

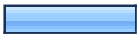







1. From your experience how easy has it been for you to access the doctor when necessary?

		Response Percent	Response Count
Very easy		40.9%	61
Fairly easy		37.6%	56
Fairly difficult		20.8%	31
Very difficult		0.7%	1
answered question			149
skipped question			0

2. From your experience how easy has it been for you to access the nurse when necessary?

		Response Percent	Response Count
Very easy		48.6%	72
Fairly easy		49.3%	73
Fairly difficult		1.4%	2
Very difficult		0.7%	1
answered question			148
skipped question			1



3. Our appointment system is aimed at satisfying a range of needs and demand from patients. We have face to face routine and urgent appointments, bookable telephone appointments and home visits for housebound patients. There are some early morning appointments and late evening appointments for patients who can't come during working hours. Does the appointment system system suit your needs?

		Response Percent	Response Count
Yes		55.7%	83
Usually		24.8%	37
No		20.1%	30
If you chose no, please tell us why			35
answered question			149
skipped question			0




4. Are you aware of our extended opening hours: Mornings from 7.00am Evenings until 8.00 pm?

		Response Percent	Response Count
Yes		55.4%	82
No		44.6%	66
answered question			148
skipped question			1



5. Are you aware of our bookable telephone appointments - when you can arrange for the doctor to call you back?

		Response Percent	Response Count
Yes		80.4%	115
No		19.6%	28
answered question			143
skipped question			6



6. We are aware there are peak times for telephone calls to the practice and while we try to increase the staff answering, please tell us how it has been for you to get through by phone

		Response Percent	Response Count
Easy		16.9%	23
Fairly easy with an acceptable delay getting through		72.1%	98
Often difficult with an unacceptable delay		11.0%	15
answered question			136
skipped question			13



7. The 084 number is a "shared revenue" number. This means that our telephone provider charges up to 4p per minute to call the practice. This is not income for the practice, but it does offset the lease of the enhanced phone system which has improved our call handling and avoids patients getting the engaged tone. The patient's telephone provider may also charge in addition to the 4p. What are your views?

		Response Percent	Response Count
It is reasonable to share the cost of the enhanced telephone system with patients		56.3%	76
The practice should bear the cost of the enhanced telephone system		43.7%	59
		answered question	135
		skipped question	14



8. Have you ever been put off calling the practice, due to the 084 number?

		Response Percent	Response Count
Yes		27.9%	39
No		72.1%	101
		answered question	140
		skipped question	9



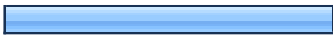

9. There is limited parking at the surgery. Has this ever prevented you from seeking medical help?

		Response Percent	Response Count
Yes		8.7%	12
No		91.3%	126
		answered question	138
		skipped question	11

10. We have recently upgraded our website. Do you have a username and password to allow you to book appointments and prescriptions?

		Response Percent	Response Count
Yes		58.2%	82
No		41.8%	59
answered question			141
skipped question			8

11. Do you use the Lensfield Medical Practice website to:

		Response Percent	Response Count
Book appointments		89.2%	74
Cancel appointments		61.4%	51
Order repeat prescriptions		53.0%	44
Send a message to your doctor		21.7%	18
answered question			83
skipped question			66

12. Do you have any suggestions on how we could improve your access to our service?

	Response Count
	82
answered question	82
skipped question	67

Q3. Our appointment system is aimed at satisfying a range of needs and demand from patients. We have face to face routine and urgent appointments, bookable telephone appointments and home visits for housebound patients. There are some early morning appointments and late evening appointments for patie...

1	too many phone appointments	Feb 24, 2014 8:32 AM
2	too many phone appointments	Feb 24, 2014 8:32 AM
3	too many phone appointments	Feb 24, 2014 8:31 AM
4	too many phone appointments	Feb 24, 2014 8:31 AM
5	too many phone appointments	Feb 24, 2014 8:31 AM
6	too many phone appointments	Feb 24, 2014 8:31 AM
7	too many phone appointments	Feb 24, 2014 8:31 AM
8	too many phone appointments	Feb 24, 2014 8:31 AM
9	too many phone appointments	Feb 24, 2014 8:31 AM
10	too many phone appointments	Feb 24, 2014 8:31 AM
11	too many phone appointments	Feb 24, 2014 8:31 AM
12	too many phone appointments	Feb 24, 2014 8:31 AM
13	too many phone appointments	Feb 24, 2014 8:31 AM
14	too many phone appointments	Feb 24, 2014 8:31 AM
15	too many phone appointments	Feb 24, 2014 8:31 AM
16	too many phone appointments	Feb 24, 2014 8:31 AM
17	too many phone appointments	Feb 24, 2014 8:31 AM
18	too many phone appointments	Feb 24, 2014 8:31 AM
19	too many phone appointments	Feb 24, 2014 8:31 AM
20	too many phone appointments	Feb 24, 2014 8:31 AM
21	too many phone appointments	Feb 24, 2014 8:31 AM
22	too many phone appointments	Feb 24, 2014 8:31 AM
23	I was not aware. I usually read notices but I must have missed this one. Suggestion up by the counter re extended opening hours.	Feb 24, 2014 1:45 AM
24	Usually can't get an appointment when you want it. Have had to wait weeks occasion to get one that suits.	Feb 20, 2014 12:43 PM
25	1. You are still using a premium rate telephone call despite government pressure that even private companies should abandon these for customer service. It is said that part of the health service should lag behind. 2. I have just been trying to sign up to enable me to make appointments on line. But, contrary to what appeared to be the advice on the website, I can't do this without coming into the surgery.	Feb 20, 2014 3:26 AM

Q3. Our appointment system is aimed at satisfying a range of needs and demand from patients. We have face to face routine and urgent appointments, bookable telephone appointments and home visits for housebound patients. There are some early morning appointments and late evening appointments for patie...

26	I am a teacher so when lines open to call I am unable to do so.	Feb 18, 2014 4:16 AM
27	Your premium rate telephone number gets the practice a small amount per minute but costs me twice as much about 8p per minute plus a connection charge - poor economics. Talk Talk benefits much more than you do.	Feb 12, 2014 8:13 AM
28	It would be more convenient to be able to make an appt in advance instead of joining 8.30 cascade of appt requests for 3 days time.	Feb 12, 2014 7:09 AM
29	It would be helpful to be able to access the nurse via online booking	Feb 12, 2014 6:35 AM
30	In long term it does not work	Jan 24, 2014 3:17 AM
31	If you phone at 8.30 you cannot get an appointment that day. I wanted to see a female doctor but was unable to	Jan 22, 2014 5:11 AM
32	Dr Cox omitted on online booking list. Phone number is expensive.	Jan 22, 2014 5:09 AM
33	Telephone calls charged at high rate often engaged appointments not available when required	Jan 13, 2014 5:25 AM
34	It would be good to have 48 hours in advance appts released earlier and to show up online booking system	Jan 13, 2014 4:58 AM
35	Not always able to book with the same person, and members of my family have been switched repeatedly without notice.	Jan 11, 2014 3:33 AM

Q12. Do you have any suggestions on how we could improve your access to our service?

1	No	Mar 2, 2014 7:27 AM
2	I USED THE WEBSITE ONCE TO CONTACT MY DOCTOR BUT HAD NO REPLY, SO HAVEN'T USED IT SINCE. QUESTION 7. IS LOADED IN FAVOUR OF A YES TO "SHARING" COSTS. IN MY VIEW THE NHS SHOULD BEAR THE COSTS THROUGH GENERAL TAXATION. WE CONTINUE TO WITNESS CREEPING EXCLUSION OF THE POOR FROM BASIC HEALTHCARE, TO THE DETRIMENT OF US ALL.	Feb 28, 2014 2:53 AM
3	I've found the website old-fashioned and hard to navigate in the past, but it seems to have been updated recently	Feb 26, 2014 12:55 AM
4	I have forgotten my username and password and cannot book online. If I could put in my name and DOB instead on the online booking this would make things simpler.	Feb 25, 2014 8:34 AM
5	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:32 AM
6	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:32 AM
7	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
8	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
9	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
10	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
11	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
12	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
13	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
14	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
15	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
16	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
17	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
18	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
19	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
20	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
21	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
22	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
23	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
24	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
25	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM

Q12. Do you have any suggestions on how we could improve your access to our service?

26	THERE APPEARS TO BE TOO MANY PHONE SLOTS.	Feb 24, 2014 8:31 AM
27	Repeat prescription procedure should be made faster. I had user name and password but lost it but reset password button does not let you have username and password back.	Feb 24, 2014 1:39 AM
28	Allow booking of appointments when you want to book them. Not just on certain days / hours.	Feb 20, 2014 12:43 PM
29	See above: allow me to sign up without coming into the surgery to do so. Having to get on my bike in order to make a computer-bases system work suggests that we are in a technological time warp.	Feb 20, 2014 3:26 AM
30	To get through by phone it is an acceptable delay of say around 3 minutes - however I never quite manage to get an appointment. I also only knew about the 7am extended hours.	Feb 18, 2014 4:16 AM
31	Parking restrictions have forced me to enlist the help of relatives to drive me to the surgery and bring me home, I do not think this is easily fixed.	Feb 18, 2014 4:06 AM
32	No	Feb 18, 2014 4:04 AM
33	Think how nurse appts can be booked online. Even some booking would be better than none.	Feb 12, 2014 8:13 AM
34	Never used website before	Feb 12, 2014 8:00 AM
35	More bicycle racks	Feb 12, 2014 7:59 AM
36	Telephone often difficult to see specific doctor. Phones ok for the well off. Hard on the hardpressed. When I last used the website the website was not ready. Make it easier to book to see a doctor in 2 or 3 days time or same week. Especially hard to see Dr Cox and no advance bookings seem to be available. Have to ring back at 8.30 near the time. May have changed recently?	Feb 12, 2014 7:09 AM
37	I do not believe that you should have an 0844 number. I have considered leaving the practice. Not being able to speak to someone over the lunch period is a pain as it prevents contact at the point of the day when I can phone. Having said that I do not know your current hours.	Feb 12, 2014 6:47 AM
38	The service is excellent	Feb 12, 2014 6:41 AM
39	Online booking for nurse appt	Feb 12, 2014 6:35 AM
40	no	Feb 12, 2014 6:06 AM
41	I am currently being disconnected every time I try to order repeat prescriptions. I find disconnection only too frequent.Could this not be improved?	Feb 10, 2014 11:07 AM
42	Question 9 - I think you should not have an 084 number. I feel it would be better to invest in a different phone system. If we all pay 4p/minute then someone is getting a huge amount of money from patients! It would be good if one space in the car park could be for picking up/dropping off as there often seems to be space for this. Good to be able to book phone appointments online too. Overall a great service from everyone at Lensfield!	Feb 6, 2014 1:23 PM

Q12. Do you have any suggestions on how we could improve your access to our service?

43	Saturday morning surgery would be useful	Feb 3, 2014 11:31 AM
44	None	Feb 1, 2014 5:27 AM
45	I was given an user name and password, but lost it. I also use your website to keep updated on your (new) GPs and to check their areas of expertise, the more info on this the better.	Jan 30, 2014 4:49 AM
46	Be more publicly political in defence of our NHS.	Jan 28, 2014 2:06 AM
47	Yes, whilst I accept that practice cost for telephones has to be balanced, the implication of an 084 number goes beyond 4p per min. For example some mobile phone plans exclude 084 numbers and charge extra over and above a mobile tariff which may mean that a patient has to get extra phone credit in order to call from a mobile. This adds extra time before they can call the surgery. I would recommend improving connectivity with internet such as improved email comments/communication with doctors	Jan 27, 2014 9:51 AM
48	Things seem to us to be very well managed and great efforts are made to make things as easy as possible for patients.	Jan 24, 2014 6:49 AM
49	No	Jan 24, 2014 3:20 AM
50	Have more same day appointments available.	Jan 22, 2014 5:11 AM
51	Have a proper 01223 local landline number	Jan 22, 2014 5:09 AM
52	I really like the new website - a big improvement on the old one! It would be good to publicise it more - there's lots of useful information there.	Jan 22, 2014 4:36 AM
53	Appointments are of short duration. This means that unless urgent older people who prefer to come with more than one problem cannot have them dealt with on one visit. I had this happen to me and find it very unsatisfactory.	Jan 20, 2014 5:10 AM
54	I really wonder whether the 084 nr is necessary; I rather resent the cost when I can get 24/7 free landline calls on standard nrs	Jan 17, 2014 1:49 PM
55	None, as I pass the practice almost daily and make appointments in person.	Jan 17, 2014 8:20 AM
56	It would be useful to be able to get your password for this service over the phone maybe asking security questions although I am aware of security considerations.	Jan 17, 2014 3:45 AM
57	It is unacceptable that students have to pay for sick notes. Students have less money than those in work but are being treated as less important in this matter which feels like discrimination.	Jan 17, 2014 3:38 AM
58	You seem to be doing fine.	Jan 17, 2014 3:36 AM
59	Only sometimes difficult with an unaccpetable delay on phone. It is reasonable to share phone costs but only if you do not keep people on hold.	Jan 17, 2014 3:34 AM
60	Thank you for this questionnaire - a good way of understanding our needs. Telephone costs quite a lot would be better to have Cambridge number.	Jan 17, 2014 3:18 AM
61	I think that you are pretty good!	Jan 15, 2014 2:22 AM
62	Did not know I could use the website to do the above - will know from now on	Jan 13, 2014 6:14 AM

Q12. Do you have any suggestions on how we could improve your access to our service?

63	Wish I had known about the website. This form does not tell me how to access it simply that there is one.	Jan 13, 2014 5:49 AM
64	Happy as it is. Did not know I could use the website to book appts etc.	Jan 13, 2014 5:47 AM
65	I prefer to use the phone but I do not have much money at the moment	Jan 13, 2014 5:45 AM
66	Better parking	Jan 13, 2014 5:43 AM
67	Thank you for all that you do.	Jan 13, 2014 5:37 AM
68	Not all doctors appts appear even though they do when you call or visit. Telephone system is not acceptable because there is no landline.	Jan 13, 2014 5:35 AM
69	No it is good and fast	Jan 13, 2014 5:31 AM
70	Improve the telephone service - I believe that NHS have banned this practice using 0844 numbers. You should use a Cambridge number. Not all appts available on the website	Jan 13, 2014 5:25 AM
71	Ditch the phone service many people myself included do not have a landline therefore it costs an awful lot to call. Usually I would say no to 0870 but as it is a small surgery there is no alternative but to call at an extremely high price	Jan 13, 2014 5:09 AM
72	More rooms downstairs	Jan 13, 2014 5:06 AM
73	Its great if the call is free	Jan 13, 2014 5:03 AM
74	Better out of hours contact such as a telephone answering machine for leaving messages	Jan 13, 2014 4:58 AM
75	Prescriptions sent to Gregorys Chemist in Trumpington	Jan 13, 2014 4:55 AM
76	Sometimes put off ringing due to cost. Parking across the road is very expensive	Jan 13, 2014 4:52 AM
77	Tell patients which waiting room to go to at registering	Jan 13, 2014 4:50 AM
78	offer non 0844 numbers	Jan 13, 2014 4:48 AM
79	no	Jan 13, 2014 4:43 AM
80	Ensure that old users can easily access the new system without having to re-register	Jan 11, 2014 3:33 AM
81	It all works very well for me. Thanks	Jan 6, 2014 4:55 AM
82	I actually tried to leave the practice last year because it was costing me so much to phone up and to park, but after a bit of research I realised that Lensfield Road was by far the best option, so I am still at Lensfield road, and just being very careful about parking and going to a cheaper car park further away. The Doctors and other staff are particularly good, and the waiting room is very large and nice, and I think it is worth the extra money to come to Lensfield Road. I am fortunate to be able to call from a landline in the daytime, but in the days when I only had access to a mobile phone during office hours, the 0844 number was a real problem for me. I'd be very relieved to see a non-0844 number being used. To give an idea, it often costs me £5 per appointment to park the car and it used to cost a few pounds to make an	Jan 2, 2014 5:15 AM

Q12. Do you have any suggestions on how we could improve your access to our service?

appointment or to call up to hear about test results from my mobile. This meant that I could be paying up to £10 per visit once tests and parting were taken into account. The practise is fantastic in all other respects though. Thanks for all your great work! (We still miss Doctor Warren :-))