

# Healthwatch Sunderland

Enter & View Springwell House Surgery  
& Harraton Surgery





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### DISCLAIMER:

- The observations made in this report relate only to the visits carried out.
- This report is not representative of all patient views; it only represents the views of those who were able to contribute within the time available.

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# 1. Introduction

## What is Healthwatch?

Healthwatch England is the national consumer champion in health and social care. It was set up by the government to ensure that people's views around health and social care services are listened to and fed back to service providers and commissioners with a view to improving services.

There is a local Healthwatch for every Local Authority area in England. Healthwatch Sunderland aims to be a strong local consumer champion working with our partners to support:

- People to shape health and social care delivery
- People to influence the services they receive personally
- People to hold services to account.

We achieve this by:

- Listening to people, especially the most vulnerable, to understand their experiences and what matters most to them
- Influencing those who have the power to change services so that they better meet people's needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same.



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## What is Enter and View?

Under Healthwatch regulations, local Healthwatch organisations have the power to Enter and View providers to enable our authorised representatives to observe matters relating to health and social care services.

The role of the authorised representative is to conduct visits to health and social care premises to capture the patient experience and make recommendations where there are areas for improvement or capture best practice which can be shared.

Enter and View is the opportunity for Healthwatch Sunderland to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Report to providers, the Care Quality Commission (CQC), local authorities, commissioners, Healthwatch England and other relevant agencies.

Enter and View visits can happen if people tell us there is a problem with a service but equally, they can occur when services have a good reputation, so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.



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## Background and rationale

Initial feedback from patients of Harraton Surgery and Springwell House Surgery taken from NHS Choices website picked up some negative feedback from a number of patients. This feedback was collated during the period of August 2016 and November 2016. Some of these comments included:

- 15/08/2016 - NHS Choices - Almost impossible to get an appointment and the doctor is extremely dismissive
- 12/10/2016 - Seen one Dr recently total waste of time this GP should have retired years ago. Another Dr has no patient skills at all and is more interested on the spot on the wall. The HCA is rude, the nurse is only there 2 days a week it's a joke this practice and as for the management what management?
- 10/11/2016 - Doctors are disgraceful, I have never been to a doctors that was so unprofessional in my life. The doctors are rude, dismissive and often late
- 18/11/2016 - One doctor has no time for any patients. There is no female GP or the option to see a female except the nurse
- 26/11/2016 - Both Drs have gave me accurate diagnosis and reassurance.
- 14/11/2016 - Very disappointed with the service from the receptionist and the GP, the receptionists were too busy eating and chatting amongst themselves, all of which could be heard in the waiting area. There is no offer or facility to see a lady GP
- 03/11/2016 - It wasn't worth going to this GP, doctor who arrived 40 minutes late no apology or acknowledgement. This GP is disgraceful and their bedside manner is non-existent. The reception staff are friendly enough when they not eating or having private conversations, the practice nurse on the other hand has no clue when it comes to COPD management and can actually only be seen on 2 days a week. This practice did seem to making improvements however in the last 3 months it's has declined dramatically. If there is no improvement me and my family will be moving surgery.



- 
- 07/11/2016 - Total waste of my time, the GP I saw has no time for their patients, they do not make eye contact and paid little attention to what I was saying, basically dismissed the high blood pressure. The HCA is hard work and has a terrible attitude, the receptionist are ok'ish, and they could definitely do with more staff not even sure they have a manager.

After consideration of this feedback and the recent CQC inspection ratings which placed Springwell House at 'requires improvement', Healthwatch Sunderland's Board decided the Engagement Team would conduct more in-depth research through Enter & View. This would enable us to determine if the negative views given by these patients were generally reflective of the practice.

As the provider for Springwell House is the same as Harraton Surgery (Dr Inder Jeet Singh) it was decided to also conduct Enter and View at Harraton Surgery too.

### **Our objectives**

The purpose of the Enter and View was to:

- Observe the environment and facilities of the practice
- To identify any best practice of service provision
- To give staff the opportunity to highlight their work
- To speak to patients about their experience of the practice.



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**Harraton Surgery** is located in the village of Harraton in the Washington area of Sunderland. They provide services to around 2,200 patients from the following address: Harraton Surgery, 3 Swiss Cottages, Washington, Tyne and Wear, NE38 9AB.

Harraton Surgery is a small sized practice providing care and treatment to patients of all ages, based on a Personal Medical Services (PMS) contract agreement for general practice. The practice is part of the NHS Sunderland Clinical Commissioning Group (CCG).

The practice's age distribution profile is weighted towards a slightly older population than national averages. There are more patients registered with the practice between the ages of 45 and 60 than the national averages.

The practice has one lead GP male who owns the practice. There is also a female locum GP, a female practice nurse, a female healthcare assistant, a practice manager and three administrative support staff.

The practice is located in a converted two-storey building. Patient facilities are on both the ground and first floor. The practice does not have a lift but there are consultation rooms available on the ground floor for all patients to use. There is on-site parking and step-free access.

Surgery opening times are Monday to Thursday 8am to 6pm, and Friday 7:30am to 6pm. Appointments are available between the following times:

- Monday                      9:30am - 12pm and 2pm - 4:30pm
- Tuesday                     9:30am - 12pm and 2pm - 4:30pm
- Wednesday                9:30am - 12pm and 4pm - 6:00pm
- Thursday                    9:30am - 12pm and 2pm - 4:00pm
- Friday                        7:30am - 12pm and 3:30pm - 6:00pm



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The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Northern Doctors Urgent Care Limited (NDUC).

Surgery hours were offered every Monday from 7:30am. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for patients when needed.



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**Springwell House** is located in Sunderland on the A690, Durham Road; which is a main road leading to Sunderland city centre. They provide services to around 1850 patients from the following address: Springwell House, Durham Road, North Moor, Sunderland, Tyne and Wear, SR3 1RN.

Springwell House is a small sized practice providing care and treatment to patients of all ages, based on a Personal Medical Services (PMS) contract agreement for general practice. The practice is part of the NHS Sunderland Clinical Commissioning Group (CCG).

The practice has one lead GP male who owns the practice, a locum GP, a practice nurse, a healthcare assistant, a practice manager, three administrative support staff and two domestic staff. Both GPs are male.

The practice is a single story building with fully accessible treatment and consultation rooms for patients with mobility needs. There is a ramp leading up to the front of the building for patients in wheelchairs and those who have difficulty using stairs. There is an accessible WC. There is nearby parking on the street. The practice is open on a Monday from 7:30am to 6pm, and on a Tuesday to Friday from 8:30am to 6pm. Appointments were available between the following times:

- Monday                                7:30-10:30am and 2pm - 3:30pm
- Tuesday                                10am - 12:30pm and 4pm - 6pm
- Wednesday                            8:30am -11am and 4pm - 6pm
- Thursday                               8:30am - 11:30am, 12pm - 1pm and 4:30pm - 6pm
- Friday                                    9:30am - 12:30pm and 4pm - 6pm

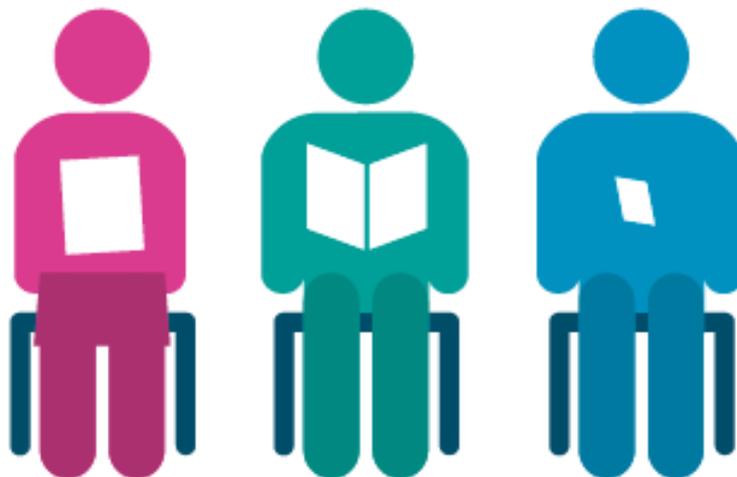
The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Northern Doctors Urgent Care Limited (NDUC). Extended surgery hours were offered every Monday from 7:30am. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for patients that needed.



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## Acknowledgements

The Enter and View Team would like to acknowledge the support of the patients who came and talked openly and honestly with the team. We would also like to thank those staff members who took time out of their day to answer our questions and give their feedback.





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## 2. Methodology

An initial pre-visit meeting with the Practice Manager, Corraine Lamb and Provider, Dr Inder Jeet Singh was held at Springwell House. This was to explain the Enter and View visit, to understand the needs of the patients and to arrange timescales the visits in a way to cause as little disruption in the practice as possible.

Trained Healthwatch Sunderland authorised representatives carried out the Enter and View visits during the week commencing 22<sup>nd</sup> May 2017. An authorised representative is a Healthwatch staff member or volunteer who is trained in Enter and View methodology so that they can effectively capture the patient's experience. The staff and volunteer involved carried out 4 separate visits over 2 days, 2 to each practice during morning and afternoon surgeries. This was intended to give us the best access to patients with different needs and collect their feedback.

At each visit patients were asked a range of questions via a set questionnaire (see appendix 1). The questions were constructed to reflect the objectives of the visit and explore the patient feedback we had collated so far. Observations were also made on the physical environment and staff/patient interaction.

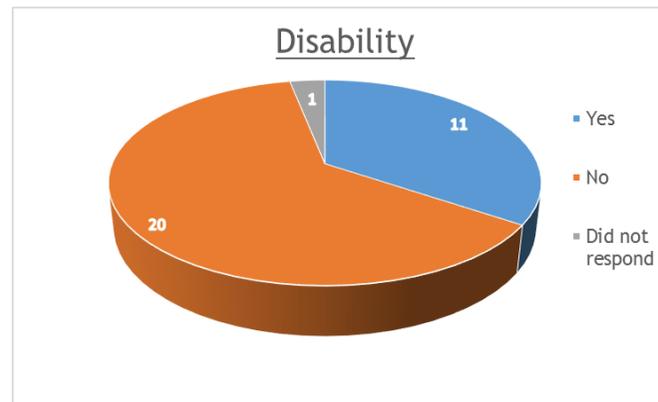
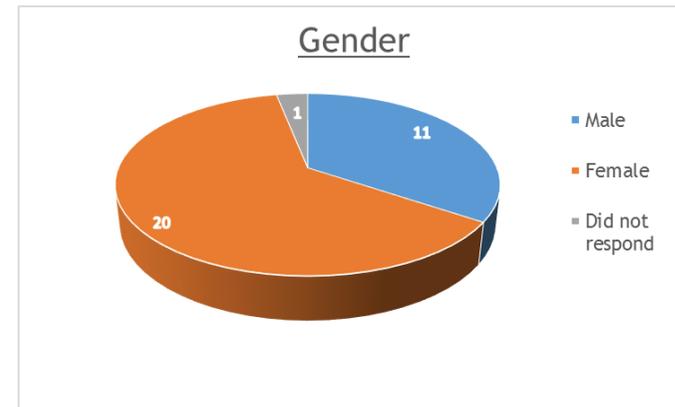
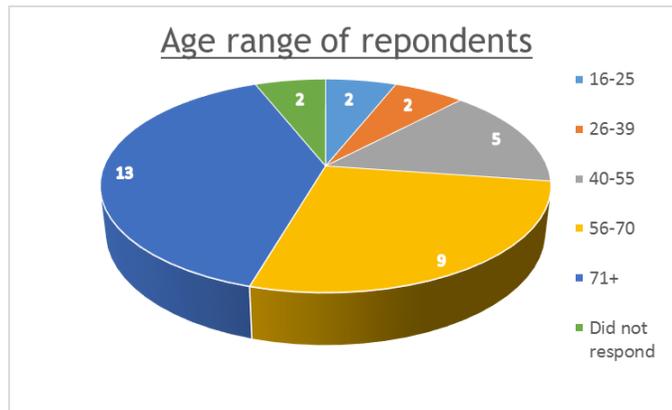
Patients had the option to complete questionnaires themselves whilst in the surgery waiting areas, have support completing them offered by a team if required or take the questionnaire away to complete later, (with this option the team issued them with SAE to be return by 31 May 2017). The practice also made a suitable room available for any of the patients who wished to discuss anything in private with a member of the Enter and View team. However, this offer wasn't taken up.

Staff were also given questionnaires to complete, one aimed at Practitioners and one aimed at Administrative/Reception staff, (see appendix 2 and 3).



### 3. Findings

**Springwell House Surgery** - The team completed 34 questionnaires with patients during the Enter & View session. The demographics of respondents are given below:





## The GPs

We asked participants a range of questions about the GPs, the feedback highlighted the following:

### What the GPs **do best**

- 100% of respondents said that the GP is friendly and respectful
- 100% of respondents said that the GP listens and considers patient opinion
- 96% of respondents said that the GP give eye contact during consultations
- 96% of respondents had trust and confidence in their GP
- 93% of respondents rated the quality of care, treatment and service as excellent or good.

### What the GPs **could improve**

- 80% of respondents said their GP ran late for appointments
- Of this 80%, 46% commented that this happened most of or all of the time.

“Dr Inder and Dr Singh are both high in our estimation. Thanks to them for our ongoing good health and our ability to cope with life”

“No trouble getting appointments and GPs are friendly and helpful”

“My husband is very deaf so needs eye contact which I have explained and he is very satisfied”



## Other Medical Staff

We asked participants a range of questions about the other medical staff at the practice e.g. Practice Nurses and Health Care Assistants, the feedback highlighted the following:

### What the other medical staff **do best**

- 100% of respondents said the other medical staff are friendly and respectful
- 96% of respondents said the staff listen to and consider your opinions
- 100% of respondents say staff give eye contact during appointments
- 96% of respondents have trust and confidence in the staff
- 93% of respondent rated the quality of care and treatment as excellent or good.

### What the other medical staff **could improve**

- 31% of respondents said the other medical staff run late for appointments.

“Jolly and happy and puts people at ease”

“Always very pleasant and experienced”

“They always make you feel welcome”



## Administration/Reception Staff

We asked participants a range of questions about the reception staff and reception area. The feedback highlighted the following:

### What the Administration/reception staff **do best**

- 100% of respondents find the staff to be helpful and understanding
- 96% of respondents find the staff to be professional and attentive to their needs
- 100% of respondents find the staff able to give clear information about services when needed
- 93% of respondents find the quality of reception services to be good or excellent.

### What the Administration/reception staff **could improve**

- 55% of respondents found there isn't enough privacy at the reception area to talk to staff in confidence.

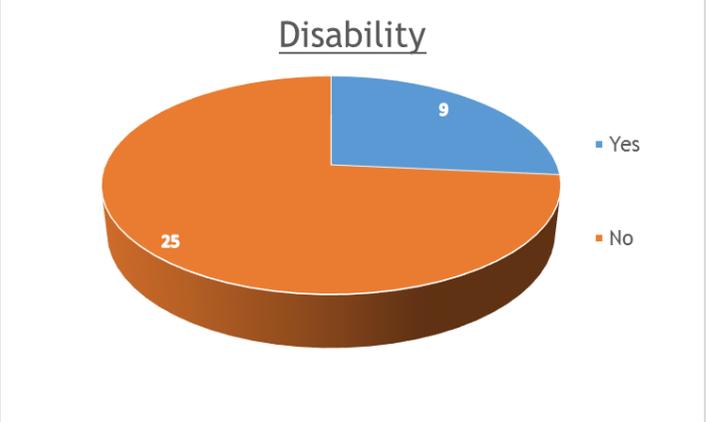
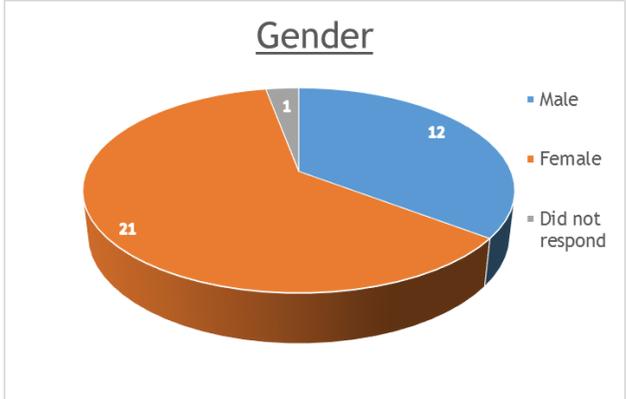
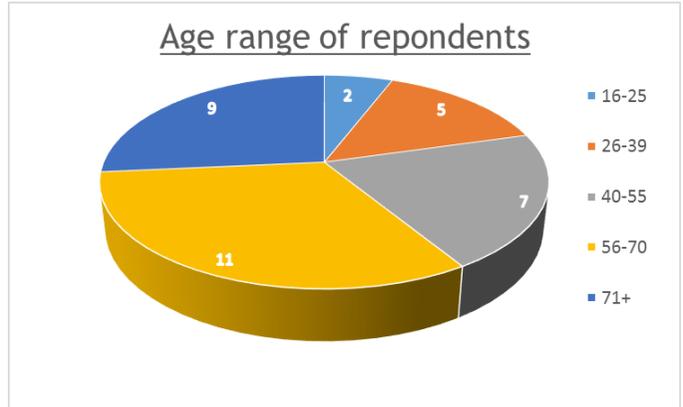
“If you need to talk in private the receptionists will take you somewhere you can talk”

“Always have time to listen - Excellent”

“Very nice and welcoming”



**Harraton Surgery** - The team completed 34 questionnaires with patients during the Enter & View session. The demographics of respondents are given below:





## The GPs

We asked participants a range of questions about the GPs at the practice, the feedback highlighted the following:

### What The GPs **do best**

- 100% of respondents found the GP listened and considered their opinions and 100% say they give eye contact
- 97% found the GP friendly and respectful
- 88% of respondents had trust and confidence in their GP
- 97% of respondents rated the quality of care and treatment as good or excellent.

### What the GPs **could improve**

- 76% of respondents found the GP ran late for his appointments
- Of this 76%, 26% commented that this happened most of or all of the time.

“Dr Singh and Dr Ord - excellent for empathy and diagnosing conditions”

“Nice and friendly and really helpful”

“Always friendly and always gives the opportunity to speak about my problems”



## Other Medical Staff

We asked participants a range of questions about the other medical staff at the practice e.g. Practice Nurses and Health Care Assistants. The feedback highlighted the following:

### What the other medical staff **do best**

- 100% of respondents said the staff are friendly and respectful
- 100% of respondents said the staff listen to and consider your opinions
- 100% of respondents say staff give eye contact during appointments
- 100% of respondents have trust and confidence in the other medical staff
- 96% of respondent rated the quality of care and treatment as excellent or good.

### What the other medical staff **could improve**

- 37% of respondents said the other medical staff run late for appointments.

“Always receive upmost respect from staff and as an excellent health care provider (nurse) I understand the need for this”

“Need more nurses to manage long term conditions”

“Very friendly and especially patient”



## Administration/Reception Staff

We asked participants a range of questions about the Administration/reception staff and reception area. The feedback highlighted the following:

### What the Administration/reception staff **do best**

- 96% of respondents find the staff to be helpful and understanding
- 97% of respondents find the staff to be professional and attentive to their needs
- 96% of respondents find the staff able to give clear information about services when needed
- 94% of respondents find the quality of reception services to be good or excellent.

### What the Administration/reception staff **could improve**

- 33% of respondents found there isn't enough privacy at the reception area to talk to staff in confidence.

“I feel that they know me as an individual, not just a patient”

“New practice manager is great too”

“I have seen a change in staffing recently but everyone has to learn so I am happy to accept that”



## Overall comments and feedback

### Accessible and friendly

100% of respondents consider both practices to be accessible and friendly. During the Enter and View process the Enter & View team's observations backed this up. The reception staff, GPs and other medical staff appeared to have long term relationships with their patients. They knew many of them by name and gave a warm welcome to all patients on arrival and throughout their visit at both surgeries.

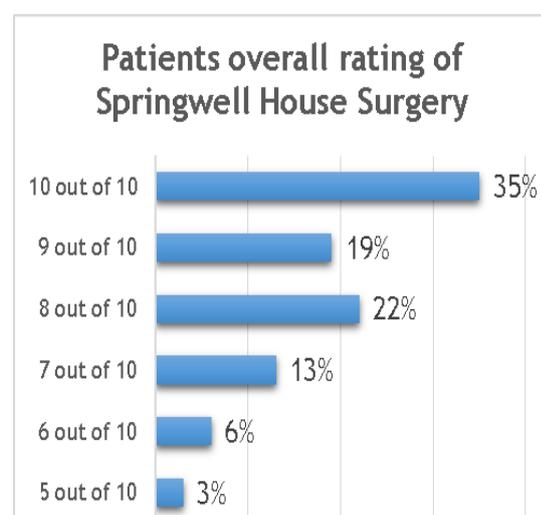
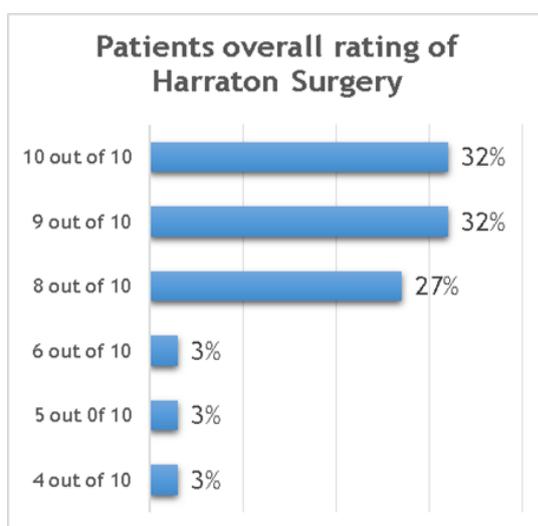
When asked 100% of Springwell House Surgery respondents stated that it is very easy or fairly easy to get through to the practice on the telephone, at Harraton's Surgery the figure was 97%.

### Appointment Availability

When asked about accessing appointments with a GP, 100% of respondents waited a week or less for a routine appointment at both surgeries. When asked about accessing appointments with other medical staff, at Harraton Surgery 78% stated that they waited a week or less, at Springwell House Surgery 100% stated they waited a week or less.

Another observation the team made and patients commented on was that the GPs often run late for appointments. When asked how long they spend with their GP during appointments, over 70% of respondents at both practices said they lasted 10 minutes or more. Several patients added that the length of the appointment depended upon their individual needs. These comments help to explain why the GPs often run late and during consultations, patients said they understood this to be the case and for these patients it appeared not to be a problem. However the Enter & View team did note that a few patients whilst sitting in the waiting room were displaying what appeared to be signs of frustration at the waiting times.

**Overall patient ratings** - Patients gave their overall rating for each surgery:





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## Staff feedback

The Practice Manager acknowledged in her feedback that improvements need to be made around GPs running late for their appointments. She said:

**“Most patients are happy with the service we provide and like the GP, so happy to wait if he is running late.”**

The Enter and View team’s observations and their discussions with patients confirm this comment. She also stated that the duration of appointments depends upon the patient and their needs. When asked, the Practice Manager gave the practice an overall rating of 9/10.

The other medical staff commented that they all feel they have sufficient time during an appointment for their patients and the surgery allows some flexibility to adjust this to suit the individual needs of the patients. One staff member highlighted that privacy around the reception area is an issue and said:

**“Privacy can be a bit of an issue due to the layout of the building. If a patient wants privacy a receptionist uses either my room or a GP’s room.”**

One of the GPs also mentioned this in their feedback. When asked the other medical staff gave the practice an average overall rating of 9/10.

The reception and admin staff stated that although they all felt the GP ran late for appointments, this happened on rare occasions. Echoing what the Enter & View team observed and the Practice Manager’s comments, some of the admin/reception staff team also stated the length of appointments was dependant on the patient need. All commented that they were given regular lunch and rest breaks. When asked the admin/reception team gave the practice an average overall rating of 9/10.

Two questionnaires were completed by one GP and one locum GP. Both GPs stated that they run late for their appointments most of the time. The reasons they cited for this were “Patients take more time than 10 minutes and we have to put all consultations onto the computer” and “extra patients, multiple problems and complex patients.” Both GPs commented that they would like to spend more time with their patients, but felt the barriers preventing this were; time limits, paperwork and the number of patients requiring appointments. When asked one GP gave the practice an overall rating of 9/10 and the other gave an 8/10.

**“I feel I do get good time for my patients” (Healthcare Assistant)**

**“Receptionists are very friendly and helpful towards our patients. They go above and beyond to help them.” (Practice Manager)**



## 4. Recommendations

### Recommendation 1

**Both practices may find it useful to consider encouraging patients to book longer appointment times with the GP and other medical staff if required.**

Patients of both practices commented that Practitioners frequently run late for appointments, an average of 78% for GPs and 34% for other medical staff. In order to help improve this, it is recommended that the admin/reception staff team encourage patients to book longer appointment times if they feel this is required i.e. when patients are visiting the surgery for multiple conditions.

### Recommendation 2

**Both practices may find it useful to consider further communication to patients around the availability of a private space for confidential conversations.**

As many patients, (44%) commented that the reception desks/areas at both practices don't lend themselves to private and confidential conversations we recommend that further communication with patients is made to make patients aware that should they need to talk in confidence both practices have the facility to offer a private space. This could be done through face to face conversations with patients, via both practice websites & newsletters and making use of more prominent signage around the reception desk/area.





## 5. Appendices

### Questions for Patients

1. How long have you been a patient at this practice? .....
2. How often do you visit this practice? .....
3. Do you consider the practice to be accessible and friendly? Yes  No
4. Generally, how easy is it to get through to the practice on the phone?  
Very easy  Fairly easy  Not very easy  Not easy at all  Haven't tried

### Your GP

5. Is your GP friendly and respectful? Yes  No
6. On average how long do you wait for a routine appointment with your GP?  
Less than a week  A week  More than a week  Other  Please state .....
7. If you can't get an appointment quickly with your GP are you offered an alternative i.e. a telephone consultation, appointment with another staff member? E.g. Nurse  
Yes  No  Sometimes
8. Does your GP ever run late for your appointments? Yes  No   
If yes, on average how often does this happen?  
All of the time  Most of the time  Rarely  Never
9. How long does your time with the GP last?  
Less than 10 minutes  About 10 minutes  More than 10 minutes



10. Does your GP listen to you and consider your opinions? Yes  No

11. Does your GP give you eye contact during your consultation? Yes  No

Would you like to tell us a little about your experience of GP appointments at this practice?

.....  
.....  
.....

12. Do you have trust and confidence in your GP? Yes  No

13. How would you rate the quality of care, treatment and service you receive from your GP?

Excellent  Good  Acceptable  Poor  Very poor

Do you have any suggestions for improvements? .....

.....

**Other Medical Staff**

14. Are the other medical staff e.g. Practice Nurse or Healthcare Assistant friendly and respectful? Yes  No

15. On average how long do you wait for a routine appointment with other medical staff at the practice?

Less than a week  A week  More than a week  Other  Please state .....

16. Do these staff members ever run late for your appointments? Yes  No

If yes, on average how often does this happen?

All of the time  Most of the time  Rarely  Never

17. How long does your appointment with other medical staff last?

Less than 10 minutes  About 10 minutes  More than 10 minutes

18. Do these staff members listen to you and consider your opinions? Yes  No



19. Do these staff members give you eye contact during your consultation? Yes  No

20. Do you have trust & confidence in the other medical staff at the practice? Yes  No

21. Do you feel there are enough appointments available with the other medical staff at the practice? Yes  No

22. If you see the nurse for management of a long term condition eg COPD or Diabetes, do you feel he/she has the appropriate level of understanding to support you?

Yes  No

If no, would you like to tell us more?

.....  
.....  
.....

Would you like to tell us a little about your experience of appointments with other medical staff at this practice?

.....  
.....  
.....

23. How would you rate the quality of care, treatment and service you receive from other medical staff at the practice?

Excellent  Good  Acceptable  Poor  Very poor

Do you have any suggestions for improvements? .....

.....  
.....

**Reception Staff**

24. Are the reception staff at this practice helpful and understanding? Yes  No



25. Do you feel they are professional and attentive to your individual needs? Yes  No

26. Are the reception staff able to offer you clear information about services if you need this?  
Yes  No

Would you like to tell us a little about your experience of the reception staff at this practice:

.....  
.....  
.....

27. Is there enough privacy at the reception area to talk to reception in confidence?

Yes  No

28. How would you rate the quality of reception services at the practice?

Excellent  Good  Acceptable  Poor  Very poor

Do you have any suggestions for improvements? .....

Complaints

29. Have you ever complained to the Practice Manager or other practice staff about any aspect of their services? Yes  No

If yes, do you feel your complaint was dealt with satisfactorily? Yes  No

If no, please tell us why:

.....  
.....  
.....

Your overall experience

30. On a scale of 1-10 (1 very poor and 10 being excellent) overall how would you score this practice? Please circle your answer



1 2 3 4 5 6 7 8 9 10

**About you**

What do you consider to be your gender? .....

What is your current age? .....

Do you consider yourself to be disabled?      Yes       No

Thank you for your time today

The information you have provided can help to influence change

If you would like this survey in a different format please contact

Healthwatch Sunderland on 0191 514 7145  
or email: [healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)



## Appendix 2

### Questions for practitioners

1. How long have you worked here? .....

2. What is your role? .....

3. On average, how long do patients wait for an appointment with you?

Less than a week  A Week  More than a week  Other (please state)

.....

4. Do you ever run late for appointments? Yes  No

If yes, on average how often does this happen?

All of the time  Most of the time  Rarely  Never

If you have answered yes to this question, what are the main reasons for running late?

.....  
.....

5. How long do appointments with you normally last?

Less than 10 minutes  About 10 minutes  More than 10 minutes

7. Ideally would you like to spend longer with your patients and what prevents you from doing so? Yes  No

.....  
.....

8. Do you feel the practice has enough of the following appointments to offer patients?

GP appointments Yes  No

Practice Nurses Appointments Yes  No

Healthcare Assistants Yes  No

If you have answered no to any of the options above, does the practice have any plans/solutions to alleviate the situation?



9. Some of the patients in your practice have said that they do not always feel they have the GP's full attention e.g. listened to, eye contact, opinions taken into consideration.

If you can identify with these comments, could you suggest what might contribute to these observations?

.....  
.....  
.....

10. If you support patients with the management of long term conditions, do you feel you have the expertise and understanding of the conditions to do so effectively?

Yes  No

Could you identify any additional staff training you feel would be beneficial?

.....  
.....

11a. What do you feel are your reception team's strengths?

- Professional and attentive to patient needs
- Able to offer clear information about services when patients need
- Able to offer privacy at the reception area for patients to talk to a receptionist in confidence?
- Other: .....

b. What do you feel could be improved:

.....  
.....

c. How would you rate the quality of reception services at your practice?

Excellent  Good  Acceptable  Poor  Very poor



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d. On a scale of 1-10 (1 being very poor and 10 being excellent) overall how would you rate your practice?

1      2      3      4      5      6      7      8      9      10

About you

What do you consider to be your gender? .....

What is your current age? .....

Do you consider yourself to be disabled?    Yes               No



# Appendix 3

## Questions for Office/ receptionist staff

1. How long have you worked here? .....
2. What is your role? .....
3. Do you work:            Full time             Part Time
4. On average, how long do patients wait for an appointment with a GP?  
Less than a week             A Week   
More than a week             Other (please state) .....
5. Are patients offered an appointment with an alternative service or practitioner if an appointment with a GP is unavailable?  
Yes             No   
Who would this be? .....
6. On average, how long do patients wait for an appointment with a Practice Nurse?  
Less than a week             A Week   
More than a week             Other (please state) .....
7. Do the GPs ever run late for appointments?            Yes  No   
If yes, on average how often does this happen?  
All of the time             Most of the time   
Rarely             Never
8. Does the Practice Nurse ever run late for appointments? Yes  No   
If yes, on average how often does this happen?  
All of the time             Most of the time   
Rarely             Never



9. How long do appointments with the GP normally last?

Less than 10 minutes  About 10 minutes  More than 10 minutes

10. How long do appointments with the Practice Nurse normally last?

Less than 10 minutes  About 10 minutes  More than 10 minutes

11. Do you feel the practice has enough of the following appointments to offer patients?

GP appointments Yes  No

Practice Nurses Appointments Yes  No

Healthcare Assistants Yes  No

What other appointments can you offer? (please name)

.....  
.....

12. What do you feel are your reception team's strengths?

Professional and attentive to patient needs

Able to offer clear information about services when patients need it

Able to offer privacy at the reception area for patients to talk to a receptionist in confidence?

Other: .....

13. What do you feel could be improved:

.....  
.....

14. How would you rate the quality of reception services at your practice?

Excellent  Good  Acceptable  Poor  Very poor

15. Are you able to take regular breaks away from your workstation at the following times:

Morning Yes  No  How long is this break? .....

Lunch time Yes  No  How long is this break? .....

Afternoon Yes  No  How long is this break? .....



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16. On a scale of 1-10 (1 being very poor and 10 being excellent) overall how would you rate this practice.

1    2    3    4    5    6    7    8    9    10

About you

What do you consider to be your gender? .....

What is your current age? .....

Do you consider yourself to be disabled?    Yes             No

Thank you for your time today

The information you have provided can help to influence change

If you would like this survey in a different format please contact

Healthwatch Sunderland on 0191 514 7145

or email: [healthwatchesunderland@pcp.uk.net](mailto:healthwatchesunderland@pcp.uk.net)