

DOCTORnow

2018/19 ANNUAL MEMBER SURVEY RESULTS

Thank you very much to all of our Members who took the time to complete our Member survey.

The team here at DOCTORnow continue to be committed to providing an excellent service and the survey is an important measure of how we are doing. As a result of the findings of the survey, we have already implemented some changes and are continuing to look at ways to further develop and improve our service. Please find below details of some of the changes we have made:

Car Parking at The Old Barn:

There are now some overflow 'Patient Parking' spaces at the rear of The Old Barn – these are clearly marked.

Access to appointments:

GP appointments:

- On Tuesdays and Thursdays we now have 3 x 20 minute pre-bookable GP appointments available at The Old Barn, for Members only, at 0700; 0720 and 0740.
- For Patients who live or work near to Reading, we are now also able to offer GP appointments at The Circle Reading Hospital, 100 Drake Way, Reading RG2 ONE as follows:
 - Mondays from 10 am – 1 pm
 - Wednesdays from 4 pm – 8 pm
 - Thursdays from 10 am – 1 pm

Nurse appointments:

We have additional Nurse appointments available at our surgery at the Thames Valley Spire Hospital. Wexham Street, Slough, SL3 6NH. These appointments are for the following Nurse services:

- For patients aged 3 years+
 - Bloods
 - ECG
 - Removal of stitches
 - Ear Syringing (for patients)
 - MASTA Travel Health
- For patients aged 18 years+
 - Ear syringing
- For patients of any age
 - Spirometry (Lung function testing)
 - Dressings

We are also able to offer Cervical Screening tests as appropriate.

**To book any of the above appointments
please call us on 01494 410888**

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Migration to a new Clinical System:

We have successfully migrated to a new clinical system which will enable secure 24 hour/365 days a year access for our Members to the following:

1. Your pathology results; Imaging and Scan results and referral letters.
2. The ability to view and cancel existing appointments you have booked.
3. The facility to book appointments online as well as booking by phone.
4. We are also now able to send text/email appointment reminders, providing we have your written consent to do so.

We have started the roll out of 1 above and will be contacting patients individually over the coming months regarding setting this facility up for you if you wish to use it. We will then be rolling out the online appointment booking facility for Members in due course.

Prescription requests:

We are always considering ways to improve our prescription service. The implementation of our new clinical system is enabling us to streamline the processing of repeat prescription requests.

Premises:

We are aware that our patients sometimes find it difficult to park at The Old Barn and that some patients also find the Main Entrance door quite heavy to open.

In order to address the parking issue in the short term, there are now some clearly marked overflow 'Patient Parking' spaces at the rear of The Old Barn.

For the longer term, we are delighted to confirm that we have secured new, bigger premises at the other end of Windsor End - Little Hall Barn - which will include around 40 parking spaces! Building work is currently underway and we are on target to move in during the first quarter of 2020. We will, of course, provide further information about our new surgery home and the additional services DOCTORnow will be able to offer nearer the time!

Please note that we are always happy to receive feedback, so please don't feel you have to wait until next year's survey to tell us about something you feel we could improve or suggest something you would like us to consider offering.

Please find below extracts from the full patient survey. Thank you again to our Members that participated in this survey.

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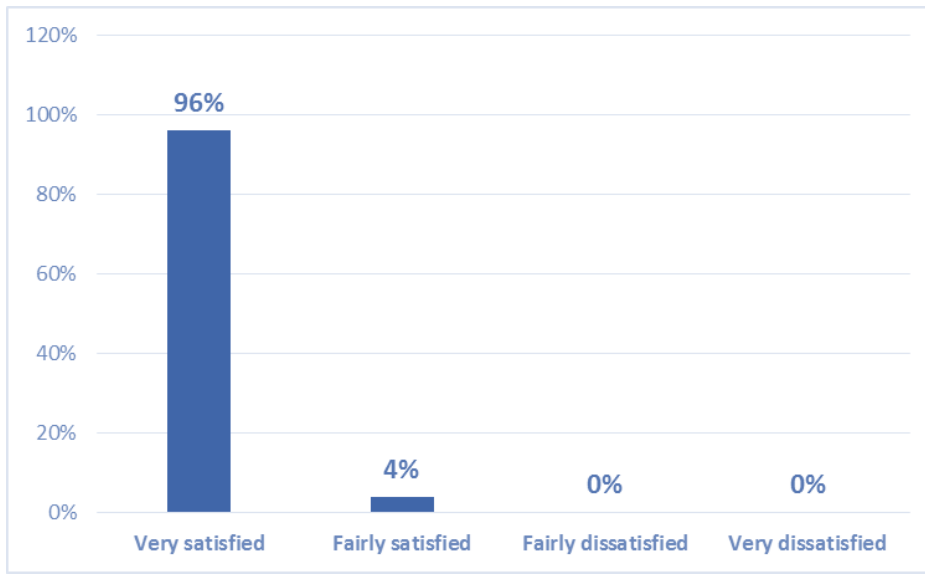
2018/19 ANNUAL MEMBER SURVEY RESULTS

KEY EXTRACTS FROM THE RESULTS OF THE PATIENT SURVEY

OVERALL SATISFACTION

We asked our members

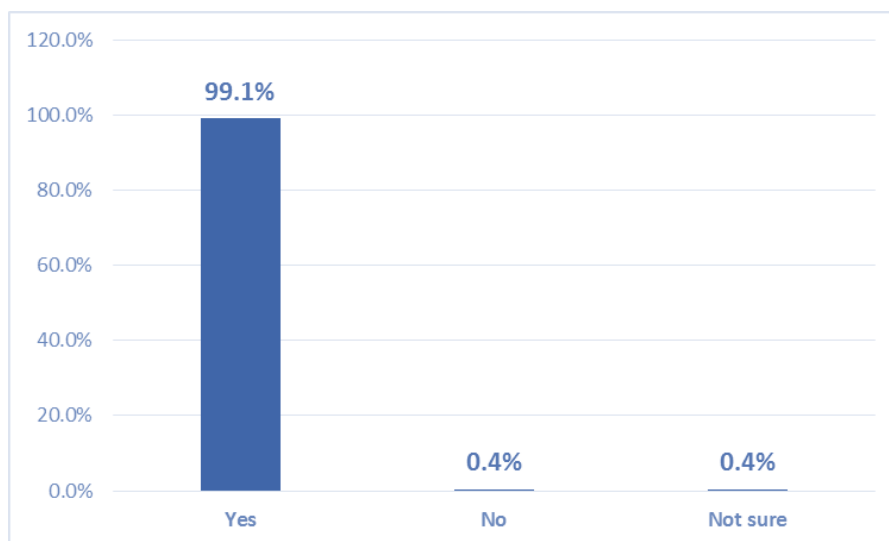
'In general, how satisfied are you with the level of care you get from DOCTORnow?'



RECOMMENDATION OF DOCTORnow

We asked our members

'Would you recommend DOCTORnow to others?'

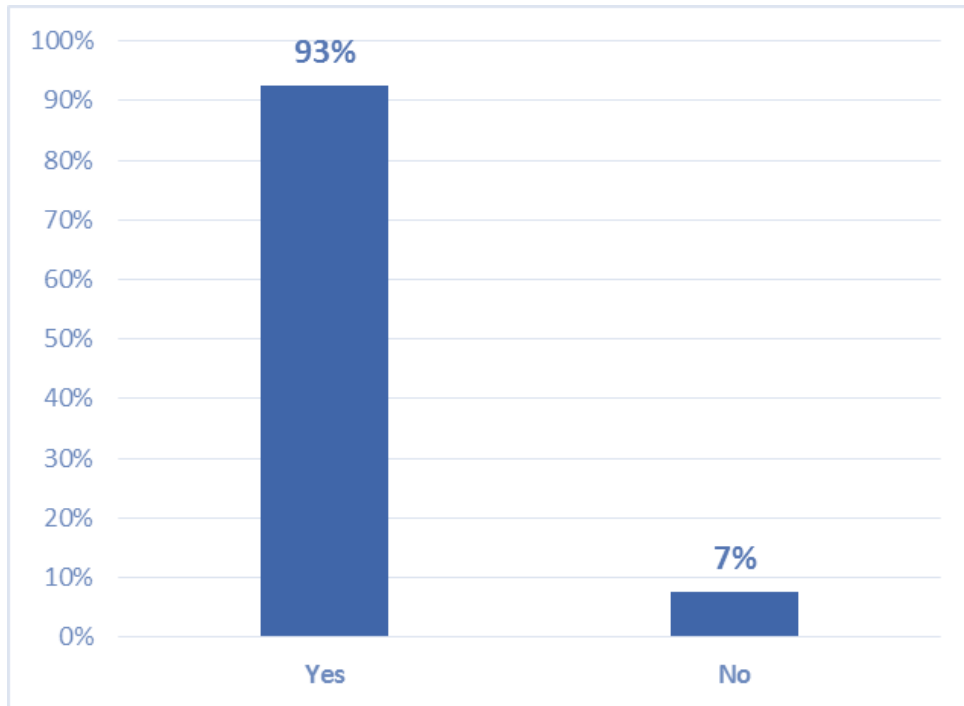


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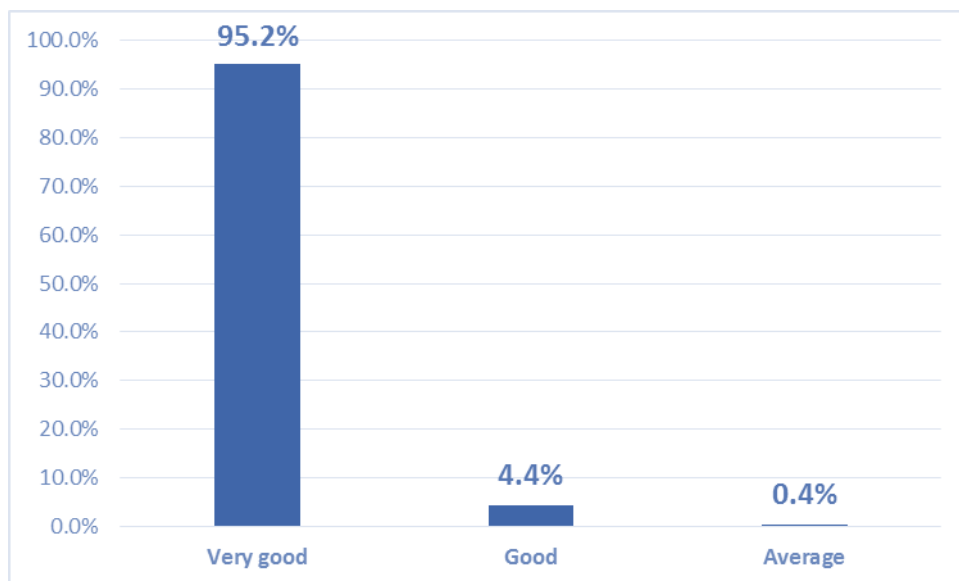
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR DOCTOR SERVICE

We asked our members
'Have you been able to see one of our GP's within 24 hours?'



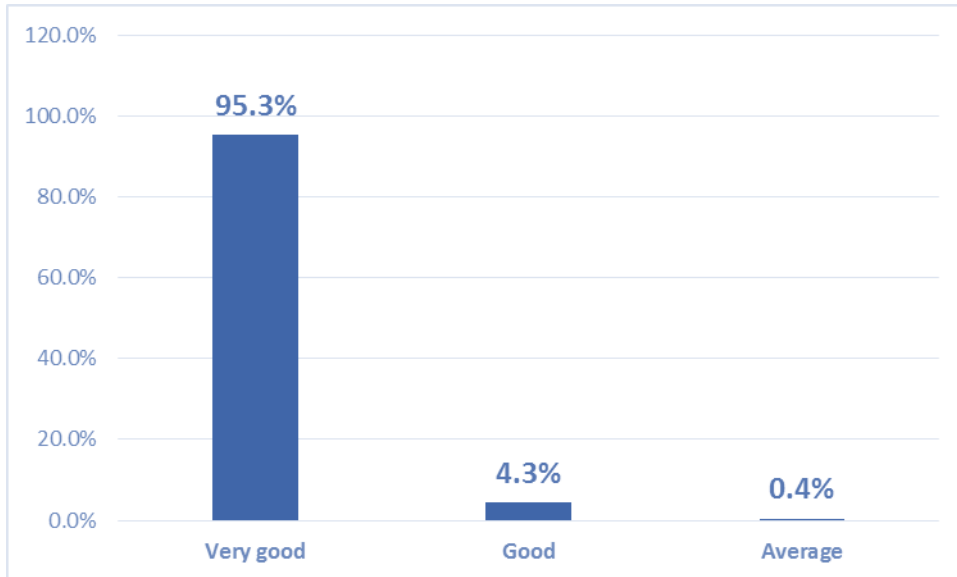
We asked our members
'How good are our GPs at giving you enough time?'



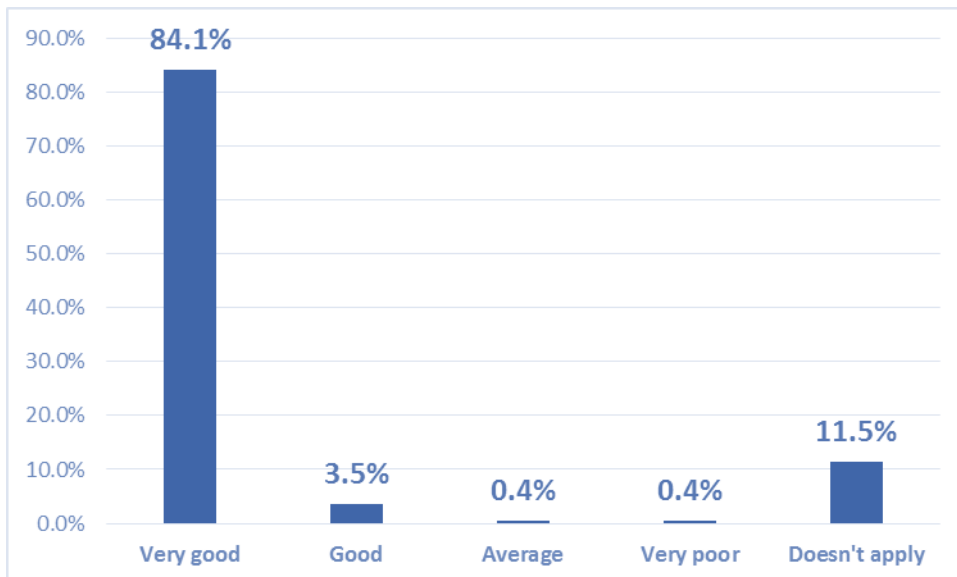
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR DOCTOR SERVICE (cont)

*We asked our members
'How good are our GPs at listening to you?'*



*We asked our members
'How good are our GPs at involving you in decisions about your care?'*

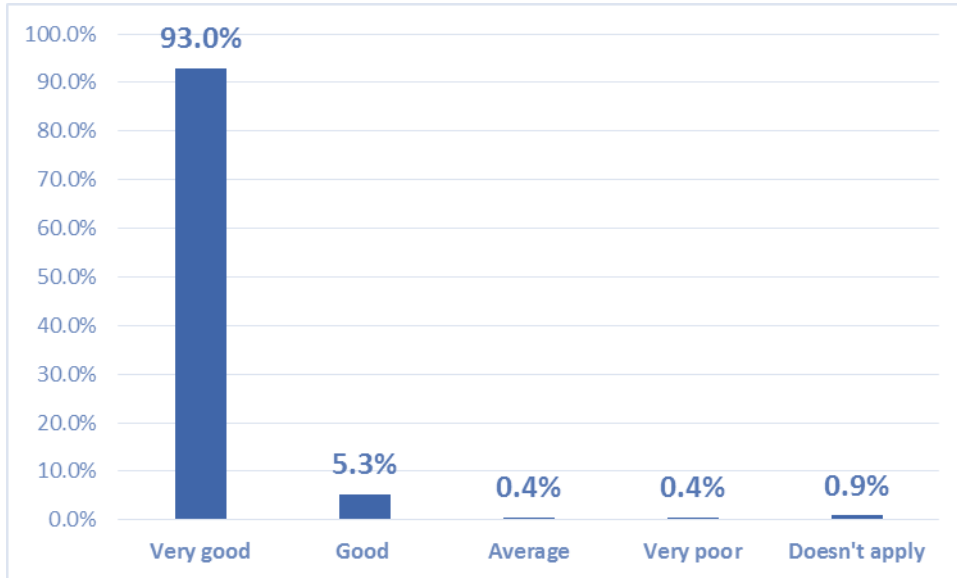


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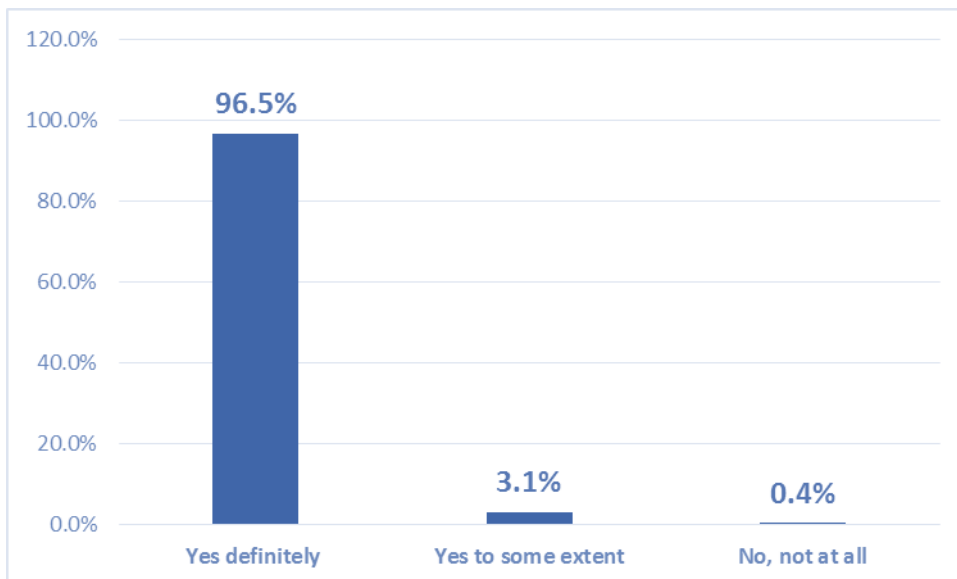
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR DOCTOR SERVICE (cont)

*We asked our members
'How good are our GPs at treating you with care and concern?'*



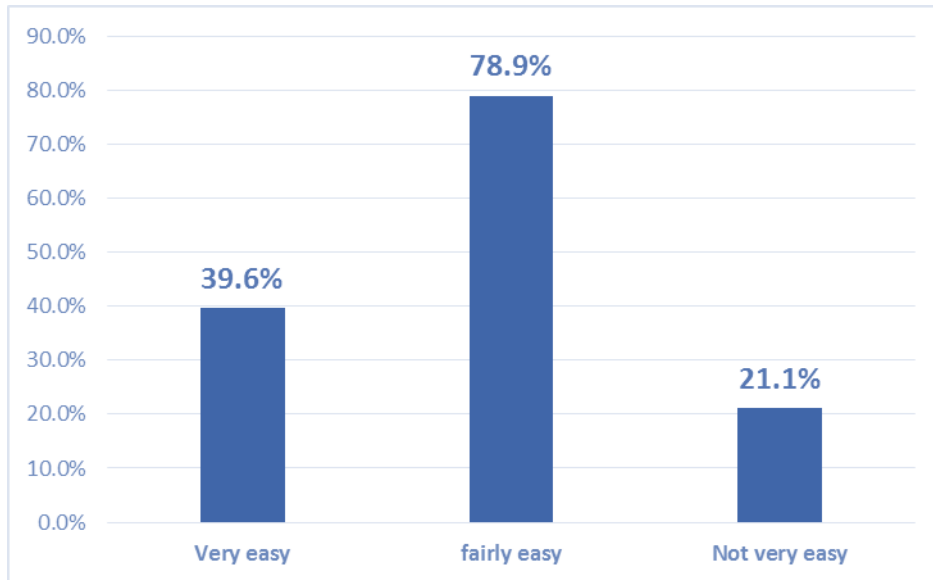
*We asked our members
'Do you have trust and confidence in our GPs?'*



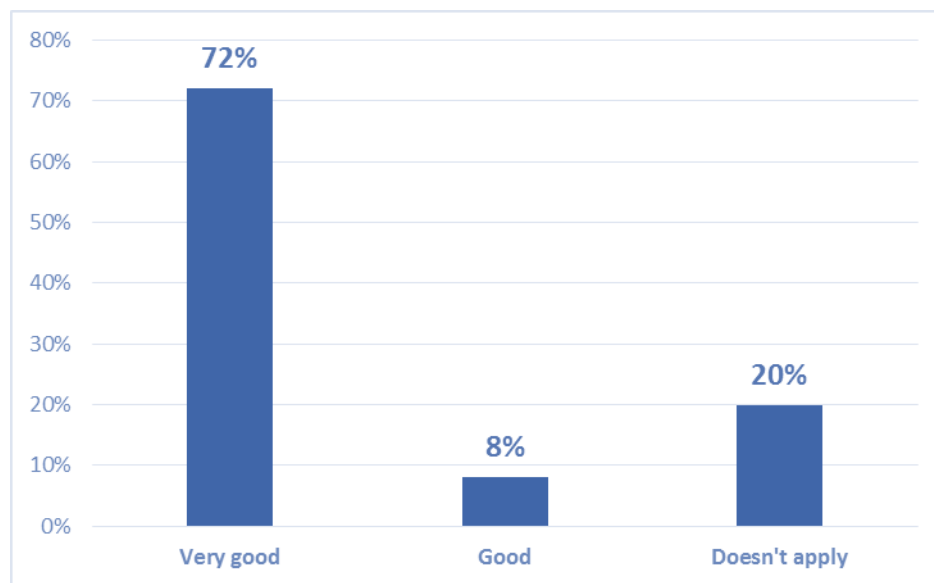
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR NURSING SERVICE

*We asked our members
‘How easy is it to get an appointment with a nurse?’*



*We asked our members
‘How good are our Nurses at giving you enough time?’*

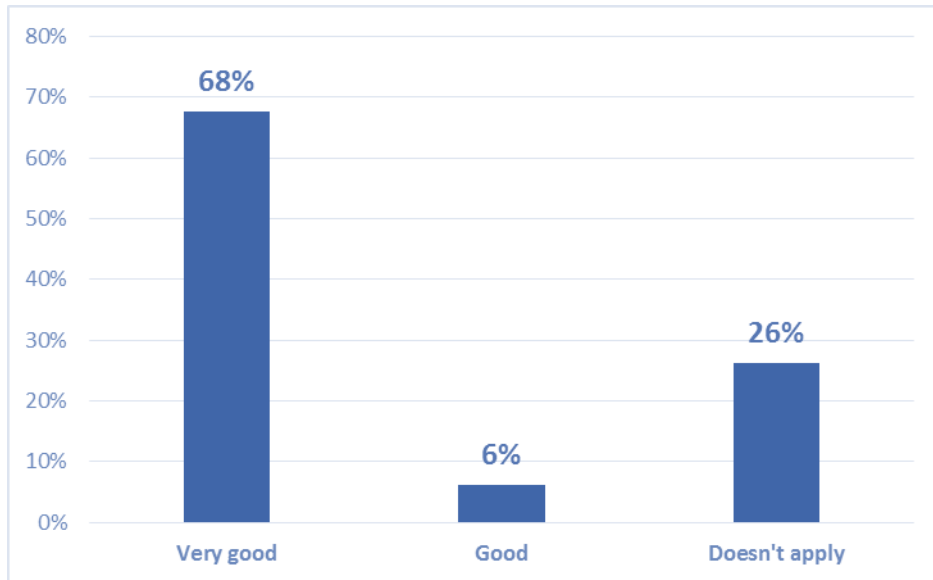


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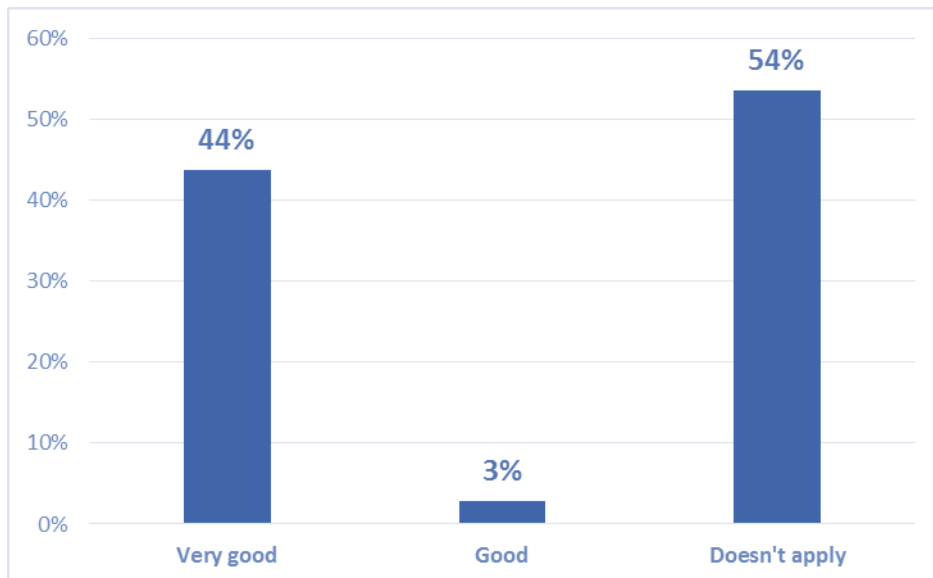
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR NURSING SERVICE (cont)

*We asked our members
'How good are our Nurses at listening to you?'*



*We asked our members
'How good are our Nurses at asking about your symptoms?'*

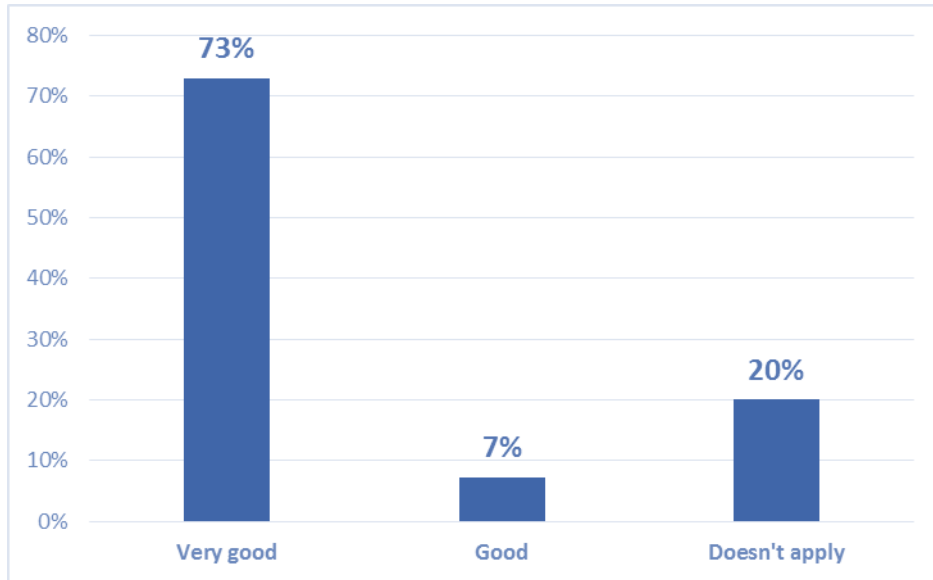


2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR NURSING SERVICE (cont)

We asked our members

'How good are our Nurses at treating you with care and concern?'

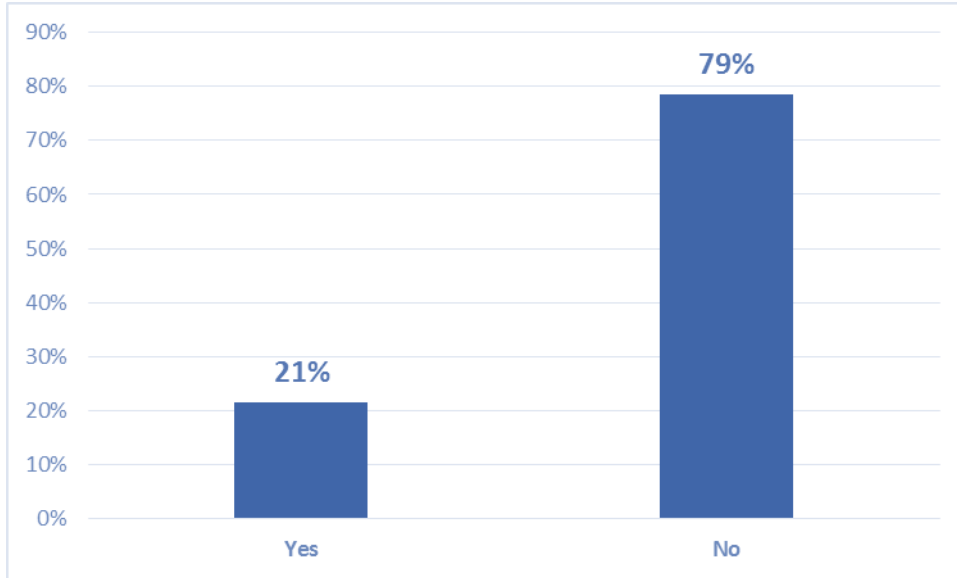


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YOUR OPINION ON OUR OUT OF HOURS SERVICE

*We asked our members
‘Have you called one of our GPs during out of surgery hours
during the past twelve months?’*



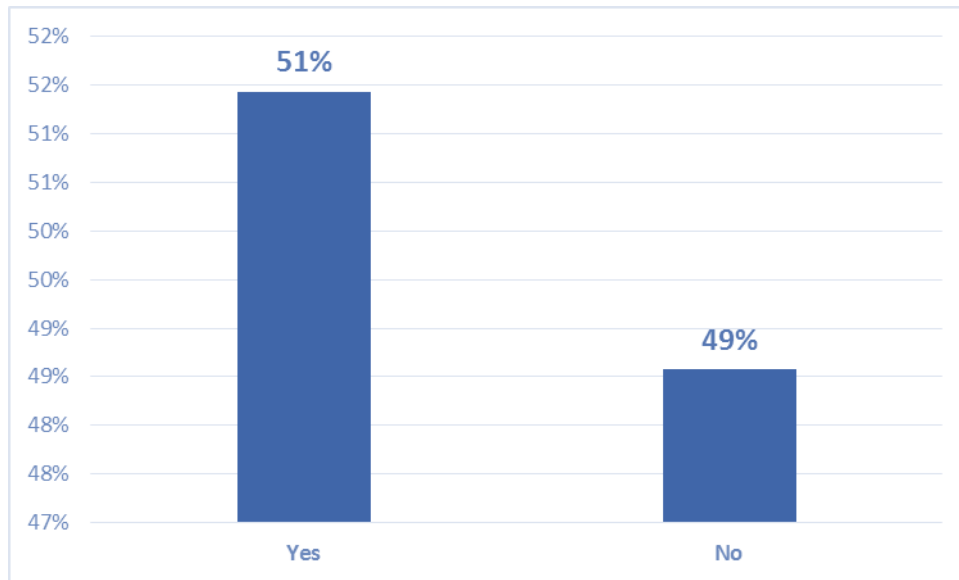
*We asked our members
‘If yes to above, how satisfied were you with the phone call?’*



2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR OUT OF HOURS SERVICE (cont)

*We asked our members
‘Did the GP come to visit you out of hours at home?’*



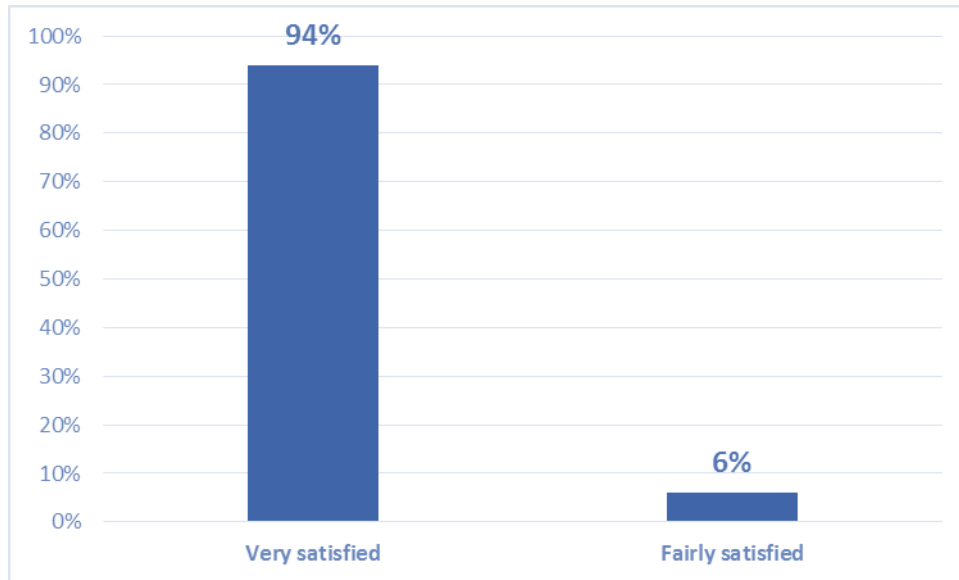
*We then asked our members
‘If yes to above, how satisfied were you with the home visit?’*



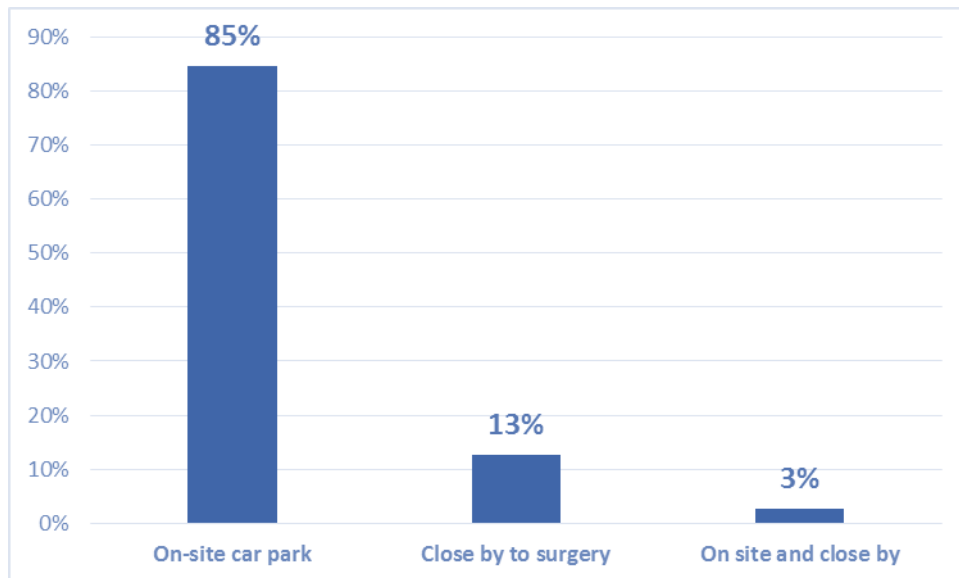
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR SURGERIES

*We asked our members
'How satisfied are you with our opening hours?'*



*We asked our members
'Where are you normally able to park when you visit the surgery?'*

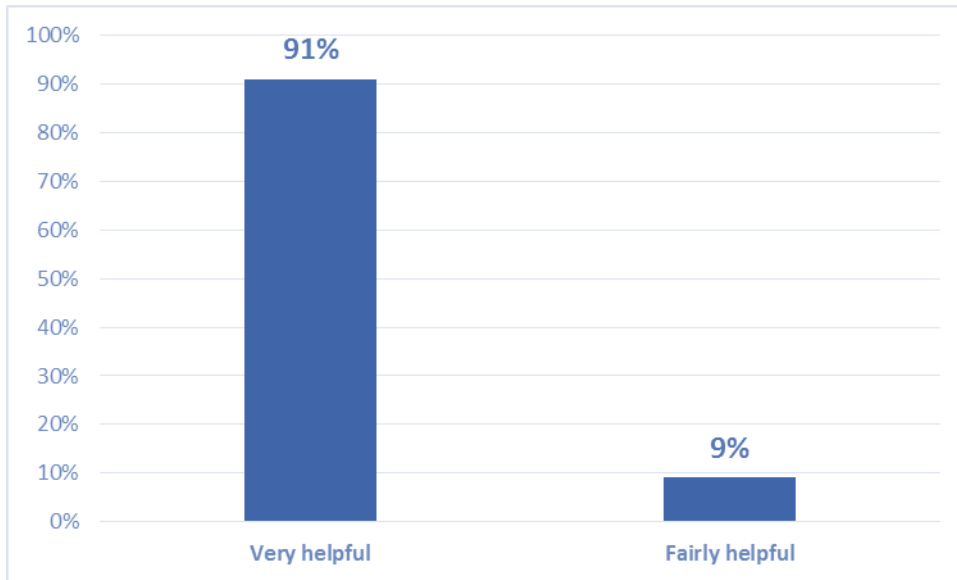


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2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR SURGERIES (cont)

*We asked our members
'Do you find our receptionists welcoming and helpful?'*



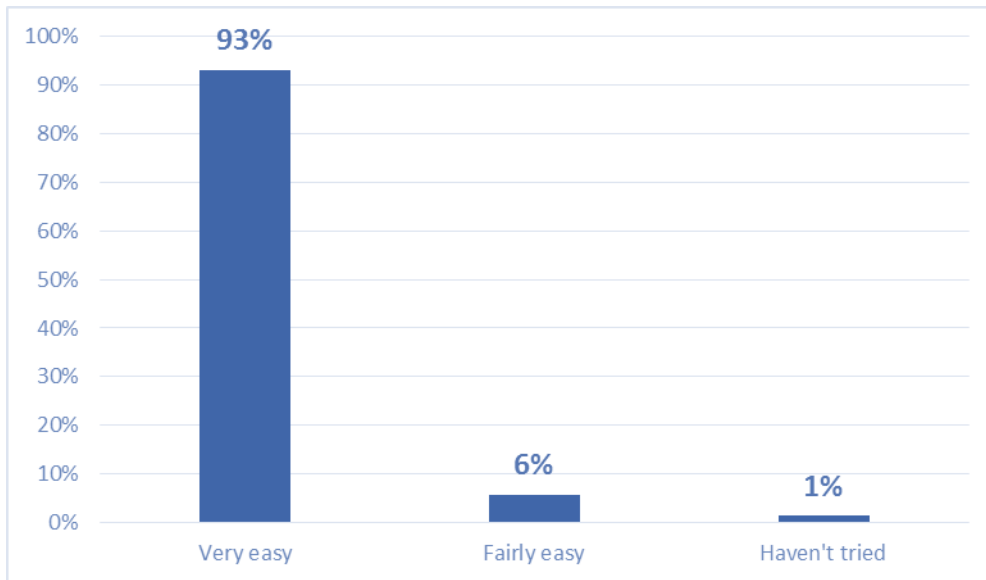
*We asked our members
'How clean is the surgery?'*



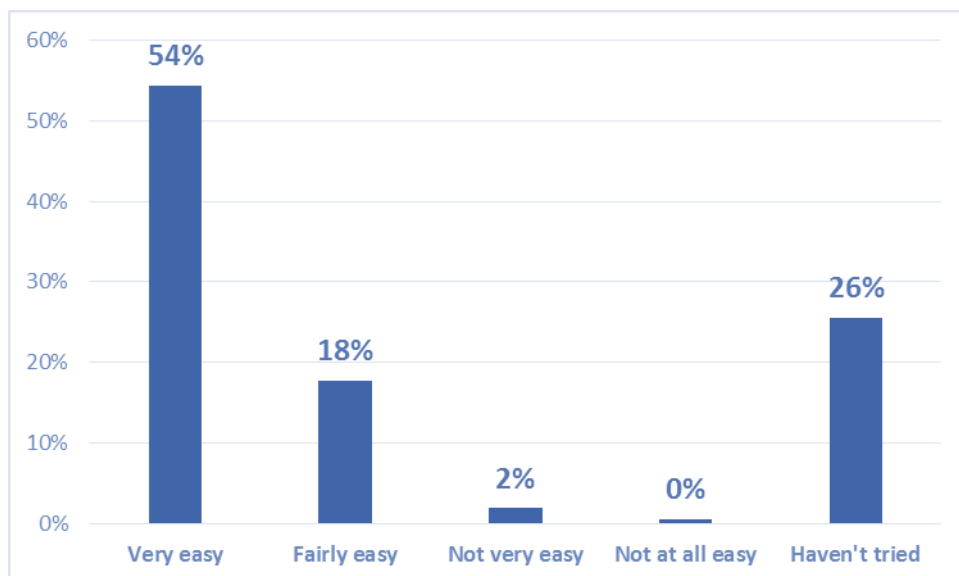
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR PHONE SERVICE

*We asked our members
'Do you find it easy to get through on the phone?'*



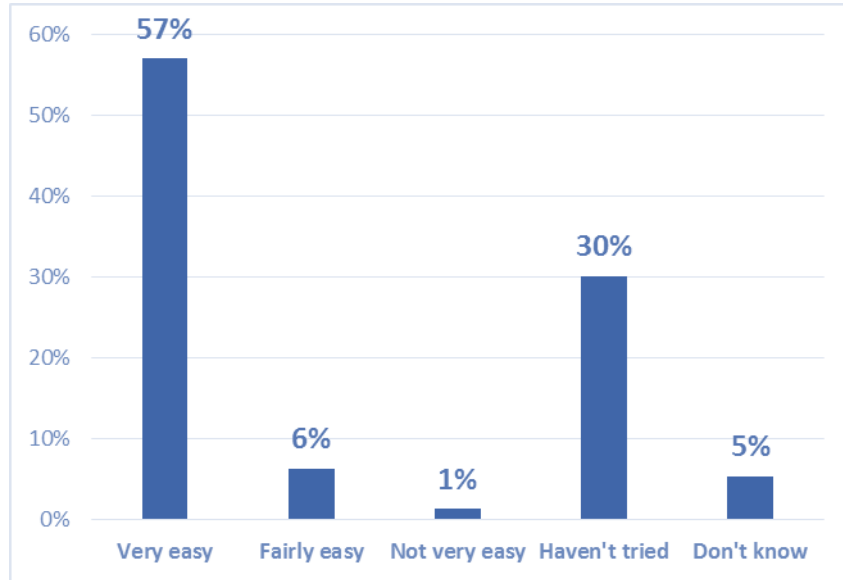
*We asked our members
'Is it easy to speak to a GP on the phone?'*



2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR PHONE SERVICE (cont)

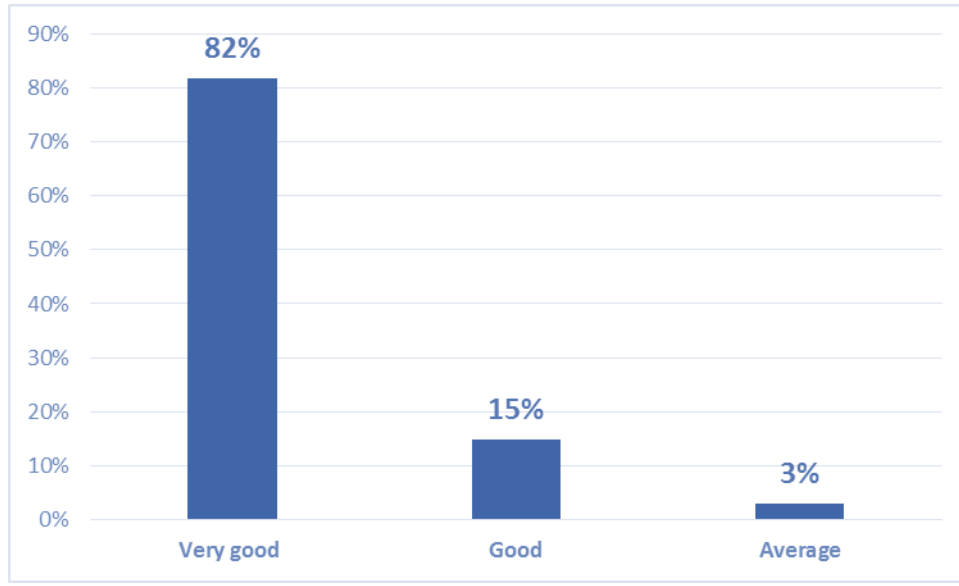
*We asked our members
'How easy is it to request a prescription?'*



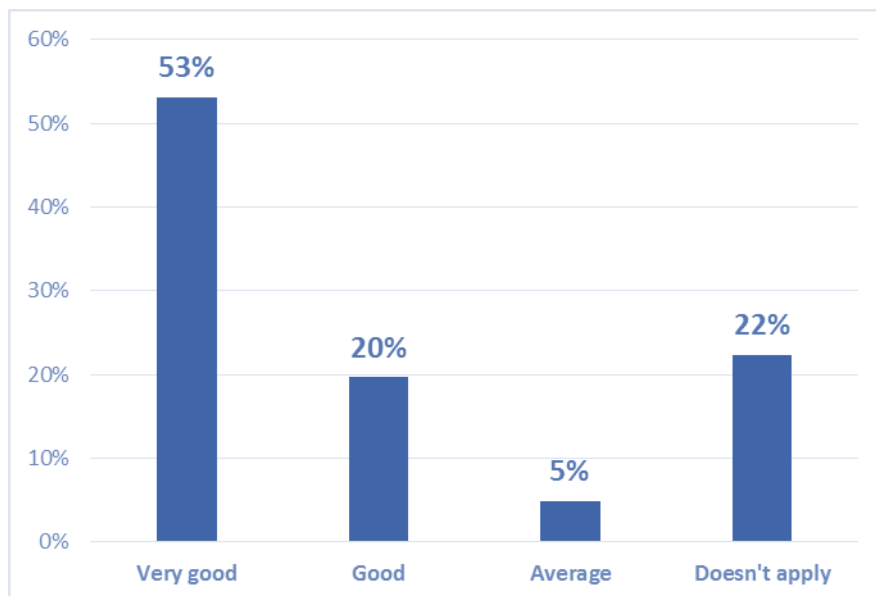
2018/19 ANNUAL MEMBER SURVEY RESULTS

YOUR OPINION ON OUR ADMINISTRATION SERVICES

*We asked our members
'How easy is it to book appointments?'*



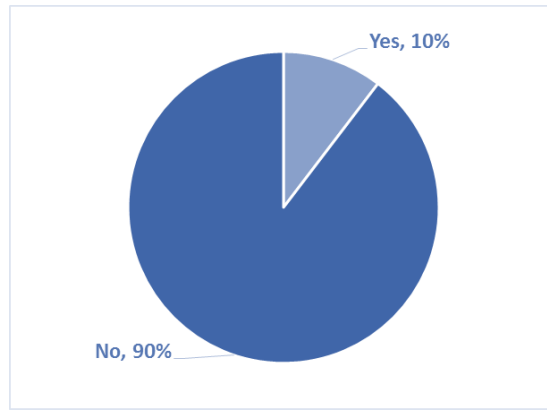
*We asked our members
'How good are we at taking messages?'*



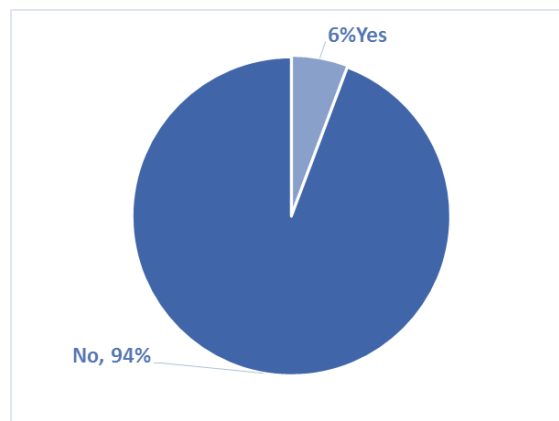
2018/19 ANNUAL MEMBER SURVEY RESULTS

MEMBER ACCESS TO DOCTORnow VIA SOCIAL MEDIA

*We asked our members
‘Do you visit our website regularly?’*



*We asked our members
‘Do you read our GP blog posts?’*



*We asked our members
‘Do you order repeat prescriptions online?’*

