



# Expectation and Experience Survey April 2024

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## Introduction

### *Purpose*

Ashville Surgery is a GP practice located in Hammersmith and Fulham borough serving a total 11,261 patients. In 2019 Ashville Surgery, along with 6 other GP practices in the borough formed a network. These networks are known as Primary Care Networks and were introduced by NHS England (NHSE). South Fulham Primary Care Network (SF PCN) serves a total population of 63,000 patients. The network offers a range of extended services to support patient health outcomes and experience.

The services offered through the network are:

- Paramedics
- eHub
- Frailty Care Coordinator
- Home Visiting
- Women's Health Hub
- Pharmacists
- Health and Well-being coaches
- Link Workers
- Enhanced Access (to appointments outside of core hours: before 0800 and after 1830 Mon-Fri, and Saturdays).

More information about some of the above services can be found on the network website:

- [PCN Services \(southfulhampcn.org.uk\)](https://southfulhampcn.org.uk)

As the demand for primary care services has increased at a far greater rate than the workforce available to deliver the care, the way GP practices operate has changed to ensure they can meet this demand.

Ashville Surgery are aware how these changes can impact the experience of care for its patients and therefore want to better understand the current expectations and experience of care from its patients.

Whilst the way primary care operates is changing, Ashville Surgery want to ensure the voice of those receiving that care is heard and that patient concerns and ideas are acknowledged and, where possible, implemented within the scope of what Ashville Surgery is able to do.

### *Details of survey*

The survey consisted of the following 7 questions, with the option to leave a comment with further details if desired:

1. Thinking about the last time you needed to contact us for a medical issue, how did you find the process?
2. How confident do you feel using our digital online platforms (PATCHS, NHS APP, Ashville Website) to contact us/get information?
3. When contacting us for an urgent issue, 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.

4. When contacting us for an ongoing / routine (non-urgent) issue, 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').

5. Thinking about the last time you needed help at Ashville Surgery, how satisfied were you with what we offered ?
6. How much do you agree with the following statement 'I had trust and confidence in the healthcare professional who dealt with my needs'?
7. Overall, how is your experience with care provided by Ashville Surgery?
8. Is there anything else you would like to comment about our service at Ashville Surgery?

### *Overview of responses*

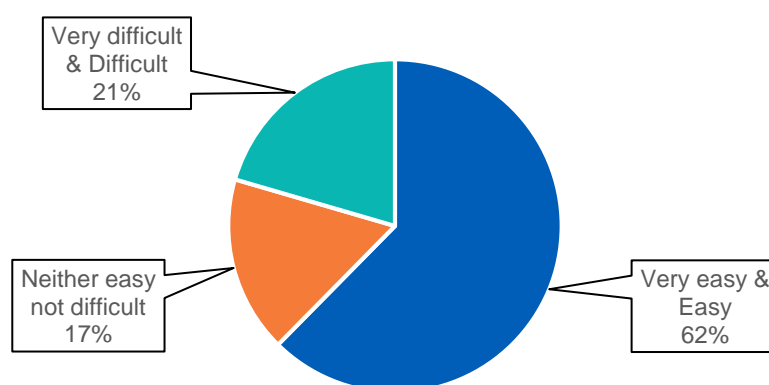
Over a 4-week period 326 patients from Ashville Surgery completed a survey (either online, on paper or via interviews while attending the practice). The survey asked patients about their expectations and experience when contacting the surgery for support around their health care needs. On average, it took patients 3 minutes and 22 seconds to complete the 8 questions on the questionnaire. There was a 100% completion rate for questions 1 to 7. Question 8 offered patients an opportunity to provide any further comments.

### *Demographics of respondents*

This part of the survey was optional and therefore not all respondents gave details around their demographic. For full results, see Appendix H.

## Survey results

Q1: How easy did you find the process of contacting Ashville Surgery:



### Headlines and main themes from Q1:

PATCHs: mixed responses about how easy our online platforms are for patients to use. Some patients find this very convenient, while others struggle to use and feel that they would benefit from more support.

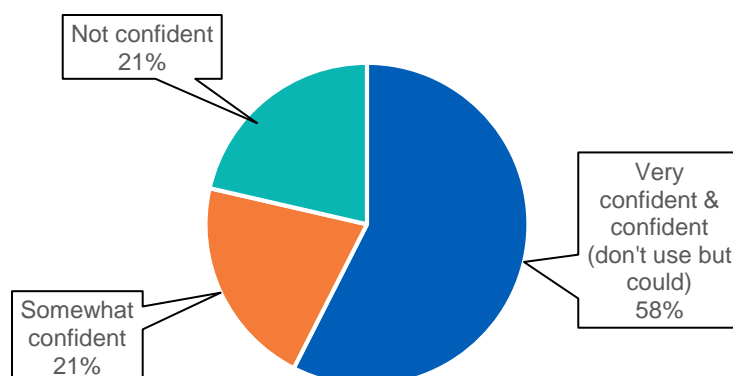
Here is a selection of the comments provided by patients:

Patient feedback	Surgery response
<b><i>PATCHs works well because there is opportunity to fully explain the condition</i></b>	That's certainly the intention, though we do recognise that not all patients feel this way. We hope that by offering the PATCHS route to those who feel able to use it, it will make it easier and quicker for those who can't use PATCHs to contact us by telephone.
<b><i>I was hoping to make an appointment and talk to a GP face to face. Instead, I was told to use PATCHs, which I can manage but I do not like the system!! I am 78 years old and feel that patients within my age group should always be able to visit their surgery and talk to their GP. Is this such a difficult request?</i></b>	We agree. Patients who may not be so confident in using the online platform can still telephone the practice. We now have a new phone system which we hope will mean that patients do not have to wait in a phone queue to be answered, Patients can now select a call back from the practice.
<b><i>Locating &amp; filling in the PATCHS form is laborious &amp; slow but I am getting better at this. I recognise that it is a time-saving arrangement for surgery staff and practitioners &amp; replaces long waits for patients trying to get through on the telephone.</i></b>	We recognise that the PATCHS can sometimes be repetitive. We do feedback to the developers who are responsive and eager to continually improve the platform.
<b><i>It's amazing service staff are very helpful easy access</i></b>	Thanks!

See also the section ‘themes and next steps’ for more information on how we plan to address patient concerns that came up in responses to this question.

To view all feedback for this question, please see APPENDIX A

*Q2. How confident do you feel using Ashville Surgery’s online platform?*



**Headlines and main themes from Q2:**

Many patients find the online platform easy to use, though some still prefer using the telephone to contact the surgery.

Here is a selection of the comments provided by patients:

Patient feedback	Surgery response
<b><i>Too many websites, it is confusing</i></b>	We agree. What with PATCHS for medical queries, and a different platform for requesting repeat medication, it can be very confusing. We recommend that patients who can, use the NHS app – as this can now be used for PATCHs and to request medications. The reception team are always happy to support patients in navigating their way through what can be an array of different online platforms.
<b><i>Very strange that patch’s doesn’t allow you to send a message when the surgery is closed!</i></b>	We can see the argument for having PATCHs available outside of core hours, but we’ve had to restrict this to working hours as we are not a 24-hour service. Most practices do this – not to hinder access for patients, but to manage the demand safely. That’s not to say that we don’t keep this under review, and it’s possible we might extend the times when PATCHs is available, but we do need to make sure that it’s safe for us – and patients – to do this. If we had PATCHs ‘open’ the whole time – from experience – we would have many more requests to deal with during working hours, but no increased capacity to deal with them.
<b><i>I do use Patchs and have been experienced good service thank you.</i></b>	That’s good to hear.

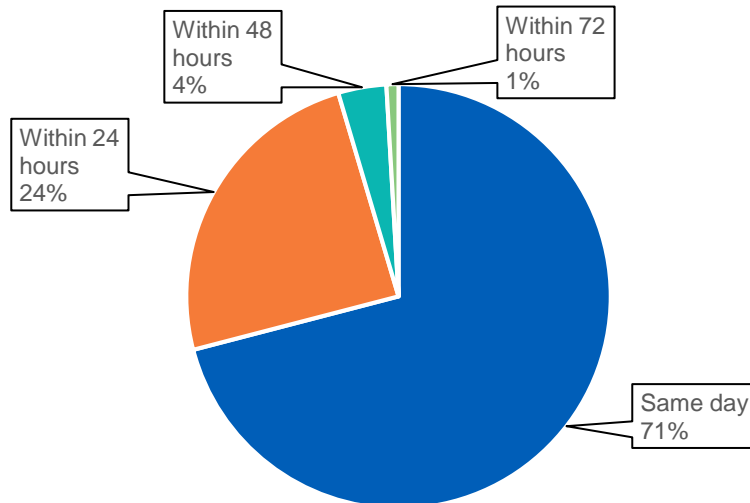
***I prefer calling reception***

That’s fine, and with our new phone system we hope that patients will find that they don’t have to wait so long in a queue.

See also the section ‘themes and next steps’ for more information on how we plan to address patient concerns that came up in responses to this question.

To view all feedback for this question, please see APPENDIX B

**Q3. How quickly should an urgent health need be dealt with?**



**Headlines and main themes from Q3:**

Most respondents felt that an urgent issue should be dealt with on the same day.

Here is a selection of the comments provided by patients:

Patient feedback	Surgery response
<b><i>I have had this situation with my father and always get a response that day from the duty doctor which is very helpful.</i></b>	Yes, we have a Duty Doctor for the morning and afternoon. The admin team will add urgent queries to this list on the day.
<b><i>The appointment and follow-up calls from the surgery and another appointment were so appreciated. I saw your resident paramedic and then her colleague called another day to see how I was. Amazing support and care.</i></b>	We’ve found that having paramedics at the practice has been great for patients. They can triage and handle a range of health concerns, and of course have access to the Duty Doctor if they need more advice or support from a GP.
<b><i>If it is to do with a sick child, I would expect same day because the guardian/parent is interpreting another’s pain or sickness. Adults should know how really urgent their condition is and whether it can wait for 24 hours</i></b>	Yes, we try to prioritise care when it’s for a child, or a vulnerable adult.
<b><i>I don’t think I would attempt to get an appointment with the surgery. You have to wait</i></b>	We’re very sorry to hear this. Certainly, the intention isn’t to “sabotage patients’ confidence”.

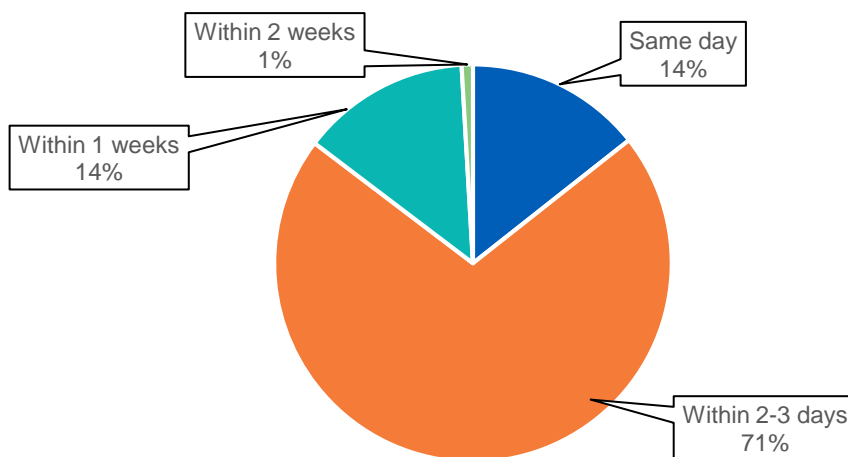
**days for a text from the doctor. It is really dispiriting. Who puts these systems in place? Some bureaucrat who wants to sabotage patients' confidence in their local practice.**

The online platform is intended to make life easier for patients – and at the same time to free up the telephones so that those who can't use the online platform can get through to us more easily. Though, of course we do recognise that not all patients like to use the online platform, and that it can be 'clunky'. We do continually feedback to the developers, who are always eager to improve the system.

See also the section 'themes and next steps' for more information on how we plan to address patient concerns that came up in responses to this question.

To view all feedback for this question, please see APPENDIX C

**Q4. How quickly should a routine health need be dealt with?**



**Headlines and main themes Q4:**

- Whilst some patients would not mind waiting for a consultation at a future date they would like to receive communication that their request has been dealt with and booked in.
- Others felt some of the listed examples were urgent and should therefore be dealt with more quickly, i.e. within 1 working day.

Here is a selection of the comments provided by patients:

Patient feedback	Surgery response
<p><b><i>It depends on the situation relating to more or less response</i></b></p>	<p>True. Each case is different in terms of urgency. Also worth considering is busier times for the surgery. For example, the volume of incoming requests varies from day to day. Higher volumes can sometimes mean that our response times are longer. Similarly, when staff are on leave – the workload won't decrease, but our capacity will.</p>

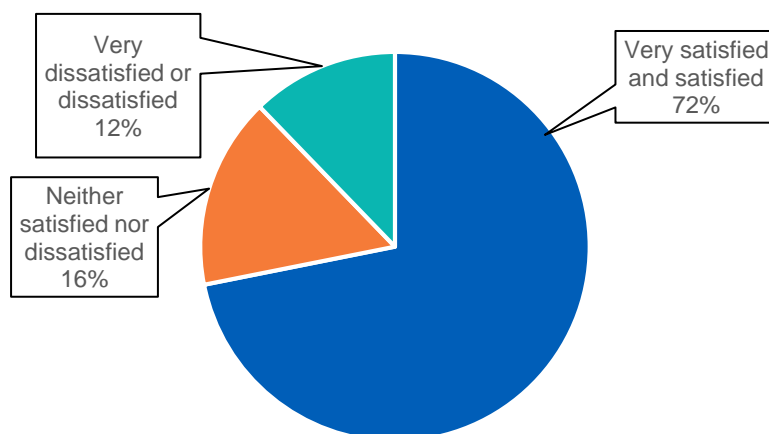
<p><b><i>I would separate these into 2 categories - current medical concern and administrative. The first would include a change in bowel habit/mild rectal bleeding, lumps and bumps and coughs. The second would include patients with diabetes needing a review or blood test, mole and skin queries (requests for letters, referrals, medications, sick notes etc. would also fall under 'routine')</i></b></p> <p><b><i>The first category I would say within 2-3 days and the second category within a week.</i></b></p>	<p>That's very helpful. Admin requests are usually filtered off to the admin team. We aim to deal with these as quickly as we can. As a rule, we tell patients to allow for 5 working days, though we will always try and complete these requests sooner than that.</p> <p>Some patients need a regular review with us (which has been communicated to them, for example due to the medication they are on) so they can usually call the surgery and make their appointments directly – especially if they are seeing the nurse, pharmacist or HCA for this. We probably need to make this clearer to patients.</p>
<p><b><i>This timeframe is the one I generally experience. There always seems a duty dr to call back on the day in case of an emergency (suspect that this is the problem with patients not understanding what a genuine emergency is)</i></b></p>	<p>We appreciate that patients can feel anxious about their health, but as you say, we do always have a Duty Doctor available on the day for genuinely urgent queries.</p>
<p><b><i>Would be good to have more surgery appointments</i></b></p>	<p>In an ideal world, it certainly would. The reality unfortunately is that we have 10 clinical rooms, all of which are used throughout the week, with most clinic rotas fully booked. All of which means that it's hard to 'add' more appointments to the rota. We try to address this by offering different types of appointments with a range of clinicians, based on the patient's clinical need. To offer some reassurance, we do triage all incoming queries, and all clinicians have access to the Duty Doctor (a GP), if they need further advice or support when dealing with a patient.</p>

See also the section 'themes and next steps' for more information on how we plan to address patient concerns that came up in responses to this question.

To view all feedback for this question, please see APPENDIX D



Q5. How satisfied were you with the help Ashville Surgery most recently offered/the outcome?



**Headlines and main themes Q5:**

Overall, 72% of patients were satisfied.

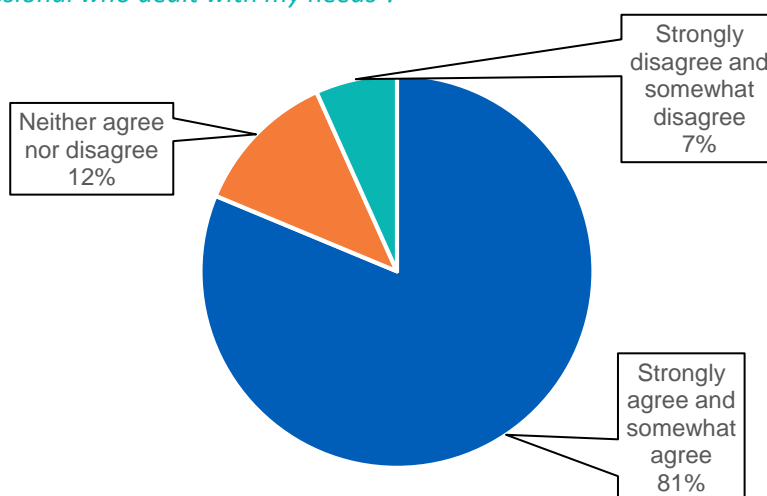
Here is a selection of the comments provided by patients:

Patient feedback	Surgery response
<i>your resident paramedic and team are amazing, such support and care I needed for 2 weeks.</i>	That's good to hear. We've generally had excellent feedback from patients about our paramedics.
<i>The doctor herself was extremely good. However, she asked me to make a follow up appointment for February, and as I said, I have no idea how to do this. There's nothing in the online booking section which allows for that.</i>	Yes, sorry about that. We need to make it clearer to patients about how to book a follow-up appointment.
<i>My last two interactions went like this: I was invited for a check-up as I had just turned 50 - the nurse couldn't manage to draw my blood. I ended up having to go again and then never received the results! But a more recent interaction with regards to HRT went well. Got a call in time and swiftly prescribed the medication.</i>	Apologies for that. Sometimes it can be hard to get a blood sample from a patient. In terms of results, patients can now all access their record online, which includes results from recent tests etc. Again though, we need to communicate this more clearly to patients.
<i>I filled out the patches form and a doctor didn't get back to me for 3 weeks. It was an urgent matter at the time.</i>	That should not have happened. We're sorry to hear this. Without specific details, we can't really investigate this further, but we would encourage all patients to let us know when things like this happen. Fortunately, it's rare – but of course, that's not comfort to the patient it has happened to.

See also the section ‘themes and next steps’ for more information on how we plan to address patient concerns that came up in responses to this question.

To view all feedback for this question, please see APPENDIX E

*Q6. How much do you agree with the following statement ‘I had trust and confidence in the healthcare professional who dealt with my needs’?*



**Headlines and main themes Q6:**

81% of respondents did have confidence in the clinicians who dealt with their care.

Here is a selection of the comments provided by patients:

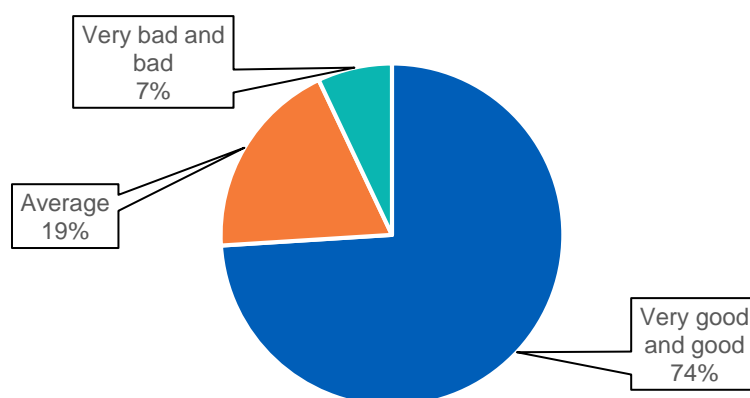
Patient feedback	Surgery response
<p><i>I have generally found the people working on the front desk polite and helpful but the online forms are an absolute disgrace. The online forms make it extremely difficult process to go through to get an appointment - a process which adds to and increases my anxiety condition. Put simply online forms are completely inappropriate for anyone who has dyslexia. The online forms are also completely inappropriate for someone who is seeking an appointment to discussing mental health issues.</i></p>	<p>It’s good to hear that staff on the front desk are polite and helpful. But we’re sorry to hear that you’re not happy with the online forms. To re-assure you, patients who are unable to use the online platforms – for whatever reason – can still contact us by telephone or in person.</p> <p>Our intention is to encourage those who can use the online platform to do so, thereby freeing up capacity on the phone lines for those who are not able to use it.</p> <p>The demand on services is so great now, that we’ve had to come up with innovative ways in which to make it easier for patients to contact us. The online route works for many, but of course not for all. But with our new phone system, we hope that patients who do wish to contact us by phone will find they don’t have to wait too long to get through, especially with the new call-back function.</p>
<p><i>I would prefer to be seen by a GP</i></p>	<p>This is a comment that came up time and time again. Given the demands on primary care, we’ve</p>

	had to adapt by offering appointments with a range of clinicians. In many cases, the most appropriate clinician will be a GP, but there are times when actually a nurse or a paramedic can manage a patient's particular health needs. The reality is that if we were to offer everyone a GP appointment, we'd need to employ a lot more GPs – a challenge to recruit, and to fund.
<b><i>I am sure the healthcare professional are fantastic. The problem is that there is so much red tape around them. It's soulless.</i></b>	The healthcare landscape has certainly become more complex, with more targets and indicators that we need to hit in order to secure on-going funding. This is frustrating both for patients and clinicians, but to re-assure you, even if some of the methods of communication feel impersonal, all patient queries (whether via PATCHs or other routes) are seen and dealt with by real people, who do care and who are committed to providing safe and effective healthcare.
<b><i>Recently whenever help has been needed it has been available swiftly.</i></b>	That's good!

See also the section 'themes and next steps' for more information on how we plan to address patient concerns that came up in responses to this question.

To view all feedback for this question, please see APPENDIX F

*Q7. Overall, how is your experience with care provided by Ashville Surgery?*



ANSWER CHOICES	RESPONSES	
Very good	46.60%	151
Good	27.16%	88
Average	19.14%	62
Bad	4.63%	15
Very bad	2.47%	8
TOTAL		324

### **Headlines and main themes Q7:**

74% of respondents rated their care at Ashville as very good or good.

### *Q8 Is there anything else you would like to comment about our services at Ashville Surgery?*

Here is a selection of the comments provided by patients:

Patient feedback	Surgery response
<p><b><i>Get rid of PATCHS</i></b></p>	<p>PATCHS came up a lot in patient feedback! The responses to Question 1 in the survey do suggest that – overall – 62% found contacting us easy or very easy. But that’s not to say that we don’t recognise that many patients don’t feel that way.</p> <p>Online access routes to primary care probably isn’t going away – there’s a national push for this. But clearly we need to do more to support patients with this by:</p> <ul style="list-style-type: none"> <li>- reassuring patients who are not able to use PATCHS that they can still use phone and in person routes to contact us</li> <li>- supporting those who might need more help to access PATCHS. We’re always happy to guide patients through this.</li> <li>- feeding back to the PATCHS developers patient concerns about online platforms (for example, the number of questions patients are asked, many of which may not be relevant to their particular concern).</li> <li>- improving how we communicate with patients re: messages they get from the practice once they’ve submitted a PATCHS.</li> <li>- reassuring patients that all PATCHS are seen and processed by real people.</li> </ul>
<p><b><i>We all understand the GP's are drowning in demand. I think Ashville does a very good job of managing that extraordinary demand.</i></b></p>	<p>Thanks for this. The demands on the practice have certainly increased. We are doing our best to tackle this. Unfortunately, it does mean that</p>

	<p>we have to review how we do things to ensure that our service is as effective as possible, and as accessible.</p>
<p><b><i>Sometimes I don't even get to speak to a doctor. Recent request regarding my hands, I thought my GP might discuss issue before doing referral. I had asked for the referral for carpal tunnel at Chel West (got a message it was done) but no one called me to discuss issue.</i></b></p>	<p>This is interesting as we would characterise this as a successful and efficient outcome; a patient asks for a referral for a specific condition. We make that referral immediately, and let the patient know. We could have offered an appointment to discuss this with the patient – though the outcome would be the same: referral to the specialist service. Time saved for the patient, and an appointment therefore available for another patient.</p>
<p><b><i>Before COVID you could get same day appointment. now I wait weeks to get an appointment. waiting long for phone to answer. staff are always helpful</i></b></p>	<p>This comment – and ones like it came up a lot; that things were better before COVID. Though not in any way dismissing this view, the wait for appointments before COVID was often two to three weeks, sometimes four. Our data now shows that patients rarely wait more than 2 weeks for an appointment and indeed, most are seen within 3-4 days or sooner.</p>

## Themes from patient feedback

Other themes that came up from survey responses	Surgery response
<p><b>A lot of feedback was about <i>the good old days before COVID</i> when patients were seen by their GPs – easily and quickly.</b></p> <p><b>Some patient feedback implied that before COVID we somehow cared more about patients than we do now.</b></p>	<p>We don't really recognise this narrative. Before COVID we faced many of the issues we face now: patient demand and our capacity to meet it. Patients often waited 3 to 4 weeks to be seen.</p> <p>When NHS North West London introduced online consultations (first eConsult, later replaced by PATCHs), we did see a reduction in the length of time patients waited to have their concerns addressed. Those who could use these platforms did so, thereby freeing up the phone lines for those who were unable to do so.</p> <p>But as a lot of the feedback from the survey was about PATCHs, clearly we need to do more to reassure patients that:</p> <ul style="list-style-type: none"> <li>- we do still offer face to face appointments</li> <li>- some conditions and concerns can be dealt with via phone or video consultations, which many patients do seem to like. It's quicker for them and it means that don't have to take time off to come to the practice.</li> <li>- not everyone needs to be seen by a GP. We have paramedics, pharmacists and nurses who can safely manage a range of health needs. All these clinicians have access to the Duty GP if the patients they are managing do need GP input.</li> <li>- despite what some parts of the media might say, GPs are still seeing their patients.</li> <li>- and of course that we do care about our patients. That's our main goal.</li> </ul>
<p><b><i>The gold standard of GP practices and services in the NHS / England Council</i></b></p> <p><b><i>everyone seems to be doing their best</i></b></p> <p><b><i>Always helpful and issues are generally resolved quickly</i></b></p> <p><b><i>Thank you - keep up the excellent service. I for one are extremely grateful for all you do for me</i></b></p>	<p>We just want to acknowledge the range of feedback we received. We've read and analysed all the comments, and where we can, we've aimed to address the points raised. It's been very useful for us to get this feedback.</p> <p>Of course, it's also been encouraging to get such positive feedback too – a selection of which is included here.</p>

## Next steps

Following this feedback Ashville Surgery is working with South Fulham PCN and the other 6 practices within the network to work on actionable feedback to improve the experience of care for its patients.

A slightly modified version, due to feedback on information they want to collect/structure of the survey, of this survey will be shared with patients register at the other 6 network practices to ensure the experience of patients across the South Fulham population is heard.

## Appendix A

Comments from: Q1 Thinking about the last time you needed to contact us for a medical issue, how did you find the process?
Can no longer call with an issue, have to put it all through online. Its manageable for me (31) however I worry about people my parents age + as it is not simple.
I love my surgery. Timely, proactive, committed All in reception and all Gps
I found making appointment rather frustrating. This is not in anyway because of the GP practice, but due to the System which is not designed user friendly at all.
Have not contacted surgery for years.
I was hoping to make an appointment and talk to a GP face to face. Instead, I was told to use PATCHs, which I can manage but I do not like the system!! I am 78 years old and feel that patients within my age group should always be able to visit their surgery and talk to their GP.Is this such a difficult request?
Quick response. V efficient
Extremely prompt service
It does take a while to fill out the PATCHS form though, it was a lot easier to do this over the phone pre-Covid
The online system is very easy to use and response times are excellent.
Trying to speak with someone [on] the phone, and then getting an appointment quickly is challenging.
Use of PATCH platform not straightforward and cumbersome. Not easy to book appointment
So difficult I don't even have direct access to the app, my wife does
I don't do online that's why I said difficult needed help
Professional and friendly communication
Nothing is straight forward anymore
Wasn't familiar with the app which one for what
Patches asks irrelevant questions and doesn't feedback promptly- sometimes 3/4days before hearing from a doctor
Ashville Surgery has an amazing front line staff, and it's their experience and patience while talking to patients that really stands out.

Slow turnaround times, takes a week to issue a repeat prescription. No option for repeat prescriptions for control medications. Staff mainly concerned with avoiding liability to clinic they were scared to issue my medication because they needed my bp and hr when I had already sent them this a month ago in line with Nice guidelines Staff not very knowledgeable, for instance, said poor working memory is due to anxiety, when working memory is modulated by dopamine and poor working memory can be due to a host of other factors. Can only submit a PATCHS form during working hours, when most people do not have time to do this as they are also working during these times. Difficult to contact the clinicians and difficult to get an appointment at a reasonable time, or an appointment that isn't 3 months away. Have to pick up prescriptions if you want it physically before 6:30 in the week which is not feasible for most people. It's as if They assume people are not busy and are at their disposal during the week.

used [patches & got a fast response by GP (over sms)

The Patches form requires repeating answers which is tiresome if the issue is a continuing one

I find it hard to use the online system and that staff at reception either don't speak great English or it's a struggle to get them to understand I can't use online system.

Still need phone contact as not too good with computer. Staff at Front desk are kind & helpful.

The staff are always helpful and mostly welcoming.

I had a response almost straight away and an appointment in the afternoon.

Never sure to use NHS or Patches

Friendly professional staff - always east to deal with. The practice is a credit to the NHS

Prompt and excellent interpersonal connection

"Very easy" refers to relatively straightforward issue (prescription for antibiotics). (Have not registered with PATCHS).

Reception staff are always very helpful. Great improvement on earlier years

Completed online form, waited a week for reply by text; have been having a health issue for nearly year and have not had a face to face despite asking repeatedly to physically see a doctor; surgery very slow to respond

I am a website developer hence the internet poses no problem for me but I would be VERY frustrated if I had to rely on the phone to contact Ashville Surgery

Needed help from the nurse to make appointment

I have a repeat prescription and it is confusing when to use which platform. I was told not to use PATCHS and then told to use PATCHS when it needed to be reviewed. But once I had used PATCHS I got no notification that it had been resolved and that my prescription was available until I went into the surgery in person to check that a text message I had been sent was an error. The text messages are also not helpful and one I received was very blunt and inconsiderate. There is also no way of then responding to a text message to clarify. Having one system with one inbox for patients to receive their messages in, including confirmation when a prescription has been issued, would improve contact.

Very kind and helpful on reception.

Very easy and quick

Filling in patches form is not intuitive. Lots of repetitive questions where same answers entered. Find it frustrating that the SLA is about time taken for someone to look at patches request and pass to team - not actually speak to relevant person.

The inability to make appts over phone is ridiculous

It's frustrating having to go via the online service and it feels like it's impossible to actually see a GP face to face

I contacted through Patches and had a call from a Dr the next day. This was great. Not so good was the response via patches which just said completed.

Locating & filling in the PATCHS form is laborious & slow but I am getting better at this. I recognise that it is a time-saving arrangement for surgery staff and practitioners & replaces long waits for patients trying to get through on the telephone.



I requested a prescription last week and when I went to pharmacy they had not received it Called Ashville again and they said they had no record Also I have serious pain, numbness and tingling in both hands and am waiting for Chelsea and Westminster to give me another appt for X-ray or carpal tunnel surgery Pain now so bad keeping me awake at night
Have had very little cause to use
It's amazing service staff are very helpful easy access
I have not required a face-to-face appointment since I moved surgeries, so cannot comment on that.
Reception is very excellent
Getting an appointment can be really tricky
I never have any problems with my surgery
integrate into NHS app
I am regularly seeing specialists for newly diagnosed condition but had not been able to book appointments with GP
more face to face appointments
Pt would call or walk down to surgery to get appointment
No problem
I call the surgery.
Could be a lot quicker to respond .
English not very good but reception are very helpful.
Complicated, but workable
when one gets through on the telephone there is always a helpful pleasant person
I couldn't understand how to reply to the sms
I read above that you say that if the elderly have issues with Patches they can still contact the surgery by phone. My experience has been that if you are unlucky enough to connect to a couple of the receptionists, they are very brusque and insistent that you must use Patches. It seems absurd to me that if a person has made the effort to call the surgery that they should be fobbed off and told to retry via online. It is distressing and not helpful. Some of the receptionists are very helpful and take down my queries.
The ability to call and book a doctor's appointment has gone altogether. It is so bad
Wonderful helpful receptionists
It's just easier for me to walk in and ask a question that doesn't require a doctor. However, I find the PATCHES platform difficult to book an appointment with any kind of specificity or something that requires near immediate attention.
Quick response times
Patients should just be able to walk in and queue to see the GP as I do not want a receptionist to know about my issues
Couldn't get through on the phone. Online system sent me round and round in circles. In the end I went to a private GP
The NHS app is good and easy to use. Just about all my contacts with you are about repeat prescriptions and work very well. But for anything else I tend to be a bit baffled by your system. Charing X hospital is easier to deal with.
Terrible service. When you get a face to face appointment the GP seem to want to get you out as quickly as possible. No care in the service anymore.
It has become almost impossible to have an appointment with my GP
Excellent service
Patches is easy to use but I think when you're feeling unwell you don't necessarily feel like filling out the form so you should still have the option to call to book an urgent appointment or get a doctor to call you. Also I really do not agree with using patches when you want to book a routine appointment now and only being able to use the form in opening hours.
Excellent service
It was responded to very soon

PATCHS is difficult to use. I want to be able to book an appointment via phone or an app and not go through layers of triage and questions
Phone is always answered fairly promptly
No
I wanted to make an appointment because I suffer from seasonal hay fever and get breathing difficulty and require an inhaler. I tried to book an appointment and was unable to and instead needed to call 999. I have tried a for a few other things but have since then learned not to try and just to go A&E.
I made an appt to see the pharmacist. Our meeting was not a success. My queries remain unanswered. A telephone call which was promised never came. I resolved the problem myself.
I think that the website is now working better to allow direct ordering of repeat prescriptions
Nobody ever contacted me
Making a request is very straightforward but I'm not so certain of the response process
I appreciate the efficiency and convenience of using digital platforms to contact the surgery, but believe a) patients should be offered other means of contacting the surgery as well, b) the surgery needs to be transparent with patients about the channels that can be used to contact / request support. A digital-first approach is very useful and efficient, but need to be wary of instances where it's not the most appropriate means, and patient groups for whom this is not a feasible approach (e.g. elderly patients, immigrant communities, etc.). Where alternative approaches are available to cater for those situations / patient groups, it's also important that it's perceived by the practice (& it's employees), and communicated to patients, as a valid means of reaching out for support rather than a burdensome exception.
Reception staff and doctors and nurses always friendly, helpful and professional- excellent service.
Hard to fill out patches and when I ask receptionist to help he gets very impatient with me
Always quick and efficient in responding.
Long and laborious. I'm computer literate but the Patches site sent me round and round in circles. The questions, when I wanted to make an appointment, were ludicrous.
This is an excellent surgery no complaints
No
PATCHS works well because there is opportunity to fully explain the condition
It was for a routine medicine review
The Surgery's online forms are a nightmare and completely inappropriate especially for someone with dyslexia. The form is partially inappropriate to use when the problems are related to mental health. [Also note that this form is itself extremely difficult to use due to lack of a spell check]
A time consuming waste of my time, increasing my stress and further burdening an already busy staff when instead of having to deal with a patient with a problem they have a patient that feels they have been passed from pillar to post, is irritated and frustrated by having to fill in pointless forms and then phone the surgery anyway, which they already did 30-60minutes earlier.
Very difficult to contact the surgery using the way that THEY insist on. Very difficult to get my essential medicine prescribed, they keep wanting to review it unnecessarily, causing delays. Very difficult to get my HRT prescribed in such a way that my NHS HRT PPC certificate will be accepted by my pharmacy.
I need to make another appointment to get my blood rechecked following a high cholesterol rating and I have absolutely no idea how to do it. I only seem to be able to make appointments when you reach out to me and tell me it's time for my annual check-up for something. I also think it would be really great if it was possible to book a doctor to talk to you about things like cervical smears, etc. Right now we just go in and there's a nurse there, who can't answer any questions.
No
Very hard to get an appointment, it takes weeks.
I really struggle with the Patches system, especially when dealing with an ongoing health issue. The people on the reception desk are very mixed it's either excellent or dreadful. Being a gatekeeper is a difficult job, but sometimes they just refuse to listen.

The questionnaire is lengthy and ask a lot of irrelevant questions. Also sharing some private or intimate details online, is not something everyone would do and can be a barrier for people share very serious conditions
Patches works but sometimes more time consuming when for instance you've been requested to have a blood test and the results come through and you have to resubmit a patches request to discuss.
Hard to book an appointment
Getting an appointment to see the doctor was like pulling teeth. Took almost two months to get to see my usual doctor.
The website and app are not fit for purpose.
It would be helpful if Patches gave a time frame of the response. I am happy (in some cases) waiting the 48hrs for the request to be completed but an acknowledgment that it would be completed on X date would go a long way in reassuring patients. Equally if I suggest on the form its more urgent or if there is a time frame request if this could be addressed instead of the automatic response and then silence that would be an improvement.
I used the platform for a repeat prescription. It was the first time I had used it and I didn't have any real instructions on how it worked, for example I didn't know if I needed confirmation that my prescription was approved before I was able to collect it. I didn't but there was nothing to tell me this, or to tell me when the prescription was ready. It's a small detail which should be easily fixable to make a more streamlined patient experience
The patches system is one of the most annoying systems I have used, it puts me off contacting the surgery - maybe this is the purpose!
The Patch system is a disaster from a patients point of view. Cumbersome, time consuming, Repetitive questions and questions that don't really fit the bill. Also it's highly unsatisfactory to never know when a doctor might contact you. I hate it. I have been a patient at ashville since 2001 - 23 years! I feel highly dissatisfied as a patient now. Also it was impossible to get my baby booked in for her first year jabs -6 weeks wait and yet I got bombarded about flu vaccinations - why were these being prioritised when you can get them at a pharmacy and my child's first year vaccinations so far down the list of priorities at a time when measles epidemic and government wanting number of vaccinated children to increase. This was beyond frustrating. The quality of the reception staff and the doctors is excellent.
I use Patches
It takes too long and patches is a pain.
No appointment on line. Had to go private. Hopeless.
I have a number of issues which I would like to discuss with the doctor however not being in the surgery I forgot to mention them. I feel that by going back time after time I will lose credibility.
Impossible to get a face to face appointment
only wanted an appointment for a blood test and ended up with an appointment for blood pressure tests which I can do myself
Yes, on the first page where it says - Contact Us If you need medical advice, a GP appointment or have a query about travel vaccinations, medications or results, please go to the home page, and complete a PATCHS request. The PATCHES word where you need to click (as it is the link) is in the same blue colour which don't look like a link to click. I know where to click but for many they probably don't it should be red or another colour so you can see it's a link
Nigh impossible to speak to anyone or to see a doctor. We have just moved from a country GP where it was almost always possible to talk to and/or see a GP that same day
Used patches, but have also called to follow-up.
In different times, the admin and GP staff have made everything as easy and user friendly as possible for patients
Everything is online so we can never actually see a doctor.
It was easy because I used the telephone. The website is not intuitive and I don't like having to wait for an assessment as to whether or not I can proceed with my request.
Patches is rubbish

Patches: It is easy but not very convenient. I appreciate it is helpful to GP to deal with these contacts and to get any information from a patient at a time convenient to them but the patient is then hanging around waiting for a response, not knowing when it will come.

Sometimes questions seem unnecessary particularly if you are referring about an existing complaint.

## Appendix B

### Comments from: Q2 How confident do you feel using our digital online platforms (PATCHS, NHS APP, Ashville Website) to contact us/get information?

Too many websites, it is confusing

face to face best!

It's a long process when you could just call and speak to someone!

Very efficient I like it

Very badly designed, does not have users (who are often ill or not feeling well when using the system) in mind at all. Too much burden on the patient. I would rather NHS medical stuff (and the front line receptionists) get paid more, than to spend user unfriendly system. These system places too much burden on the patient. Well-trained and able receptionists (and the medical stuff ) can deal with the matter far quicker and much more efficient.

I am able to use the system but don't believe it provides an adequate replacement for being able to speak to reception

I know the system works but find it very irritating! I have friends living in Putney (where I used to live!), who phone their surgeries and make an appointment to see their GP in the usual way. Why can't we do the same?

I use these on behalf of my elderly father as he wouldn't be able to. It's important that having a phone option for advice/bookings is maintained for patients who are not able to go online.

To long

It works very well, but I'm reassured that, if I don't understand anything, I can pick up the phone and speak to someone at the surgery.

See above

OK with simple emails, but beyond that not confident

Its seems clumsy and not user friendly

Sometimes I think it was easier to speak to a doctor than having this pre-triage system. That said there must be merit in this system that I am unaware of

Answer relates to Ashville Website repeat prescriptions. I don't use PATCHS, and very rarely NHS APP (latter just for blood results).

I do use Patches and have been experienced good service thank you.

Confident in using system , can be frustrating see above.

It doesn't cover all and is very time consuming

The platform is time consuming, and not user friendly

Very strange that patches doesn't allow you to send a message when the surgery is closed!

very confident and fast communication

I have no computer and would find it difficult to complete on my phone. Sometimes I have double vision if I'm tired.

very confident in terms of appointment it's easy for me

I prefer calling reception

It's not a straight forward system if you don't use it often

Quick easy

PATCHS closes request before doctor response - leave you in the dark
lots of different online services and platforms so it gets confusing
I understand the convenience, but I think if I had an in person appointment the issue would have been resolved much more quickly
cannot use computer
No problem
I prefer to call
English not good and computers not good .
NHS data security has been an issue for years
I'm not confident with any online platforms, sorry.
See previous answer. Also it seems absurd to me that we have to use 2 different online tools. Another drawback of the Patchs system is that you can only use it while the surgery is open. It would be helpful to implement it out of hours, knowing it won't be attended to until the surgery is open.
Do not find it that easy to deal with for re ordering prescriptions or letters to doctors
See above comment
I use digital platforms in my work every day, and have done for years, but the Ashville surgery one is not user friendly. I haven't got the time to spend on it. The NHS app is slightly better.
The NHS app is good but Patches is messy and much less easy to use.
Shouldn't be using this system anymore. Should be getting a face to face appointment. Absolutely ridiculous.
No great staff a doctors and nurses
It has been a long time since I used it last but I do recall there being a lot of questions to answer during the process which someone of age would find difficult
Although you can get through to reception fairly easily that's where it all stops - find some of the receptionists rude and abrupt - was even told to feel free to go elsewhere to another GP if not happy with the service.
No
Never used it.
Not that it works mind you
How many platforms do you have to commit to.
Difficult to know outcome though - just told completed (presumably by admin / reception) but no information relayed re outcome / what action has been taken / what to expect
Sometimes feel that it was easier to call and get a call back where the Dr would issue medication and updates the system in pre-Covid days. Whilst there may be benefits overall to the Patchs system it does seem to be another layer of bureaucracy
Wish I wouldn't have to fill out patches every time
Patchs is rather clunky and asks the same questions every time. It would be good if it knew who I was and thus would by-pass boring repetitive questions.
I think the whole system of online appointments is dehumanising and unnecessarily complicated.
No
I'm confident with technology of PATCHs but it could be tricky for less confident patients when so many platforms have been proposed and changed in the past
They are a disgrace and trigger my anxiety so make condition worse.
Every query I have I put I to the system has taken a significant amount of my time and has resulted in me being directed to phone the surgery. Time wasted, thank god the practice doesn't work in trauma medicine.
It's a bit slow to fill out then get sent to the doctor then the doctor calls but it works.
The way it seems to often change is very confusing

Honestly, I don't like the way it's all being right at the moment. I'm just being very transparent since you're asking. It feels very automated and distant, which was fine during Covid but now it would be nice to have a bit more of a personal touch. I've even had one doctor be annoyed with me because I hadn't noticed that my number had come up on the TV screen in the waiting room. It's just all feels a little bit to automated to me but I don't really want to change doctors because that feels really complicated!

Digital does work well still take forever to get an appointment

See above

I am good with technology, however the website and Patches app is not good technology.

Confident but as above could be improved with communication. This I would hope could be automated given Patches call themselves, if you have the request down for a completion date can we be made aware of this? Find the online form particularly difficult to request to speak to the GP that day even when logging exactly at 8am.

I don't understand what Confident (not used, but could) means. I've used the platform a few times and would say I'm confident, ie I'm ok using it but I wouldn't say I'm very confident.

The technology is easy to use, HOWEVER the questions are repetitive and irritating not allowing one to get to the point quickly

Unfortunately, the worst doctor in the practice answers the queries.

As above - it's a dreadful system - patient service gone down the drain because of it. I don't want to have a text from a doctor I want to see and speak to a doctor.

Know how to use it but find is very irritating. Would rather just speak to a human

I have no problems using system.

See above.

It is very impersonal and sometimes the questions aren't relevant to the issue in question. If you want to book a follow up appointment you have to start all over again even though the GP already knows what it is about

I'm just not sure in what basis a GP will see me these days. And never very sure how I go about finding out

I have not always had the response from the doctor I have requested, on one request I made to the surgery the medication that was sent to pharmacy was wrong so I had to refuse it and do the online process again. At times when I have needed a doctor's note only my fibromyalgia got added by Dr XXXX and not my 2 more serious illnesses of Ankylosing spondylitis & Osteoarthritis. Can't get appointments anymore, why I don't know, everywhere else returned to normal after Covid except doctors surgeries, I have been in dreadful pain for over a year day and night, I cannot walk and I could not get an appointment and was just referred to physio waited months and months, had my first orthopaedics appointment last week now have to wait a few months for my steroid injection, I am still in so much pain and this injection could relieve my pain so why do I have to wait so long. doctors should have seen me in beginning and maybe by now I would be pain free but I'm not still in agonising pain

Have tried Patches. Seem to get 2 replies but never any indication that message has been real or replied to

The gold standard of GP practices in the UK

Would prefer to talk to someone or see a doctor.

I can use the NHS website but PATCH is not reliable.

Patchs is useless the rest are fine

Thinking through the problem older and vulnerable people have in asking for help or an appointment, I realise that this must have always been difficult for them; and actually being able to do it online is just one extra method and helpful to those who can use it.

## Appendix C

Comments from: Q3 When contacting us for an urgent issue, what do you think is an acceptable time for your concern to be dealt with?
I have been seen very quickly in urgent matters. And I value that. In non-urgent I do not mind waiting.
Not an issue for me so far!
It would be nice to get faster responses.
I have had this situation with my father and always get a response that day from the duty doctor which is very helpful.
I Was told no appointments available, but would receive a phone call from a doctor this afternoon (48 hours later) I was told I could go to walk in centre and wait my turn but I feel too ill to do this, or go to A & E. Last time I was there it took 7 hours. This is not acceptable and I must change my practice
Again, Ashville surgery staff are incredibly helpful and pro-active.
This should be asap.
I think issues need to be handled more sensitively
The appointment and follow-up calls from the surgery and another appointment were so appreciated. I saw your resident paramedic and then her colleague called another day to see how I was. Amazing support and care.
These requests should be by phone. When one is panicking because it's an urgent matter its preferable to speak to a human to know they got the message and their assurance that someone will follow up
Always a great service - not sure whether this is due to my complex health needs but very satisfied
Difficult to say, because if I thought it was really urgent I'd probably call 111. It also depends on how worried I was.
You have lived up to this
You know your patients and can therefore make a judgement on how serious the problem is. We all know people who complain about a minor problem. Value judgements are not acceptable as I can attest after an Ashville GP made one which was wrong. I was rushed to A&E the next day.
In an ideal world same day
It's not a good system puts you off trying to get hold of GP. Bring back the old system where you to spoke to someone
So far my requests for advice haven't been desperately urgent. Most of my issues have had a same day response. Maybe 1 or 2 were overnight. Good really.
Never confident going to speak to somebody on same day if necessary for urgent condition (could be urgent due to other factors eg about to go on trip). If unable to get assurance of same day appointment would go to walk in clinic or possibly Bupa online Dr
I sent a photo in on Thursday morning as had suspected shingles and did not hear back until Monday afternoon.
Fantastic service from Ashville staff
OR hospital
Even requesting a doctors
I would go to A&E if I required urgent care
Depends of course how serious
In emergency I appreciate there is A&E to deal with sever issues but response from team here welcome
within 1 hour
No
Or go to hospital
It never happened on the same day, typically a response take from 2-5 days
These questions regarding patients' condition should be more detailed ie 1 - 10



I think if urgent it is vital to see someone or talk to a doctor on the same day
At times I was contacted 3 days after I reported a problem online
They are very quick to help
Thought of putting 24 hrs but concluded that a call late in the day would have to wait a whole night before a response.
If I felt really unwell I'd go to a hospital and wouldn't think of contacting my GP about an urgent matter.
Waited only 1 hour after using patches
No
This would require that you actually get through to someone on the phone
I have only contacted them 1) with a urine infection and if the test is positive, I would want to start antibiotics asap. No need to see anyone in person. 2) for injections eg flu. I expect to be able to make an appointment quickly but no rush for it to take place.
Depends if it is urgent, of course.
And you did so!
I have lost confidence in the service I'm receiving from the surgery.
Generally this is the service I have received
This should be a definite goal to achieve.
I don't think I would attempt to get an appointment with the surgery. You have to wait days for a text from the doctor. It is really dispiriting. Who puts these systems in place? Some bureaucrat who wants to sabotage patients confidence in their local practice.
No
If it is to do with a sick child, I would expect same day because the guardian/parent is interpreting another's pain or sickness. Adults should know how really urgent their condition is and whether it can wait for 24 hours
Urgent should always be same day
I have had luck with urgent issues relating to the kids and time to be seen. I have not tried urgent stuff for myself
Just take very long
N/a
The definition of urgent suggests nothing less than the same day is suitable.
During the pandemic I had 2 bouts of really severe tonsillitis (with a temperature of 39.5°) and I was impressed at how rapidly I was able to get antibiotics, which immediately sorted the problem out. It was less straightforward sending photos of my throat through the platform, but that's another topic.
Should not know how to contact the surgery in an emergency.
I guess it depends how urgent the request is..
Same day with a cut-off point of say 2pm
When trying to book a GP appt through patches it would be good to get an acknowledgment it has got through to you. I waited 24 hours and then called to see if you had received it - which you had.
Given the examples you suggest, then I consider these very urgent and would expect a quick response. This, of course, might be different if the problem arose later in a day.

## Appendix D

<b>Comments from: Q4 When contacting us for an ongoing / routine (non-urgent) issue, what do you think is an acceptable time for your concern to be dealt with?</b>
Any health issue causes anxiety, so a same day response would help to reduce this.
It's important to feel like you've not been forgotten about
It used to be same day for anything
Acceptable via online booking



Should asap as well, before the end of the next day.
It's never the case often the case and it the next week or ten days by then ur either we're go to a and e or ur better but feel drained from not help with gp
3 Days is ok
The letters I had needed to request for my terminally Ill sister were completed on the same day. For other requests I think the few days are good.
One is rather reluctant to contact the surgery to get the reason down as it takes so long. I must admit I just don't bother a lot of time as its too cumbersome One has to go through so many questions to get where you want to be.
This is the standard I grew up with but appreciate that with more demand and less supply this expectation is less than realistic
--- and this.
I would separate these into 2 categories - current medical concern and administrative. The first would include a change in bowel habit/mild rectal bleeding, lumps and bumps and coughs. The second would include patients with diabetes needing a review or blood test, mole and skin queries (requests for letters, referrals, medications, sick notes etc. would also fall under routine) The first category I would say within 2-3 days and the second category within a week.
very fast service
I would like to let you know that sometimes I travel abroad and I need my medications for few months. But for the infusion I contact my Rheumatologist to request the weekly injection while I am abroad. Because the Arthritis flair in the UK (winter is painful for me)
Important to the patient to be seen quickly
depend on how urgent
No
Nothing
Would be good to have more surgery appointments
Ashville is very polite and helpful
It depends on the situation relating to more or less response
Basing this on my experience of response times from Ashville for non-urgent issues
.
I think you should be contacted the next day.
Am still waiting for a phone call from a doctor as told it would happen today (Monday).
No
Is a lump routine? I would expect my request for an appointment to be acknowledged quickly but the appointment itself could be a week or so ahead.
This timeframe is the one I generally experience. There always seems a duty Dr to call back on the day in case of an emergency (suspect that this is the problem with patients not understanding what a genuine emergency is)
As above.
No
Seems reasonable
Up to 3 days would be satisfactory
Esp for referrals, which take burden off the system, this could be quick.
I would say two or three days absolutely maximum. My experience with you guys in the past has been that I go online to make an appointment. I would say two or three days absolutely maximum. My experience with you guys in the past has been that I go online to make an appointment and I don't get a spot for another two weeks or so.
Very long
2-3 days would be fine IF I were confident that this time frame would be kept to.
N/A
Ideally the same day, but I am no doubt being too aspirational.

However as mentioned if this could be communicated to patient on when the request will be dealt with that would help A LOT. Also should include a time frame request if possible to be achieved for a purpose. For example, an urgent referral - how should this be dealt with, surely quicker? Perhaps better options on Patches would help clear this up instead of limited buckets. I might add ongoing issue but it's something that's urgent and not relevant to the above, I mean it more as a known issue now.

Within 24-36 hours depending on time of contact. Option not given of one working day

Some of these issues could be urgent

Some of your examples are clearly not urgent at all. A timely response would be reassuring, even if it offered a consultation at a future date.

## Appendix E

### Comments from: Q5 Thinking about the last time you needed help at Ashville Surgery, how satisfied were you with what we offered?

Not been recently

I would like to be seen by a GP.

Takes too long for doctor to respond to patches - and then not a doctor but a paramedic who can't prescribe meds

I would have preferred to see doctor as I had a blood test and was expecting to have been advised of the results. Instead, I had to go into the surgery and ask about them, and staff weren't sure about next steps but did say they'd follow up. I went back into surgery to see what follow up there had been and wasn't 100% confident about advice from staff on desk to increase oestrogen application "if I wanted to". I'd have rather spoken to doctor on this occasion. Other times, the Patch system works well.

Clinician was not very knowledgeable and didn't know anything about haemophilia.

at times when needing an in person appt that isn't possible, sometimes the reassurance is needed

some Dr's kind & attentive other more hurried & brusque

As above your resident paramedic and team are amazing, such support and care I needed for 2 weeks.

Yes. Prescriptions. Every two months one has to request ongoing prescriptions like statins. Not always convenient and again fiddly. Some of the repeat prescriptions do not show and then one has to make a special request. Was it through patches or NHS app. Maybe I am getting old but I do most things online and must admit that I dread having to contact the surgery. I have no issue with any other apps. Sorry Patches is not an app. Maybe it should be.

All staff are excellent - professional and make you feel like an individual and not a number

Very slow to respond; I chased up appointment with hospital 7 days after speaking to GP only to find the GP had not submitted the referral; referral was then Rejected by the hospital because it was completed incorrectly; took a further week for the GP to re- refer

Very satisfied with nurses. Dissatisfied with doctor

See my above comments regarding renewing my prescription.

All clinicians have been helpful

It's very difficult to get face to face appointment. I require face to face rather than phone appointments due to my special needs (autism) but the surgery often ignores this request.

Have had very little cause to use

Thank you yes I would rather get my medication all together as I used to take them before for more than 20 years before my transfer to Ashville Surgery. At the beginning at Ashville the medications were changed (decreased dosages) and changed my routine, which was difficult for me to change it. I would kindly ask you to give me the meds for 3 months each time if at all possible. I fill my meds once a week for 7 days as a constant routine for over 20+ years. Thank you and kind regards.

Everything seems to take long

Nurse XXXX very confident in her approach to the patient
I have been very back and forth with the team here around a diagnosis for LADA - now it is confirmed I am receiving great support but it's been a difficult process up until this point
say's pt get telephone call from XXXX
Service at surgery needs improvement
Staff are always helpful and reassuring. Doctors call back efficiently and kindly.
All staff were patient, understanding and caring
My last two interactions went like this: I was invited for a check-up as I had just turned 50 - the nurse couldn't manage to draw my blood. I ended up having to go again and then never received the results! But a more recent interaction with regards to HRT went well. Got a call in time and swiftly prescribed the medication.
I used the patches app about on and off chest pain and the response was a text message saying its likely costochondritis. Surely a doctors surgery would wish to physically diagnose an issue like this.
Thankfully nothing urgent
Since the pandemic year 2020 when GP surgeries became less accessible, and online systems were introduced, I have found it so difficult to contact the surgery for help that I've gone to a private GP when I need to get help promptly. I work full time so I need to resolve issues quickly.
Very good experiences with the practice nurse. Poor triaging - I have had acute infections getting worse and been allocated an appointment in 6 days' time (despite all information being given in PATCHS request). Poor consultation with 1 GP - dismissive, no proper history taken, incorrect advice given including contraindicated medications.
I filled out the patches form and a doctor didn't get back to me for 3 weeks. It was an urgent matter at the time .
Last time I came at the surgery, the staff at reception didn't show any willingness to help at all. I didn't feel welcome. On another visit, I came in with a friend who was looking for a new GP, and the staff at the reception barely acknowledged our presence. The last time I was able to see my GP was purely luck. I went to the surgery to ask for an appointment, and it wasn't possible to get one. That day, I went for a walk at Parsons Green's park and bumped into my GP, who's taking his lunch break there. I explained the issue and he kindly offered to see me that day. That VERY kind - thank you Dr XXXX.
Again excellent service
Since the Covid pandemic, I have hardly been seen by any doctors! I only see paramedics or get sent to Parsons Green walk-in centre which does not really help as usually I require a swab being taken and they do not offer that service at the walk-in centres.
Waited for blood test results - no one called me so I had to contact surgery. No follow up and now left with an issue that I have no medication for or any suggestions as to how to treat it.
No
While I appreciate Patches is a triage system and it is easy to use I feel it is a blocker from the patients perspective-it would be good to be offered a follow up face to face with a GP as a text or system message may not suit the patient who would benefit seeing a GP about their symptoms
Thank you - keep up the excellent service. I for one are extremely grateful for all you do for me
One pathway suggested by the paramedic, another by the GP on follow-up
It is very difficult to see a doctor. Let alone the doctor one would prefer to see. The last few times I asked to see a doctor, I was referred to a nurse each time. A possible diagnosis came from a doctor who had never seen me.
I wanted a face to face with a doctor. I had a text 5 days later and was asked if I still thought appointment necessary.
No
Practice provided with detailed information, background and photos, failed to offer a face to face then misdiagnosed the illness. Have repeatedly had to fight with NHS says no, despite NHS clearly not saying no and prescriptions for required medications being delayed or refused over periods of time despite being clearly prescribed by leading consultant/s in their fields.

Doctors are always friendly and try to find a solution.
Once I was FINALLY able to see Dr XXXX I felt like at last some progress was made
The doctor herself was extremely good. However, she asked me to make a follow up appointment for February, and as I said, I have no idea how to do this. There's nothing in the online booking section which allows for that.
The pharmacist was excellent!!
Some responses have been outstanding some others have been slow and frustrating
N/a
The one person at Ashville I am very confident to act efficiently and within record time is XX. Whenever I have spoken to him, he is both helpful, kind and considerate, listens to what I say in a specific manner that gives me every confidence that it will be done.
I literally don't want to waste my time explaining how awful the experience was the GP was arrogant, rude and hostile when I had to visit the surgery to ask why no one had responded to a very simple procedural question submitted via phone several times. Unfortunately, staff at Ashville weren't able to understand what I was asking or understand what I was asking for. The GP overheard me talking respectfully and politely to a receptionist and decided, without any introduction (I honestly thought he was a janitor based on his appearance and unprofessional behaviour) to interject and started rambling on and mocking me in a public reception area. Only when I asked who he was did I somewhat incredulously learn he was a GP. I guess he was having a bad day but the GP (who I'm not going to name) needs to calm down, treat patients with respect AND listen before assuming he knows what is being discussed. It wasn't his place to butt into the conversation. The GP behaved like an utter jerk and he's lucky I don't make an official complaint.
Had to go a private GP to solve my issue
However took a while to see a GP face to face, this is important to allow me to ask the questions that you cannot reply to via the text messages you appear to prefer to send
As above dissatisfied at waiting time for first year vaccinations and observing that flu vaccinations are prioritised.
It was an asthma review and held online. I don't think you can access asthma properly online: there was no peak flow testing, for example:
No follow up after tests. Tried contacting. No results do assumed tests were ok. Is this really what should happen?
As explained above I was not offered an appointment despite being in agony and was told to self-refer to physio and I complained that it would get me seen quicker if you refer me and you did and I waited few months, said they would get me a scan but did not and then they called me to come back to see if pain was gone, it was not, still in agony so they then arranged scan but think it was 3 months between seeing physio and getting scan. If a doctor had seen me and seen my pain I feel sure more would have been done and I wouldn't still now be in so much pain, still cannot walk and if they ever get rid of the pain my leg is so weak it will take a long time to put right. This surgery seems to be so good, it was the best but it is not like that now, if it was I would not still be in so much agonising pain, it has made me housebound for over a year now due to things not getting done quick enough.
Contradicting advice from doctors. One said go to bed, one said go to A&E
Patchs feels like it's a kids GCSE IT project.
It would be helpful if on the website you had a list of people and their roles. It may be there but last time I was called by a paramedic and was unclear why she had called but I did ask her.

## Appendix F

<b>Comments from: Q6 How much do you agree with the following statement 'I had trust and confidence in the healthcare professional who dealt with my needs'?</b>
No
See above
I would prefer to be seen by a GP

I don't go frequently and if I need to, I feel that the doctor knows nothing about me personally and there is insufficient time to do anything other than write a prescription or referral. Probably impossible to do anything, except trying to get reception to book patient see the same doctor each time , unless it is an emergency.
It was a nurse
Long time ago I went to the surgery
I had the best care.
At the moment I am very anti the healthcare as I have been waiting since October last year for an injection in my foot. And since December for C&W hospital to deal with my skin cancer. Its doing my head it. However, I know that mental health problems take even longer to deal with. So I just have another glass of wine. That's the truth.
Recently whenever help has been needed it has been available swiftly. Thank you all.
Doctor - very anxious as no communication or follow up
I don't know who the healthcare professional was.
O
Again have had very little to use
I think it is difficult to assess someone's competence through text message exchange
No, Thank you
Once I get treated the service is perfect
Everyone who works at surgery are very polite helpful
initially I wouldn't have agreed but after recent diagnosis I have felt very supported.
Great service.
No
Needs improvement
Very helpful
The staff here certainly know their jobs, Excellent.
I just feel sometimes need to be seeing people as priority. my case I have few health issues. (FORM INPUTTED MANUALLY)
I trust my GP very much - he always provides a good care, if and only if I can see him.
.
It is ideal for repeat prescriptions or enquiries but I find it hard to believe that a Dr can make diagnoses on the basis of an online survey or an attached image. the majority would agree that they would prefer to speak to a health professional in person
No
I have not yet received medical treatment at Ashville surgery despite being registered there for over 4 years
I
Depends on the practitioner
I am sure the healthcare professional are fantastic. The problem is that there is so much red tape around them. It's soulless.
No
Dr XXXX is extremely good. Also I have generally found the people working on the front desk polite and helpful but the online forms are an absolute disgrace. The online forms make it extremely difficult process to go through to get an appointment - a process which adds to and increases my anxiety condition. Put simply online forms are completely inappropriate for anyone who has dyslexia. The online forms are also completely inappropriate for someone who is seeking an appointment to discussing mental health issues.
Being repeatedly ignored or treated like an idiot does not build trust or positive outcomes.
The doctor I saw most recently was particularly good. In the past, I felt that I was being condescended to. Just being completely honest.
N/a

Nope
Z
Sorry, I use to but not anymore, I would have before Covid clicked top box but now I would have to click bottom box and disagree. I have been in severe pain day and night for over a year
The practice has some v gd members - particularly Nurse XXXX and Dr XXXX
Patchs is like a steaming pile of dog poo on a frosty morning.

## Appendix G

Other comments around experience of care at Ashville Surgery
Doctor appointments used to be a 3-4 week wait. I'm not sure if this has improved with the online form but hopefully it has.
Too many unnecessary forms to be filled out when a 5 minute phone call would be sufficient and give you more information than a 20 page questionnaire
Good customer service attitude from reception and good patient care from health professionals
Staff are very professional and courteous.
As I have already made clear, I would like to be able to discuss any health issues with my GP face to face, not via PATCHs & phone. Thank you.
As a new patient very pleased with the service so far
To be honest I found the local walk-in clinic far more helpful than the go, easier to access and super helpful staff nothing wrong with Ashville I guess but it feels like it's a busy corporate that's forgotten the customer/patient and the walk-in has got all the patient engagement much better honed
Doctors' appointments have become a joke. The NHS is using the pandemic as an excuse to change the system and get rid of face to face appointments. The whole system is a disgrace. We should go back to face to face appointments with your GP not all these online systems.
Thank you to all the staff who have always been extremely kind and helpful when I have contacted the surgery.
Had blood tests done recently. Results not communicated. I Expect reason was that they were ok
It used to be simply the best but no longer
We all understand the GP's are drowning in demand. I think Ashville does a very good job of managing that extraordinary demand.
It would be nice to see a doctor
Just wish everything wasn't so long winded e.g. forms to fill out then a wait for a conversation then treatment
No
A great practice all-round.
Give better customer service, have quicker turnaround times, be more precise with answers and be more flexible with times and allow patients to contact gps if needed.
very kind and helpful staff easy to speak to reception moved from SW6 but prefer to stay registered here
Overall very happy with your practice
Staff and including doctors need to be more understanding off special needs and mental health
long appointment wait times for routine issues
wish the Dr could spend more time with patient & probe a bit more. Thank you for looking after us in these difficult times & with such a large patient list.
Dr XX is wonderful!
I have been at the surgery for many years and everyone is so supportive and caring. Excellent services. Especially over the last 18 months with my terminally ill sister. Thank you again.
Inefficient

Quicker service
Please go back to face to face appointments
See below. If I was under 60, I am sure that I would have been treated differently by a male doctor.
More phone call appointments & face to face if needed
Service definitely not as good as used to be.
I've been to a few surgeries in London and Ashville is by far the best. Thank you for all you do!
Care that has been given is great. Like that for last couple of years have mostly the same doctor so don't have to start from scratch explaining history. Have had a mixture of f2f and telephone conversations. But feel it's more difficult to get appointments of any kind due to use of patches - on so team expect to read request and pass on within 24hrs but no expectation of when will actually speak to relevant person. Feels that on patches if you say you are unavailable at specific times then that's when you are called!
Services have been significantly worse since the pandemic, which appears to have given an excuse for avoiding face to face contact with patients
Would be good to have more services online e.g. to book medication review appointments in advance and to know whether these need to be in person, by phone or just a doctor reviewing notes and not needing to contact patient. Also to book appointments online
The Reception is great but getting appointments is nigh on impossible. I don't even try now which is very worrying.
It would be good if my very standard prescriptions were put back on repeat. It is hugely frustrating that they are permanently on hold and I have to practically beg to get them issued
My contact was a skin blemish and I would have much preferred a face to face appointment and this just doesn't seem to be an option anymore
Nothing at all
The trend towards fewer and fewer GPs and more and more MAPs is unfortunate and I hope Ashville resists the temptation to access ARRS funding and employ Physician Associates in general practice.
Only as mentioned above regarding the medication
Mainly because the time that takes getting an answer
Keep the good work up .thank you
I sometimes find Patches challenging. Always easier to call into the surgery and talk to the helpful reception.
Sometimes I don't even get to speak to a doctor. Recent request regarding my hands, I thought my GP might discuss issue before doing referral. I had asked for the referral for carpal tunnel at Chel West (got a message it was done) but no one called me to discuss issue.
I am proud to say that I would not be alive today without Ashville Surgery and I am grateful for that every day. Thank you.
Face to face with a doctor when required would be good
No
I would still like to have a GP appointment.
Wonderful doctors. Dr XXXX is exceptional
Before COVID you could get same day appointment. now I wait weeks to get an appointment. waiting long for phone to answer. staff are always helpful
it used to be good, however has declined.
Quicker appointment waiting times
Could be better wait to long for an appointment
Care about your patients. Put them first.
No
Individual professionals carry themselves very well, but the system is overloaded
I think Ashville Surgery has good doctors and helpful staff but the NHS system of limiting appointments at the surgeries is detrimental for patients



Wonderful! Everyone as welcoming and kind. I am so lucky to be a patient at Ashville Surgery. I feel safe and cared for here. Thank you.
FORM ENTERED MANUALLY
When a request is made, can you make sure a reply is sent back to the patient? Recently I made a request for antibiotics. I had no reply. I tried to call the surgery the following day but nobody picked up. However later I found out through NHS app they were waiting at the pharmacy but I had never been informed.
I would like to have more face to face appointments
The old school way of doctors is gone. I have a couple of things I'd like to see a GP for now and I just use Bupa and their digital gp service because they will actually talk to you.
Wonderful receptions
They are top of their game
Before the pandemic the service provided was pretty good. Since then, accessing help has been much more challenging.
It would be nice to see a doctor maybe every 5 years.
You've got to improve your service. Since Covid, it has gotten more than bad.
No
Patients should be able to call to book routine appointments with a doctor and also when its urgent you shouldn't just get seen by paramedics or get told to go to a walk-in centre, you should be able to see a doctor.
I haven't used the surgery for some time but my personal experiences have always been pleasant
Difficult to book appointments with nurse. Please get rid of the triage apps. People want to call or book appointments. Keep it simple and accessible.
Have found it increasingly difficult to see a GP - referred to a nurse on this occasion. Have put off contacting surgery about recent issue as find some of reception staff rude and told to put in Patches request instead of trying to find me an appointment. Am now left in a situation where my problem is still there but no one has called to discuss how to treat it.
I think you provide an excellent service and there is no requirement for any change.
No
Test (blood/urine) Results are sent via an app and make no sense to the layman. If contact the receptionists, they cannot interpret them either.
I have not seen a GP for some time. Quite hard to get an actual appointment. But on the whole Ashville very good practice
Do you carry out annual health checks as that would be appreciated as a preventative measure
Sadly I don't feel Ashville is a surgery that I can rely on for my health needs it's too remote/distant - Patches cannot possibly replace the value of an in person meeting with the good people who work at the surgery
Communication re Patch outcome/ plan / action
Please see note above RE means of accessing / contacting surgery.
Thank you - keep up the excellent service. I for one are extremely grateful for all you do for me
Staff always super friendly and efficient
I think the health care professionals are all very nice and helpful. But I would like to see a doctor every now and again. I do like the nurse who administers the vaccinations
The receptionists when I went in, as I was joining the practice, were lovely - although I was sent away and told to join online.
I would like to suggest that there is someone trained on treating menopause. This is an area where I didn't have the best initial experience in the surgery but it got better afterwards when I pushed. It has been good since then (3 years ago). Half of the UK population will go through it at one point of their lives and it needs to be included in the routine services provided. Thank you
No
The reception staff are consistently courteous and welcoming



It's a shame you can't see your GP in person like the old days. I understand there is a strain on the NHS and priority needs to be for the urgent cases.
While Dr XXXX and the front desk staff are very good the online process required to book an appointment is an absolute disgrace.
It is much harder for my husband to get appointments than the kids/me it seems.
It just feels like I'm banging my head against a brick wall trying to get even the most basic things done like monthly blood tests, repeat prescription requests etc
I feel like you have everything you need to be an absolutely brilliant and bustling practice but right now there's too many computers and gateways to get through. It makes One feel rather unwelcome! ***When people need to see a GP, they usually are quite anxious so it would be lovely to have fewer websites and more smiling faces.***
N/a
I've been with Ash for surgery for over 30 years. I'm very happy with the service, and would see no reason to change.
Always helpful and issues are generally resolved quickly
It takes too long to get a GP appointment at times
The GP service has not been positive. However, the nurse, vaccine providers and asthma clinics have been superb. The reception staff are very helpful, efficient and friendly.
Please concentrate on the basics.
Outstanding GP surgery has helped me so much since I moved to the area. I unfortunately have new health issues and the surgery has helped me a lot with the many different tests, referrals and meetings. Also they have the best GP reception team I have ever come across!
Receptionists not always as helpful as the Doctor
If you could be more open to face to face GP appointments, you would have scored very good. Also you have too much reliance on Patches.
Having to be extra vigilant as to what medication is prescribed in order to avoid a 3rd allergic reaction requiring medical intervention is not a quality outcome of care. One bad doctor can spoil a whole practice, and bringing on locum help to cover a shortfall in the interim is also a risk, but I have seen with both of my parent's cases that finding a doctor who works well with others and is able to do the job saves wasted effort and liability for errors. Ridding yourself of someone bringing down a formerly good practice is always the right decision.
The receptionists are excellent and the doctors very good. It is the best patch system that is a disaster.
Get rid of patches x
Better contact.
I have often not contacted the surgery when there has been an issue as it's so hard to get a face to face appointment. On one occasion I eventually got a face to face appointment and the GP said that the issue was very bad. It probably wouldn't have been if I had got in touch earlier but I didn't because of the lack of confidence I have in the surgery and their care.
Getting medication that is on prescription is good, unless you have to contact surgery over a not that's been added to your prescription. Getting an appointment is impossible normally, if I had been given an appointment over a year ago, maybe now I would not be in pain. Surgery needs to go back to how it was before Covid!
No
I just find all staff there so very helpful and
The gold standard of GP practices and services in the NHS / England Council
I was very impressed by how quickly my prescriptions was sent out when I ran out without realising. Excellent service.
Get rid of patches
everyone seems to be doing their best

I still feel there are not enough face to face appointments. I always have a telephone conversation which is alright most of the time but I recently had a chest infection and just saw a nurse at the walk in clinic. That maybe sufficient but I am not confident it was.

## Appendix H

1. Age of respondents: 319 answered.

Age range	No. of participants (%)
18-24	5 (1.57%)
25-34	27 (8.46)
35-44	39 (12.23%)
45-54	67 (21%)
55-64	71 (22.26%)
65+	109 (34.17%)
Prefer not to specify	3 (0.94%)

2. Gender of respondents: 317 answered.

- Male: 147 respondents (46.37%)
- Female: 167 respondents (52.68%)
- Prefer not to specify: 3 respondents (0.95%)

3. Ethnicity of respondents: 315 answered.

- White – British 68.77%
- White – Irish 1.89%
- White - Any other White background - 15.14%
- Mixed - White and Black Caribbean - 1.58%
- Mixed - White and Black African - 0.32%
- Mixed - White and Asian - 0.63%
- Mixed - Any other mixed background - 1.58%
- Asian or Asian British – Indian - 0.63%
- Asian or Asian British – Pakistani - 0.32%
- Asian or Asian British - Any other Asian background - 1.89%
- Black or Black British – African - 0.95%
- Black or Black British – Caribbean - 0.32%
- Black or Black British - Any other Black background - 0.32%
- Other Ethnic Groups – Chinese - 0.32%
- Other Ethnic Groups - Any other ethnic group - 1.58%
- Not stated 2.21%

Respondents were given the option to provide their ethnicity if the above categories did not match. Responses included: Arab, Lebanese British, British, and White English.

4. If the respondent had a disability: 318 answered

- YES – 35 (11.01%)
- NO – 272 (85.53%)
- Prefer not to disclose – 11 (3.46%)