

# Hollies Patient Forum

## Patient Survey 2025

### Summary and recommendations

#### Key findings

- The **overall response from patients who completed the survey was positive**. The practice is viewed by many patients as efficient, friendly, responsive, and capable of meeting the health needs of people accessing its services.
- For **patients requesting an appointment**, 61% received a consultation on the same day, 73% with three days and only 8% waiting longer than 2 weeks.
- When **patients requested named staff**, this was arranged in 75% of cases.
- Satisfaction with **consultations** was high, with 91% reporting that they were satisfactory, very satisfactory, or excellent.
- Patients **appreciated many features of the Hollies**, in particular its friendliness, helpfulness, continuity of care, ease of scheduling appointments, and the use of triage. It was also noted that widening the window for accessing the practice has improved the system for making appointments and other services.
- **Online access** is also appreciated, as patients view it as a rapid and efficient way to contact the practice and make requests.
- **Reception staff** – as the first point of contact at the practice – are widely appreciated. However, there were a small number of comments of barriers or a lack of friendliness. Patients are also wary about sharing personal details, though this may be due to a misunderstanding of care navigation and triage.
- The convenience of **Lo's pharmacy** is seen as a key benefit, though some prescription issues were flagged.
- **Continuity of care was a concern for some respondents, particularly elderly patients**.
- Patients commented that **some logistical issues** should be addressed. These include:
  - A clearer indication of when a phone consultation will be (so the patient can ensure they are in a private location).
  - Ensuring that test results are provided to patients promptly.
  - Long wait times on the telephone, and a perception that staff absences were not being addressed sufficiently.
  - Whilst online access (including Accrx) is generally appreciated, a small number of patients still find this challenging.
- The **ambience and environment of the practice building** were flagged for attention by patients: poor signage, background music, and access to basement and first floor.
- **Conclusion:** The patient experience at Hollies is generally positive or very positive. Patients particularly appreciate the welcoming atmosphere of the practice, and the professionalism of the service provided. There is growing appreciation of improvements since the introduction of triage, and online access is seen as an efficient and rapid way to engage with the practice. Areas for improvement include logistical issues, navigation within the practice building, and ongoing difficulties with telephone access, which remains the primary method of contact for patients who are unable to use online facilities.

## Recommendations

### For Hollies Medical Practice

- Continue to address issues related to telephone access, particularly for individuals who are unable to use the online form.
- Address issues with the practice building.
- Ensure that appropriate information is shared with patients about their prescriptions and explore better synchronisation of multiple repeat medications.
- Continue working with reception and administration staff so that patients' first interaction is positive.
- Continue working to ensure that patients clearly understand the process of care navigation and triage.
- Continue to promote continuity of contact, especially for patients regularly accessing the practice.
- Enhance communication with all practice patients through website news and text updates.

### For Hollies Patient Forum

- Communicate effectively with patients, ensuring that developments at the practice are shared in a timely manner. This includes managing expectations regarding what primary care can (and cannot) deliver.
- Continue to promote a clear understanding of care navigation and triage in newsletters and events arranged by the Porter Valley Primary Care Network (PVPCN).
- Collaborate with the practice as they strive to address areas for improvement, offering regular and constructive feedback.

The full report will be available on the Hollies Medical Practice website.

Hollies Patient Forum  
29 July 2025 [FINAL]