

Primary Care Survey Dataset volume 4
Part Survey Responses and Maps
UPPINGHAM SURGERY

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%

UPPINGHAM SURGERY

Responses: 124

Date: 09/12 to 10/01/2022

Uppingham has 12170 registered patients, which includes 1729 outside outside the commissioning CCG

Who were you making an appointment for?	Self		A child		Neighbour or friend		Some one with additional needs		Elderly Relative	
	115	92%	6	5%	2	2%	0	0%	2	2%
How did you last make an appointment?	In Person		Phone		App		Website			
	4	3%	70	56%	4	3%	46	37%		
When you called, did you get an engaged tone?	Yes		No							
	15	21%	55	79%						
How many times did you call before you got an answer?	First Attempt		2nd Attempt		>2					
	41	73%	4	7%	11	20%				
How long until your call was answered?	<5 mins		5 to 15		15 to 30		>30			
	18	26%	37	53%	6	9%	9	13%		
Were you triaged ?	Yes		No							
	53	76%	17	24%						
Did you find the receptionist helpful?	Yes		No							
	56	80%	14	20%						
How long did you wait for an appointment?	Same day		<48 hours		<72 hours		Within a week		Over a week	
	< 3 days 61%						A week or more 39%			
	19	15%	41	33%	16	13%	32	26%	16	13%
Who was your appointment with? (Other (please specify))	GP		Nurse		Nurse P		Pharmacist		Other	
	52	42%	19	15%	40	32%	5	4%	8	6%
Did you see the person you wanted to?	Yes		No							
	89	72%	35	28%						
Was your appointment face to face, or remote?	F2F		Telephone		Home Visit		Virtual			
	84	68%	39	31%	1	1%	0	0%		
Were you happy with your level of care?	Yes		No							
	103	84%	20	16%						
Overall, how easy was it make an appointment? 1 = not at all easy, 5 = very easy:	5		4		3		2		1	
	Easy 71%						Not Easy 29%			
	40	32%	24	19%	24	19%	11	9%	25	20%
How satisfied were you with the appointment time offered? 1 = not at all satisfied, 5 = very satisfied	5		4		3		2		1	
	Satisfied 81%						Not Satisfied 19%			
	54	44%	19	15%	27	22%	6	5%	18	15%
Overall, how satisfied were you with your level of care? 1 = not at all satisfied, 5 = very satisfied:	5		4		3		2		1	
	Satisfied 81%						Not Satisfied 19%			
	56	45%	22	18%	23	19%	12	10%	11	9%

UPPINGHAM SURGERY written responses

Detail your experience when engaging with your medical practice or surgery:
(96 Responses)

My first response to obtain blood test results (as instructed) was a text message from the nurse, which contained insufficient information. I rang to rebook a call back from the nurse. This happened quickly and was very helpful and informative. It would have been more efficient to have received this call in the first place and not a text message. My concern is some patients may misunderstand a text message or not take appropriate action to resolve their medical issue.

WOULD LIKE TO HAVE BOOKED ONLINE RATHER THAN PHONE.

Responses: 124 Date: 09/12 to 10/01/2022

Why were you unhappy with your level of care
(20 Responses)

Based on what I'd written on website and not being examined I was given antibiotics and steroids.

The person I saw was okay but I wanted to see a GP

After my RTA I needed to have pain relief as left hospital with enough to last 2 days over the weekend. Called doctors and was told they could arrange a call back in u days time. Was told bluntly if not happy I should call 101 and see if they could help. Called them and they had system issues and was informed to call my surgery back and say they can see appointments available and I should ask for 2hr call back as they were unable to input due to system issues. Called surgery back and they told me to 101 back and say if they are having system issues they need to report it. I at that point said no not willing to and asked to speak to a manager and that point they found ma a call back within the hr. I try not to call Uppingham surgery due to never seeing anyone and messages not getting through. I currently have high blood pressure and was put on medication to reduce then they stopped and for 10 readings to which I submitted and they gave me another prescription for the month. After that they stopped the medication again for more readings so completed. Never heard anymore and to be honest I have give up. Please note the doctors themselves that we deal with are great. Reception just doesn't want to help.

i have been diagnosed with a critical condition but offered no follow up

I have found the Uppingham Surgery to be very efficient and I have been able to be seen in person.

Clear cost cutting processes in place, no action taken resulting in me paying to go privately

Since the advent of Covid there is a definite push back from the surgery. I require a 12 month blood test but I have to remind the surgery of this. The surgery also ask for your own blood pressure readings which using a blood pressure monitor at home are very unreliable. Also, there is never any follow up by the surgery after the blood test results are available. Last time I had to call to speak to a doctor to find out what the test revealed. As I have had a triple heart bypass operation my blood test results are very important and assist with the type of medication I require on a regular basis.

Contacting surgery very difficult. Website poor - takes you round and round in circles. Unsatisfactory period of time to wait for appointment

<p>I contacted the surgery and a doctor who I didn't know rang back and invited me to come into the surgery that day but I was too ill to walk there (vertigo). It is a long walk if you are ill/ too ill to drive. A paramedic of some sort was sent to me that day and was excellent.</p>	<p>I had a telephone appointment and discussed my symptoms and I was given a prescription for antibiotics and steroids . If I had had a face to face appointment the doctor would have been able to listen to my chest to determine what medication I needed instead of hedging their bets and given me two that I might not have needed.</p>
<p>I initially tried to book online but the system was not working. I tried for 2 days before phoning.</p>	<p>I called to make an appointment to get my son saying who had a temperature of 40 2 am was told just to go into the walk-in centre!! When we don't drive or have low income</p>
<p>Awful telephone system. Once contact made then usually can speak to someone who can help. The Upp surgery tends to text messages but with no indication of whom they are for. 3 of us share the same mobile phone , so after a text we have to ring the surgery to find out who the text was for! 37 mins to get an answer on the phone. I know they are pushing us to use the web site to contact them, but i would always prefer to speak to someone. I suspect that the dreadful TTAs are almost deliberate to get use to use the web.</p>	<p>Did not address the problem</p>
<p>I know people have had problems there I think I may have had a good day but cannot fault the service</p>	<p>It was my annual health review which consisted, this year, of blood and urine tests. In the past there have been checks on my general health and lifestyle. Appointment time about 5 minutes. At a previous surgery my annual health review would have been 30 minutes, much more in-depth and also reviewed my medication too.</p>

<p>Nurse was very efficient, polite and helpful.</p>	<p>I cannot get an appointment with my own nominated doctor. I was told that he now only comes in once a week. Since I must be on his list I am surprised that no-one has told me or offered me another nominated doctor. I feel I have no-one to speak to who understands who I am. Over the last three years I have been unable to book an appointment with him on line either.</p>
<p>Very well organised, helpful and pleasant</p>	<p>I just wanted a prescription as I had a repeat of Neuralgia but all appointments were gone</p>
<p>Occasionally the website is frustrating trying to explain why and who you want to see .</p>	<p>level of input</p>
<p>My GP, when I can speak to him is really great. However, phoning for an appointment and getting a call back is such a lengthy process. Also, having been referred to Leicestershire hospitals 18 months ago I still have not been given an appointment. My GP has tried to speed things up but nothing.</p>	<p>Felt I was just being a nuisance interrupting a busy person</p>
<p>Get back to work</p>	<p>No help whatsoever I wanted to see a doctor but was sent to see a physio instead.</p>

I like Uppingham's method of engaging with them. It suits me as a mum to 4 children, 3 with disabilities. I find the online contact format easy to navigate and the responses I get are timely and accessible for me. I do have the disclaimer of being a (now ex due to children's needs) nurse and so I'm able to provide all the information I need to give in written format very easily and to express what my concerns are in this way. I like that it allows me to say all I need without being interrupted first. And then the GP etc can ask follow up questions as necessary.

I can see however that for those less IT able, those with specific learning difficulties, those less able to express themselves in written format, those without internet, those who cannot afford the internet etc that it might be problematic. Basically it has the potential to marginalise certain groups further and reduce their access to healthcare.

On the times I have had to call outside of the early am rush period there has been long waits to speak to someone which can be frustrating. But I do still manage to speak to someone that day despite the wait. I do have the luxury of time to hold though even amongst my very busy days. Others may not.

Actual appointments face to face or telephone have all been fine and I feel like the surgery and all staff are approachable and don't make me feel like the nuisance I sometimes think I must be (I'm a frequent flyer at the surgery for one reason or another).

Website is cumbersome and long delays with phone

Hard to get through to the surgery by phone, but able to get appointment quickly

I was told that Uppingham surgery were unable to provide an appointment and told to go elsewhere.

Because it is hard to explain things over the phone when the doctor should be looking at something

Nurse was completely ignorant about my symptoms. the wrong blood tests were taken and advice provided was completely inappropriate and ill informed

<p>The telephone is simply not answered. Several attempts involving holding-on for several hours on one day and again the following day. The only option was to go to the surgery. Something has gone drastically wrong and it isn't due to Covid.</p>	<p>Subsequent services provided by different people, no consistency.</p>
<p>having to wait outside, having to travel 16mils round trip no face to face</p>	<p>Impersonal. Don't want to know. Want pharmacy to do the job</p>
<p>Uppingham surgery is efficient and you always get a response if you are prepared to hold in the phone queue. Email will also elicit a call-back. The surgery also sends reminder text messages requesting me to make an appointment for check-ups, etc. I had a cancer scare during lockdown and was seen within 48 hrs, referred on the spot and called next day by the hospital for an MRI scan 3 days later.</p>	<p>Appointment was cancelled. This was rebooked and the second appointment was also cancelled. As this was for the flu vaccine I was then given it when I went for my Covid booster.</p>
<p>I tried to book online as recommended, but the web site is very poor and tends to lead you around in circles</p>	
<p>We can always get an answer to any queries and if necessary an appointment. Excellent care</p>	
<p>This was for a flu jab. All extremely well organised and efficient</p>	
<p>Phoned to book smear test, needed a call back from nurse before booking could be made. Seemed pointless an not a issue that needed triage or telephone appointment</p>	
<p>Very pleased, excellent service</p>	

<p>Since moving to the area 18 months ago, I have always received prompt, professional and friendly care from every member of staff I have dealt with at Uppingham Surgery. I've found the online system extremely easy to use and have always had good responses to emails I have sent. I have a long term illness, have had acute injury and other non urgent symptoms to query at various times. These have all been triaged properly and treatments or appointments were offered after telephone consultations with an appropriate members of staff. The advice I have received has always been clear, concise and sound. I also have to mention the dispensary staff who help me to manage my repeat prescriptions without fail. Many thanks to all the staff at the practice for all you do.</p>	
<p>No complaints --efficient and satisfying</p>	
<p>Most of the time they are very good, just occasionally feel as if being a nuisance</p>	
<p>As above - service has improved</p>	
<p>It's ok for routine tasks which can be conducted remotely. Not sure how it works if you are ill.</p>	
<p>Staff are rude, don't listen & interrupt</p>	
<p>I appreciate that the health professionals are busy but I still expect good service, I feel that I have been forgotten about in particular my mental health and long term condition. Not sure there is enough communication between staff at the practice.</p>	
<p>I think it's poor how you don't get an appointment! Especially when it's a baby who is poorly! I had a another appointment for my daughter which it was for me to go down there with her so I have to go to school early to get to the doctors to be told it was a telephone call not an appointment face-to-face still around for 35 minutes b4 evn getting seen! I get paid money everyone's gone back today and work as normal why the doctors gone back to normal</p>	

<p>Lovely but overstretched staff.</p>	
<p>After 40 plus years with OMP - finally gave up. Registered with Uppingham and got appt within 48 hours with nurse. Absolutely fab - she had all my records on the screen, discussed my meds, did routine bloods, and made appt a day later to see my new doc to discuss pain relief for ongoing problems. Lovely doc who listened to my whinges and discussed the way forward. He even texted me the name of a book on insomnia. Since then had infected cyst that needed antibiotics and forwarding for surgery - again another Uppingham nurse took control. I couldn't be more impressed.</p>	
<p>I like being able to email with a query and I mostly get a call back quite quickly. It would be nice to have a proper sit down face to face appt with a GP though.</p>	
<p>I am disappointed with the quality of this survey. I have made multiple appointments and had varying experiences. To be honest until two years ago I would not have had a bad word to say about the Uppingham surgery. However.....it is almost impossible to get through on the phone, unless you make a fuss you don't get a face to face appointment, unless you make a fuss the appointment isn't within a reasonable time, the last two times I have called your phone system hasn't been working, there seems a complete lack of common sense/consistency with decision making, my elderly father in law simply dreads calling the practice, the time it takes staff to locate a repeat prescription is far too long, your website is terrible, I could go on.</p>	
<p>Had to wait nearly a week just for a phone call back. Not sure who decides how long we should have to wait for a telephone triage but 6 days is ridiculous.</p>	
<p>The reception team at Uppingham are appalling- - they are rude, unprofessional and literally the most miserable staff employed - if you can get past them the Dr's are helpful.</p>	

My experience was very good although this was over 6 months ago, now things are a lot worse, I was lucky	
I had to wait 2 weeks for a phone call back and then an appointment was made for 3 days later. I find that unacceptable .	
When ordering a prescription via systmonline there are three different timescales given for when it will be ready, 2 business days, 3 business days and a specific date. Why can't there be one definitive date when it will be ready? I wrote to the practice manager querying this but never received a reply.	
Our surgery is really good . My only frustration is with the Very long automated response when ringing which makes you feel as though it is going to be difficult to get an appointment- almost as if you are bothering them . When you are already worried this is unhelpful.	
I find the initial contact (recorded message or home page) very unfriendly. Messages are all designed to discourage patients from making contact. Once you get to speak to someone, it's fine.	
Excellent once the telephone was answered	
Great!	
Very difficult websites	
Question does not permit you to explain that you sought an appointment with a GP, but were only permitted by the receptionist to see a nurse. The opinion formed is that the receptionist is playing a gate keeper role and GPs are hiding. The nurses are over worked and doing a brilliant job. The GPs aren't.	
Always helpful and try to accommodate my requests	
online is much easier than getting through on the phone	
The surgery is stunningly good in all respects, even under the current difficult circumstances	

I have given up trying to telephone the surgery. I had to attend hospital for a procedure and while at hospital the staff there tried to contact the practice and failed to get through. On another occasion I had to call 111, part of their process was to try to contact the surgery, they too failed to get through.

Now, I book repeat prescriptions on-line - which I find a fairly simple process. However, booking face-to-face appointments is different. When the practice recently sent a text asking me to book an appointment for my blood test / annual review it simply wasn't possible. I had to leave an electronic message on their system asking the practice to book me an appointment. They then did book an appointment, sent another message electronically saying if it wasn't suitable to send them a message asking for a different date/time. Practice contact patient, ask patient to contact practice to book patient an appointment - seems bizarre, unless it's just a remote electronic check of signs of life in the patient ;)

Very helpful.

The dedication prescribed at first because on phone appointment the Dr could not see the problem.

Receptionist very helpful in arranging appointment

Receptionists generally helpful as far as their remit permits.

Can not speak to your own doctor

<p>I have made appointments for myself during the previous 12 months via the website and also via telephone. The website is a great step forward in being able to request a call back, and saves waiting for prolonged periods on the telephone. I also feel that, when appropriate, it is very beneficial to have a call back and discuss my needs as opposed to a face to face conversation - saving time for all concerned. I have also spoken with a GP on behalf of our son, providing images to aid a diagnosis via a link provided by the GP. This is also beneficial from a time perspective and safer in respect to Covid protocol.</p>	
<p>I visited the www Submitted a photo Had a phone call to discuss Then offered an appointment Excellent system</p>	
<p>Contact by telephone is unacceptably difficult. To much time is wasted having to listen to a long list of reasons why patients cannot visit the surgery because of Covid. We cannot use the landline to call because the surgery system automatically cuts off the call as soon as we enter the number for directing the call to the right department. It is appalling that we have to wait in the car park until 1 minute before an appointment time when by definition, the majority of patients are ill. Not everyone drives to the surgery. Most surgeries around the country still have waiting rooms but our has been removed. A pandemic surely is a reason for increased compassion, but in Uppingham it appears that a pandemic is a reason for a significantly reduced level of compassion.</p>	
<p>Annual Blood test. No opportunity to discuss results. Service and arrangements for test excellent</p>	

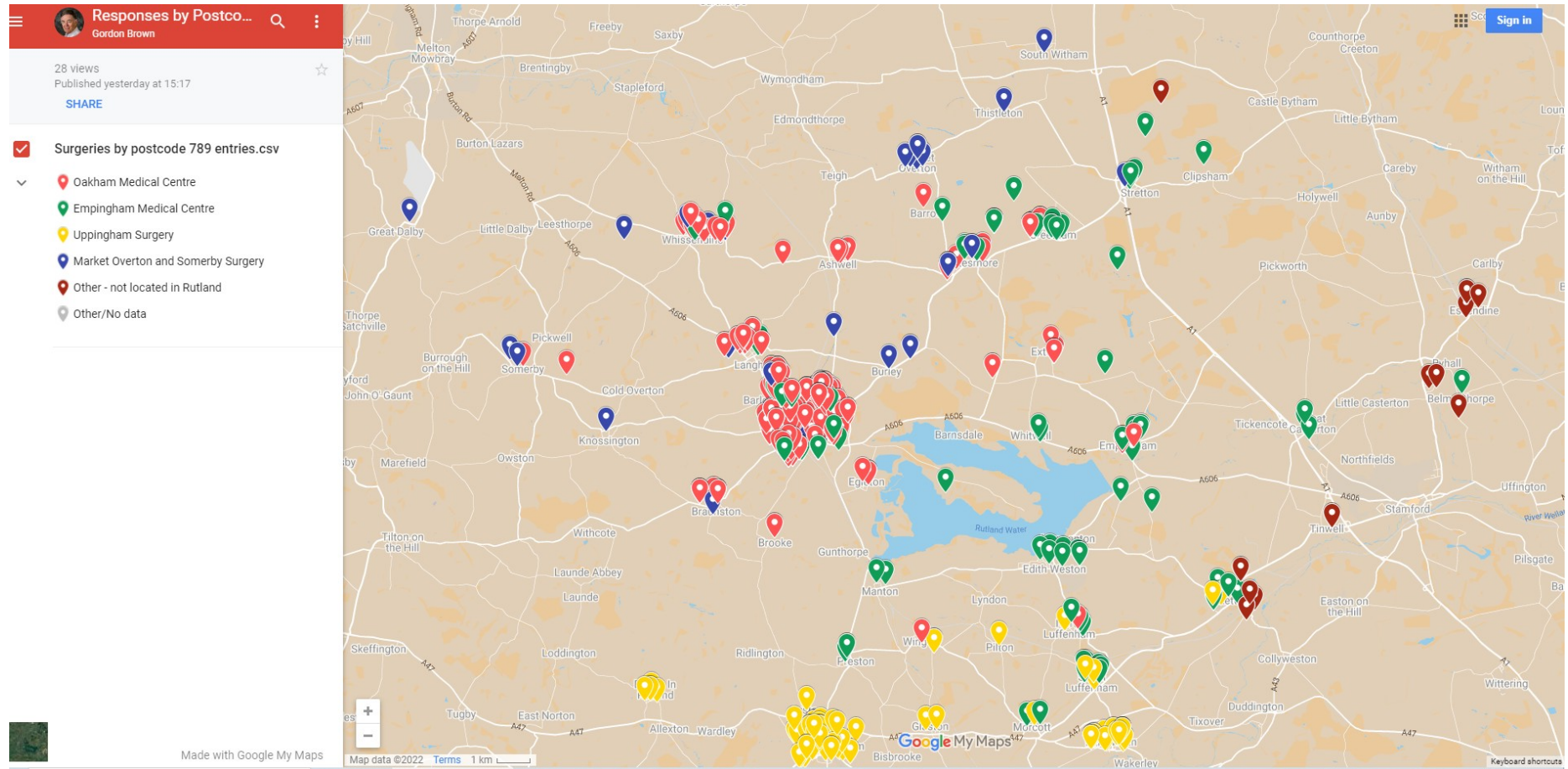
We like our GP . And she is good and supportive. However we really think the practice would benefit from trying to use its own phone service to see what it feels like as a patient.	
Have to wait outside ,20 mins in freezing rain , no shelter or seats , very old gentleman needed a seat wasn't offered one so he leant on two other people waiting	
Easy to email at a time that suits me. They reply next day.	
if u get the right receptionists your OK few just don't help	
See my reply to question 17. I feel I have no GP to call since it is impossible to have a person to person consultation albeit with social distancing.	
I would have liked an in person or even a zoom appointment but this does not seem to be offered	
they have always ben helpful even if the methods of contact have changed. I do not mind a zoom or voice appointment but it is not helpful for deaf people. unless there were subtitles.	
The staff are very responsive and helpful at all times. I and my wife are able to be seen and treated with little problem	
Receptionists polite but somewhat unsure of some important issues which doesn't inspire confidence in patients. GPS always helpful but it would be preferable to be able to see the GP with whom we are registered to ensure background knowledge and continuity both for parient and doctor (as pre-covid)	
Very easy to use the online booking system, takes all the stress out of phoning the surgery and the response time was excellent.	
Absolute disaster,, no confidence in the care offered	
Generally good occasionally let down by admin glitches.	
Very satisfied. Great surgery. Pleasant and helpful staff. Brilliant GP.	
Told I could not see a doctor	

<p>Once you could see a nurse or doctor they were very profession and helpful.</p>	
<p>I find it highly frustrating getting to see a dr and I am not alone saying this. Please bring back the simple old system of ringing the surgery to make an appointment and speaking to a human rather than the faff of going online etc etc. being told not to ring reception is not very pleasant. I rarely contact the dr and I am less likely now as it is such a hassle. I contacted 111 because that is what we are told to do; after 3 phone calls with different people there, I am advised to see a nurse, who prescribed something which sort of helped but the issue continued and eventually I get to see a dr 2 weeks later who gives me a cream which solves things immediately. Not life threatening but what if it were. I just feel that the drs are now so hard to get hold of. One never sees the same person and one feels just like another name/number. A few years ago at this surgery albeit when it was in town) one felt the dr actually knew you. Is there any chance we can go back to just ringing and speaking to a receptionist who can then sort an appointment? Please?! Thank you. The care is good though and I am very grateful to the team who gave us the boosters last weekend.</p>	
<p>It's difficult to get through on the phone - have to use online services just to make contact but they are speedy with that service . When you specifically request your own GP for continuity of care you don't always get that request</p>	
<p>Farcical</p>	
<p>I needed a blood test and an appointment was offered tht was convenient for me.</p>	

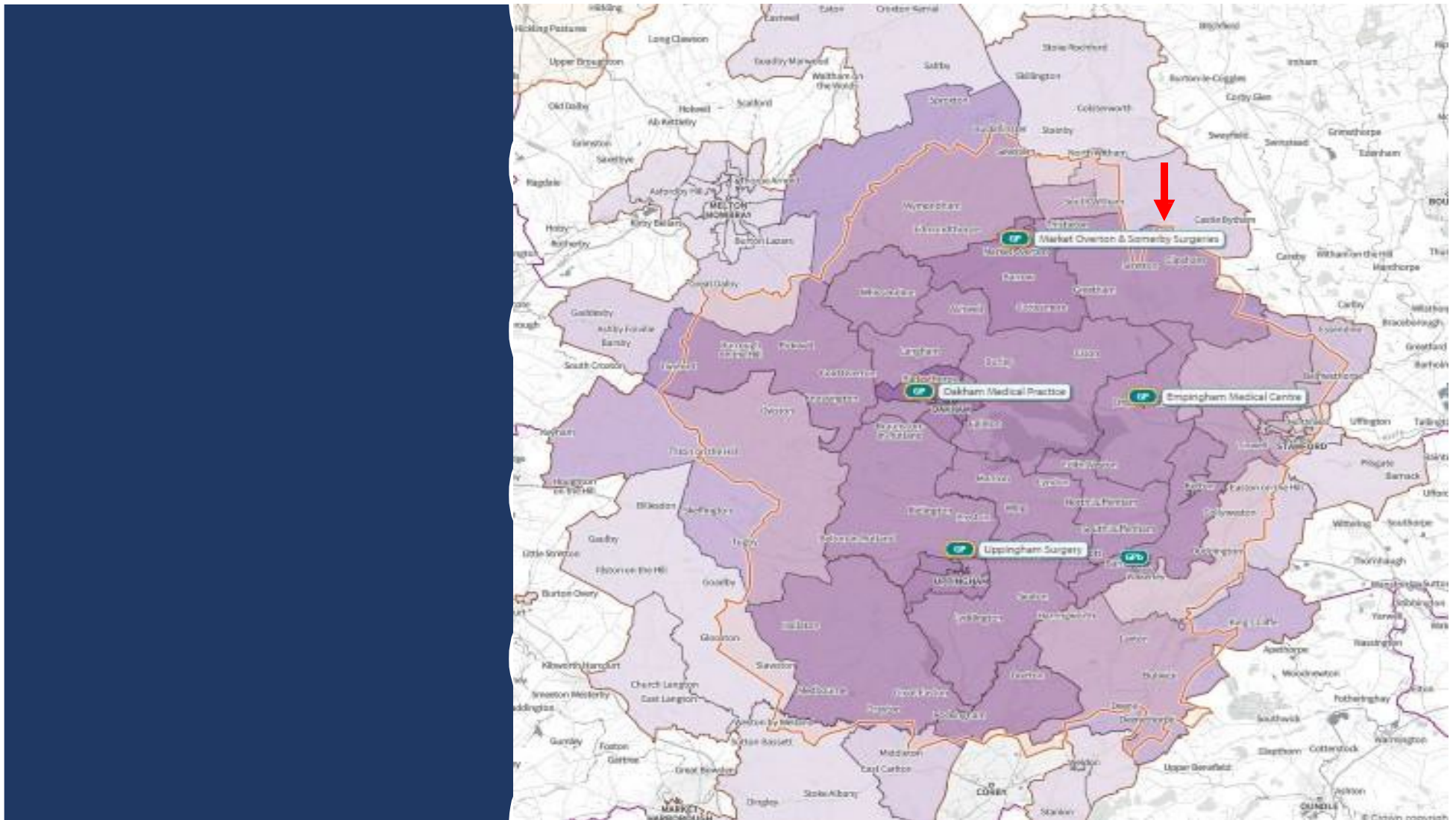
<p>A complete and utter nightmare trying to make an appointment I waited on the phone for 30 mins got in my car drove to the surgery and when I asked to make an appointment the very rude receptionist as why I hadn't phone. I was still on the phone in the queue so showed her I had been waiting for someone to answer the phone. She then reluctantly made me an appointment. Not with a doctor who I had wanted to see. So all in all it is extremely difficult to see a doctor hence trips to the walk-in centres and why the queues there are 2/3/4 hours wait.</p>	
<p>Staff are helpful, doctor was great. The triage system is not compatible with people who work and while staff are sometimes sympathetic to this, often I'm told there is no alternative.</p>	
<p>I was very happy with Corby walk in centre, where I was seen the same day. I'm not sure what it means that the surgery is "in crisis" and whether this is an ongoing issue or simply for that day- this wasn't very clearly explained.</p>	
<p>Absolutely first class. No delays and prompt service.</p>	
<p>I actually feel a bit neglected as I'm not offered an annual check, even though I'm over 60.</p>	
<p>Cannot answer this as at Uppingham I have found it almost impossible to speak to a GP</p>	
<p>There were 2 parts to my enquiry. The one was redundant by the time I was called. The other was dealt with efficiently.</p>	
<p>My consultant has contacted my GP twice by telephone and/or email with a request for medication to be prescribed. I was notified that the prescription had been issued the same day.</p>	
<p>They use GP engage web service very efficient</p>	
<p>I find it very frustrating at times as I cannot get through on my house phone so my daughter has to ring on her mobile from my house.</p>	

<p>Ridiculous lengthy online questionnaire which has to be completed before get an appointment. Totally unclear how useful this is as the questions don't seem at all relevant and not possible to provide correct responses from the 'options available'</p>	
<p>Good process, call answered then same day triage to nurse or dr and then they book you in that day or next couple of day. Warmly handled and efficient . Impressive</p>	
<p>Now I have seen a different GP from my nominated one, I am more than happy with my level of care.</p>	
<p>Uppingham surgery provides excellent care, I would recommend Oakham follows some of its processes and principles</p>	
<p>It feels very impersonal and disjointed. No one person knows your overall health status. I have a named GP but I don't think I have ever seen him. So instead of one person treating all your needs, each one is treating a single health issue without linking them, when maybe one issue is affecting another.</p>	
<p>Fast, thorough and helpful. Both the receptionist and GP</p>	
<p>Very disappointing</p>	
<p>I have had another problem that I have not bothered contacting the doctor about as it is so difficult to see a GP. I have received poor and inaccurate advice from a nurse practitioner previously, luckily I am an ex-health care professional and was able to recognise this. I feel that the GP's have protected themselves during the Covid crisis, providing an extremely poor service to their patients.</p>	
<p>Reception and HCA staff helpful. Pharmacy staff not very helpful at all. Even on repeat prescriptions when you go in after the date the prescription is due, the medication is very rarely ready. Sometimes it is not even available. I would have thought that if medication is ordered on a repeat, there is no reason why the medication is not available and ready for collection,</p>	

MAP - RUTLAND HEAT MAP



MAP - RUTLAND SURGERIES CATCHMENT



MAP – UPPINGHAM SURGERY CATCHMENT

