

# Patient Comments - Patient Experience Questionnaire Feb - May 2015

## Table of Contents

Q1 - Did you know that antibiotics don't work on most winter illnesses like colds and flu as these are viral infections .....	2
Q2 - Did you know that if you catch a minor winter ailment such as a cough, cold or sore throat, over-the-counter medicines available from your pharmacist can help with symptom relief .....	2
Q3 - Did you know that minor conditions can often be dealt with by a pharmacist without a prescription and without the need to see a doctor.....	2
Q4 - Did you know that you don't need an appointment to see a pharmacist	
Q5 - Did you know that many pharmacists are also open during the weekend .....	2
Q6 - Did you know your pharmacist can give you confidential help and advice in a private consultation room about your health and well-being, even about symptoms that are very personal to you .....	2
Q7 - What is the name and location of the pharmacy that you use most regularly use .....	3
Q8 - If you have commitments during the day would it be easier for you to book a timed appointment to speak with a nurse or doctor by telephone rather than to visit the surgery .....	3
Q9 - Appointments with Advance Nurse Practitioners can be booked at this practice. They can prescribe medicines and refer patients to specialist services without the need to see a doctor. Is this service something you would consider using .....	3
Q10 - Have you registered on-line to choose and book advanced appointments with a nurse or doctor, and to order repeat prescriptions using the practice internet website .....	4
Q11 - Tell us what you think should happen where patients regularly fail to attend their appointments.....	
Q11 - Patient Comments - In Favour of Charging DNA Patients .....	4
Q11 - Patient Comments - In Favour Of Removing DNA Patient From Practice List. ....	6
Q11 - Patient Comments - In Favour of Restricting DNA Patient Access.....	7
Q11 Patient Comments - General .....	8
Additional Comment .....	9

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Q1- Did you know that antibiotics don't work on most winter illnesses like colds and flu as these are viral infections

- I am aware of this.
- Not aware of this fact.
- Not all infections are viral & sometimes antibiotics are needed to get rid of the infection, if not, it's possible that it could get worse.

Q2 - Did you know that if you catch a minor winter ailment such as a cough, cold or sore throat, over-the-counter medicines available from your pharmacist can help with symptom relief

- Wasting GP time
- I have had cancer & also doctor have asthma so I should be seen by

Q3 - Did you know that minor conditions can often be dealt with by a pharmacist without a prescription and without the need to see a doctor

- Everyone should know
- I know when I need a doctor.

Q4 - Did you know that you don't need an appointment to see a pharmacist

No comments received.

Q5 - Did you know that many pharmacists are also open during the weekend

No comments received.

Q6 - Did you know your pharmacist can give you confidential help and advice in a private consultation room about your health and well-being, even about symptoms that are very personal to you

- This has been most useful in the past. Good advice given by pharmacist.

## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- Normally a waste of time.
- Do you have to book an appointment?

### Q7 - What is the name and location of the pharmacy that you use most regularly use

No comments received.

### Q8 - If you have commitments during the day would it be easier for you to book a timed appointment to speak with a nurse or doctor by telephone rather than to visit the surgery

- I can visit anytime.
- It's appropriate.
- Depending on the problem.
- Sometimes.
- Maybe.
- However you can only offer a "window" of 4 hours. More specific times would be more useful for certain industries where it is difficult to site by a phone.
- I can accommodate appts, not a problem.
- Hard to get an appointment around work hours.
- Depends on how ill I am.

### Q9 - Appointments with Advance Nurse Practitioners can be booked at this practice. They can prescribe medicines and refer patients to specialist services without the need to see a doctor. Is this service something you would consider using

- Have used for my daughter.
- Have used.
- Am doing this today.
- Have used, it's great.
- Depending on what's wrong with me.
- Depending on the problem I'm consulting about.
- If it is a particular thing I feel I could talk to them about.
- Not sure.

## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- They are very good.
- Used before and using today for my son.
- Did not realise this was possible.

Q10 - Have you registered on-line to choose and book advanced appointments with a nurse or doctor, and to order repeat prescriptions using the practice internet website

No comments received.

Q11 - Tell us what you think should happen where patients regularly fail to attend their appointments

Q11 - Patient Comments - In Favour of Charging DNA Patients

- Charge them a fee - £5.00
- Fine them
- They should be charged
- Make a charge
- Fine them
- Should be fined
- Fined
- They should be charged
- Fine them
- Charges
- Be taken off the system, if that is possible or fined
- Payment for missed appointment
- Fined or removed after repeating
- They should be informed and charged
- A small fee should be paid for wasting surgery/doctors time.
- Penalty charge! This would make people attend or cancel.
- Fine
- Should be fined
- If there is no genuine reason, patient who regularly miss should be fined e.g. £20

## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- Charge a fee
- They should be fined a small amount
- Small fee charged
- Without logical reason they should be struck from the panel.
- Fine them
- They should be charged a flat fee for non-attendance
- Pay a fine
- Fined
- Charge a small fee
- Fine them
- Made to pay a fine
- A charge if not a good enough reason
- Charge them a fee if they don't phone to cancel
- Charge a fee. Refuse future timed appointments make patient sit and wait
- They should be charged a fee as it was a waste of time and money when NHS is messed out
- They should pay a fine
- Fined
- Probably a charge? Depends why
- Should receive a fine - not fair on other who need an appointment
- Fine them about £5 each time
- Fine any that miss
- Charge a fee
- Charge them a few pounds
- A letter or fine
- There should be a penalty, but don't know what
- Maybe a small fine
- Patients should be fined or asked to leave the practice and find new doctor.
- Charged
- Pay a fee. People would think twice about not cancelling
- Charge them
- Maybe they should be fined
- They should be fined

## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- They should be charged by the practice i.e. £10-£15

### Q11 - Patient Comments - In Favour Of Removing DNA Patient From Practice List.

- Struck off the list
- Three strikes and you're out
- Get told off
- Strike them off
- Ask them to move to new practice
- Make it aware that if it continues they will have to be dealt with by a formal letter and if it continues find another surgery
- Remove from list
- Not be allowed to continue using the practice, if abusing system. However patient may benefit from a home visit from doctor
- Remove from the practice
- Given a warning, then asked to find another doctor
- Taken off doctor's books, after warning about it.
- 3 strikes & out
- Take them off list
- Remove from surgery list
- Remove from list
- Struck off
- Take them off surgery list
- Have to go elsewhere
- Get rid
- Take off
- Take off register
- No longer registered
- Take them off your list of patients
- Refuse to see them
- If consistently do not attend then give advance warning that failure to attend in future will mean they are asked to find an alternative surgery

## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- Keep on record patients who regularly do not attend appointments and tell them they will be moved to another surgery
- If it's regular then written warning that patient will be excluded from practice
- Warning or if persists should be removed from practice
- Should be changed to another practice
- Taken off surgery
- Should be sent to other surgery
- Take off register/Ask why?
- Cancel contract
- Written warning/Then taken of reg.
- Ban them, I always attend or call, its common courtesy
- Refuse to see them

## Q11 - Patient Comments - In Favour of Restricting DNA Patient Access

- Offer them a phone appointment instead.
- Be asked to use drop-in surgeries
- Not be able to get premium appointments
- It's unfair on docs and other people they should be made to wait at the end of the queue
- Wait longer for next appointment
- Unless it's an emergency app make the attend and sit & wait for app, not a timed on
- Get low priority
- When they need an appointment put them at end of queue
- If they haven't cancelled then to not give priority at next appointment.
- Have an open surgery on a morning
- Should be given a warning that they won't be seen next time
- Make them wait like on old system
- They should not be given another appointment
- Refuse repeat appointments

## Q11 Patient Comments - General

- They should be told that other people need urgent appointments and they are wasting the doctor time

## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- Backlog of appointments keeping people waiting longer
- If they fail to attend regularly they should have a written warning. To me it is extreme to strike them off the list!! as everyone needs a doctor.
- Interview with regards to future appointments/redflag person on computer
- Not sure
- Tell them off
- Up to you
- Should be warned
- An interview to ascertain why in the first instance.
- Some form of penalty
- Somebody could have the appointment
- If no good reason can be given then they should have to rebuild the ??? from the surgery
- They should call and tell you they can't make it etc.
- Sad that people "intentionally" do this
- Book them in at a later date if they still need treatment
- Not sure
- Time and money are wasted, makes people who are ill wait longer for needed appointment
- Should be notified
- Be given a telephone call to explain they should come to any appointment they may make & why they can't attend
- Not acceptable
- It isn't fair on other patients as someone else could have had that appointment
- This does not apply to me personally. It is for the surgery to decide.
- Think it is bad that they miss their app.
- When they ring up to book again - letter sent to them
- Name and shame
- Cause a back log. Extra expense appointment to be rearranged
- No idea
- Not sure, however think it is disgusting when others may need an appointment
- All appointments should have a nominal charge to stop time wasters
- At least let surgery know in advance so someone else could take the appointment
- Not good



## Patient Comments - Patient Experience Questionnaire Feb - May 2015

- Nothing as patient may be ill
- Should ring up and cancel

50 from 135 say charge patient

36 from 135 say remove from practice

14 from 135 say offer restricted appointments

### Additional Comment

- Having moved house we only joined Wychbury a year ago. I have been very impressed by the doctors and standard of care. Dr Thomson has been particularly helpful. Thank you.