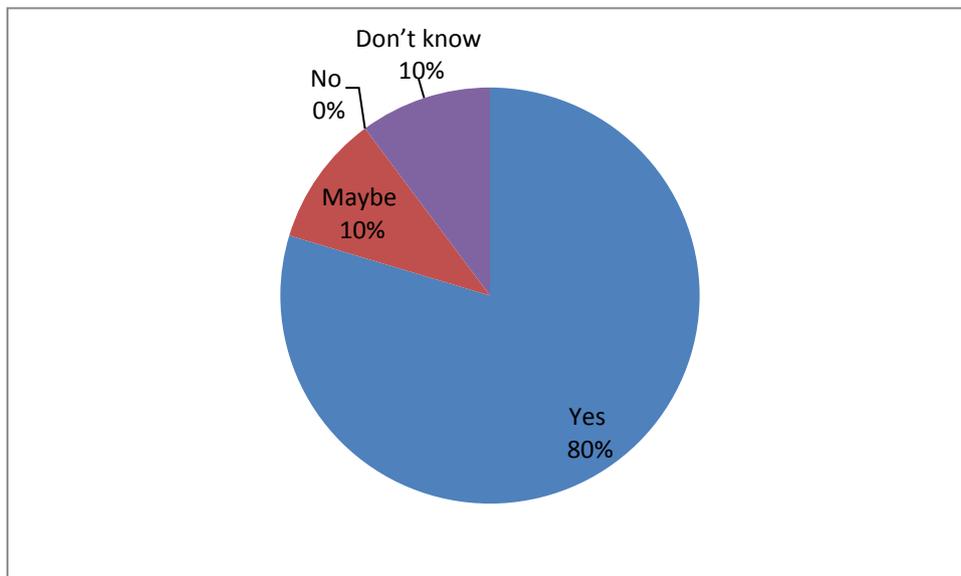


Monkey Wellbeing Survey Results (for Children & Teenagers) Dec 2015 to Feb 2016

The Health Centre, Bradford on Avon (main site) & St Damian's Surgery (branch site)
59 surveys completed overall

Would you tell your friends this is a good GP practice to come to?



1) What was good?

- Seeing the Nurse and getting stickers and sweets
- Yes
- Staff are great as well as the Doctors & Nurses
- The Doctors are really friendly
- It is friendly
- I would see a Nurse when my ear hurt
- It get the job done
- That they help people solve their problems when they don't feel well
- Friendly staff, always helpful
- The service
- Staff, water, people at desk are helpful
- You were gentle and kind
- I got checked out
- The Doctor looks after me
- He was friendly and helped
- When they helped me when I had an ear problem
- They are friendly and helped
- Nurses make us feel better and smiley
- You were gentle and very kind
- Friendly service
- Yes
- It is nice and quiet
- Nice cold water, friendly staff
- Clean, good staff, helpful
- Pretty flowers, friendly staff, nice music
- The nurse was really nice
- Everything, you are excellent
- Area to play for children to keep them occupied – very friendly and approachable Doctor
- Pleasant experience, (name) liked the mirrors and toys

Cont/.....

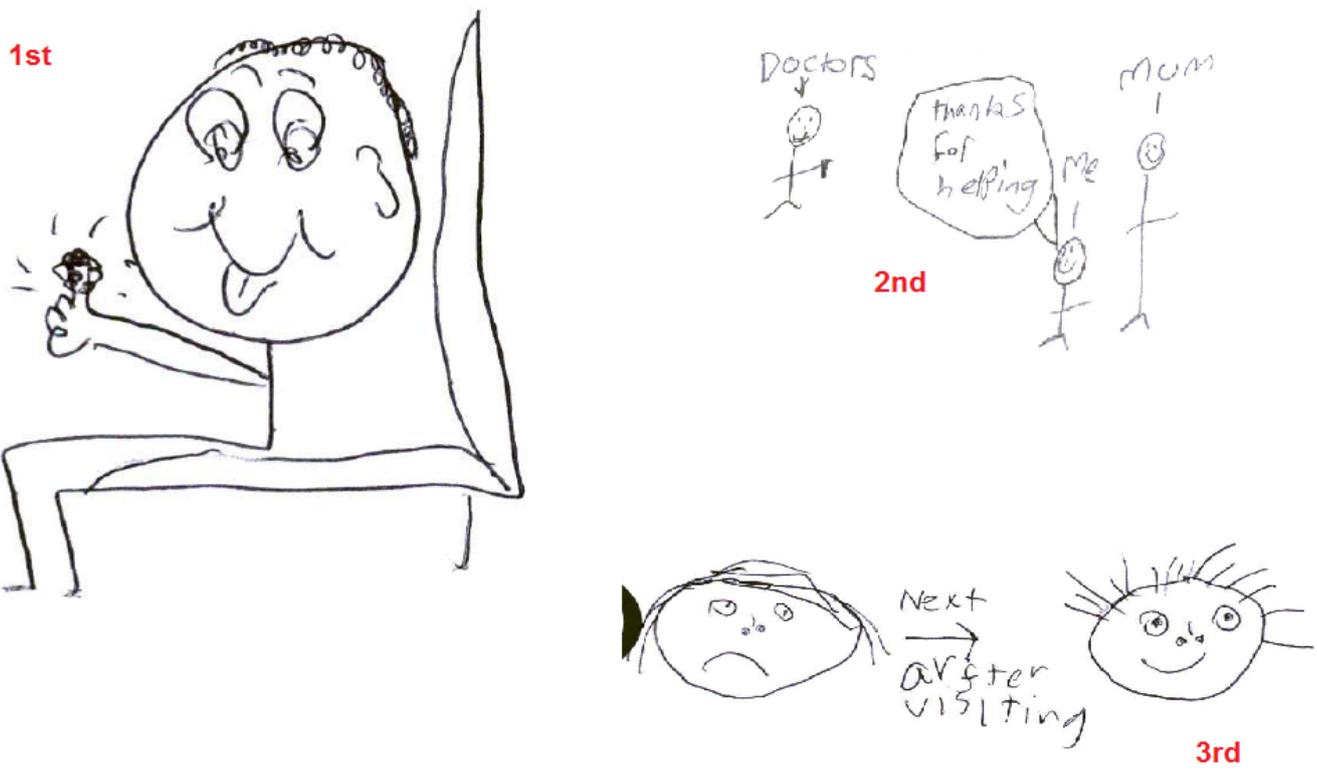
- Doctor was helpful and calm, fun & listened, very patient, thank you
- Emergency Nurse was great
- Nice
- You found out what it is
- Nurse, Lynne, was lovely and made (name) feel at ease
- The Nurse I saw was very helpful because she called the hospital I got the stitches in and out and she took a stitch out that the Doctor left in.
- Make me feel better
- It was good, my Nurse was thorough
- Dr Ashley
- Receptionist was very helpful, Doctor was very thorough and kind
- The waiting room is really relaxed and the staff are very friendly
- The people who work here are very nice and helpful
- You care about me
- Dr David Jones
- The service
- Friendly & happy
- The questions
- I feel better
- I am ok
- Nothing, I hate Tesco
- Doctors, reception ladies

2) What could we do better?

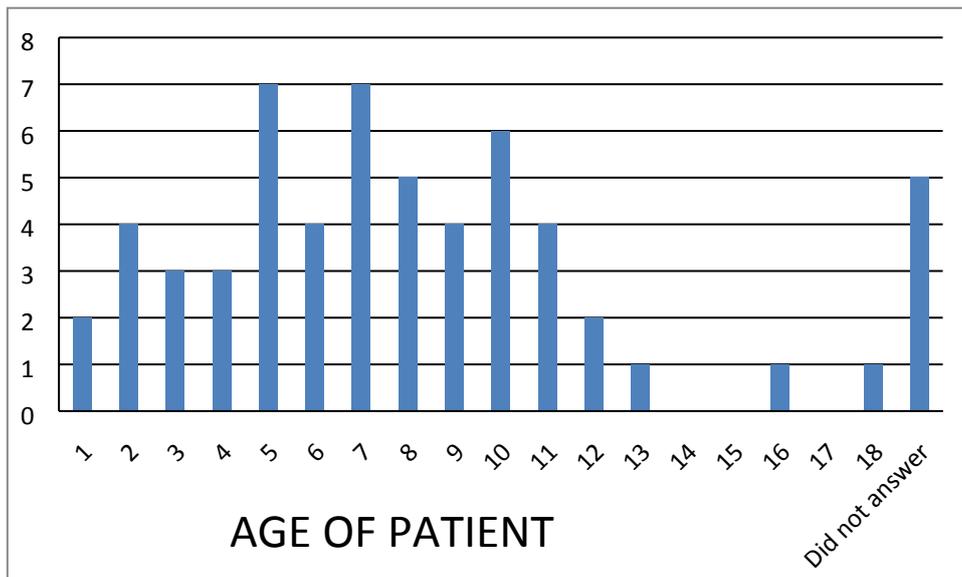
- More toys to play with
- I can't think of anything
- There is nothing you could do better
- Children's activities
- Speed up the process
- Make the waiting room more exciting!
- Waiting times
- Nothing
- Music, more games for children in waiting room
- Nothing (x5)
- Books to read
- Not really
- More toys (although mummy doesn't like me playing with germy toys!)
- Singing
- If you are ill give medicine not just advice
- No waiting time
- We think it was good, no changes needed
- Booking system for appointments
- Dogs
- You could be ages
- Maybe a couple more things for kids to see/play with, like a fixed-in-train track
- It takes a long time to get an appointment because you can phone on a Monday and have to wait a month.
- Not wait so long
- Change the music please
- Children's TV for when it is a long wait
- More entertainment
- Timing
- Everything is very good

49 patients (83%) took time to do a drawing of their visit

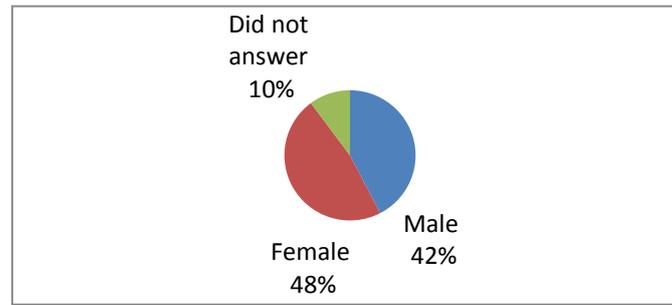
Drawings were entered into a Patient Participation Group (PPG) competition. First prize won a cuddly monkey! Entries were judged by members of the PPG at their meeting on 8th March 2016 and the winners were:



Number of surveys completed by age:



Gender?



Do you have any additional needs?

<i>Speech and language (x2)</i>	<i>I need to wear orange glasses</i>	<i>SCD/ASD/APD/SIL/Dyslexia/FMC</i>	<i>Help with reading</i>
<i>Sometimes</i>	<i>To have more land</i>	<i>Sweets</i>	<i>Mountain bike</i>

35 said "no" & 15 did not answer

Action plan

The constructive comments have been reviewed and there were two common themes identified:

- 1) **Would like more things to do in the waiting room.** Therefore we will:
 - Update the TV screens (or poster at branch sites) with three new slides. The first, to inform parents & children to visit the (existing) red activity folder in the waiting room for children. The second, to provide a (new) 'spot the difference' picture of a well-known eye catching character. The third, to inform parents to ask at reception for a (new) mini-children's activity pack which will include: spot the difference game, a word search and a (finger) maze picture.
 - We will also up-date the existing red activity folders in the waiting room will another well-known character.

- 2) **Length of time waiting in waiting room to be seen** - Therefore we have identified that the longest delay is with the Duty Doctor or Emergency Nurse (rather than a routine appointment) and the majority of children are booked in to see the Emergency Nurse. To help improve this an extra catch up slot has been implemented into each surgery to help reduce the waiting time.

Other actions:

- Even though this was a pilot we have certainly benefited from engaging with children & young people. Therefore we will repeat this survey in early 2017 but in future we will include a number of extra questions, which will be taken from the Young People Survey format which was used in July 2014.
- To review the 'no worries' service we will repeat the mystery shopper exercise. This last took place in September 2014.
- There were a number of other surgeries who took part in this pilot and after reviewing a case study of another practice we would like to in future provide children & young people with their own (funky & eye catching) survey collection box in the waiting room for them to post their completed survey into, with the aim to make it an even more interactive experience.