

THE AVENUE SURGERY 2020 SURVEY

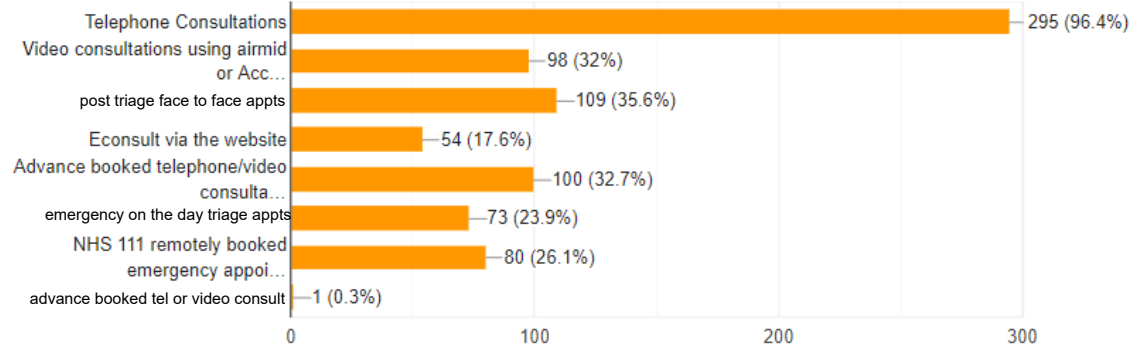
RESULTS

Total responses 313

In the set of choices below, please tick the types of appointment of which you are aware of being available in the surgery currently with the GP:



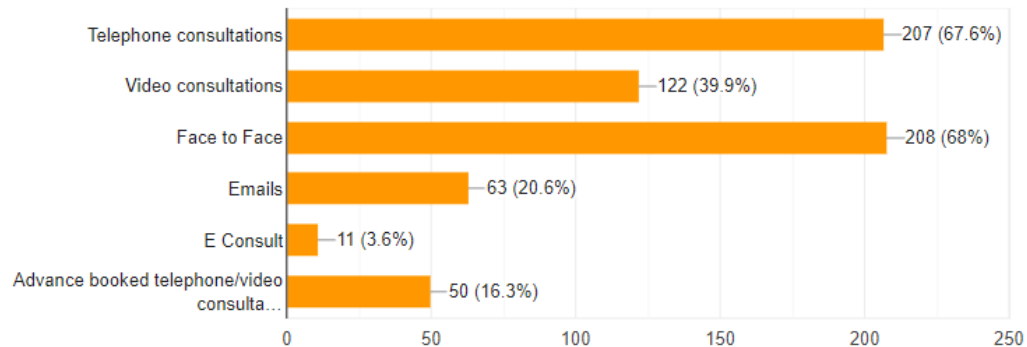
306 responses



From the selection of the appointments in question 1, please rate your preference: Tick the box of your preferred choice of appointments. You can have more than one choice



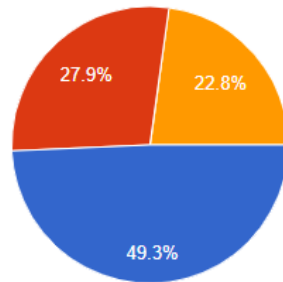
306 responses



Nurse related checks involve appointments for which patients need to come in. However, there are some reviews that can be held by phone or video. Please tick your preference, below, for such reviews e.g. asthma, diabetes, care plans, mental health reviews.



294 responses

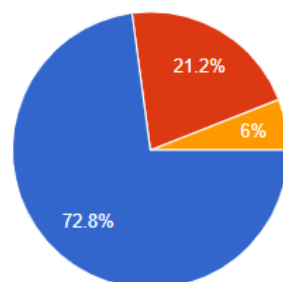


- Prefer to have them on the phone or video
- Prefer to come in to the surgery and see the nurse or HCA (Health Care Assistant)
- Prefer to come in to the surgery and see the nurse or HCA

We now have EPS4 (Electronic Prescription Service) by which all prescriptions are generated electronically and automatically sent to the chemist of your choice. Are you aware of this new system and have you nominated your chemist with us? Please note if you have not yet given us your nominated chemist you should do so asap.



302 responses

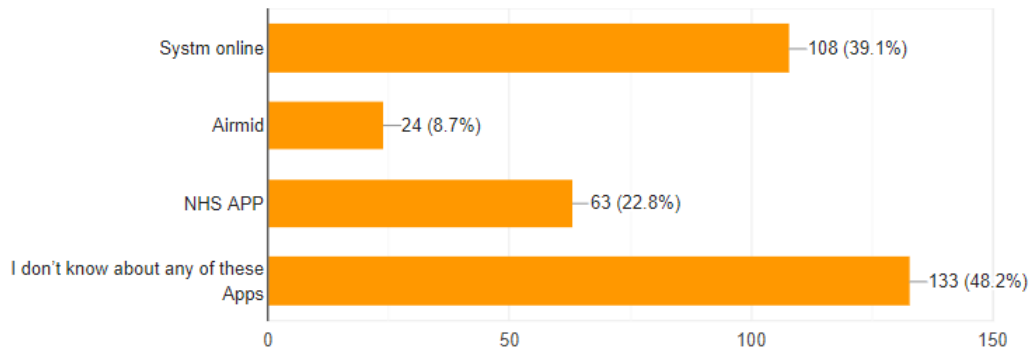


- Yes I am aware of EPS4 and have given my nominated chemist
- No I did not know of EPS4 and I have not given my nominated chemist
- Yes, I am aware of ESP4, but do not want to nominate a chemist. I will collect prescription tokens from the surgery.

Have you signed up to any of the below apps or online services to support your care at the surgery remotely? Please tick, as appropriate.

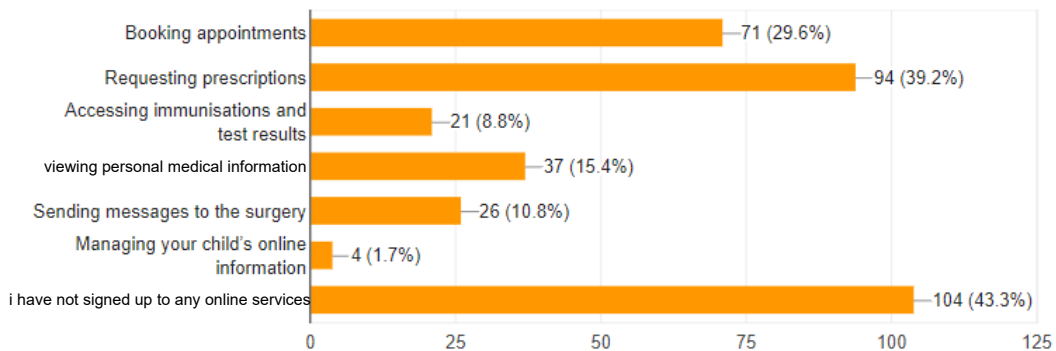


276 responses



If you do have access to one of the Apps in the previous question, which of the following services have you used most, or found most useful?

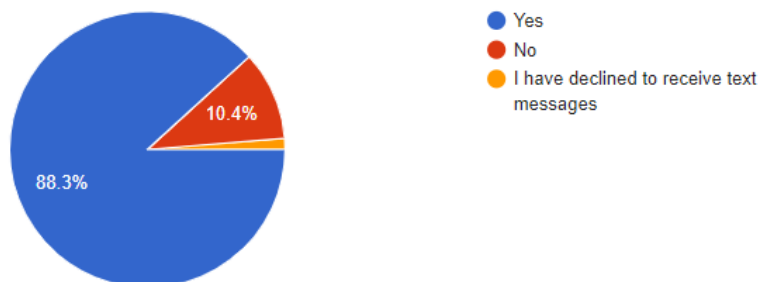
240 responses



The surgery sends text messages to the patients to keep them up to date with information and links. Have you found these useful?



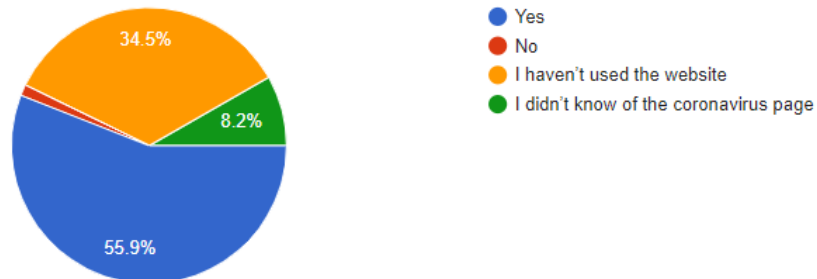
307 responses



Have you been satisfied with the information that has been provided on our surgery website including the Coronavirus (Covid-19) support page?



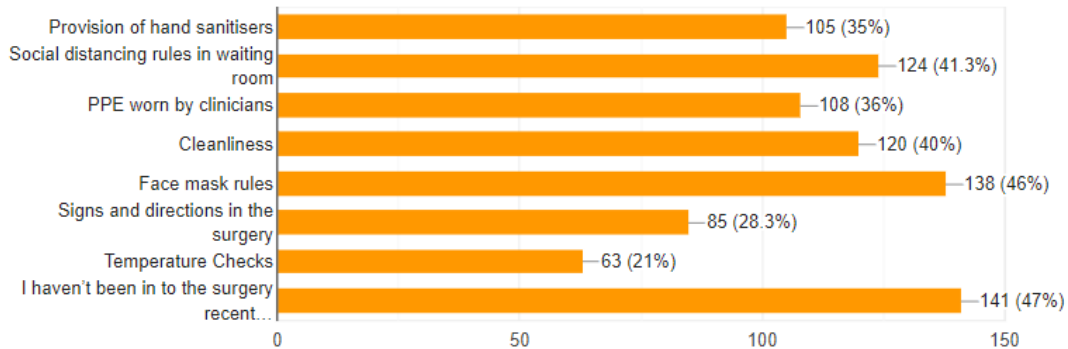
304 responses



If you have had to come in to the surgery during the last few months, have you been satisfied with the level of infection control for your safety as a patient. Please only tick next to the particular item of relevance if you agree that you were satisfied with that area.



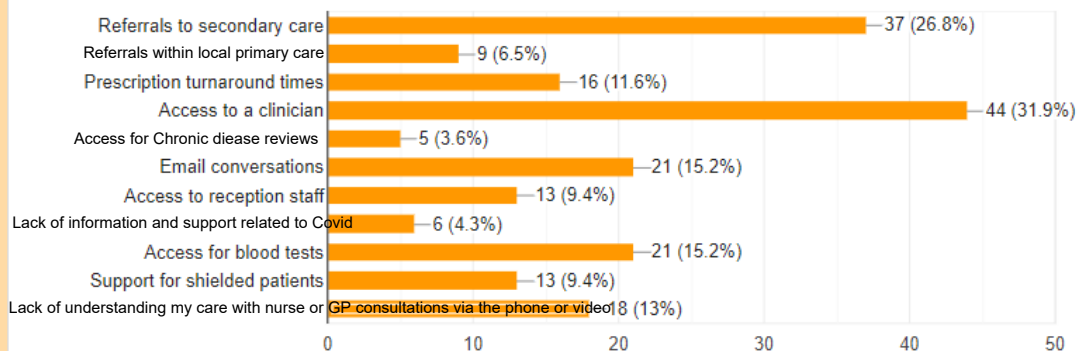
300 responses



From the list below, please tick the areas with which you have experienced the most difficulties, in the last 5 months, during Covid-19. Tick the one that is relevant to you.



138 responses



INDIVIDUAL WRITTEN RESPONSES

If you have had a nurse or GP video or telephone consultation or review, has this been a positive or negative experience. Please explain or share any setbacks below with any suggestions to improve.

183 responses

Positive

N/A

Positive

Had three separate GP phone consultations at the peak of the pandemic in the first lockdown when I was very ill. Was extremely positive experience on each occasion I felt even though was on the phone, clarity was achieved. Very smooth process

Yes

Positive experience

Always good service, but, would prefer to see my doctor in person

Reasonably positive

Positive consultations over the phone

It's been ok.

It was very helpful

I have had phone conversation which I am disappointed as I forgot to mention something which could be serious (breast pain for a couple of months)

Telephone appointments with no specific time set almost never happen which leads to effectively no access to medical advice. In these cases there is no follow up as no one seems to care that the patient was left with no consultation. During the pandemic, the level of care from GP has dramatically decreased. That said, one of the leading GP has been more open to telephone and face-to-face consultations which made a huge difference for my family. As the pandemic is not a short term challenge, the Avenue Surgery needs to find ways to continue to provide medical guidance in the new circumstances.

So far positive

Positive.
Got the help i needed

Telephone appointments with the Dr and nurse for an asthma review have all been very positive. Thanks

Positive and very professional

Not had

Positive over the phone

Negative limited availability and only set times make it difficult to co-incide with a full time working schedule

The GP, was swift to address the concern raised, thereby eliminating any anxiety and greatly alaying my fear .And restoring faith in the N.H.S.

Yes it was a very positive experience. The Dr. came back to me very quickly when I had a further query

Positive, all though as a retail worker it would be easier with a set appointment instead of at some point throughout the day. I could plan my breaks around the appointment

Very positive

Positive. Results were communicated and questions answered clearly over the phone. Generally easier to plan around telwphone/video meetings

No feedback on my blood and urine tests

Positive but it would be good to have a narrower window as to at what time I would receive the phone call.

Generally positive, but had a problem uploading photos onto the link I was sent. Ended up attaching photos to an email

I find the appointment very rushed and not being able to cover everything that I need to say.

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I had a telephone consultation a couple of months ago about a rash. The doctor said she was more interested in my diabetes. I appreciate that the diabetes is more important but I wanted the rash to be taken care of too.

It was helpful but only when face to face is not available

Not applicable.

Always a pleasure to see Dr Livingston and Dr Dharman

A positive one

Was very excellent

Very positive

Positive. I was amazed how quickly Dr Dharman responded, and that such attention was possible through a telephone call and photos. Thank you

Went smoothly and was very helpful.

Yes babes

Negative. Don't understand why you given such a wide time frame to receive telephone call from GP. You should get a preference between telephone or video and you should be able to book into a specific time. I work as a physio for the NHS and we have been successful with video consults with patients and families

GP telephone. Dr Liverstone very good allways very helpful and caring. Provides and meets my needs.

Perfect, or the doctor took the time to discuss and explain the medication

Negative experience

It was OK but I'm not sure doctor could make a fair assessment without feeling (touching) what I was showing.

Both positive GP telephone consultation and especially positive the appointment with the nurse

negative

Positive very good

Spoke to my GP about being referred to West Middx Hospital re a podiatry procedure and it was executed.

Yes. Had a medication review consultation with a doctor and that was good.

I had a consultation booked on 13th November but was not called by the Doctor. It is not nice to have waited all day and no call. I even rang the surgery at 10am to check that I was booked in but no call, no messages no apologies. I don't think this is satisfactory.

Very positive experience with Dr. Livingstone. She is brilliant and the phone consultation was as good as a face to face session. Thank you doctor for your valuable guidance over the years and now!

I appreciate the pressure but it is not acceptable that a patient has to be ready from 9 to 8 p.m. for a call. You are obviously doing other things during the day so then not prepared and can, as I did, miss saying something relevant. Plus constantly worrying about the call is stressful. Hopefully after Covid this will cease.

I did not have that experience because I did not have a need for that. I am feeling very well

I didn't have to for now

Positive. My asthma review a few weeks ago was straightforward and timely.

I had a telephone asthma check. Did my own peak flow beforehand so was much quicker than coming into the surgery. I am hard of hearing so would prefer face to face as I rely to some extent on lip reading and was worried about not hearing the phone.

Positive experience, reassuring. Helpful.

It was a positive experience and I appreciate the efforts being made by the Surgery to reach out to patients

In this situación it was a positive experience but nothing like a face to face with the doctor

Very positive. It means I do not have to wait for ages on uncomfortable chairs (though I know you do your best) with other people and their germs . With a mobile phone I can always be contacted.

None had

Was disappointed that the telephone appointment did not occur at the time agreed.

Telephone consultancy .. positive

It was a positive experience once it took place

I have had a nurse face to face consultation (I also had my flu jab)
It was agreed I would use a peak flow meter .
I must admit I forgot to ask the nurse how I get my readings to her.
I did phone reception asking how I do this and was advised that I had to make an appointment!
I did give my peak flow reading to Dr Livingston on the 11/11/20 as we had telephone appointment.

NO SET BACKS ALL GOOD SERVICE

Was ok but waiting all day with a phone next to me is quite stressful. Time slot at least might be useful or text with information about time slot when its possible

The HCA I saw was great and went the extra mile(s) for me. However I felt the ANP nurse did not have time for me.

All telephone appointments have been very positive

Positive experience - very clear information and call came on time.

The Surgery is going to start offering virtual talks for patients with Consultants who will discuss general chronic health conditions / well being, health management and care. Is this something you would like to be part of and if yes, please suggest what specific clinical/ health area you would like the talk on. Write your answers below.

150 responses

Arrhythmia and pacemakers

Mental Health

Childs allergies and health

COPD

Healthy Aging

Control of High Blood Pressure

Weight Loss for health

Diabetes

Memory Loss

Diabetes prevention

Atopic Dematitis

Menopause

Dematology

Gastrointestinal and dietician

Thyroid Management and Vitamin D

Immune and inflammatory conditions

Smoking cessation

Prostate and urology

Osteoporosis

Long Covid

Migraines

Cancer care

Bowel and Gut