

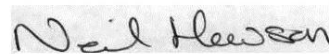
Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Boultham Park Medical Practice

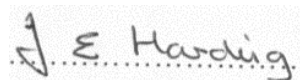
Practice Code: C83014

Signed on behalf of practice: Neil Hewson (Practice Manager)



Date: 20 March 2015

Signed on behalf of PPG: Mrs J Harding (PPG Chair)



Date: 27 March 2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES/NO
Method of engagement with PPG: Face to face, Email, Other (please specify). The PPG meets face to face on a quarterly basis. There is also email contact.
Number of members of PPG: The PPG currently consists of 7 non-staff members, this is a reduction from the 12 members that made up the PPG last year. .

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<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <th style="width: 20%;">%</th><th style="width: 40%;">Male</th><th style="width: 40%;">Female</th></tr> <tr> <td>Practice</td><td>49.25%</td><td>50.75</td></tr> <tr> <td>PPG</td><td>43%</td><td>57%</td></tr> <tr> <td> </td><td> </td><td> </td></tr> </table>	%	Male	Female	Practice	49.25%	50.75	PPG	43%	57%				<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <th style="width: 10%;">%</th><th style="width: 10%;"><16</th><th style="width: 10%;">17-24</th><th style="width: 10%;">25-34</th><th style="width: 10%;">35-44</th><th style="width: 10%;">45-54</th><th style="width: 10%;">55-64</th><th style="width: 10%;">65-74</th><th style="width: 10%;">> 75</th></tr> <tr> <td>Practice</td><td>20.6%</td><td>9.9%</td><td>13.9</td><td>11.9</td><td>14.0%</td><td>10.6%</td><td>9.9%</td><td>9.2%</td></tr> <tr> <td>PPG</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td><td>14%</td><td>42%</td><td>42%</td><td>0%</td></tr> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	20.6%	9.9%	13.9	11.9	14.0%	10.6%	9.9%	9.2%	PPG	0%	0%	0%	0%	14%	42%	42%	0%
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PPG	0%	0%	0%	0%	14%	42%	42%	0%																																

Detail the ethnic background of your practice population and PPG:

Of our patient population of 9456 (as of 20 Mar) we have 7550 who have no record of ethnicity details recorded. The full breakdown is as per below

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG	100	0%	0%	0%				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

Membership of the PPG is open to any of the practice patients and is entirely non-discriminatory. All patients of the practice are welcome and encouraged to join regardless of gender, age, ethnic background or any other factor. It is regrettable that we do not have a PPG with an ethnic mix, but recruitment to the PPG is difficult enough in any case and we will happily receive requests to join from for any patients.

The comments of last year's report remain relevant: Involvement in PPG does require a level of time and commitment that most of our patients would prefer

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not to agree to. As such, even with a very committed group, albeit slightly smaller than last year, we could not claim the PPG to be truly representative of the 9456 registered patients at Boutham Park. The similarly named Patient Reference Group (PRG) which totals 320 patients achieves this to a degree, in that members agree to occasional requests for feedback either by email or the post. No meetings are held which is appealing to those patients who wish to contribute but perhaps not to the same extent as PPG members.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? ~~YES~~/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

While there is no one specific group that is identified as needing to be included, we would welcome further members joining. Being non-discriminatory, we have not targeted any one specific group but all material whether on the website, newsletter or information displayed within the surgery is available to everyone. We are nonetheless mindful of recruiting people who will be able to serve the PPG for the forthcoming years.

Ethnicity	Count	Ethnicity	Count
British or mixed British	3420	Italian	4
White British	3228	White	3
Other White background	270	Bangladeshi	2
English	89	Other Asian ethnic group	2
Polish	88	Other ethnic group	2
Other Asian background	42	Malaysian	2
Ethnic groups	41	Turkish	2
Ethnic category not stated	41	Gypsy/Romany	2
Other Mixed background	31	Commonwealth (Russian) Indep States	2
Irish	29	Any other group	2

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White and Black Caribbean	19	Ethnic groups (census)	1
Chinese	19	Black Caribbean	1
Caribbean	18	Black British	1
Baltic Estonian/Latvian/Lithuanian	18	Indian	1
White Irish	17	Other Pacific ethnic group	1
Bangladeshi or British Bangladeshi	16	Chinese	1
Ethnic category	15	Iranian (NMO)	1
White and Black African	14	White Irish	1
White and Asian	12	White Scottish	1
Sri Lankan	12	Scottish	1
Oth White European/European unsp/Mixed European	12	Welsh	1
African	11	Chinese and White	1
Ethnic groups	9	British Asian	1
Other	9	Nigerian	1
Indian or British Indian	8	Black British	1
Ethnic group not given - patient refused	7	Greek Cypriot	1
Other white ethnic group	5	Kurdish	1
Pakistani or British Pakistani	5	Nepali	1
Other Black background	4		

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Feedback is gained through the means of the annual patient survey, friends and family test feedback and by any other means through which patients feel comfortable.

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How frequently were these reviewed with the PRG?

The results of the survey are reviewed annually. The feedback from the on-going online patient survey and the first 2 months of feedback from the Friends and Family Test survey were reviewed at the PPG meeting in February 2015.

The priority areas detailed below were agreed with the PPG in March 2014.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Appointments and Access - The PPG asked the surgery to review the appointments system, the issues surrounding patients who Do **Not** Attend (DNA) appointments and the use of appointments by frequent attenders

What actions were taken to address the priority?

The appointments system is under constant review to ensure that we are providing an appropriate level of cover for the full range of appointments. Where necessary for particular periods/clinics, we are agile enough to be able to change the clinics to meet demand and maintain good access. The positive comments re appointments in our current survey are encouraging evidence of our access arrangements.

The surgery has continued to encourage patients to register for SMS appointment reminders and we request notification of intended non-attendance in our practice newsletters and on the website. Where appropriate, frequent non-attenders are either spoken to by the clinicians at their next appointment or sent letters reminding of the need to attend or let us know of cancellations in good time.

Frequent attenders. This is a sensitive issue. We do not wish to restrict access but, as it was raised by the PPG we agreed that it should not be a closed issue. Feedback was provided that it was very difficult to identify and label people as frequent attenders when many people have a genuine need to seek the services of the surgery on a regular basis. It was agreed that this issue would be monitored and managed on an individual case-by-case basis by the **GPs**.

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Result of actions and impact on patients and carers (including how publicised):

1. The appointment system is constantly reviewed to ensure that we are able to offer a full range of appointments. We acknowledge that there is no perfect solution to appointments and that what suits one patient doesn't necessarily suit another. We believe that we provide a good balance between pre-bookable, online and same day urgent appointments and constantly keep this under review.
2. Patients who DNA are common across all surgeries and we are not exempt from this. There was a significant success in reducing the DNA rate in the previous year which has again been improved upon but only modestly this year. Comparing the period Dec-12- Feb 13 with the period Dec 14-Feb 15 there has been a further 3% reduction in DNAs. We continue to press this concern at all possible opportunities but acknowledge that this is a long term issue of education and increasing the awareness of the cost and wastage of appointments that result from patients who DNA. After being made aware of a problem with the SMS messaging and the sending of appointment reminders in the period Nov/Dec 14 and Jan/Feb 15 it is possible that achievement in reducing the DNA rate may have been more significant than the 3% achieved. This problem has now been resolved and we will continue to monitor and feedback the results through the PPG.

Priority area 2

Description of priority area:

Online Access – Increasing uptake

What actions were taken to address the priority?

The surgery continues to promote online access within the surgery such as through the JAYEX electronic displays, on the website, in the newsletter and every new patient joining pack has the details on how to access the online services.

Result of actions and impact on patients and carers (including how publicised):

Uptake of online services is still relatively slow, although over the past year we have achieved a 16% increase of users. With 1054 patients now accessing

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our on-line services (as of the beginning of Mar 15), this represents over 11% of the total number of patients registered at the surgery. We can anticipate that the uptake will increase further with the imminent addition of access to the summary medical records.

Priority area 3

Description of priority area:

Communication - Improving the uptake of SMS Messaging and patient satisfaction with the telephone service

What actions were taken to address the priority?

We have continued to advertise the availability of SMS messaging for appointment reminders through the same means as we have for advertising the online services. In the current survey 79% of respondents so far have stated that they are aware of the SMS service.

The reception team are experienced and loyal to both the practice and our patients. Nonetheless, they are also very conscious about the need to maintaining a high standard of service which for the vast majority of the time is very good and those rating access.

Result of actions and impact on patients and carers (including how publicised):

In March 2014, there were nearly 1200 patients registered for the SMS service. The latest check shows that we have achieved an increase of over 27% over the year with 1534 patients now consenting and registered for this service. This now represents 16.2% of the practice population. We continue to advertise this service but we are concerned that the SMS service through NHS mail is being withdrawn and the surgery, the PPG and the patients are keen to know that a replacement service will be available from Sep 15. Both the practice and the PPG consider the potential loss of the SMS service as being a retrograde step.

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Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Previous issues raised by the PPG have again been centred on the appointment system. As per Priority Area 1 for this year, we believe that we have made progress. It is very apparent from the comments in the latest survey re the most positive aspects and most negative aspects of the service that we provide, that the opinion of the patients is very much split on the progress made.

The DNA rate continues to be monitored and was carried forward again from last year and work still remains to be done despite an inevitable levelling off.

The current comments submitted in our on-going survey are at the end of this report. While acknowledging that patients who are unhappy about something are more likely to comment, we are nonetheless very encouraged by the amount of positive comments regarding access and the staff.

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4. PPG Sign Off

Report signed off by PPG: YES/~~NO~~

Date of sign off: March 2015

Has the report been published on the practice website? YES/NO

How has the practice engaged with the PPG:
The PPG holds quarterly meetings with the Practice.

How has the practice made efforts to engage with seldom heard groups in the practice population?
Information is available for all of the practice population both on the website, through email for those who have consented via the PRG and in the practice.

Has the practice received patient and carer feedback from a variety of sources?
Feedback has been received from PPG members on behalf of patients, from patients themselves via the Friends and Family test and via the patient survey which is available on- line. Hardcopies of the survey were available in the surgery for completion (nil completed!)

Was the PPG involved in the agreement of priority areas and the resulting action plan?
The PPG agreed and approved the priority areas at the PPG meeting on 18 Mar 2014.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?
There has been a further small decrease in the number of DNAs over the last year which has resulted in fewer wasted appointments. The increase in the number of users of the online service has resulted in greater choice of access for these users and the increase of users of the SMS service have benefited from having appointment reminders sent to them.

Do you have any other comments about the PPG or practice in relation to this area of work?...No.

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Please return this completed report template to the generic email box – england.leiclincsmedical@nhs.net no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.

Boultham Park Medical Practice

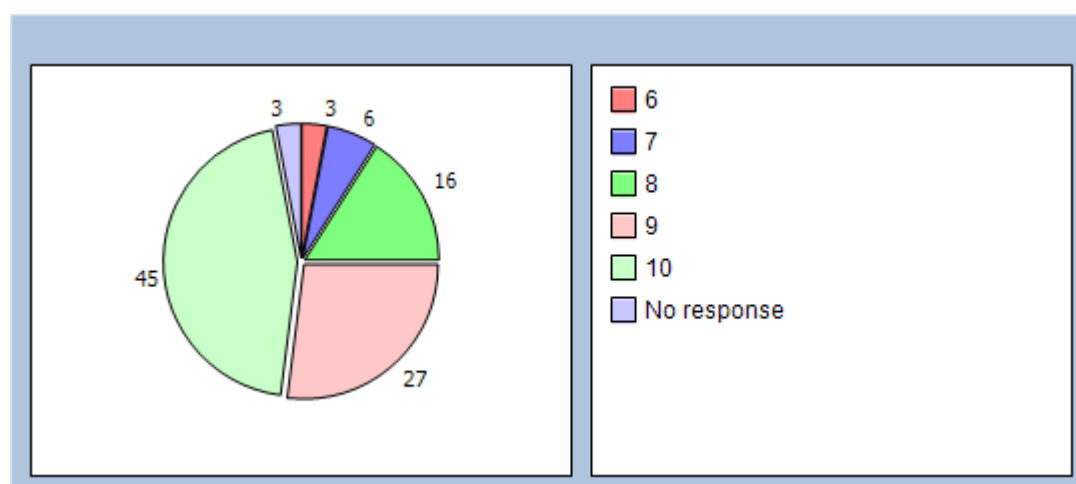
Patient Satisfaction Survey January 2015

Number of Responses: **81**

Patient Satisfaction Survey - January 2015

Q1. Taking everything into account, how would you rate the service we provide overall, on a scale of 1-10?

1 **0%**
 2 **0%**
 3 **0%**
 4 **0%**
 5 **0%**
 6 **3%**
 7 **6%**
 8 **16%**
 9 **27%**
 10 **45%**
 No response **3%**



Q2 What do you believe is the single most positive aspect of our service?

Excellent friendly service
 Ability to get an appointment on the morning you call
 Ability to get an appointment promptly
 Access to see your regular GP
 Accessibility
 All of it
 Always pleasant and helpful staff.
 Being able to make an appointment easily and at a convenient time.
 Being able to order repeat scripts online
 Being able to see the same Doctor
 Caring & professional manner of all staff, especially reception
 Caring nature of GPs and Staff
 Cheerful and helpful receptionists.
 Consideration and care
 Contacting me to make follow up appointments, i.e. blood test (previous practices never had this level of care. I had to remember myself when tests and appointments were due.
 Courteous efficient team
 Daily appointments available to all
 Doctors always willing to listen and see you as an emergency

Doctors that listen to your problems and fears and treat accordingly.
 Dr McGowan
 Ease of access to my nominated doctor
 Easy to make appointments and a lovely surgery
 Every single GP, they are very approachable.
 Excellent GP's - particularly Dr Jackson and Dr Coffey. <<
 Excellent staff <<
 Fantastic staff! <<
 Friendly and efficient staff. Nearly always able to get an appointment quickly. Excellent GP's and Nurses
 Friendly and helpful staff
 Friendly efficient doctors
 Friendly receptionist
 Friendly staff
 Genuine willingness by doctors to involve patients as full partners in their care.
 Good access to doctor appointments.
 Caring staff
 Good quality doctors and nurses
 Good, well trained Medical Staff
 GP's who listen to your problems
 Great doctors and nurses, helpful staff, honesty from the doctors. Also a great team of receptionists
 I am treated with respect and the GP's are very supportive. I have a Good GP who listens. I have confidence in the Drs & staff. I have only just joined the practice and had my initial assessment with nurse Wendi. It's a whole team effort from the telephone helpfulness to the waiting time in the surgery. My last visit was efficient all the way through. >> Knowledgeable Doctors and staff
 Nice and friendly staff
 Online prescription booking
 Only registered with the practice last year. Haven't used the service enough to form an opinion
 Polite and helpful staff
 Professional but friendly staff throughout
 The professional and friendly staff
 Professional yet friendly
 Seeing a doctor
 Staff - both medical and admin staff
 The ability to give patient satisfaction in an emergency or otherwise
 The accessibility of the doctors and their positive attitude.
 The clinicians.
 The Doctors, Nurses and staff
 The GP's experience and care. Especially Dr McGowan
 The professionalism of the staff, their patience, fortitude and good humour.
 Fantastic doctors and nurses.
 The staff
 The staff on the desk are always very helpful and polite
 The telephone appt option
 They remind me when the necessary review appointments need to be made. Following an allergic reaction I found the care I received was faultless.
 Very helpful administration and positive experiences with doctors

Q3 What do you believe is the single most negative issue affecting our service?

Appointment system, I work full time and not in Lincoln and often leave the house early, meaning it is very difficult to call at 8am.

Appointments, not keen on standing outside early morning to get a same day appointment when feeling unwell.

Appointments

Booking system

Can't think of one

Difficulty in getting appts

Difficulty in getting an appointment when I need it.

Do not have a negative issue.

Getting an appointment out of working hours

Getting appointments

Getting appointments on the day.

Getting through on phone

Getting through on the phone

Have only just moved to this practice

Having to call on the day to get an appointment when sometimes my need is not an emergency.

Having to ring very early to get an appointment for that day

I am a carer for a husband with Alzheimer's and have difficulty in making an appointment for myself fit in with the times he is in day care. I would suggest that exceptions could be made for booking appointments in advance.

I have not found any but phoning for an appointment possibly

I have only just become a patient of this practice

In the past it would have been trying to get appointments in the morning without success for days at a time. This seems to have eased with the earlier opening times

Inability to see the Doctor who knows all about your medical history (in my case, Heart problems)

Lack of appointments available via online booking.

Lack of appointments on the day if you can't get through to speak to a receptionist before all the appointments get booked up

Lack of funding

Length of time to get an appt with a named Dr

Length of waiting time when booking an appointment with own doctor more than 48 hours ahead.

Maybe having to keep ringing for same day appointments but I guess that is inevitable

Never had negative issues

None

Not a negative but I wish you would seriously consider an Email service which would be less time consuming and more efficient than call-backs. It would give the patients the facility to contact the doctor/surgery at any time and receive a ready response. I am not sure exactly how this works or what the constraints would be, but it would be easy to Google other GP's who have introduced this and gauge how effective it would be. Come on drag yourselves into the 21 Century !!!

Not able to choose the Dr you see that

Not able to get an appointment with a named Doctor for about 3 to 4 weeks

Not always able to get an

Not always able to get appt with Doctor, who was earlier dealing with the Illness.

Not aware of one yet

Not being able to book appointments in advance when working shift. When tried to book one 48 hrs in advance on numerous occasions was told I wasn't able to

Not being able to get an appointment easily and quickly with the doctor of your choice.

Not being able to see your own doctor when you need to.

Not encountered any negatives

Only being able to get a script for 28 days at a time. Most other surgeries give 3 months on a repeat script if the patient attends reviews regularly.

Only registered with the practice last year. Haven't used the service enough to form an opinion

People who do not attend for appointments

People who take up appointments and then don't attend and so waste

Phoning first thing for appointments if you are unable to get through you miss your chance

Possibly the stopping of evening

Problems getting through to the surgery in the morning first thing to make an appointment

Sometimes you have to wait weeks to be able to book a non-emergency appointment

Sometimes a struggle to get a same day appointment but I appreciate the demands the practice will be

Sometimes, the inability to get through to the surgery or the manner of some of the receptionists

Struggle to get to see our own G.P

The appointment booking system

The appointment system as it doesn't offer enough accessibility for the working patients and for school children.

The waiting room. Introduce music to make it more relaxing and less formal. Change the position of the chairs so there is not a 'face off'!

There isn't any that I can think of. This practice is very nearly excellent

Time pressures & demand

Trying to get through to book an appointment in the morning on the telephone

Trying to telephone for an appointment in the morning

Uncomfortable seating

Under present constraints I cannot honestly find a negative.

Waiting times

Waiting times ---

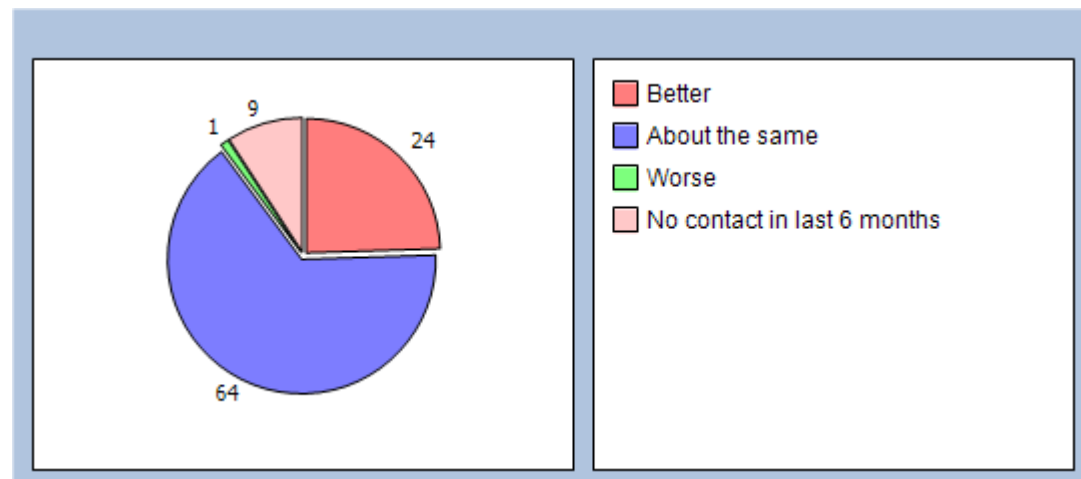
Q4 Do you believe our overall service is better or worse than 6 months ago?

Better **24%**

About the same **64%**

Worse **1%**

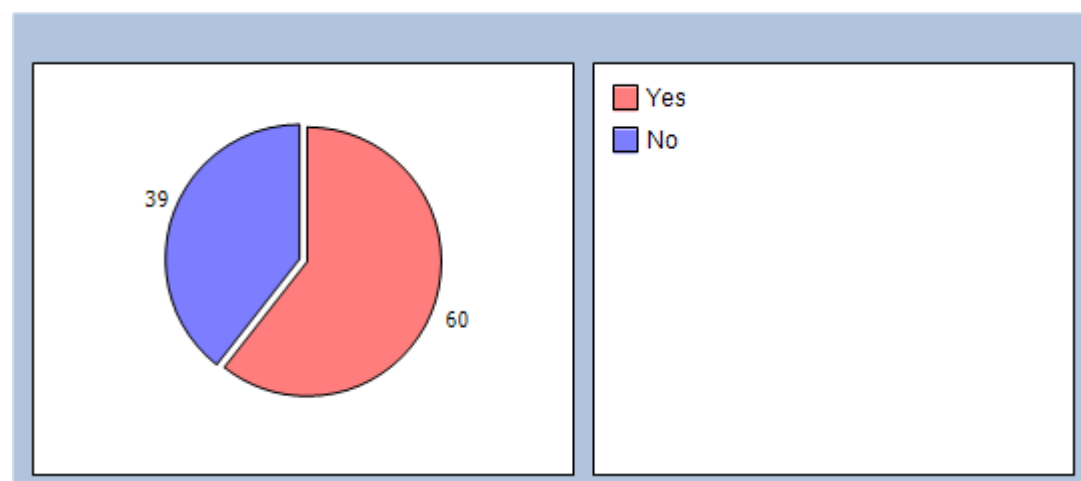
No contact in last 6 months **9%**



Q5 Were you aware that you are able to book an appointment with your GP more than 48 hours in advance?

Yes **60%**

No **39%**



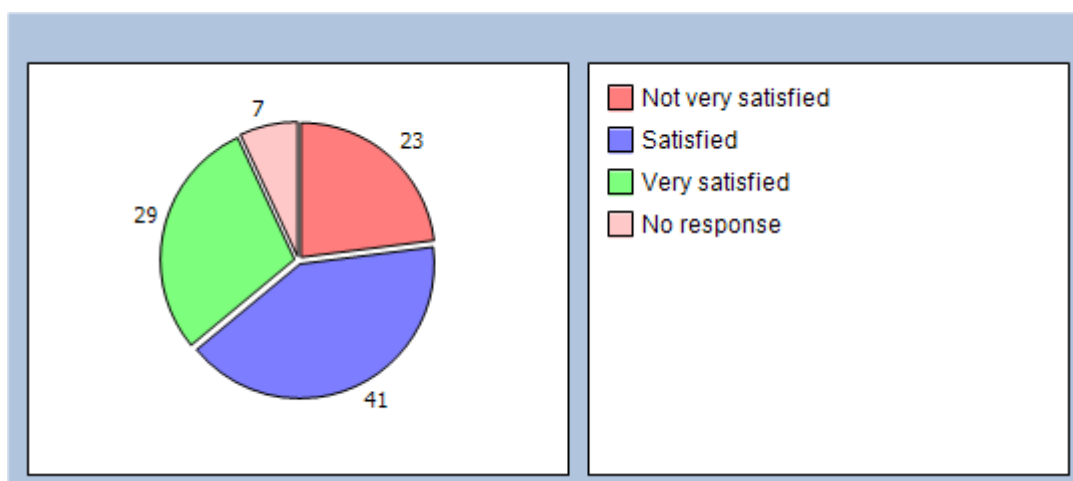
Q6 How satisfied are you with being able to book an appointment more than 48 hours in advance with your GP?

Not very satisfied **23%**

Satisfied **41%**

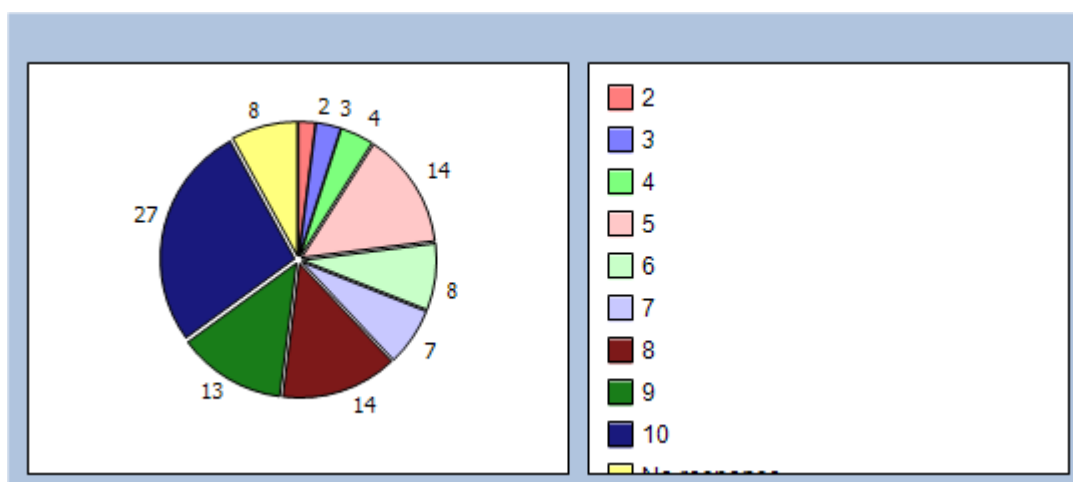
Very satisfied **29%**

No response **7%**



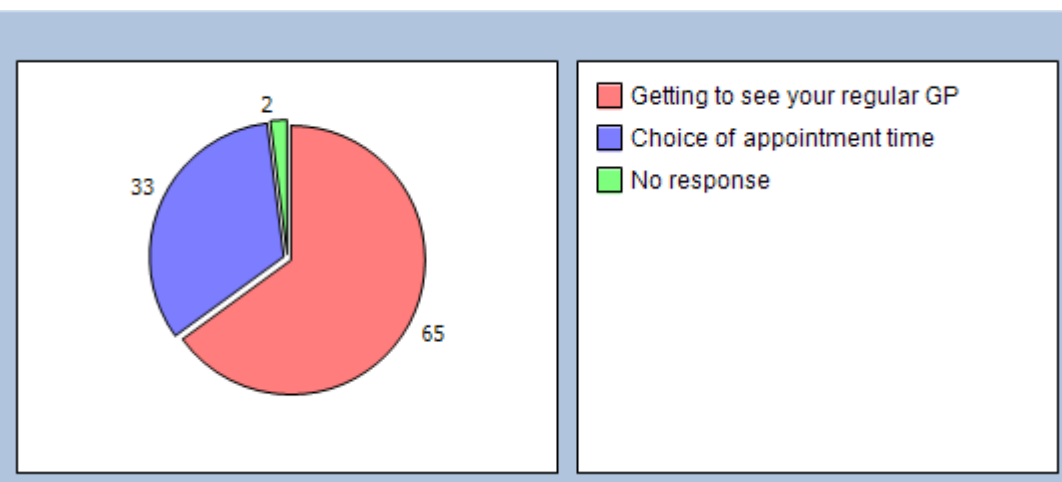
Q7 How satisfied are you with getting through to the practice on the telephone?

- 1 **0%**
- 2 **2%**
- 3 **3%**
- 4 **4%**
- 5 **14%**
- 6 **8%**
- 7 **7%**
- 8 **14%**
- 9 **13%**
- 10 **27%**
- No response **8%**



Q8 Whilst both are important, which do you rate higher?

- Getting to see your regular GP **65%**
- Choice of appointment time **33%**
- No response **2%**

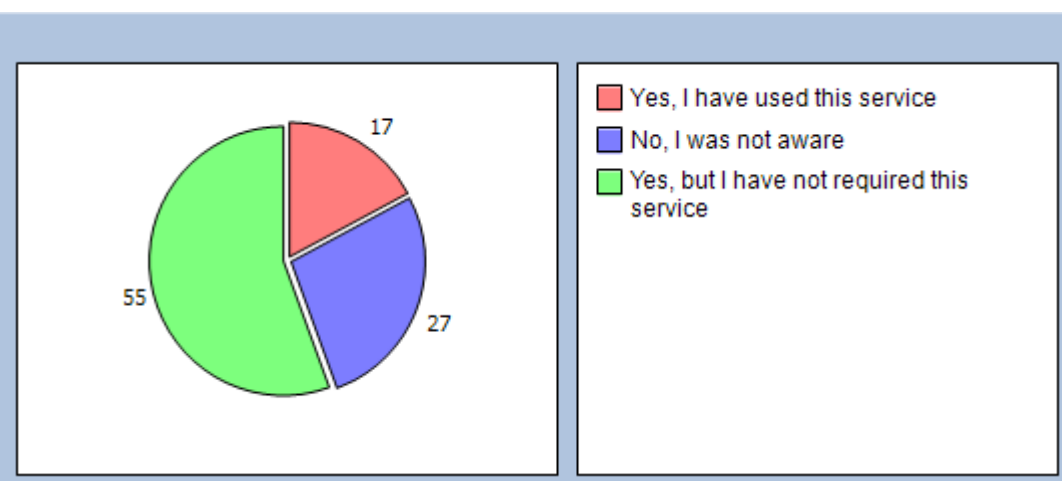


Q9 Are you aware that GP appointments are offered outside of normal opening hours at Boutham Park?

Yes, I have used this service **17%**

No, I was not aware **27%**

Yes, but I have not required this service **55%**

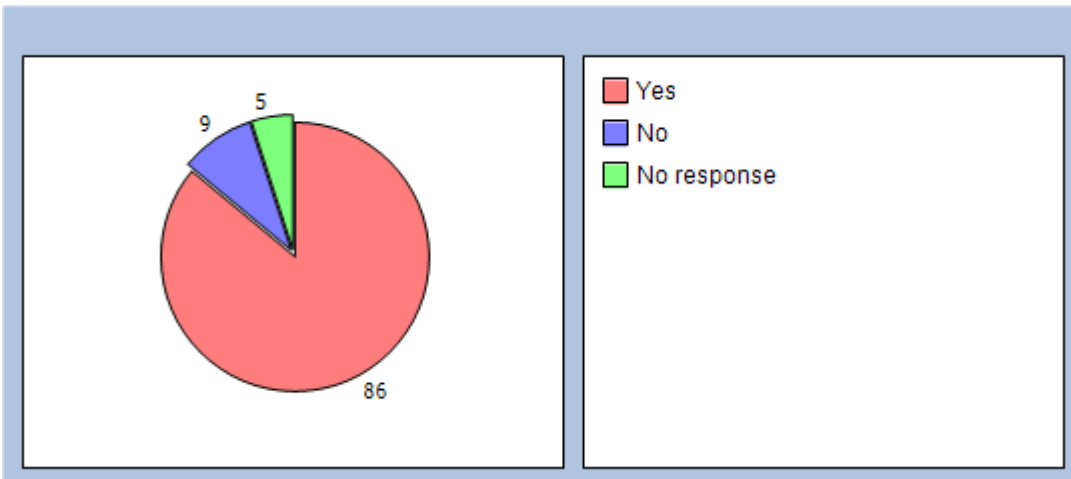


Q10 Think about the last time you tried to see a GP fairly quickly. Were you able to see a GP on the same day or within 2 weekdays?

Yes **86%**

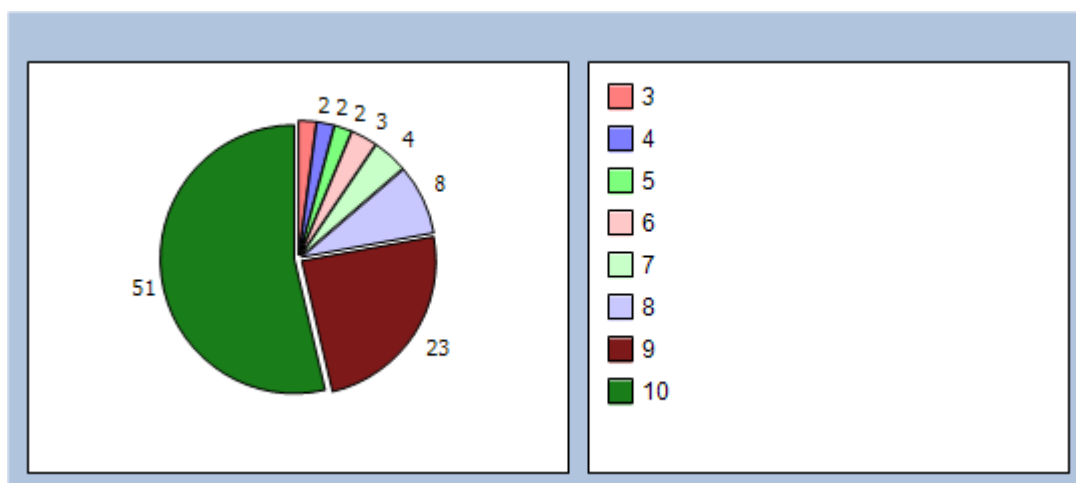
No **9%**

No response **5%**



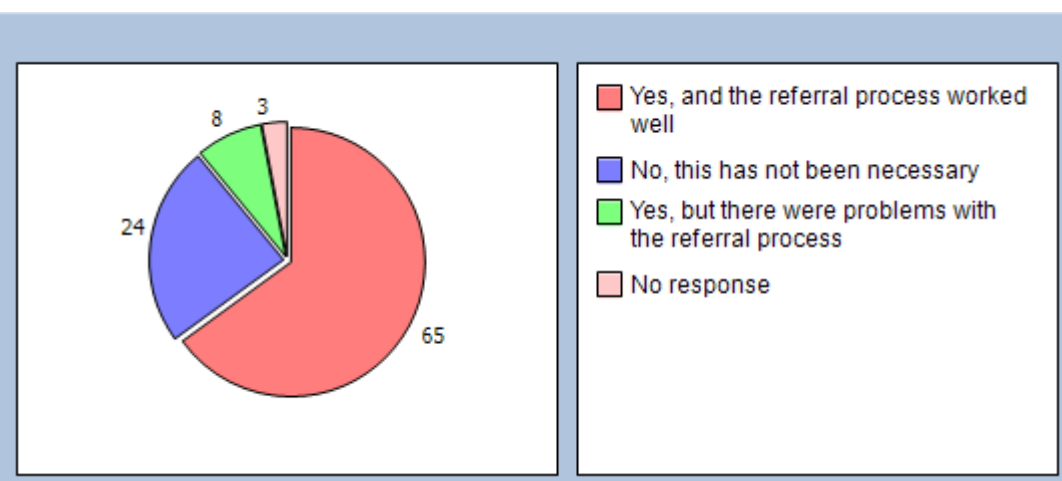
Q11 On a scale of 1-10, how would you rate the service offered by our reception team?

- 1 **0%**
- 2 **0%**
- 3 **2%**
- 4 **2%**
- 5 **2%**
- 6 **3%**
- 7 **4%**
- 8 **8%**
- 9 **23%**
- 10 **51%**



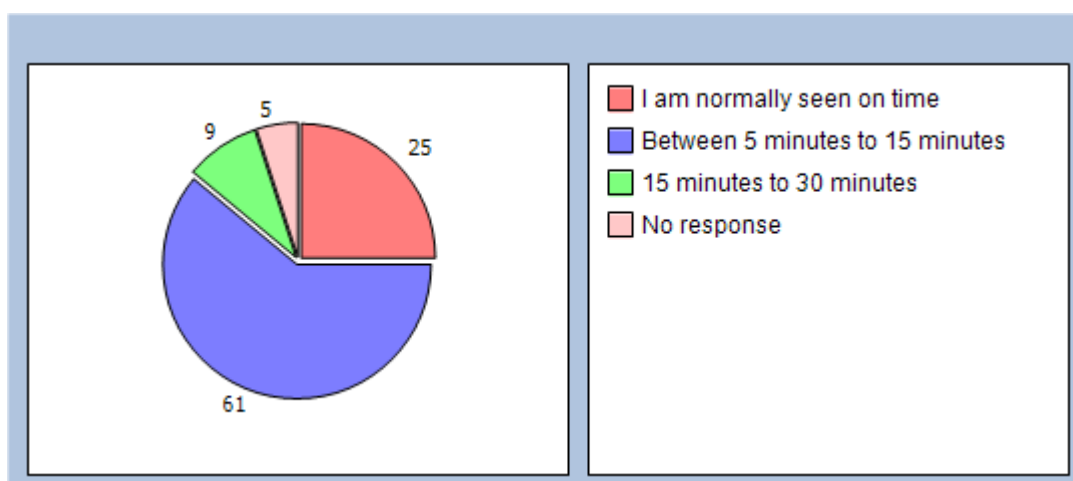
Q12 GP practices sometimes refer patients on to other health specialists or other health and social care providers. Has this happened to you?

- Yes, and the referral process worked well **65%**
- No, this has not been necessary **24%**
- Yes, but there were problems with the referral process **8%**
- No response **3%**



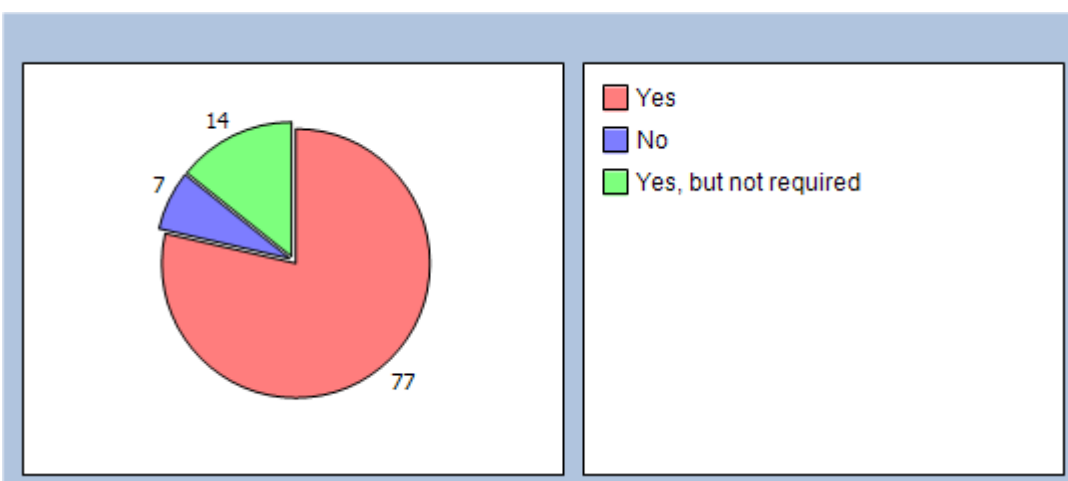
Q13 How long after your appointment times do you normally have to wait to be seen?

I am normally seen on time **25%**
 Between 5 minutes to 15 minutes **61%**
 15 minutes to 30 minutes **9%**
 More than 30 minutes **0%**
 No response **5%**



Q14 Are you aware that the practice offers a reminder 24 hours before your appointment by text message to your mobile phone?

Yes **77%**
 No **7%**
 Yes, but not required **14%**

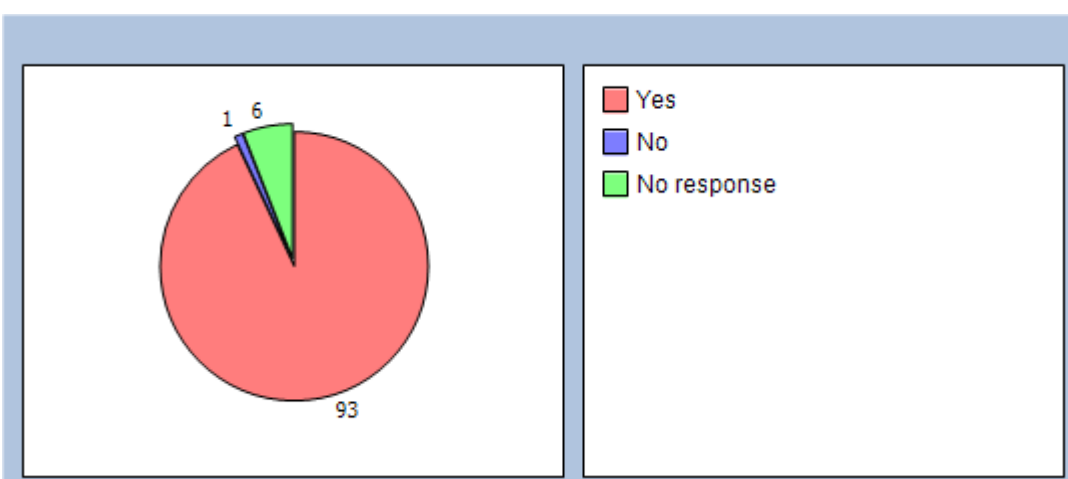


Q15 Do you believe that there is a genuine willingness on the part of the practice to improve service to patients?

Yes **93%**

No **1%**

No response **6%**

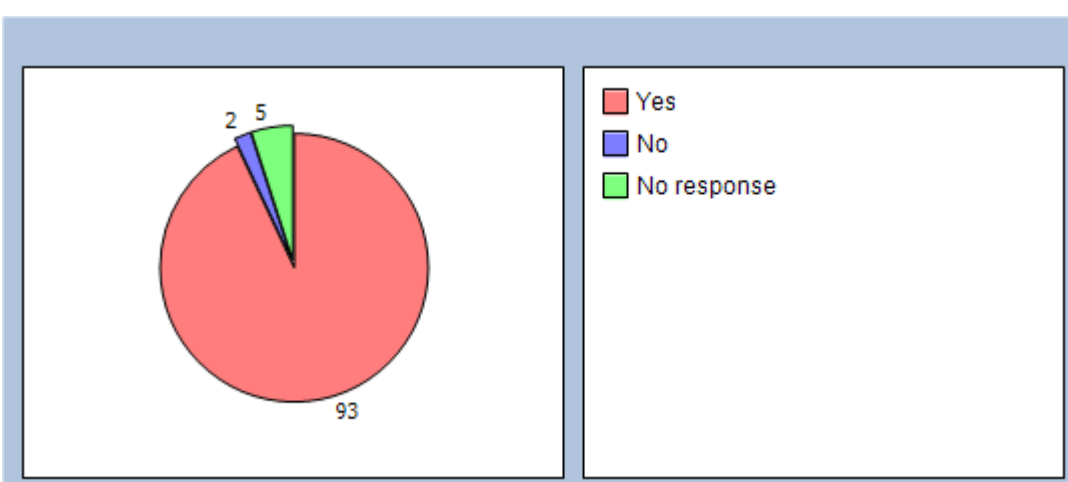


Q16 Would you recommend Boultham Park M.P. to your family and friends?

Yes **93%**

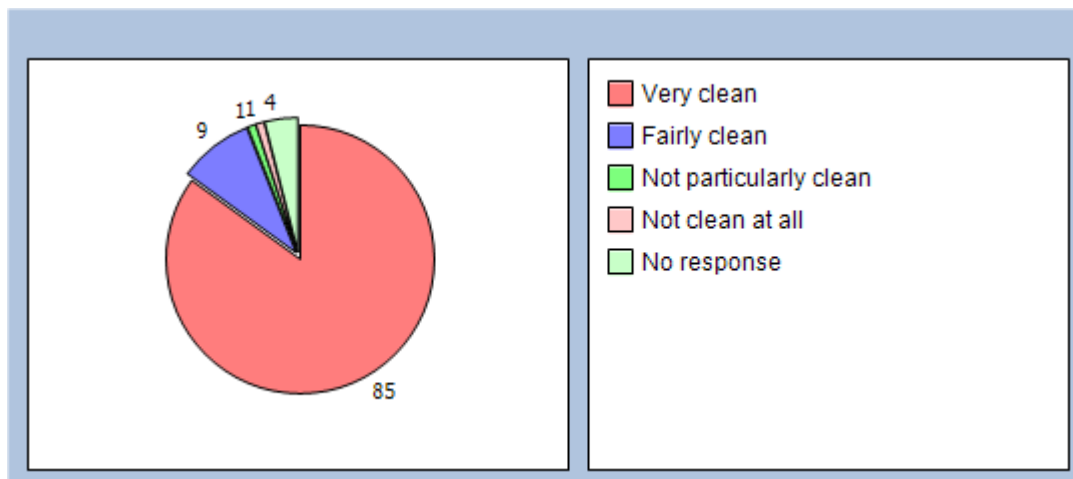
No **2%**

No response **5%**



Q17 How clean is our practice?

Very clean **85%**
Fairly clean **9%**
Not particularly clean **1%**
Not clean at all **1%**
No response **4%**



Q18 Are there any further comments and suggestions you have? Please note in the space below

Very good all round service....Staff is friendly, and helpful.

All staff are fantastic; I am so impressed with this practice. As a working person I would like to be able to pre book with my preferred GP in a shorter time frame, preferably next working day

Because making appointment by phone is difficult, I (as advised by reception staff) registered 4 online accounts, for me and my family. When I then attempted to make an appointment this way the only available time and date (yes, only 1) was a number of days ahead and no good for me. I therefore phoned the surgery to be told, there are no appointments today they've all been taken & If there are no convenient dates online, try phoning tomorrow instead!!! Back to square one

Best practice I have ever been a patient of. The appointment system is frustrating, could working patients be flagged on your system and a few next day appointments with each GP be reserved to pre-book?

Congratulations to BPMP on continuing to provide high quality care within the increasing constraints on GP budgets.

Could do with a more cheerful paint scheme. It's a bit dull in places.

Difficult to get appointments that fit around working hours if need to be seen quickly

I am very satisfied overall with my surgery and the reception staff

I had a 'flu vaccination in the autumn and within 2 days went down with 'flu. My partner reported this to the practice when she went in on her own account. The person at reception did not show any interest in recording the occurrence. It might have been statistically useful to know how many of those who received the vaccination developed 'flu. Perhaps it would have been good feedback.

I have moved to the practice in the last two years. I am nearly 60 and this is the best practice I have attended.

I have not been able to book an appointment with a named preferred doctor of my choice without a 3 or 4 week wait so the booking system 48 hours early has clearly not worked for

me. However I think the service offered and carried out by you is very good overall, I enjoy being a patient with this practice and would highly recommend it to anyone.

I have only been a patient since Xmas, but am impressed by the surgery and the staff

I have to say that when I tried to get an appointment to see my Doctor, "in Particular Dr. Coffey", I was offered an appointment 9 days ahead as the earliest date available, and not with Dr Coffey. Regards <<name deleted for confidentiality>>

I have worked around the world and worked in several towns throughout this country and found your practice the finest

I think weekend appointments and night in week days should be more advertised for people that work. Also was waiting nearly an hour a few weeks ago to see the doctor then was only in there 5 minutes. Think the waiting times need to be looked at a little.

I was very impressed on my recent visit to the surgery and have commented to a few friends about it

I would like more to be available via the online system especially the option to reorder my contraceptive pill as I struggle to call in during the week as I work long hours

I would like you to consider introducing email service for patients to doctors. There are many occasions where I just need to ask something and get a response where it is not necessary to take up the doctor's time. I have actually resorted to writing a letter and sending it by fax! Please do consider this as it would save doctors much time and a good facility for patients. Even a telephone appointment takes time and both doctor and patient have the constraint of the time that this will take place, whereas an email can be sent and responded to at any time.

It's always hard to get to see your own G.P if you phone in the morning for an appointment. I like to see our own G.P as he has family history and when seeing the same G.P I feel you can form a relationship with them making it easier to discuss any problems you have.

Just feel very confident that I am receiving the best service that is possible

Keep up the good work

Comments re another service deleted as not applicable to Boultham Park Medical Practice service, (Practice Manager)

Love you all

More online appointments

No

Not at this time

Overall a great practice

Please think about using patients who have various skills to act in a voluntary capacity to take the load off the staff and doctors and to save money. There must be a myriad of things we could do. I have been Police Checked three times.....so have no fear

Regarding reminders of appointments not all older people have mobiles, I have this in hand but it's not up and running at the moment.

Telephone queuing

<Comment about a particular staff member deleted for confidentiality>

The practice isn't using the Clinical System to its potential and I'm not sure staff know how to use it correctly or effectively.

Totally satisfied with services and cannot think of any improvements that can be made

Waiting room needs a makeover on the walls and floor. Looks tired and grubby.

We have only been in Lincoln since July 2014 and have nothing but praise for the Boultham Park practice

When I have rung to book an appt for more than 48hrs later I have been told in several occasions I must call on the day to book. When I have informed the receptionist that I know this is not the case their attitude is one of annoyance and they huff and tut whilst telling me it will be weeks before I can get an appt. On every occasion I have done this the response has been the same.

When I last tried and failed to book an appointment on the same day, I was not informed that I could book in advance.