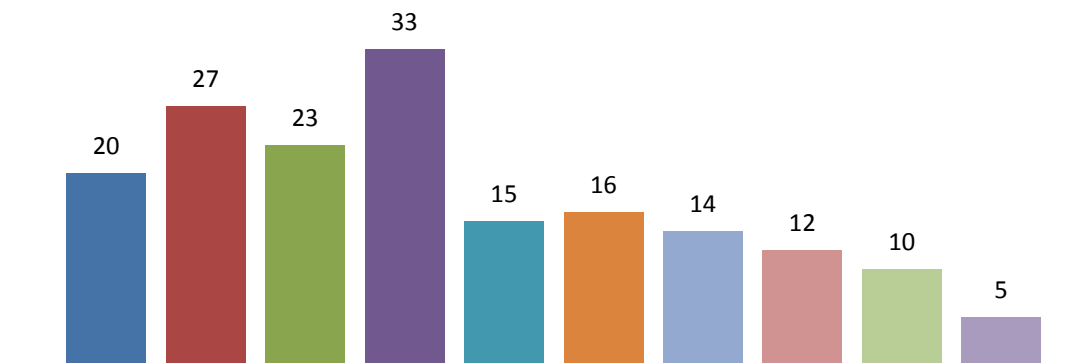
## The helpfulness of the receptionist who dealt with you

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



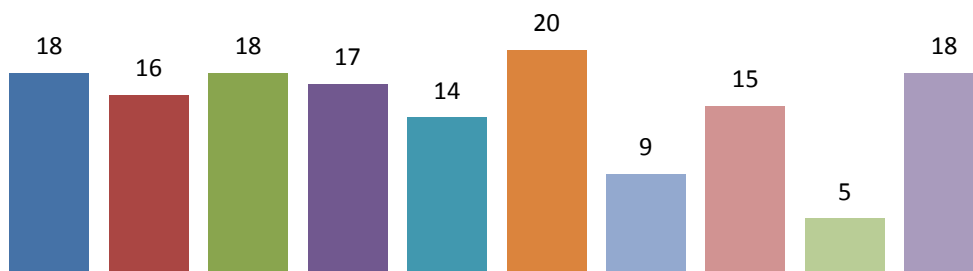
## Getting through on the phone quickly

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



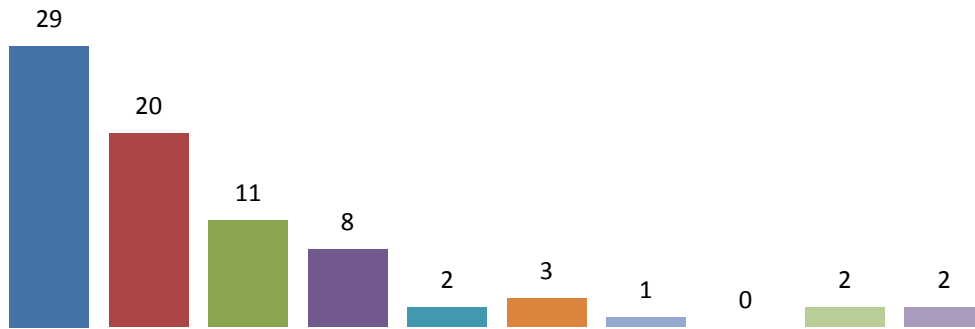
## Making an appointment using our automated telephone service

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



## Access for disabled patients

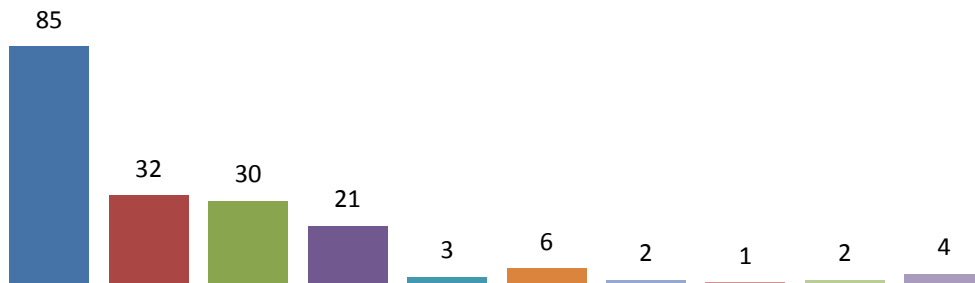
■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



**Q8** - Using a 10 point scale where 10 IS VERY LIKELY AND 1 IS VERY UNLIKELY. Please answer the question below.

## How likely is it that you would recommend your GP Practice to family and friends?

■ 10 ■ 9 ■ 8 ■ 7 ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1



**Q9** - Please provide us with any comments or suggestions that could help us improve our service.

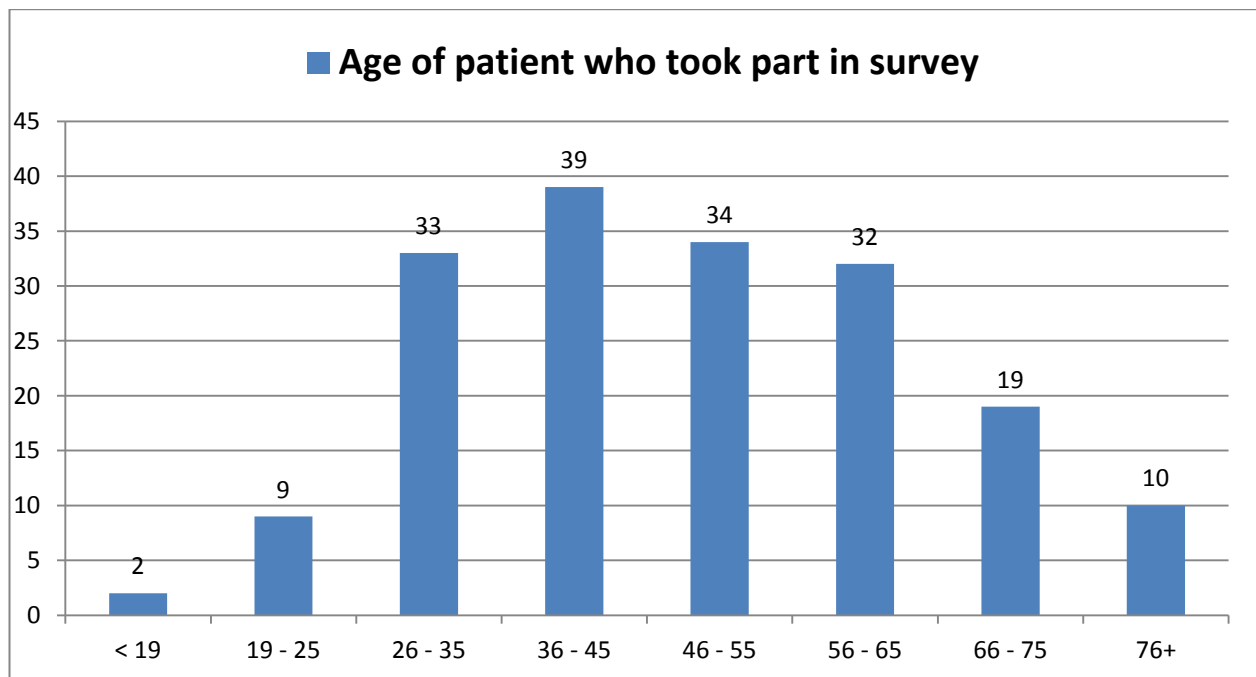
***There were a total of 37 Online Text Comments and 38 Paper Text Comments. In total there were 75.***

***Please see Appendix 1 for all 37 Online Text Comments.***

**Q10** – The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

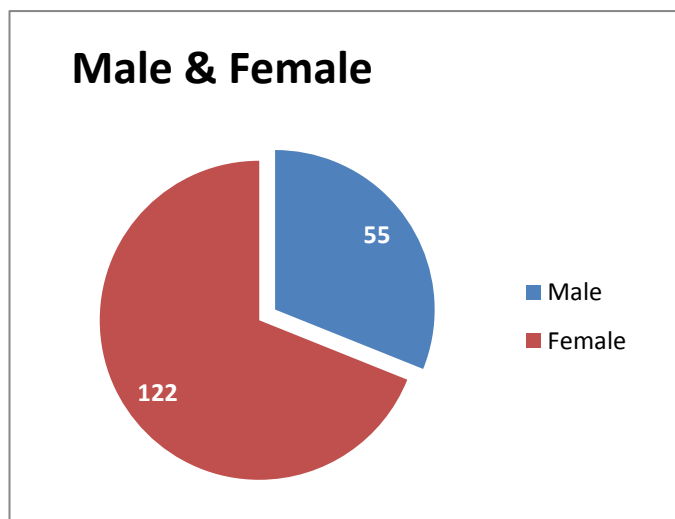
**How old are you?**

We had a varied age range of patients that took part in the survey starting from **17** to **92**.



**Are you male or female?**

**69%** of patients that took part in the survey were women and only **31%** were men.



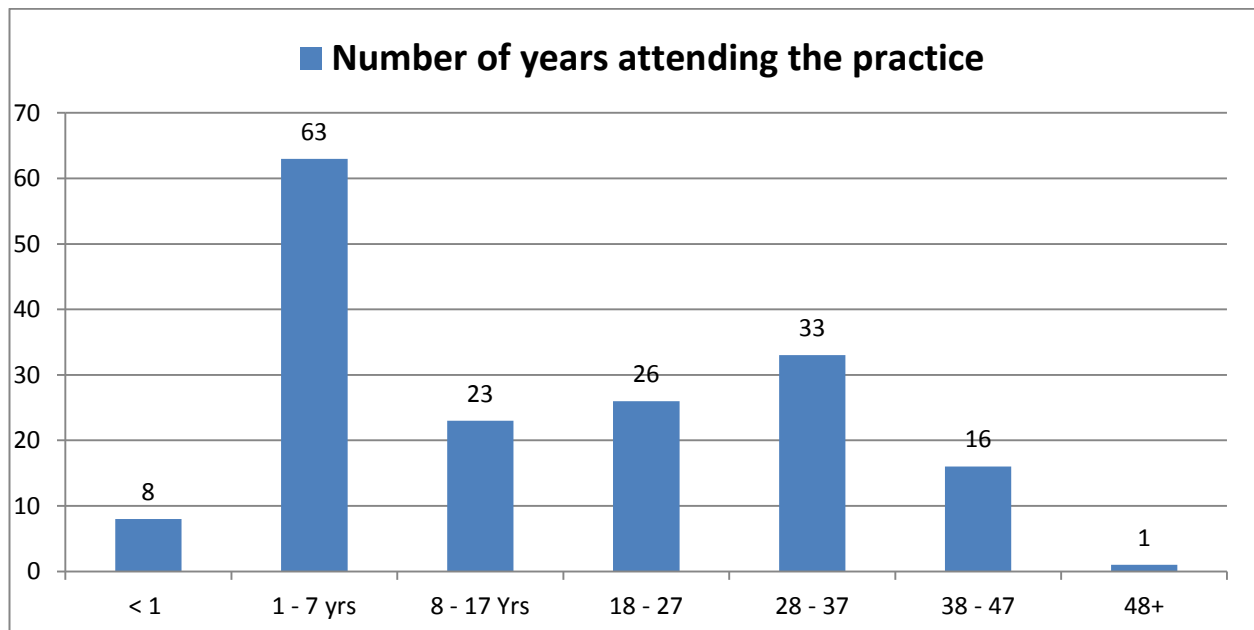
**Male**  
55 = (31%)

**Female**  
122 = (69%)



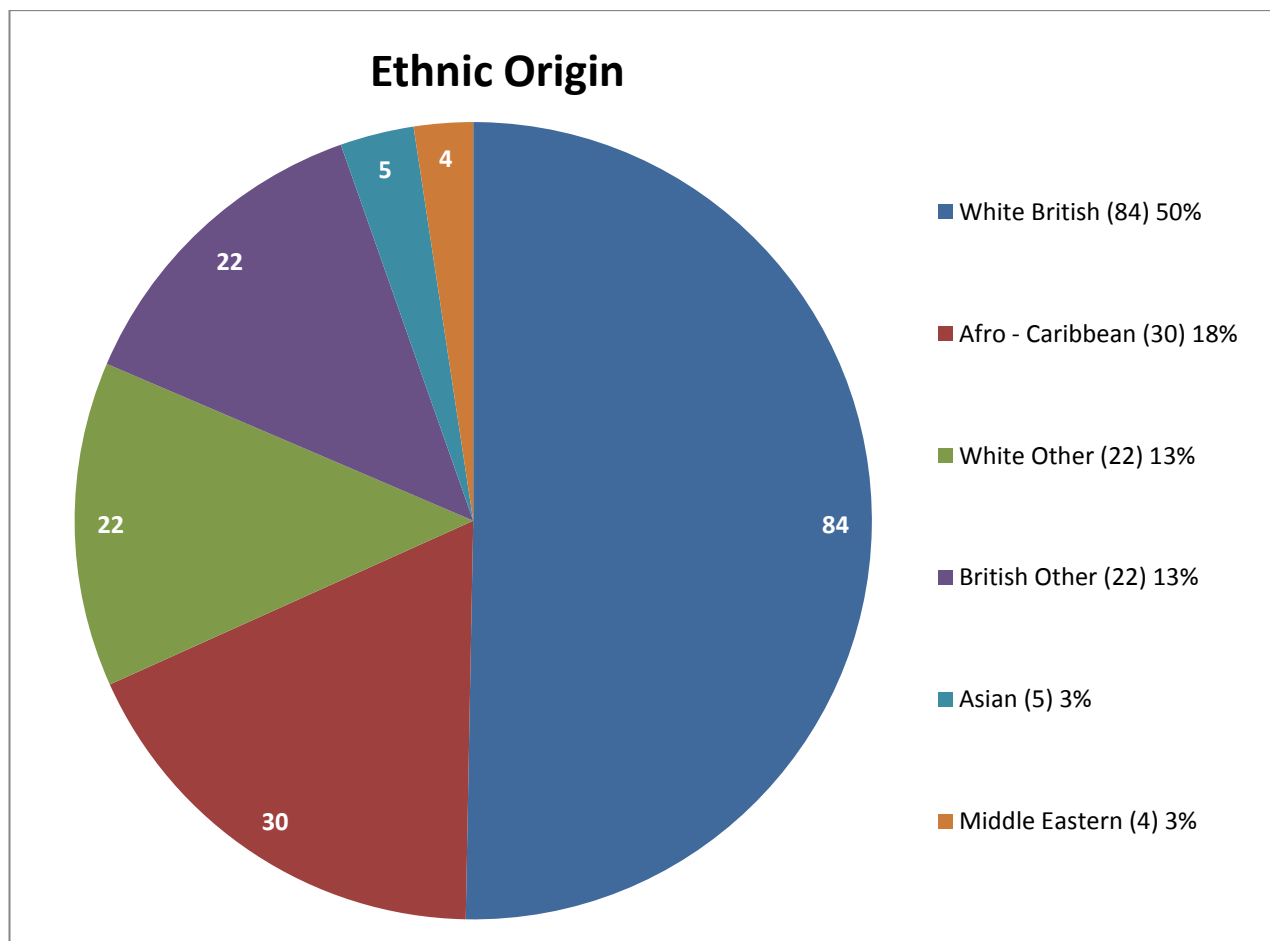
### How many years have you been attending the practice?

This ranges from <1 year to 48 years. The majority of completed surveys were completed by patients that have been attending the Jenner Practice between 1 & 7 years (63 completed surveys).



### Ethnic Origin

There was a total of 6 different ethnicities. Please see Pie Chart and Breakdown Below.



# APPENDIX 1

*The list below shows all 37 Online Text Comments which have been copied and pasted from our Online Survey tool and into this document. We have made no alterations to the text.*

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I've not needed to use Jenner services at all for some years, so difficult to answer as I have no recent experience of the service.

**12/3/2013 15:33**

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I've no real complaints of the service itself except when I order one of my items for prescription and the same company makes a different product on my repeat list of items I reorder unfortunately the wrong one keeps getting forwarded (Lifescan).

**6/3/2013 12:01**

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Need to be able to get on the day appointments, whenever my children are ill i cant even get an emergency appointment, and end up taking them to primary care. Receptionists arent very helpful they have attitude problem, they shouldnt bring problems into work, and should treat patients with respect.

**6/3/2013 9:48**

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Easier booking. Not feeling so rushed when seeing the doctor.

**5/3/2013 22:22**

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Excellent service/practice, very happy since joining in 2012.

**3/3/2013 11:09**

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Improvements can be made in the telephone system, I have phoned several times and every time I get the automated service, regardless what time, also I waited two weeks for a doctors appointment using the automated system and two and a half weeks for a blood test booking at the desk. This cannot be acceptable.

**3/3/2013 9:35**

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I thought the automated telephone service was no longer in operation. I used it to make GP appts sometimes on the day that I needed to see my GP if it was urgent.

**28/2/2013 17:08**

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I have just joined the practice so have not seen a GP/nurse yet.

**27/2/2013 10:59**

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Make the reception queue go towards the right as you enter the surgery. \*1. There is a vast unused space near the testing pod, and it will stop people blocking the doorway, lurking uncomfortably close to the seated patients and triggering the automatic doors continually (which should save on the heating!)

**27/2/2013 9:47**

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I never know how to get to see a doctor when i am ill, i would like to be treated by a doctor at the time of illness and i have waited two hours in the surgery to be seen. Also, a condition that needed treatment urgently was left too long and gave me further complications as a result of being unable to see a doctor when i needed to. Is it really that difficult to provide emergency care?

**27/2/2013 8:42**

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A big improvement on my previous GP in terms of booking appointments, the range of services offered and the quality of interactions with doctors - I have had appointments with a range of doctors for both myself and my daughter and been impressed by all of them.

**26/2/2013 13:56**

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on line services should be improved. Sometimes it is not possible to log in or to get repeat prescriptions

**26/2/2013 11:01**

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Easier Appointment Booking System

**25/2/2013 18:32**

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Not allowing on line appointments priority what about old people or like my self three attempts to set up on line no e mail for password after setup very frustrating still not on line booking fed up after 30 years with practice j

**24/2/2013 19:40**

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Receptionists being able to talk with patients in a more discreet way. Not having your DOB said loudly to all in the waiting room.

**24/2/2013 15:26**

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I haven't yet had an appointment but my partner has and was very impressed. The reception staff are wonderful and so patient and helpful. Whilst only just joining the practice we are very happy.

**22/2/2013 18:30**

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for me personally coming to the doctors, is a complete waste of time, although the last doctor here was very informative, and so was the speed of my blood results, but i have given up the doctors, as i have felt ill since 2006, and nothing has been done. so given up

**21/2/2013 9:08**

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More evening appointments for GPs

**20/2/2013 22:17**

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Most of the doctors seem to have a very poor knowledge of medicine, health conditions & standard treatment protocols. Also medical records should be upgraded to electronic or they are usually lost when changing surgeries and moving house, resulting in repetition of tests already done. Waiting room is often too hot to sit in as the heating is turned up far too high. Needs more receptionists as the queue to speak to one in the surgery is often quite long.

**19/2/2013 13:41**

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Chiropody service-you can't get an appointment for months but it's nearly always empty when you go in, receptionist often on her private mobile when you go in.

**19/2/2013 8:15**

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One of the receptionists talks too loudly so everyone can hear your personal matters and this can be quite embarrassing

**18/2/2013 15:20**

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I'm writing this here because there's no other box for my comments. 7 above - a lot of these answers depend on the doctor. I have had very poor treatment in the past, leaving me in unnecessary pain and lack of investigation and treatment for several years. I now get excellent treatment and that's what I have based the above answers on. You have to choose who you see - not because you want to see the same GPs every time, but because you have found GPs who you can trust. Receptionists are generally very helpful however, I have experienced problems with repeat prescriptions - renewing the wrong one and not sending the whole list to Rickman's. Then I have to chase these things up. 8 - I would recommend certain doctors very highly.

**17/2/2013 10:39**

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being able to book a nurse or midwife online and over the phone

**14/2/2013 16:06**

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I am very happy with the treatment that I have received so far from the surgery and its nurses so cannot suggest an improvement.

**14/2/2013 11:18**

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I believe the online consultation with a Doctor is a very practical and helpful idea.

**11/2/2013 22:00**

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It is very difficult to get appointments with the same doctor so I end up seeing different doctors each time which isn't easy. Appointments are almost always late. The last 3 appointments I have had have been half an hour, an hour and over an hour late. This is so incredibly inconvenient and makes balancing work, home and health extremely difficult. I saw Dr Johnston in early December and he said he would refer me to Lewisham hospital. I waited for an appointment and when returning to see another doctor in early February, asked why I hadn't received one. Dr Johnston had not referred me so I have been waiting for two months and would never have received an appointment if I hadn't chased up the issue.

**11/2/2013 18:04**

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Get Dr. Montgomery to come in to the practice full time!

**11/2/2013 13:42**

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My experience has always been really positive. Your reception are always welcoming (in my previous Doctors surgery they weren't always!) and your Doctors and nurses always very helpful.

**11/2/2013 9:12**

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No I am quite happy with everything as it is.

**11/2/2013 9:04**

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I used to use the automated telephone service every time, and I was usually able to see the doctor I wanted to see on the same day. This has now become impossible, and it means a longer wait to see the doctors I am used to seeing. It's also generally difficult to get through to a receptionist on the phone. Additionally, the last time I ran out of a prescription and needed it urgently (this happens occasionally, I have a mental health condition), the receptionist was quite short with me on the phone and told me I had to go down to the surgery to request the prescription, which I did, and then I was told to pick it up later, which seemed like a big waste of my time. I realise this is meant to put people off leaving their prescription to the last minute, but it makes life very difficult for those who have trouble remembering to do so for mental health / disability reasons.

**10/2/2013 10:25**

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More children playing toy

**8/2/2013 12:35**

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People that work a 9-5 = The vast majority of people are unable to see a doctor in the evenings (without a long wait) or at weekends. This needs to change.

**7/2/2013 15:57**

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Great you are trying to improve service. Booking appointments was a pain last time I tried, though haven't needed to recently.

**7/2/2013 14:49**

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Gp could look at my information before seeing me rather than just asking what I want when I enter the consultation room. Most are totally unaware that I am a senior doctor myself and so the conversation can be somewhat patronising and inappropriate.

**7/2/2013 13:41**

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1 Improve your electronic communications. An email address! 2 Your electronic form requires a DOB even for non-medical matters - intrusive. 3 And there's little indication that messages sent on such a form are actually read - I've never had a reply which is quite insulting. 4 Make your senior admin staff VISIBLE!

**7/2/2013 7:45**

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I would like to see a group for LGBT patients set up so we could compare notes and ensure that we are getting good service, or make suggestions for improvements where they are needed.

6/2/2013 16:44

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It is really hard to get a face to face appointment with a GP. You can end up on the phone for ages before you get through. If you try and book an appointment on the automated system, appointments are often offered for 3-4 weeks in advance, which is no good so you end up trying to book an urgent appointment with any available GP when you might not actually need an urgent one but you don't want to wait almost a month. It is also nearly impossible to see the same GP more than once, which means for repeat appointments on repeated ailments, you end up having to repeat your history the whole time and often different GPs then give you a slightly different diagnosis or description of the issue. It would be nice to be able to see the same GP more than once and to be able to book an appointment for a sensible time frame.

6/2/2013 16:25

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