

The Bailey Practice

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Healthwatch Waltham Forest
GP Outreach Research 2014: Individual Practice Report

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Executive Summary and recommendations

This report is the summary of the comments made by patients we met over a period of six weeks at The Bailey Practice. This was part of a wider project which involved Healthwatch staff and volunteers visiting four surgeries in Walthamstow and Leytonstone to find out what patients think works well at their GP surgery and what could be improved.

The Bailey Practice is well regarded by its patients; 96% of those we spoke to would recommend the surgery to family and friends. Every member of staff was mentioned individually as providing an excellent service and the majority of patients could find little that might be improved. We received 164 comments about what works well and 31 about what could be improved from the 84 patients we spoke to.

Recommendations, based on what the patients told us, have been made for ways to improve the service and environment at the surgery, so that it meets patients' needs. We have also identified The Bailey Practice as a surgery with a lot of good practice to share with other surgeries across the London Borough of Waltham Forest.

The main recommendations

1. Options to provide additional opening hours should be explored.
2. Options to provide booked appointments (perhaps in the early morning) should be explored, particularly for people in work who cannot afford to spend time waiting at a drop-in session.
3. A website should be provided so that patients can find all the information about the practice in one place.
4. The surgery, perhaps via the Patient Participation Group (PPG), could work with other GP practices around the borough to share best practice.

Introduction

In 2013 Healthwatch Waltham Forest conducted research on local GP access issues by inviting people across the borough to complete a short survey¹. Through this piece of work we spoke to approximately 400 people, but also met many who had not been to the GP recently and so did not feel qualified to complete the survey. This year we decided to visit GP surgeries and talk directly with their patients.

We approached all the surgeries in Walthamstow, Leytonstone and Leyton - forty-five in total - four of which agreed to let us visit their surgeries. We made arrangements to visit all four surgeries once a week over a period of six weeks to speak to the patients attending the surgery on that day. The aim was to find out what patients think works well at their surgery and what can be improved. At the request of two surgeries, we tested the Friends and Family Test (FFT) question, by including it in a short survey which also asked what works well and what could be improved. At the other two surgeries we used comment cards to gather feedback, and invited patients in person to comment on what was good and what could be improved at the surgery. In all four surgeries we displayed posters advertising our visit and offering prompts about aspects of the service they might like to comment on. These prompts were based on what people had told us as part of the GP access research Healthwatch Waltham Forest conducted in 2013.

Each practice has been issued with an individual report containing the feedback at their surgery, with recommendations for change based on what patients told us.

We would like to thank Mary Walsh, Healthwatch volunteer, for working on this project with us, attending the surgery and speaking to the patients. We greatly appreciate her help, without which this project could not have been completed. We would also like to thank Dr Bailey and her team who made us very welcome, and all the patients who answered our questions.

What is Healthwatch?

Healthwatch Waltham Forest is a local Healthwatch organisation, established by the Health and Social Care Act 2012 to act as the local independent consumer champion for health and social care.

Local Healthwatch organisations have statutory duties to:

-  Gather the views and experiences of patients and the public.
-  Make those views known to providers and commissioners.
-  Promote and support the involvement of local people in the commissioning and provision of local care services and how they are scrutinised.

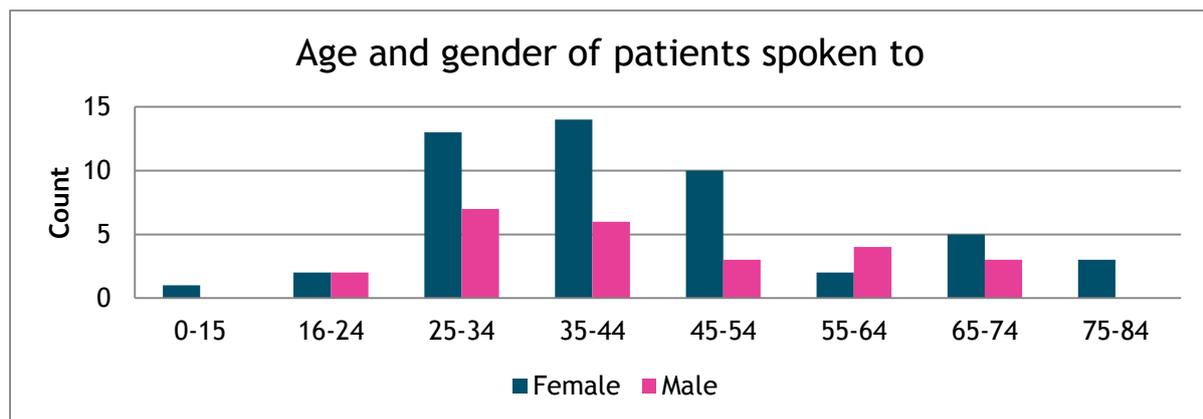
¹ http://www.healthwatchwalthamforest.co.uk/sites/default/files/healthwatch_waltham_forest_-_gp_report_0_0.pdf

- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- Provide information and signposting about access to services and support for making informed choices including independent advocacy support to make an NHS complaint.
- Make the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion.

Information about The Bailey Practice

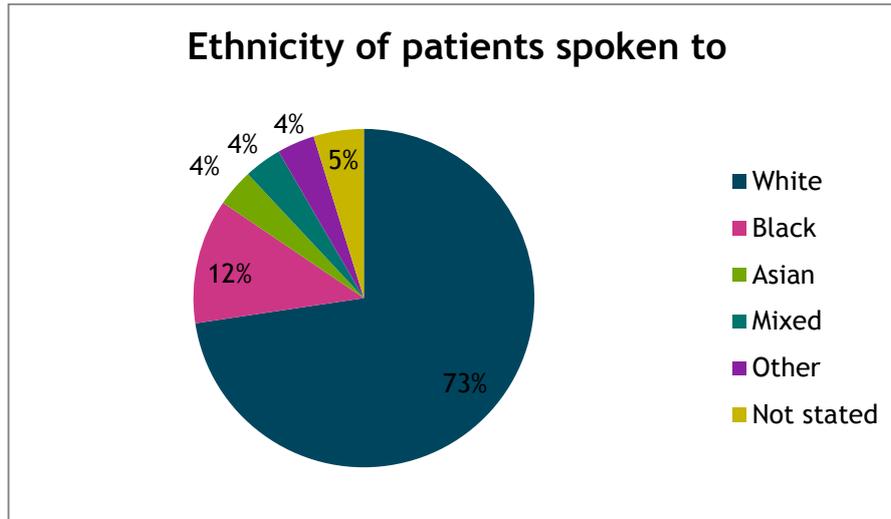
The Bailey Practice is located in Walthamstow and is a single-handed GP surgery with a patient list of approximately 2300. We visited on Wednesday mornings between 24th September and 29th October. We trialled the Friends and Family Test as part of a standard survey asking patients what is good about the surgery and what can be improved. We collected surveys from 84 patients over the six weeks. This compares favourably with the 98 patients that responded to the latest national GP Patient Satisfaction survey, not all of whom completed the full survey².

The surgery provided a breakdown of the patient list (2300 patients in total, 1055 female, 831 male and 541 children, with 190 patients aged 65 or older) which does not allow for comparison against data about those we spoke to, so it is not possible to state whether we spoke to a representative sample of Bailey Practice patients. As can be seen from the graph below, we spoke to patients across the age range, and more female patients than male patients.



The practice did not supply ethnicity data for the patient list, but the ethnicity of the patients we spoke to follows.

² <https://gp-patient.co.uk/practices/F86689>



What people told us about The Bailey Practice

Friends and Family Test

We piloted the Friends and Family Test (FFT) question at The Bailey Practice, asking patients: *“How likely are you to recommend this GP surgery to friends and family if they needed similar care or treatment?”* At the time of our outreach work this question was due to be introduced nationally at GP surgeries from December 2014. Patients will be invited to complete a short questionnaire after their appointment giving optional feedback on their visit and an answer to the FFT question.

Recommend	Count	%
Extremely likely	65	78%
Likely	15	18%
Unlikely	2	2%
Don't know	1	1%
Total	83	100%

At the Bailey Practice 96% of those who answered this question (1 did not) said they would be extremely likely (78%) or likely (18%) to recommend the practice to their friends or family. Just 2 people (2%) said they would be unlikely to do so and one was unsure. This is slightly higher than the similar question asked in the latest national GP Patient Satisfaction survey, where 92% of those who answered said they would recommend the surgery to someone new to the area.

The FFT results are a benchmark for The Bailey Practice to use to track how well it is regarded by its registered patients.

Comments

All the patients we spoke to were invited to say what they like about the surgery, what works well and also what could be improved. There were Healthwatch posters on the wall with suggestions of aspects of the service they might like to comment on, including appointment booking, reception staff, waiting times, the GP, treatment and referrals. These were all issues raised during our GP access research project in 2013. The comments in this report reflect what the patients we met on our six visits told us; they are not necessarily reflective of all patient experience at the surgery. A copy of all the comments we received is included in Appendix 1.

What is good about this GP surgery - what works well?

There were 164 positive comments made about The Bailey Practice in total, with some people commenting on several aspects of the service that they think work well. The comments are categorised by subject below.

Subject	Positive
Staff	55
Appointments	38
Communication	19
Waiting times	17
Good care	11
Continuity of care	8
Generally positive	8
Premises	6
Location	2
Total	164

Staff

The greatest numbers of positive comments were about the staff, and all staff members were mentioned by one or more patients. Some of the staff comments were very general, describing “polite helpful staff” and “very pleasant and friendly”. Patients made great use of the word “friendly” when describing staff at the practice with comments including, “they are friendly”, “the GP was very friendly”, “nurse is always very friendly and puts you at ease” and “very friendly and helpful receptionist”. Patients particularly appreciated the receptionist, as can be seen from the following comments, “Dani is always so smiley and helpful”, “Dani is a wonderful receptionist” and “the receptionist was bright and welcoming”.

One patient’s comments sums up the positive comments about staff at the practice: “always friendly receptionist. Drs are always lovely to deal with and very professional”.

Appointments

At the Bailey Practice there are no GP appointments, it is a drop-in surgery. All patients who arrive before 11am will be seen by the GP before close of surgery at 1:30pm. People arrive from 8am and are seen in order of arrival. Many of the patients we spoke to value this system as can be seen from the following comments: “able to drop in and be seen quickly”, “surgery available every day at short notice, no having to queue to make appointments weeks in advance” and “queuing system is great, first come first served.” Being “able to see Dr Bailey straight away or ASAP” was seen as a very good aspect of the service and means patients go to see a doctor when they need to, as demonstrated by the following comments “can always come in on the day you need to be seen”; “This surgery is run on a very simple & efficient system. There is no making an appointment and no confusion, you arrive and wait your turn”.

Communication

Patients said that communication at the surgery was good, particularly in the case of Dr Bailey: “Dr is always helpful and takes time to listen to your problems”, “I can tell Dr Bailey anything and she gives me detailed advice and is very helpful”, and “Dr Bailey really listens to your problems”. Patients said they feel listened to and supported and one described Dr Bailey as “very compassionate and understanding - a good family doctor”. The receptionist, Dani, was also mentioned as a good communicator: “when signing up the receptionist was very helpful & informative”.

Waiting times

Seventeen patients we spoke to were positive about the waiting times, perhaps a consequence of having no designated appointment time but being assured of seeing the doctor if they attended the surgery before 11am. Patients commented: “I’m able to see the doctor without a long wait in the morning”, “the waiting is not long” and “quick to see Dr” and patient said: “usually I am seen within 80 minutes in a drop-in”, which they found reasonable.

Good care

The quality of care was mentioned as a positive aspect of the surgery by eleven patients. Some commended the doctor’s knowledge and treatment of their particular condition: “knowledgeable about my medical condition” and “prepared to help with coeliac disease which other GPs don’t always take much interest in”. Several patients mentioned that staff were good with children: “very good with children, very thorough” and “the Dr was very helpful and got straight to what was wrong with my child”. One person commended the nurse: “I like the nurse in particular as she is very caring and she always gives me good advice with respect to my son’s wellbeing”. Another patient summed up the good care they receive with this comment: “they take really good care of me and my family”.

Continuity of care

As there is currently only one doctor at the practice, patients are generally assured of seeing the same doctor each time they visit and eight mentioned this as a positive aspect of the surgery service: “The Dr always sees you pretty quickly and it’s great she knows each individual.” One also appreciated seeing the same receptionist each time, saying “[I] always know I’ll see the same doctor who is reliable and knows my history, ditto the receptionist.” Another patient who has been with the surgery since birth said, “I’ve had Dr Bailey since I was born, so it is good that my doctor knows my full history”.

Generally positive

Eight patients made generally positive comments about the surgery without being specific: “everything is good about this surgery” and “This is an excellent surgery.” One newly registered patient who was asked how they had chosen the surgery commented “I looked up the reviews on NHS Choices, they seemed good and if the people were treated well. There was a high recommended % and a low number of patients (so it didn’t seem too crowded)”.

The premises

The surgery is a converted shop rather than a purpose-built building. However, six patients mentioned the premises as a positive aspect of the service, describing it as “a nice clean surgery” which is “always clean and tidy”. One patient mentioned that it is “also great for access, being in a wheelchair”. Another patient mentioned the “great toys for children” provided in one corner of the waiting room.

Location

Two patients mentioned that the location was convenient: “it’s local to me, very convenient to get to” and “local-only 3 minutes away”.

How could this GP surgery be improved - what would make it better?

Patients were invited to suggest any improvements that would make the surgery better for them. Thirty-one suggestions were made about eight aspects of the service, but the majority of patients we spoke to said there were no improvements to be made: “the surgery is very good just as it is”, “nothing could improve it” and “it is perfect the way it is”.

Subject	No. of suggestions for Improvement
Opening times	10
Appointments	6
Wait times	5
Premises	4
Communication	2
Staff	2
Continuity of care	1
Referrals	1

Opening hours

Ten people, all of working age, mentioned that they would like longer opening hours at the surgery: “it would be better if the surgery was open longer if you need to see the doctor although the practice nurse is available at other times. One worker found it difficult to attend, but made a choice not to move because she likes the doctor: “I have some concern about GP hours and wish they had longer opening hours to cover working people. My husband and I both work and find it difficult to attend during the day. We haven't moved to a longer opening GP because we like the doctor here.” One patient was “unlikely to recommend only due to hours of operation, i.e. only up to 11am”. Another patient said they would like weekend and evening opening hours: “would be good if surgery could open on Saturday mornings and a doctor available on some evening surgeries”, while another agreed “the only thing is that as a small surgery, with one GP, the hours are limited and no weekend surgery”.

Appointments

While thirty-eight patients spoke positively about the drop-in system, a few working-age patients did suggest an appointment system would be an improvement for them: “could be improved if there was an appointment system” and “I would prefer to be able to make an appointment for minor routine or non-emergency matters but usually I'm advised to come to drop in. its a bit busy today and we are both poorly”. One person also said they would like a longer appointment slot: “more time when you see the doctor”.

Waiting times

With a drop-in rather than appointment system, waits are to be expected, and for five people they were an issue: “great to be able to drop in on the day to see doctor but sometimes it can be a long wait”. Another said “I should have come earlier to miss the crowds”. One patient was pragmatic about the waiting, and would like “less wait time, but have to be realistic”.

Premises

Four patients commented about how the premises might be improved. Two would like to see better parking options: “parking is a problem when you cannot walk far”. One would like “a TV!” and another suggested “décor to be updated”.

Communication

While many patients mentioned good communication, one person felt it could be improved: “Sometimes you feel like you have to exaggerate stuff to be taken more seriously by the GP and nurse”. Another patient felt that the communication of information about the surgery could be improved with the provision of “up to date information online about drop-in times, specific appointments etc”.

Staff

Two patients said that more doctors at the surgery would improve the service: “having just one doctor can make for big queues” and “maybe two doctors to ease pressure”. While one patient had a radical solution to the problem: “clone Dani, Dr Bailey and Liz”.

Continuity of care

One patient mentioned that she had come to the surgery and been unable to see the doctor, as was her preference: “saw the nurse in a drop in session but wanted to see the doctor, I have more confidence in the GP than the nurse, but they were seeing everyone alternately and I got the nurse”.

Referrals

One patient we spoke to was unhappy that they had not been referred to a specialist as they wished. “Dr Bailey has not referred me for back pain, I had surgery 18 months ago and am still in pain, she gives me pain killers. I would like a referral to a chronic pain specialist but she says it is not worth it unless I want more surgery”. The patient added, “The pharmacist says if I take pain killers for too long I could damage my kidneys.”

What we observed at The Bailey Practice Medical Practice

Two people from Healthwatch conducted the outreach research at The Bailey Practice and observed the following:

The surgery is in an adapted building, formerly a shop, with one large waiting room and consultation rooms off it. The reception office is off the waiting room, viewable through an open hatch, allowing Dani the receptionist to see people as they arrive. There is no check-in machine. Patients do not need an appointment - they make themselves known to Dani on arrival and she calls them in turn, by name, for their appointment.

The surgery has chairs around three walls of the waiting room and additional chairs in the middle of the room. Magazines are available on a small table in one corner. There is a water fountain near the door and a waste bin. Two walls are glass but covered with blinds and the other two walls have noticeboards on them. The notices and posters were all current and neatly arranged on the boards so that all information can be easily read.

There is space to easily manoeuvre and park pushchairs and the door is sufficiently wide to allow them easy access. One corner of the waiting room houses a large train set assembled on a low table so children can easily access it. There is a box of additional toys in the same corner and across the room a small bookshelf which includes children's books suitable for various ages. We saw one mother arrive with her toddler to make an appointment for a future date who then stayed for twenty minutes to allow her child time to play with the toys.

We observed good interaction between receptionist Dani and the patients. She knew most by name and had conversations with most as they came in. All were called to their appointment by name by Dani, or by the nurse or Dr Bailey if they were walking an earlier patient out. We observed patients chatting amongst themselves and children were playing together in the toy corner. What we observed reflects what the patients told us - that there is a relaxed, friendly atmosphere in the waiting room, where most patients are happy to wait knowing they will be seen that same day.

Summary and recommendations

The Bailey Practice is held in high regard by the majority of the patients we spoke to - so much so that 96% would recommend it others. They appreciate the friendliness of all staff, the good communication and the quality of care they receive.

Amongst the few improvements suggested were longer opening hours - those of working age said this would be particularly useful for them. According to the most recent Patient Participation Group report³ the surgery is also open from 7.15am on Monday and Friday mornings, which allows workers more opportunity to see the doctor, but some would also like weekend and evening surgery times. While most value the drop-in system, some would occasionally like the option to make a timed appointment with the GP. We recognise that longer opening would require additional clinical staff.

Issue	Recommendation
Some working patients would like longer opening hours, including evenings and weekends.	1. Options to facilitate requests for additional opening hours should be explored.
Some patients (of working age) would like the option to book a GP appointment occasionally	2. Options to provide booked appointments (perhaps in the early morning) should be explored, particularly for workers who cannot spend time waiting at a drop-in session.
There is no surgery website for patients to access information about services.	3. A website should be provided so that patients can find information about the practice in one place.
The surgery is held in high regard by the patients and is working well for the majority of patients.	4. The surgery, perhaps via the PPG, could work with other GP practices around the borough to share best practice.

³ <http://www.myhealth.london.nhs.uk/lon/5nc/gp/f86689/news/patient-participation-group-survey>

Conclusion

The Bailey Practice was observed to be a well-run and well-regarded surgery and patients that we spoke to confirmed this. It has a lot to teach other surgeries in the borough about providing an accessible service to patients.

The drop-in system is particularly popular and patients appreciate being able to see a doctor when they need to. We would like to see the Bailey Practice share their expertise in managing a successful drop-in appointment system with other surgeries so that it can be tested elsewhere in the borough.

As a single-doctor practice we recognise that increasing opening hours will be a challenge but we understand that Dr Bailey is hoping to bring in an additional doctor which may allow for longer or additional opening hours.

NB. Dr Bailey confirmed in January 2015 that appointments are now available from 4-6pm.

Appendix 1: Comments from patients of The Bailey Practice

Works well	Improvements	Gender	Age range	Ethnicity
they are friendly and they take really good care of me and my family	I can't think of anything	Female	0-15	White
very friendly & helpful Dr & receptionists	nothing excellent service.	Not stated	16-24	White
today is first visit: I chose this surgery as it had the best reviews on the NHS Choices website for the E17 area.	when signing up the receptionist was very helpful & informative, so far I have had no negative thoughts on the place.	Male	16-24	White
Dr Reassured me about my issues		Female	16-24	White
good service		Female	16-24	Black
Newly registered. I looked up the reviews on NHS Choices, they seemed good and if the people were treated well. There was a high recommended % and allow number of patients (so it didn't seem too crowded)		Male	16-24	White
helpful receptionist	I should have come earlier to miss the crowds	Male	25-34	White
friendly service and seen quite quickly	everything was fine, so nothing really.	Male	25-34	White
it's very easy to see the dr, I like that you don't have to book an appointment and wait a long time. All the staff are excellent and very caring	I can't think of anything	Female	25-34	White
is warm inside and the receptionist is very helpful. the waiting is not long	n/a as it is perfect the way it is.	Female	25-34	Black
personable, drop in service everyday, short waiting times	up to date info online about drop in times, specific appointments etc.	Female	25-34	White
Friendly, short wait times and can drop in without an appointment		Female	25-34	White
Was seen relatively quickly, access to my GP is almost immediate	If it was a bit quicker to be seen. But you can't complain as the patient needs time with the GP	Male	25-34	Black
knowing the wait is not long I am seeing the Dr of my choice, Dr Bailey	A TV!	Female	25-34	White

Works well	Improvements	Gender	Age range	Ethnicity
waiting time, Dr/Patient care, the reception	Compared to many other surgeries my friends are with this one is much better so not many improvements, maybe just open more hours for those who work mon-fri jobs.	Female	25-34	Mixed
Staff are very helpful and polite. Dr Bailey is very patient and always takes the time to listen	Décor to be updated	Female	25-34	Black
always friendly receptionist. Drs are always lovely to deal with and very professional.	happy overall and wouldn't change anything	Male	25-34	White
Dr is always helpful and takes time to listen to your problems. You never feel rushed	having just one Dr can make for big queues	Male	25-34	White
I can tell Dr Bailey anything and she gives me detailed advice and is very helpful. They go out of their way to be helpful here, especially with kids.	I have some concern about GP hours and wish they had longer opening hours to cover working people. My husband and I both work (maternity leave) and find it difficult to attend during the day. We haven't moved to a longer opening GP because we like the Dr here.	Female	25-34	Asian
Helpful and friendly, receptionist	nothing	Male	25-34	Black
The Dr was very helpful and got straight to what was wrong with my child, it was a very smooth visit very friendly staff	nothing as everything was spot on	Female	25-34	Black
the fact you don't have to make an appointment to see the Dr. Also that you see one Dr who knows more about you	nothing in my opinion	Male	25-34	White
Quick good services	nothing really	Female	25-34	White
I like the nurse in particular as she is very caring and she always gives me good advice with respect to my son's wellbeing. The GP is also very nice.	Sometimes you feel like you have to exaggerate stuff to be taken more seriously by the GP & nurse	Female	25-34	White
they are friendly		Female	25-34	White
The staff are always friendly and it s easy to get		Female	25-34	White

Works well	Improvements	Gender	Age range	Ethnicity
appointments when you need one				
Nurse is always very friendly and puts you at ease. The DR has lovely kind presence that my own daughter responds well to. Can always come in on day you need to be seen.	Great to be able to drop in on the day to see Dr but sometimes can be long wait, an appointment would be nice. But still better system than elsewhere	Female	35-44	Mixed
Friendly receptionist. Only one person in front of me in queue	Could be improved if there was an appointment system	Female	35-44	White
quiet, quick to see Dr, nice manner, local only 3 mins away	n/a it's great	Male	35-44	Other
Fairly quick, surgery always clean and tidy	Nothing really the reason I like this surgery is because you don't need an appointment and you don't usually wait long to be seen	Female	35-44	White
we can see the GP immediately, not waiting for a few days or a few weeks to see the GP which is unfair for the patient. it is a very good point for Dr Bailey's clinic. I like it very much.		Female	35-44	Mixed
It is not often particular busy, you can be seen on the day		Female	35-44	White
the receptionist is always very friendly. Dr. Bailey really listens to your problems. usually I am seen within 80 mins in a drop-in	I would prefer to be able to make an appointment for minor routine or non-emergency matters but usually I'm advised to come to drop in. it's a bit busy today and we are both poorly.	Female	35-44	White
Dr's sensitive approach to issues and prompt diagnosis/treatment suggestion	Ability to book an appointment for a set time	Female	35-44	White
No appointments just dropping in at the right time to be seen	Better parking	Male	35-44	White
friendly, efficient care. Surgery available every day at short notice, no having to queue to make appointments weeks in advance	clone Dani, Dr Bailey and Liz	Female	35-44	White
very friendly and helpful receptionist. Dr and nurse	it would be good if more appointments	Male	35-44	White

Works well	Improvements	Gender	Age range	Ethnicity
sympathetic and dedicated. Prepared to help with coeliac disease which other GPs don't always take much interest in	were available			
Always seen, don't need appointment, just come in and wait.	longer surgery hours	Male	35-44	White
it was good that no appointment was necessary, polite helpful caring staff and Dr	nothing the surgery is very good just as it is.	Not stated	35-44	White
drop in appointments, welcoming reception, simplicity in its process, accuracy of diagnosis, very family orientated	nothing, I have been to 3 practices in WF and I am also an NHS employee and I love how this practice keeps things simple. It is the best evidence of how primary care should be run	Female	35-44	White
friendly calming atmosphere, confident Dr and nurse	open longer hours	Female	35-44	White
The DR was empathetic	unlikely to recommend only due to hours of operation, i.e. only up to 11am	Female	35-44	White
Able to drop in & be seen quickly, very helpful, friendly and helpful receptionist, great toys for children	very happy with service	Female	35-44	White
Dani is always so smiley and helpful, Dr Bailey gives you all the time you need, as does the nurse. V good with children, very thorough		Female	35-44	White
Friendly atmosphere, very helpful, no appointment needed		Female	35-44	White
Polite service		Male	35-44	not stated
seen on day appointment needed. Friendly staff, reception, Dr & Nurse		Male	35-44	White
A good GP, accessible, clear approachable	Less wait time but have to be realistic	Male	45-54	White
surgery was a very welcoming, friendly approach. as long as you arrive by 11am you will be seen by the Dr. all in all I would not change my Dr. excellent!	it would be better if the surgery was open longer if you need to see the Dr. although the practice nurse is available at other times.	Female	45-54	White

Works well	Improvements	Gender	Age range	Ethnicity
able to see Dr Bailey straight away or ASAP. Very compassionate and understanding a good family DR. Always pleasant and efficient and a nice clean surgery	maybe two DRs to ease pressure	Female	45-54	White
Fast friendly care		Female	45-54	White
I did not have to wait that long to see the Dr.		Male	45-54	White
Very informative and always willing to assist	Being registered for 5 years, I haven't had any complaints, I think they are excellent	Female	45-54	Black
was able to accommodate despite the fact it is appointments only	I wish had remembered to ring before coming in to make an appointment	Female	45-54	Asian
Helpful friendly efficient	Nothing much, this is a very good surgery. The only thing is that as a small surgery with one GP the hours are limited & no weekend surgery	Female	45-54	White
very good	this surgery has everything I need but I would like an afternoon surgery	Female	45-54	White
Danni is always very cheery and helpful. The nurse is quick and considerate		Female	45-54	Black
the staff were helpful. The GP was very friendly and understanding waiting room was clean and tidy		Female	45-54	White
The receptionist was bright and welcoming. I love that you can arrive and wait to be seen. The Dr always sees you pretty quickly and is great she knows each individual		Female	45-54	White
queuing system is great, first come first served		Male	45-54	White
able to see the dr without a long wait in the morning. Polite helpful staff.	would be good if surgery could open on Saturday mornings and Dr available on some evening surgeries	Male	55-64	Black
reception is excellent, approachable. No appointments, can always be seen by my Dr	happy with service how it is	Female	55-64	White
always know I'll see the same Dr who is reliable and	no rain	Not stated	55-64	White

Works well	Improvements	Gender	Age range	Ethnicity
knows my history ditto the receptionist I				
everything is good about this surgery	nothing could improve it	male	55-64	White
no appointment required	nothing I can think of.	Male	55-64	White
no appointment needed		Female	55-64	White
no appointments required		Male	55-64	White
	Came twice to see the Dr in the last month or so and she was not here and there was no locum or nurse either. Danni was here turning people away. I was disappointed. I saw the nurse in a drop in session but wanted to see the DR, I have more confidence in the GP than the nurse, but they were seeing everyone alternately and I got the nurse.	Female	65-74	Other
	Dr bailey has not referred me for back pain, I had surgery 18 months ago and am still in pain, she gives me pain killers I would like a referral to a chronic pain specialist but she says it is not worth it unless I want more surgery. The pharmacist says if I take pain killers for too long I could damage my kidneys.	Female	65-74	Other
Appointment minimum wait, Friendly welcome, knowledgeable about my medical condition	Hard to improve a very good surgery	Male	65-74	White
This surgery is run on a very simple & efficient system. There is no making an appointment and no confusion, you arrive and wait your turn	I would be amazed if anybody could improve this system	Male	65-74	White
I have been with this surgery since 12 years old and have always had a very good service with Dr Bailey and other Drs. I like the old system of waiting any day to see the Dr. like	Parking is a problem when you cannot walk far.	Male	65-74	White

Works well	Improvements	Gender	Age range	Ethnicity
very pleasant and friendly	receptionist brilliant, Dr B very kind and helpful	Female	65-74	White
very friendly. think the drop in system is sensible		Female	65-74	White
one to one with the patient, listening and also have the time with each one		Female	65-74	White
not having to make an appointment, helpful receptionist	more time when you see the DR	Female	75-84	White
it's local to me, very convenient to get to, I'm happy with all the staff here.		Female	75-84	White
its always friendly and I am very happy with Dr Bailey		Female	75-84	Asian
I've had DR Bailey since I was born, so it is good that my Dr knows my full history as she is the only Dr at this surgery. It is easy to get an appointment by walking in rather than have to call for an appointment first.	I have no suggestions for improvement	Not stated	Not stated	not stated
The way the surgery is operating is very good	I like the no appointments system	male	Not stated	Black
This is an excellent surgery, Dani is a wonderful receptionist	No appointments is very good	Male	Not stated	White
the personal service is friendly and accommodating all the time. I've never found it difficult. Also great for access, being in a wheelchair	Other opening hours on a Thursday, but that isn't a criticism	Not stated	Not stated	not stated
I have been with the surgery since I was a little girl and have followed them from location to location. It is a real family Dr and I will come to them as long as I can get here		Female	Not stated	White
You just turn up you do not need to make an appointment		Male	Not stated	not stated

Glossary

A&E - Accident and Emergency Department in the hospital

CQC - Care Quality Commission

FFT - Friends and Family Test - Feedback tool used in the NHS to gather opinion from patients on their experiences of services

GP Patient satisfaction survey - The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice

PPG - Patient Participation Group