

Surgery: Ludham Surgery
Date of visit: 14 January 2016



What the patients said...

- **Access:** Nine out of the 10 service users we spoke to disclosed that they drove to the surgery. Of these, five individuals believed it was easy to park at the surgery with only one explicitly stating that it is not easy to park.
- **Reason for visit:** Two patients were attending the surgery for a follow up appointment; 2 had a long term medical condition(s); 2 were at the surgery for prescription medicines, alongside more specialised issues.
- **Appointments/bookings:** All individuals booked their appointments between 10 days ago and 28 days ago, with 4 service users visiting the surgery to book it face to face. A further 3 individuals telephoned and spoke to a receptionist and one used the online booking system. Two did not disclose how their appointment was made.
- **Staff attitudes:** Patients were asked to rate if the person they spoke to when booking their appointment was friendly, courteous and helpful. All rated the staff as 'excellent'.
- **Were you listened to?:** All respondents said that they were 'definitely' listened to when visiting the surgery.
- **Was it made clear what happens next?:** Nine out of 10 patients answered this question and all said they were 'definitely' clear about what happens next after their appointment.
- **Overall rating of the surgery out of five, with 5 being the most positive:** 8 of the 10 service users rated the surgery a 5; one rated it as a 4 and one rated it as a 3.

What do you think could be improved and share your experience(s) of the surgery?

- *"Dispensary needs to be open in line with people who work. Not the surgery's fault. Maybe close earlier in the day to enable."*
- *"Can't pick up prescriptions until after 11am."*
- *"Wondered why there are no nurse practitioners at this surgery?"*
- *"Length you have to wait to see a certain doctor if it's not an emergency."*

- *“Emergency appointments are brilliant. Otherwise have to wait a long time; but I understand it’s not the staff’s fault.”*

7 out of the 10 individuals we engaged with praised the staff and/or the service they have received at the surgery:

- *“Every member of staff is brilliant. Very kind and helpful. Nothing is ever too much trouble. Can’t praise them enough.”*
- *“Doctors have been brilliant. Surgery has been good, can’t complain.”*
- *“Never had a negative experience, doctors are excellent.”*
- *“Staff are always lovely.”*
- *“The GP’s are excellent here.”*