

MUCH BIRCH SURGERY  
Drs Davies Johnson England and Seftel

PATIENT SURVEY RESULTS FOR 2008 – 2009

Overall Practice Score = **72%** (National average = 61%)

COMMENTS EXPRESSING SATISFACTION

The majority of patients kindly expressed their satisfaction with the practice and its services, for example:

- Excellent practice – we are all very lucky!
- Could not improve
- Well nigh perfect!
- Excellent website
- The surgery, in my opinion, is excellent in every way
- No improvement because the service is excellent
- I think the practice is brilliant. Keep up the good work.

We thank you for these positive and encouraging comments.

COMMENTS FOR ACTION

There were however some comments that require a response from the practice and these were:

- Posters in the waiting room
- Tell patients how to get results of a specimen
- Bigger car park
- Own GP on call out of hours
- Saturday opening/local GP to speak to
- Waiting times
- Delays with medication
- "Comfier" chairs
- More "after work" appointments

RESPONSES AND ACTION PLANS

Since the survey in November last year, we have completely revamped our website at [www.muchbirchsurgery.co.uk/](http://www.muchbirchsurgery.co.uk/) where we hope you will find lots of useful information.

We are currently revising our Practice Brochure and all our information leaflets which will be available from the receptionist if they are not on display in the waiting room. We hope that this will help with answering some of the questions raised in the survey. However, if you have a blood test or bring in a specimen for analysis at the Pathology Laboratory, the doctor, nurse or receptionist will normally advise you when we expect the results and ask you to telephone the surgery for the result.

The Practice is now well-established in offering extended hours appointments which cater for patients who would like to see a GP on a Saturday; an

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Earlybird surgery for patients who prefer early morning appointments and also a late evening surgery for patients requesting after work appointments. These appointments are bookable with the receptionist, by telephone or online via our website.

We also offer telephone appointments for patients to speak to their GP. The receptionist will book a telephone appointment at your request.

We do sometimes experience delays when our wholesaler is unable to supply the drugs we order. We are now using two wholesalers who should be able to provide a more reliable service so that we can dispense your medication promptly.

We are sorry that surgeries occasionally run behind schedule - this is usually caused by a patient requiring additional time with the GP or because the doctor or nurse has had to deal with an emergency. We ask for your patience when this happens and we will always try to keep you informed and apologise for delays, or rebook your appointment. Standard appointments are 10 minutes.

The chairs in the waiting room were chosen for comfort and back support as well as to provide flexibility in the seating arrangements. We hope that they suit the majority of patients.

We are happy to display authorised posters on the notice board.

We continue to seek additional car parking solutions.

The doctor on duty overnight and at weekends/Bank Holidays is arranged by Primecare who provide the Out of Hours Service for all Herefordshire practices. The duty doctor may be a local GP or a GP from another area. However, Primecare is responsible for informing your registered GP of any out of hours treatment that you have received.

Much Birch Surgery aims to maintain and improve on high levels of satisfaction and listen to patient feedback. So please inform the receptionist if you have any comments or write to the Practice Manager with your suggestions.

Dr Davies Johnson England and Seftel  
March 2009

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