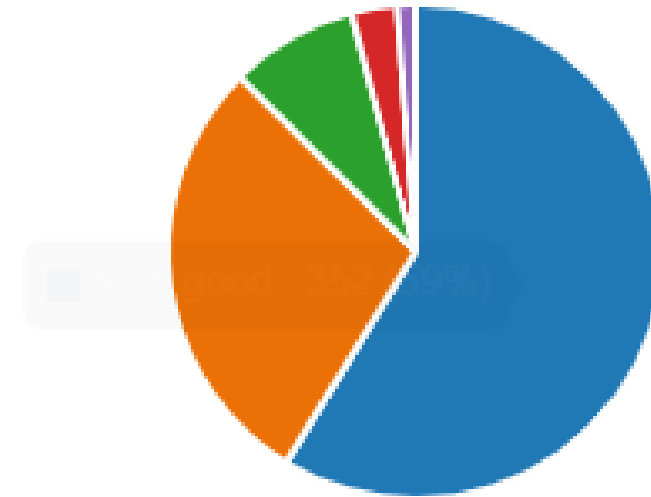


Woodseats Medical Centre Patient Survey Results 2024



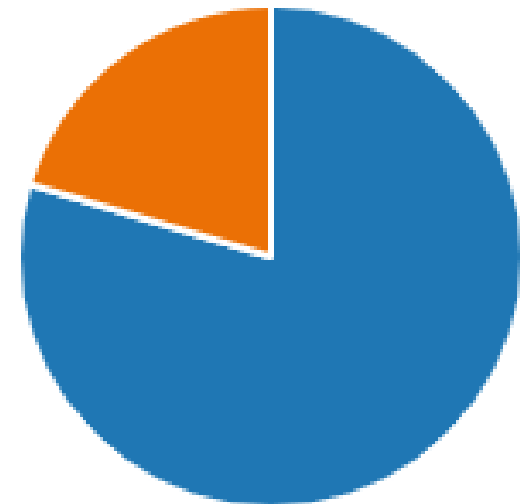
1. How would you rate the overall care provided by Woodseats Medical Centre?

Very good	352
Good	172
Neither good nor poor	50
Poor	18
Very poor	7



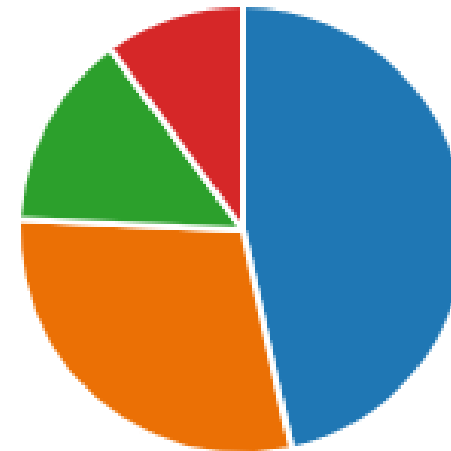
2. Have you used the online triage platform to contact Woodseats Medical Centre since it was implemented in late 2023?

● Yes	474
● No	121



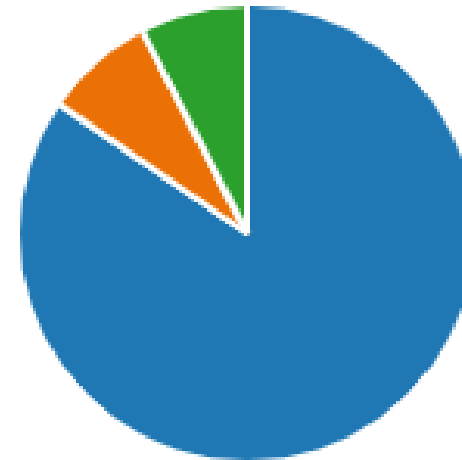
3. If you have used the online triage platform, how did you find the experience?

● Very good - Easy to use	236
● Good - Somewhat easy to use	148
● Neutral	72
● Poor - Hard to use	51



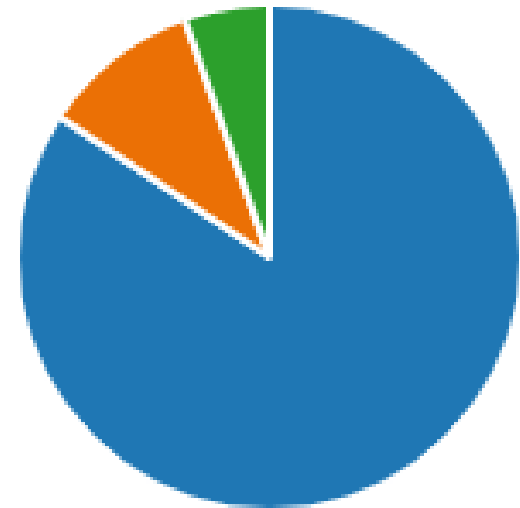
4. Was the turn around time to receive a response to your triage submission within a reasonable timeframe?

Yes	433
No	40
Not sure	39



5. Did you receive your desired outcome from the triage submission? (For example, did you receive a self-booking link/appointment with the appropriate clinician?)

● Yes	432
● No	52
● Not sure	28



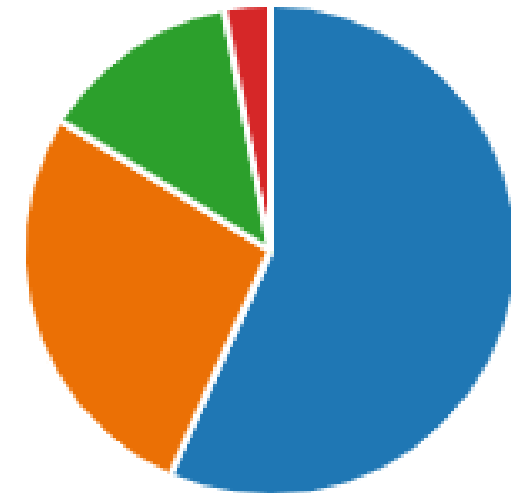
6. Were the appointment times available suitable?

● Yes, the appointment times offered were suitable	346
● Mostly, but there was some inconvenience	112
● No, the appointment times were not suitable	30
● I'm not sure/ I don't remember	19



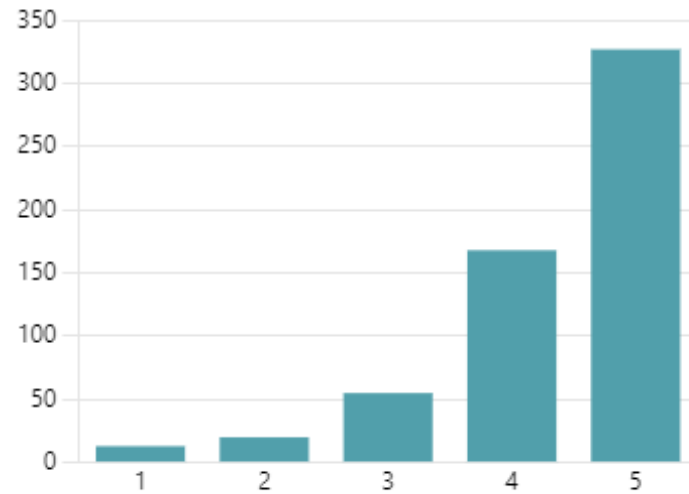
7. The triage form is currently open between 07.00am - 12.00pm, does this meet your needs?

● Yes	306
● Somewhat, but it can be an inco...	147
● No	71
● Not sure	16



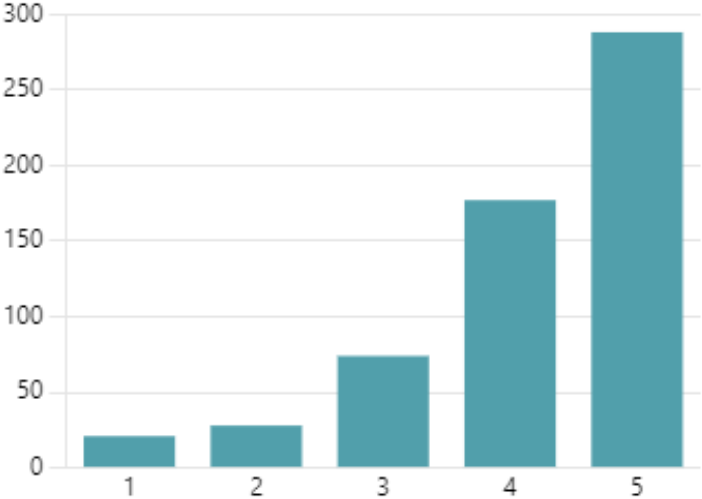
8. On a scale of 1 to 5, with 1 being 'Not at all' and 5 being 'Completely', how much faith do you have in your clinician's expertise and care?

4.33
Average Rating



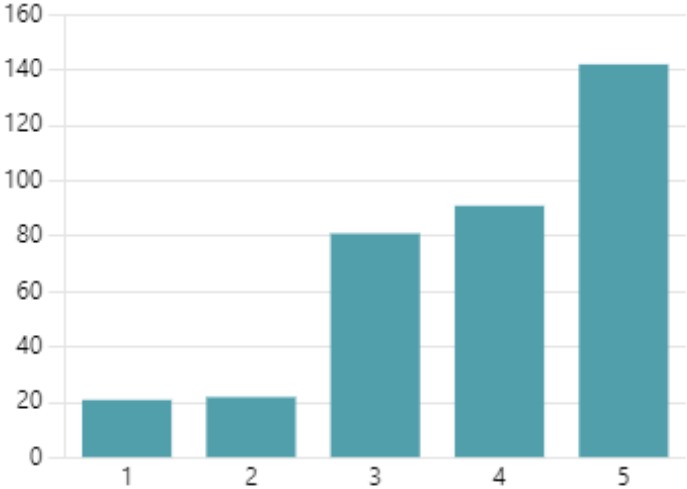
9. On a scale of 1 to 5, with 1 being 'Not at all' and 5 being 'Completely', how much trust do you have in our reception staff's professionalism and how would you rate your overall customer service experience with the reception team?

4.16
Average Rating



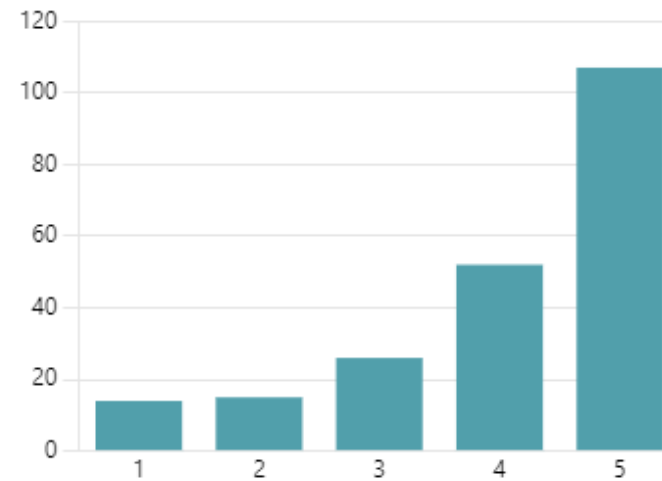
10. If applicable: On a scale of 1 to 5, with 1 being 'Not at all' and 5 being 'Completely', how would you rate the management team's openness and effectiveness in dealing with complaints?

3.87
Average Rating



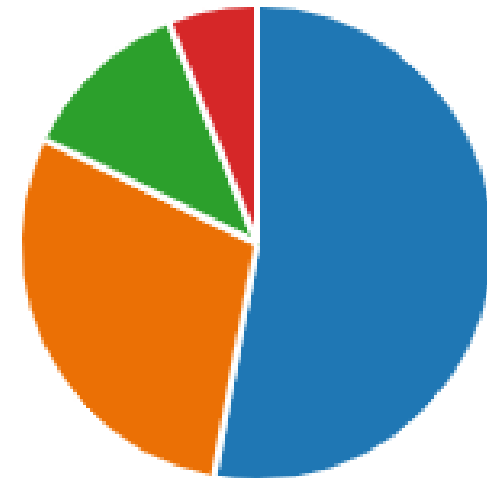
11. Duty of candour is a commitment that healthcare providers have to be open and honest with patients or their families if something goes wrong with their care. Woodseats Medical Centre is committed to adhering to these values. If you have experience with this, how would you rate our responsiveness?

4.04
Average Rating



12. Would you recommend Woodseats Medical Centre to your friends and family?

● Highly recommend	315
● Recommend	174
● Somewhat recommend	70
● Do not recommend	36



Suggested areas for improvement:

We regret that we are unable to address specific instances of issues or concerns mentioned within the survey responses as this is anonymous. We encourage patients to reach out to us directly with any concerns they may have.

- **“The texts about how busy and short staffed the practice is are not necessary.”** – We are sorry you do not find these communications beneficial. We want to keep you informed about any challenges we may be facing, like being short-staffed, to ensure transparency and manage expectations regarding your care experience. We try and keep these communications to a minimum. If you do not wish to receive correspondence from the Practice, you are able to opt-out of SMS communications.
- **“All the Nurses telephone slots are in the morning”** – Our Practice Nurses have a mixture of telephone calls, both in the morning and afternoon.
- **“I feel we need more guidance to get appointments for dependants with the new triage form system.”** - A video tutorial for how to use the triage system can be found here: <https://youtu.be/dYkBX-w3r7E> - To submit this on behalf of a child or dependant, when asked, you would select that you are completing the form on behalf of them, it will then ask you for yours and the patient details.
- **“The worst thing about WMC is the telephone answering service which atrocious, I’m not talking about the telephonists they are always polite helpful and respectful. It’s the time they take to answer calls which is a massive problem for me.”** – We recognise that the answering times for patients on the telephone was a common theme in the feedback we received from patients, therefore from the 7th of March 2024, we implemented a significant upgrade to our telephone. The main feature of the new system is the introduction of a call queuing feature, designed to hold your place in line and once you reach the front of the queue, our system will call you back, providing you with the convenience of two call back attempts if needed.
- **“I find the volume of the NHS screen and radio in the waiting room far too distracting”** - We apologize if the TV and radio are distracting in the reception area, the aim of this is to provide an aspect of privacy for patients conversing with our front desk staff. The TV screens also offer valuable information for health campaigns and important information for patients.
- **“It’s very difficult to see the same GP with the online triage form as you are given random slots”** – We understand that seeing the same clinician consistently may be preferred. However, due to varying working days and patterns, we strive to ensure all patients receive timely and comprehensive care from our team of dedicated clinicians, the link in which you are sent following a triage submission is what has deemed to be appropriate by the clinician who have assessed your concern.
- **“I didn’t even get a response after submitting my form yesterday”** – We are sorry that you encountered this issue. Once your triage request has been processed, the webpage should state that this has been submitted and to contact the Practice if you have not heard within 24 hours. If you have opted to confirm your identity using your registered mobile phone, we can ask the triage platform to investigate this issue using the verification code you have been provided.

Suggested areas for improvement:

We regret that we are unable to address specific instances of issues or concerns mentioned within the survey responses as this is anonymous. We encourage patients to reach out to us directly with any concerns they may have.

- **“Should be able to submit an online request at any time of the day”**- We acknowledge the need for accessibility and convenience in healthcare services. At present, due to time constraints and appointment availability, our triage platform isn't open constantly. However, we are actively reviewing this to better serve our patients' needs.
- **“Sometimes the link received after completing a triage submission shows there are no appointments”** – We actively try and monitor the appointment requirements, however, there are sometimes instances when demand exceeds capacity, leading to the unavailability of appointments at certain times. However, if you contact us to inform us of this, we will review our ledgers and work with you to find a suitable appointment.
- **“There are times in which the triage closes before the specified time”** – We try and keep these instances to a minimum. This is often when we are unexpectedly short staffed or there is a training event on within that day. We have recently found we can inform you as a message on the triage platform to advise you of this.
- **“Why was I sent to another practice?”** – From 1st October 2022, it became a contractual requirement that Primary Care Networks were required to provide Enhanced Access between the hours of 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays. This means, where appropriate, the Extended Access hubs offer patients timely and appropriate access to primary care services out of hours and same day.
- **“Older people that don't use the internet should be able to still phone”** - We understand that not everyone may have internet access. In such cases, we assure you that our phone lines will remain open. If you do not have internet access, you can call the practice on 0114 2850140 and our reception team will be available to assist you and may be able to complete the form on your behalf.

“I cannot use the online service as it asks for my username and password” – You do not require a username and password to access the triage platform, the direct weblink for this can be found here: <https://florey accurx.com/p/C88041>

A username and password is to access platforms such as the NHS app or Airmid to access your online records such as repeat prescriptions, more information on this service can be seen in the below images, if you require login details for these platforms, the Reception team can help you with this.

Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: ‘Getting started with the NHS App’.

Or you can get help on our website: nhs.uk/helpmeapp

Your data and permissions

The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.

Help and support

If you have any problems using the NHS App, you can:

- go to ‘Help’ in the top right-hand corner of the app. You will get help related to the feature you are using
- visit nhs.uk/helpmeapp, or scan here



To download the NHS App, scan here



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v2 06/23

Do more with the NHS App!



Guide 1

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

What does the NHS App do?

Your health

- **view your GP health record** view your medical history, test results, allergies, and medicines
- **register your organ donation decision** choose to donate some or all of your organs and check your registered decision
- **take part in health research** register with Be Part of Research to help us provide better care and treatment

Prescriptions

- **order repeat prescriptions** request repeat prescriptions without having to contact your GP surgery
- **nominate a pharmacy** choose a pharmacy where your prescriptions will be sent to

Appointments

- **book appointments with your GP Surgery** book, view and cancel appointments
- **book and manage hospital appointments in one place** you can choose your treatment provider from a list provided by your GP/referrer, and see information on most of them, including who to contact, waiting times, distance and booking details
- **manage vaccination appointments** book, amend or cancel vaccination appointments

Send and receive messages

- **contact your GP surgery** request care from your GP surgery using an online form
- **receive messages and notifications** view messages from your GP surgery and get notifications through your phone or tablet

Help someone else

- **linked profiles** access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

Advice and information

- **search symptoms, conditions, and treatments** use the health A-Z to check symptoms and treatments, and get advice on what to do next
- **get health advice through 111 online** check if you need urgent help and find out what to do next
- **find NHS services** search for services near you
- **check your NHS number** check your NHS number and manage your contact details within the NHS App

Comments regarding areas we are doing well (some may have been edited for confidentiality purposes):

1. You are an awesome GP practice and the service you provide is first class you are a shining example of what's best with the NHS. Thank you for everything you do!
2. They are all fab! Thank you for everything you do for me and my family!
3. I have always had good, professional service
4. I have received excellent care on a timely manner from a number of GPs. I have had no issues using the triage form and am able to schedule appointments at convenient times. Dr Keltie was excellent during a Mirena coil fit. She explained the procedure very clearly and has excellent bedside manner.
5. Reception staff helped me when I had tried to book 3 separate appointments, and made a mistake. I am Autistic. They took me to a quiet area and reassured me, while I adapted to my error using the online system. I felt understood and it helped me calm down.
6. I changed practices from Abbey Lane early in 2023 and the service I have received from Woodseats Practice has been outstanding. Every member of staff has treated me with courtesy & respect. I am a clinician working in the NHS myself so am aware of the huge pressures and I truly appreciate the service I have received - thank you!
7. I think all the staff deserve medals
8. All my dealings with the surgery have been quick, simple & successful.
9. An excellent medical centre.
10. I've had excellent care in over 15 years with the practice
11. Could not wish for better professional care that my wife & I have always received at Woodseats Medical Centre
12. Keep up the good work
13. Very good experience of both booking, and appointment. Felt listened to and validated, following less positive experiences with the same issue at another medical centre
14. You all do a great job . I like the use of a variety of health professionals to meet the needs of the patients .
15. I have never had any issues. Some of the receptionists are unusually lovely (don't get that very often) and there are some exceptional doctors/practitioners on your team. Dr Dachtler, Sophie Rhodes & Emma Cousins are absolutely amazing. Sophie Rhodes is a credit to you, one of the most caring, kind & empathetic practitioners I've ever met.
16. We have already recommend you to a friend who's own doctors practice was inefficient. He is now in your care and very happy and impressed with the whole practice.
17. Very pleased with how accommodating, professional and approachable all the staff at the practice are having had experience of the previous practice we we're registered with poor approach
18. Excellent in all respects. Feel lucky to have them
19. Overall my experience has been fantastic
20. No complaints. Never had a problem.
21. I really appreciate everything you do as a team. I feel very well looked after.

Comments in areas we are doing well:

Some responses may have been edited for confidentiality purposes

22. I've always had excellent service from the practice.
23. Exceptional service! Thank you so so much!!!
24. The staff are so helpful times are not easy these days but they all do there best
25. All the staff are very helpful. I especially appreciate being able to speak to the same doctor when continuity is reassuring.
26. I have had excellent service from the practice
27. A very caring practice
28. Just keep on doing such a good job, and thank you for all the smiles! You are ALL Superstars!!
29. Outstanding organisation and well considered use of triage , the availability of late hours appointments helps immensely
30. Highly satisfied with all the care I've received from the Practise
31. Highly satisfied with the care I have received over the last 8 years. I recommend this practise.
32. You offer an amazing service.
33. Very grateful for the care we have received from the practice
34. Outstanding professional care offered by the practice .. prompt responses to triage, appointments same day if needed ..this practice shows a very high standard of care and attention in my experience and have forwarded my observations to the GMC
35. I have been a patient at the practice for over 50 years. The introduction of the triage form has been very positive in my opinion. I have used it on numerous occasions and always been very happy with the care I received as a result of completing the form. I am so grateful to have this practice as my GP practice. Thank you for everyone's hard work.
36. Thank for the help you have given to me.
37. Pleasant, all round satisfaction
38. All staff have been so pleasant it's such a big change from my previous doctors I feel happy that I'm in the right doctors now I can't explain how nice the staff are and how at ease they make me feel. I'd definitely highly recommend woodseats medical centre.
39. I don't know what I would have done without the help of you guys especially Dr Badham. Thank you so much
40. Yes, the triage system is brilliant, can I mention Dr Ali , he is professional and so caring a credit
41. Dr Beacall is absolutely fantastic. The quality of care I have received has been outstanding and I am very grateful for all the help she has given me.
42. I am really happy with the service I am getting from Woodseats Medical Centre I have not done any self-appointment but I am always doing bookings for my client .Keep it up !!

Comments in areas we are doing well:

Some responses may have been edited for confidentiality purposes

43. I don't use the doctors much but when I have it is excellent service from all the staff.
44. I am impressed that I was able to see the GP very quickly and referral to hospital was much quicker than expected.
45. The Doctors are very caring and supportive and don't rush you
46. Overall I've had a very positive experience with using the doctors. I've had no complaints and always been seen in a timely manner.
47. Just keep up the good work.
48. Very satisfied.
49. Excellent care from doctor and specialist nurse on the day of appointment. Triage was efficient, professional and they took time to make sure all my needs were met
50. Given the pressure on the NHS they are doing well.
51. The new triage system feels like a very significant improvement on the previous phone based one. Thank you.
52. Very happy with the service provided.
53. All the staff at Woodseats Medical Centre have always been kind and professional. Thank you for all your care over the last 36 years.
54. Dr Gore is fab
55. Excellent practice, brilliant Doctors and outstanding care and support from all the rest of the team.
56. Being an old lady of 80, it is wonderful to talk and receive answers that we can understand Thank you.
57. Just to say thank you to the two GPs I saw. I can't remember the name of the first (sorry!) but I am grateful that she spoke to Dr Dachtler who then saw me too. Please thank both doctors from me. I'm very grateful for their time and expertise.
58. I am extremely happy with how I have been looked after the past few consultations. I have had prompt response and easy booking. Sophie the PA and Dr Joyce were great when my dad passed away.
59. Fabulous Medical Centre. Well done all.
60. I have left some of the questions above concerning online services as I have not had the opportunity to use this facility yet. I have found the doctors, nurses and administrators at Woodseats Medical Centre very friendly and approachable. I was always made to feel welcome and everything was performed in a quiet, informative and friendly manner. The waiting area is clean and well-arranged, lovely toilet facilities and good signposting for the patients. May I suggest that there is a drinking water dispenser in the waiting area. Sometimes there can be a long wait to see a doctor or nurse, and this is understandable. It would nice to be able to have a drink of water when thirsty. Thank you so much
61. Always helpful and caring response from reception, nursing and medical team members. Thank you all, so much.
62. My thoughts on your practice are nothing but good. I am very pleased and satisfied with all the help I have received from all your staff. Allowing for the fact you are all so busy, the service I have received from all, receptionists, nurses and doctors has been really good and I have no complaints at all. No suggestions on how you could improve either, you all do an excellent job. Thank you
63. Generally I have always been very happy with the responses to any requests I have made for appts. The online form works really well much better than waiting in what can be a very long queue on the telephone My last face to face with a GP was very helpful, empathetic and reassuring

Comments in areas we are doing well:

Some responses may have been edited for confidentiality purposes

64. I would like to thank Linsay . She was very professional and sorted put my concerns by sending me the appropriate links. The 5 stars I have given are for her. Thank you Linsay.
65. All the staff I've met and spoken to have been really kind. Especially Dr Dachtler, Dr Rimmer, Dr hemming and the reception staff and nurses. It's a breath of fresh air a lovely surgery so happy to have joined this surgery I wish I did sooner.
66. The reception staff have always been friendly, helpful and quick to act (e.g. if needing an SCR printed). All of the GPs, nurses and PAs I've met have been lovely. Very friendly, easily approachable, fab bedside manner. Never made me feel like I've come in with something silly or made it feel like they are doubting what I'm telling them. I don't access GP services very often but it still makes a difference as being made to feel like I'm wasting their time has prevented me from accessing necessary care from other GP surgeries in the past (e.g. under the care of one GP surgery I ended up contracting walking pneumonia because I no longer felt credible as a patient so started assuming I was just exaggerating any health difficulties I experienced). The GPS at Woodseats always listen, ask careful questions, and have never approached me in a way that feels judgemental, always supportive and on my side. Thanks all 😊
67. Nothing seems to be too much trouble and the receptionist was very helpful.
68. The doctors team have always been helpful kind considerate and would definitely recommend the practice
69. WMC provides an excellent service
70. After hearing sso many stories about GP inaccessibility I am really impressed with the staff at Woodseats Medical Centre. I have found it easy to contact a clinician and telephone call backs are friendly and helpful. Appointments have been made within a short time and I think the practice is doing a fantastic job

An insight into some metrics on appointment data from Woodseats Medical Centre between 1st January - 4th February 2024

The widely accepted formula within General Practice is to offer 72 appointments for every full 1,000 patients registered at the practice per week.

Therefore, at Woodseats Medical Centre we are required to offer approximately 864 appointments per week based on this formula.

The data below covers a 5-week period, using the above formula, the minimum we were required to offer was 4,320. In total, we offered 11,196 appointments within this period

Current selection: WOODSEATS MEDICAL CENTRE (C88041) (1 January 2024 - 4 February 2024)

Appointment summary

Registered patients

12,285

Total appointments

11,196

911 per thousand reg. patients

DNA appointments

206

17 per thousand reg. patient

Face to face appointments

9,255

753 per thousand reg. patients

Appointments booked to GP

3,123

254 per thousand reg. patients

Appointments on the same day

5,313

432 per thousand reg. patients

Woodseats Medical Centre Patient Survey 2024

We would like to take this opportunity to say thank you to all patients who took the time to complete our 2024 Patient Survey.

Your feedback is invaluable to us as it directly informs how we can improve on our services. We appreciate your participation and commitment to enhancing healthcare for our community and your valuable insights guide us in providing better care and experiences for everyone.

Thank you for being an integral part of our journey towards excellence.

