

Primary Care Survey Dataset volume 6
Part Survey Responses and Maps
MARKET OVERTON AND SOMERBY SURGERIES
9 December 2021 to 10 January 2022

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RUTLAND

Responses: 902 Date: 09/12 to 10/01/2022

Rutland Surgeries have 41624 registered patients, which includes 3529 patients outside the combined commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		Some one with additional needs		Elderly Relative	
	782	88%	59	7%	1	0%	8	1%	35	4%
How did you last make an appointment?	In Person		Phone		App		Website			
	20	2%	693	77%	28	3%	161	18%		
When you called, did you get an engaged tone?	Yes		No							
	345	50%	345	50%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	232	40%	35	6%	320	55%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	164	24%	260	38%	145	21%	119	17%		
Were you triaged ?	Yes		No							
	562	81%	131	19%						
Did you find the receptionist helpful?	Yes		No							
	582	84%	131	19%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
			< 3 days		46%		A week or more		54%	
	181	20%	163	18%	71	8%	150	17%	337	37%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	450	50%	119	13%	229	25%	11	1%	87	10%
Did you see the person you wanted to?	Yes		No							
	465	52%	437	48%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	358	40%	528	59%	15	2%	6	1%		
Were you happy with your level of care?	Yes		No							
	559	63%	333	37%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
			Easy		43%		Not Easy		57%	
	141	16%	91	10%	158	18%	129	14%	383	42%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
			Satisfied		59%		Not Satisfied		41%	
	224	25%	107	12%	200	22%	100	11%	271	30%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
			Satisfied		62%		Not Satisfied		38%	
	225	25%	147	16%	189	21%	119	13%	222	25%

MARKET OVERTON AND SOMERBY SURGERY

Reponses: 51 Date 09/12 to 10/01/2022

The surgery has 4920 registered patients, which includes 456 patient outside the commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		Some one with additional needs		Elderly Relative	
	80	90%	5	6%	0	0%	1	1%	3	3%
How did you last make an appointment?	In Person		Phone		App		Website			
	2	2%	85	92%	3	3%	2	2%		
When you called, did you get an engaged tone?	Yes		No							
	14	16%	71	84%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	43	75%	1	2%	13	23%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	23	27%	34	40%	19	22%	9	11%		
Were you triaged ?	Yes		No							
	66	78%	19	22%						
Did you find the receptionist helpful?	Yes		No							
	62	73%	23	27%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
	< 3 days 47%						A week or more 53%			
	15	16%	19	21%	9	10%	18	20%	31	34%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	53	58%	11	12%	16	17%	1	1%	11	12%
Did you see the person you wanted to?	Yes		No							
	47	51%	45	49%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	31	34%	58	63%	3	3%	0	0%		
Were you happy with your level of care?	Yes		No							
	62	69%	28	31%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
	Easy 57%						Not Easy 43%			
	14	15%	12	13%	26	28%	14	15%	26	28%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
	Satisfied 61%						Not Satisfied 39%			
	21	23%	12	13%	23	25%	13	14%	23	25%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
	Satisfied 68%						Not Satisfied 29%			
	26	28%	16	17%	21	23%	11	12%	16	17%

<p>MARKET OVERTON AND SOMERBY SURGERY essay responses</p>	<p>Responses: 92 Date: 09/12 to 10/01/2022</p>
<p>Detail your experience when engaging with your medical practice or surgery: (78 Responses)</p>	<p>Why were you unhappy with your level of care (28 Responses)</p>
<p>I had a rash. Had to send photos to gp. Saw a nurse who called GP in as she needed more info.</p>	<p>As I needed an urgent appointment there were none available. The staff member really tried to help as best she could, but no gp's available. Finally spoke to the doctor I need investigations into my condition a fortnight on have heard nothing!</p>
<p>Too few gps now, often only one gp on and one nurse. Often takes two weeks for a telephone call. Rarely able to see a gp</p>	<p>So my daughter first had a phone call from dr then see s nurse and finally we had seen a doctor . That was too late that night my daughter needed up in hospital with two burst ear drums . If we would if seen a doctor first face to face my daughter wouldn't of suffered for a whole week !!</p>
<p>Level of care is so poor. My father is 89 and have to contact Oakham medical practise who are ten times worse!</p>	<p>Far too long to wait for appointment, kicked can down the road again.</p>
<p>Clinical staff generally good but admin can be poor. If you have something potentially serious they are good. With something chronic or mundane less so. Appointment with nurse practitioners less satisfactory. Given wrong information on one visit and farmed off another time. When I managed to see gp he authorized tests to review possibility of heart disease.</p>	<p>I've had a real mix up with my after cancer care appointments and I'm still waiting for a Hearing test which is making life very difficult at moment</p>
<p>Have always found everything very straightforward and easy to get an appointment but I probably only need to contact surgery once or twice a year, so experience is not wide.</p>	<p>Initially the surgery could not trace the letter which I delivered try hand to the surgery from my optician who had marked it 'urgent'. I had to phone the surgery twice before I got an appointment with the nurse for blood tests. She still could see no trace of the letter from the optician in their system. I was not to be ensured that the relevant request for an appointment with a consultant had been forwarded to the hospital until I complained to the surgery manager.</p>

<p>I was referred to another GP for face to face consultation but on the day while I waited outside the door for forty minutes she was phoning me! The doctors all seem to be part-time, there only one day a week and I wonder what they do on the other days?</p>	<p>I have mental health issues and over the phone does not work for me</p>
<p>Polite and helpful. Once I had spoken with the GP, a locum, I was seen by a specialist within the 2 week cancer guideline and my condition quickly resolved.</p>	<p>If you have a knee problem, it cannot be resolved unless the doctor examines your knee. It cannot be resolved with a telephone call. An x-ray was not even offered</p>
<p>Reception team are lovely but we need to start seeing the doctors face to face</p>	<p>I was asked to make an appointment to discuss some test results. When the doctor rang he hadn't read the notes and wanted to know why he was ringing me! Then spent 10 mins explaining the situation.</p>
<p>To reach a conclusion it took 3 phone calls and 2 visits to the surgery. 1 to take a specimen the second to collect medication. What could have been dealt with in a face to face appointment in 10 minutes was dragged out for the whole day.</p>	<p>Asked to ring and make an appointment to discuss test results. When the doctor rang he asked me why he was ringing!! He obviously hadn't taken the time to read the notes prior to calling</p>
<p>The whole process is a mess. Reception staff try to send you to a nurse for a Telcon so you have to insist on Doctor, then you get some useless locum who doesn't really want to know, eventually you get to talk to a doctor who is ok but the whole process just takes forever. Then you have to factor in waiting for tests which can take months.</p>	<p>I felt that my condition needed looking at</p>
<p>Appointments with GP limited due to shortage of staff, subsequent medication which was prescribed by consultant was greatly delayed due to staff shortage and details not entered on to system at surgery</p>	<p>Unable to see a doctor at all - referred to physio and took 4 months to see a physio but have never been able to see a doctor.</p>
<p>There is no room here for multiple appointments. Face to face appointment was much more satisfactory as I felt the g.p. needed to see me urgently rather than me trying to explain over the phone.</p>	<p>GP unaware of my rare condition and the complex treatment needs</p>
<p>Had to wait for phone call, then had to send photos and await call back. Then finally told to attend surgery to collect required medication</p>	<p>Length of time before having contact with GP; then only having a phone conversation with GP</p>

<p>My doctor was very good. The staff sent me round the houses for weeks on my hearing test and cancer care program</p>	<p>Cancelled appointment before it happened as had the issue persisted i would have ended up in a&e</p>
<p>As it was a gynaecological issue I found the staff very helpful.</p>	<p>Did not get an appointment with anyone...not 'urgent' enough</p>
<p>Experience once I managed to get an appointment with the nurse was positive. A letter of complaint to the surgery manager seemed to progress the arrangements with the hospital - although still waiting for contact from the hospital.</p>	<p>Self explanatory. A housebound patient having to be taken to a vaccination centre.</p>
<p>The GP listen to my concerns & helped me to resolve the issue.</p>	<p>Went for blood test, wrong bottle used so Lab wouldn't test</p>
<p>It took 2 phone appointment before I could see a GP. It was obvious the GP needed to 'see' my issue so 2 phone appointments were waste of GP time. Option for video call would be good.</p>	<p>Felt like I wasn't ill enough and was wasting their valuable resources</p>
<p>I moved from Oakham Surgery to Market Overton surgery because it was impossible to get through on the phone to make an appointment at Oakham. Market Overton is better, but still availability of face to face appointments is poor. The person triaging refuse to arrange a face to face appointment for a breast lump! So a phone consult was wasted while the GP arranged the face to face appointment. Must say though that the GP was brilliant.</p> <p>It is common knowledge that the availability of appointments and continuity of GP care in Rutland is very poor (a different GP every time).</p>	<p>I spoke to GP (Dr XX) at 10 am ,who arranged a home visit for that day for my husband who is a elderly poorly man with a severe chest infection and many other medical conditions .He assured me that the out of hours service who covered the GP's home visits would visit in 2-3 hours time . When 5pm came no one had visited,I rang the surgery but they didn't really know and thought they worked until 8pm. Eventually we had a visit at 11pm when we were all in bed ,so they deferred the visit until the next day. The out of hours Doctor Eventually arrived about 1pm that day ,he was very through and prescribed antibiotics and steroids for my husband. My husband and I found this service a very poor substitute service for very ill patients requiring home visits, compared to home visits from a family GP as it was in the past .</p>
<p>When I visited the surgery, no staff were visible. The windows were blanked. I had no idea how to register my arrival, or if it was necessary. There was no-one to ask. Other patients arrived and were confused.</p>	<p>Wanted to see a doctor, wasn't allowed and was given a nurse only to be told by a nurse it needed to be referred to the doctor so had to wait again, then had to chase as heard nothing. Awful servide</p>

Staff are helpful. Long wait for the phone to be answered.	Had to practically beg to be seen. It was hard work. Over an hour holding on phone to speak to someone then not even an apology.
Need to be able to talk to gp in person and have time to be listened to. Feel like it's not worth bothering even trying to see gp for something like a change in a mole which could actually be really serious	I want to see someone and show them not wait around for a phone call that doesn't come on time then when I miss it half an hour later they never call me again.
I was given an appt with the out of hours GP at Oakham. Care was excellent. Without a car, I would not have been able to attend. I have not been able to see a GP at my registered surgery for a year.	Never received a call to discuss my x ray results and only say them on through go records on nhs app. Couldn't get hold of the surgery to ask what would happen going forward with an ongoing injury.
Up to 60 + times trying to get through is unacceptable	I was told a telephone appt in 3 weeks !
It is very frustrating every time I call I am in a queue which doesn't seem to go down. I have to see a nurse every month twice a month on very specific days but cannot book a repeat appointment ever and have to phone every time and I can hardly ever get into the somerby surgery so have to get my wife to drive me over to market overton every time.	Rather have face to face
You cannot treat patients with a telephone call but some conditions could be treated this way. I cannot remember when I last saw a doctor.	Would like to be able to see a doctor
it was ok just felt a bit rushed	Somerby was a wonderful surgery but trying to see anyone for mental health or get a call back hasn't happened for me been left on same medication for a while with no review or check in a promised 3 times.
not really satisfactory	I didn't get seen to. The wait time was weeks. I have up
Please read patients notes prior to calling	
No opportunity for a face to face appointment which was what I wanted	
Totally satisfactory.	

I have no complaints about the treatment that both I and my late husband received from the surgery as a whole.	
The staff at Market Overton are always so lovely and provide the absolute best service they can. 10/10	
The staff didn't seem to understand the problem	
Very very poor lack of medical staff - we will pay to see private gp in the future - we don't have lots of money but our health is important. Rutland Late Night pharmacy do N amazing job	
Receptionist not medically qualified asks what problem is and does not respect that not all patients are capable of knowing who they need to see.. It has become standard that when trying to make an appointment that there are no appointments available on the day. If it's urgent to call the following day at 8.30 or there is no Appointments available for another two weeks! It is frustrating getting past the receptionist .	
I have moved to Market Overton surgery as I found the level of service at Oakham disgraceful.	
Unable to get face to face appointments for months	
I had seen a specialist and told to speak with my GP urgently, even then the receptionist required some convincing	
I had some initial issues with the service with regard to registering, but since the team at Somerby worked well to install confidence in me and my dealings since have been exemplary.	
Some care navigators extremely helpful others are downright obstructive	
App has become easier to use and response time is better	
Lacking in active listening, lack of wider understanding of symptoms given and complications which could have developed between phone call and access to GP (2weeks)	
Difficult to get an appointment with GP	

Not easy to get the appropriate attention	
Can't get an appointment for over a week, leaving patients to potentially worsen and end up needing hospital care, having to ring multiple times, inaccurate information provided	
Phone consultation was adequate, but the surgery must return to physical meetings ASAP.	
Had been deaf on both ears for several weeks, used over the counter drops, not cleared so required an appointment. Was not serious enough to be seen	
My husband (on whose behalf I contacted the surgery) is house bound and therefore entitled to a home visit. The concern was re organising a flu jab and a Covid booster. Fobbed off on several occasions. Ended up having to take him (with the help of a carer) to Ashwell Vaccination Centre for the jabs. Totally unimpressed.	
I've had no problems in contacting the surgery when necessary and have received the response/treatment/medication as requested/required.	
Can't do face to face with doctor. Don't know who doctor is since Dr. XX left. Very difficult to make an appointment with nurse as there isn't always a nurse available and the receptionist doesn't know when she will be in. Very often medication missing from package.	
The doctor was very attentive & listen to my problem. A perscrtion was ready & waiting the same day.	
Never had a problem always gone above and beyond for myself and my children	
I was told to go to A&E but felt I didn't need that level of assessment. It would be wasting A&E's time	
Very poor home visit experience with the out of hour service , who now cover regular GP home visits.	

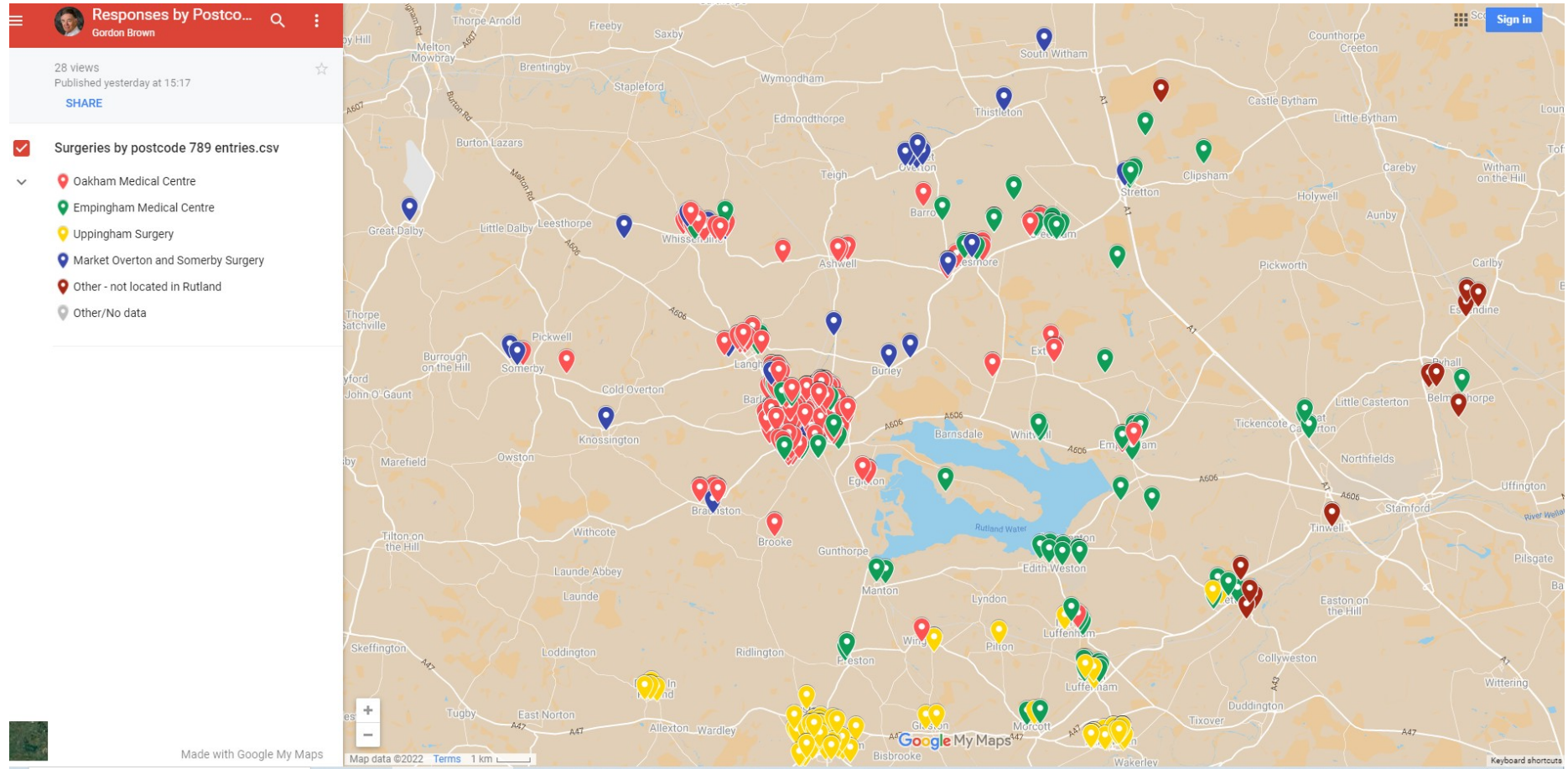
I know COVID is rife at the moment but it's unacceptable really that we no longer have the DRS surgery available	
Very satisfied	
Awful. Shambolic. Uncaring. Unsatisfactory. Mindblowingly frustrating.	
Not patient centred at all. Keep saying they are busy and working hard yet when went for the appointment no patients in there but lots of staff chatting.	
Cold and pointless	
Effective and efficient although surprised that admin staff were not wearing masks (Mid-december 2021)	
Never have a problem with Somerby & market Overton surgeries. Pleasant staff and fantastic GP's. Especially Dr XX and Dr XX.	
Have to call exactly on time to get an appointment that's not over two weeks away. Follow up with results is impossible	
I feel the practioners treat me as an individual and give me personalised care.	
The level of service greatly depends on who picks up the phone. Many really try to help, but one in particular has been extremely rude and surly, not suited to a job that requires patient contact	
Receptionist and gp amazing, advanced nurse hit and miss as sometimes she can be rude and not listen. It's clear all gps and reception team are working hard and trying to put the patients first .new phone system isn't great as it can result in long wait times	
On this occasion, I spoke to a receptionist who asked for photos. I sent photos and spoke to a doctor who told me to wait and see how lump developed. Then I rang back after a week and saw a nurse, who referred me to a doctor who treated me in Market Overton. I needed a small lump removed. This seems to have been successful but a face-to-face discussion would have been quicker and better for me!	

<p>Somerby surgery is the worst I've ever been to; so much so I'd rather pass away then step foot in the door. I'll only go to market Overton even though I live in somerby.</p>	
<p>Can't get appointment Can't get medication Can't get through</p>	
<p>Once in fine. Phone service dreadful. No idea of numbers in queue.</p>	
<p>Sometimes it feels remote, almost like I'm a nuisance, others times it's a delight</p>	
<p>It can take a long time before the telephone call is answered</p>	
<p>Collection of prescriptions seem to cause the most stress. Can't understand why it takes so long when you have booked a time slot.</p>	
<p>Feel like if it's not covid they are not interested</p>	
<p>Used to be very good now appalling. No GP's replacement. Receptionists at Somerby get a lot wrong. Directing people to the wrong place for appointments. They are awkward, argumentative, unhelpful and often rude. I hear lots of complaints. New phone system has significantly increased wait time.</p>	
<p>I wasn't seen at my medical practice. I had to go to Oakham Hospital to be seen</p>	
<p>Since covid especially trying to see a gp or anyone has got harder and harder I haven't got passed who answered the phone since.</p>	

I have made contact with my surgery 3 times for non urgent medical help in 2 years (suspicious mole, persistent pain and I can't remember the third thing)

I've not once been offered a face to face appointment. Nor have I felt my issues were taken seriously. I never heard back on the outcome of my mole after sending pictures. I wanted so kind of pain relief for my knee so I could continue working with slightly more comfort. I was told I might be able to see a Dr in a few weeks. I feel totally let down by the system here

MAP - RUTLAND HEAT MAP



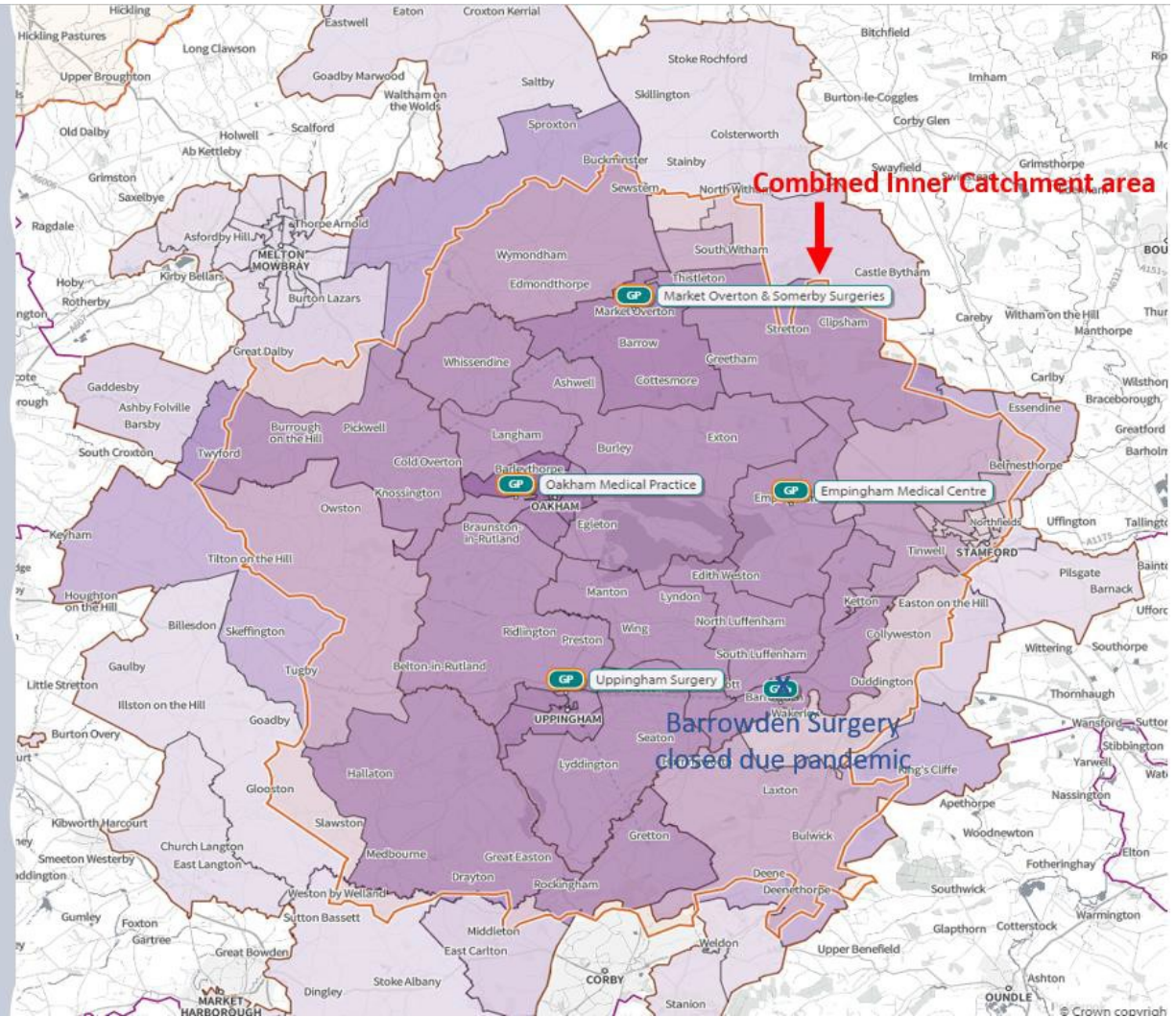
MAP - RUTLAND SURGERIES CATCHMENT



Rutland Surgeries

Rutland Surgeries have 41368 registered patients

This includes 3302 patients outside the combined inner catchment area.



MAP – MARKET OVERBY AND SOMERBY CATCHMENT

