

Patient expectation and experience at Ashville Surgery

We would like to ask you some questions about your expectations and experience of Ashville Surgery. **It's a quick survey of 8 multiple choice questions with optional comment boxes that will take you approximately 3-5 minutes.** The information we collect will help us to develop and shape our services.


We've provided some general information about Ashville Surgery, and bullet points for context with each question. **You can skip straight to the questions if you prefer.**

Thanks for taking the time to complete the survey.

About Ashville Surgery

Ashville Surgery provides care to 11,500 patients within Hammersmith & Fulham. We are part of South Fulham Primary Care Network (SF PCN), a network of 7 GP practices in the south of the borough. SF PCN offers the practices a range of services and some shared staff.

The iceberg image below shows what a typical practice does. Some of this is visible to patients and the media, but a lot isn't!

Your GP Practice 

What certain media sees → **What the public see**

Visible (above water):

- Face to Face GP appointments
- Busy phone lines
- Remote GP Contact

Hidden (below water):

- Meetings
- Prescriptions
- Extended hours
- Coroner reports
- Patient signposting
- Medication reviews
- Managing complaints
- Coding & data sharing
- Chronic disease reviews
- HR & Staff management
- Medical student training
- Keeping patients updated
- Dealing with health briefs
- Learning disability reviews
- Arranging patient transport
- Managing national & local targets
- Reviewing patient & hospital letters
- Supervising & supporting Community teams
- Flu jabs
- Home visits
- Safeguarding
- Non-NHS letters
- Pharmacy liaison
- Reviewing results
- Mandatory training
- COVID Vaccinations
- Processing referrals
- 90% of NHS contacts
- Antibiotic stewardship
- CQC & PCN monitoring
- Care home ward rounds
- Appraisals & revalidation
- End of life/ palliative care
- Childhood Immunisations
- Tackling medical fake news
- Population health management

Work actually being carried out by GPs and their team...

With thanks to e-GP Learning

Experience of contacting Ashville Surgery

- Most patients contact us about their medical needs via our online platform, PATCHS (which is also linked to the NHS APP).
- The elderly, vulnerable or patients who have difficulties using our online platform can still contact us via phone and in person.
- We have a website which has information about our services, and updates about the practice. We also have a practice leaflet which we review and update regularly.

1. Thinking about the last time you needed to contact us for a medical issue, how did you find the process?

Very easy	Easy	Neither easy nor difficult	difficult	very difficult

Anything you would like to comment on the above?

2. How confident do you feel using our digital online platforms (PATCHS, NHS APP, Ashville Website) to contact us or get information?

Very confident	Confident (not used, but could)	Somewhat confident (need to refresh how)	Not confident (would need help)	Not confident (would not be able to use at all)

Anything you would like to comment on the above?

Expectation of the time taken to support you with your health needs

- At Ashville we aim to review health care requests on the day.
- We then allocate these to the most appropriate pathway based on urgency.

We would like to ask a couple of questions around your expectations of time taken to deal with your health needs.

3. When contacting us for an urgent issue (see examples below), what do you think is an acceptable time for your concern to be dealt with?

Urgent: a new problem where the patient is unwell that day and not responding to medication or measures tried at home and showing signs of deterioration. Urgent problems could include (but are not limited to): acutely sick children, acute abdominal pain, acute illness with fever, acute infection.

Same day	Within 24 hours		Within 48 hours	Within 72 hours

Anything you would like to comment on the above?

4. When contacting us for an urgent issue (see examples below), what do you think is an acceptable time for your concern to be dealt with?

Ongoing/routine (non-urgent): a change in bowel habit/mild rectal bleeding, lumps and bumps, patients with diabetes needing a review or blood test, coughs, mole and skin queries (requests for letters, referrals, medications, sick notes etc. would also fall under 'routine').

Same day	Within 2-3 days		Within 1 week	Within 2 weeks

Anything you would like to comment on the above?

Satisfaction with type of appointments

At Ashville we have a range of clinicians who can support you with your health care needs:

- o GPs (6)
- o Nurse (2)
- o HCA (1)
- o Pharmacist (3)
- o Health and Wellbeing Coach (1)
- o Paramedic (3)
- o Advanced Nurse Practitioner (2)
- o Social Prescribing Link Worker (2)

• Some appointments are telephone or at a different practice due to clinicians working across multiple sites.

5. Thinking about the last time you needed to contact us for a medical issue, how did you find the process?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied

Anything you would like to comment on the above?

6. How much do you agree with the following statement 'I had trust and confidence in the healthcare professional who dealt with my needs'?

Strongly agree	Agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree

Anything you would like to comment on the above?

7. Overall, how is your experience with care provided by Ashville Surgery?

Very good	Good	Average	Bad	Very bad

Anything you would like to comment on the above?

8. Is there anything else you would like to say about Ashville Surgery?

We would like to gather some information about you to ensure we are collecting views representative of Ashville Surgery population, however this is optional and you can skip if you would prefer.

9. What is your age?

18-24		45-55		
24-34		55-64		
35-44		65 plus		
		Prefer not to say		

10. What is your gender?

	Male		
	Female		
	Prefer not to say		
	Other		

11. What is your ethnicity?

White - British		
White - Irish		
White - Any other White background		
Mixed - White and Black Caribbean		
Mixed - White and Black African		
Mixed - White and Asian		
Mixed - Any other mixed background		
Asian or Asian British - Indian		
Asian or Asian British - Pakistani		
Asian or Asian British - Bangladeshi		
Asian or Asian British - Any other Asian background		
Black or Black British - African		
Black or Black British - Caribbean		
Black or Black British - Any other Black background		
Other Ethnic Groups - Chinese		
Other Ethnic Groups - Any other ethnic group		
Not stated		
Not known		
Other (please specify)		

13. Do you have a disability?

	Yes		
	No		
	Prefer not to say		