

DEDDINGTON HEALTH CENTRE

PATIENT SURVEY 2013

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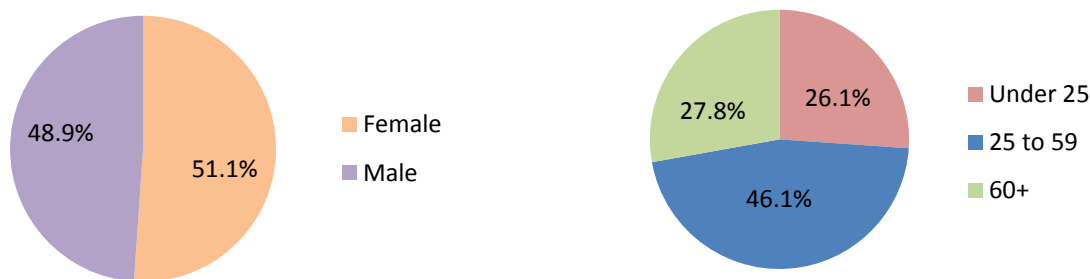
Practice Profile

Deddington Health Centre is an established health centre set in a rural area providing primary care services to an approximate patient population of 9300.

The practice has six doctors, three male and three female and is open from 8:00am to 6:30pm Monday to Friday. The surgery also offers a dispensing service to eligible patients. There is one GP Registrar, who is a qualified doctor training to be a GP.

The current practice population shows that there are slightly more females than males and the majority age group is those who fall within the 25 to 59 bracket with the Under 25 and 60+ age groups being of similar proportion.

Current Patient Population Demographic



The Survey

During January and February 2013 we advertised our survey using a variety of methods to ensure that we gathered a fair representation of the practice population. We produced notices within the practice, advertised in our practice newsletter and contacted a wide variety of patients via email.

The survey asked a number of questions in particular areas:

- About the Practice
- About the Doctor
- About the Staff
- About Dispensary
- Out of Hours
- General Questions
- Comments

All participants had the option to offer comments on how we could improve our service as part of the survey, all of the comments received are included later in this report.

The total number of completed questionnaires that we received was 497, this equates to 5.3% of the practice population.

Survey Results - Summary

The overall results were very encouraging, just over 95% of patients who responded to the question regarding their overall satisfaction with the Surgery, rated us as Good or Excellent. Our highest scores were in the areas of About the Doctor and About the Staff.

Areas of Highest & Lowest Achievement

The areas of our best performance were:

- My overall satisfaction with my last visit to the doctor
- The recommendation I would give my friend about this doctor
- The manner in which you were treated by staff
- Respect shown for your privacy and confidentiality
- Ease of ordering repeat prescriptions
- Overall satisfaction with surgery

The areas of our worst performance were:

- Chance of seeing a doctor/nurse within 48 hours
- Chances of seeing a doctor/nurse of your choice
- Comfort level of waiting room
- Length of time waiting in the practice
- Opportunity to see the same doctor about an on-going condition
- The opportunity for making compliments or complaints to the practice about its service and quality of care

Please note that 5 of the 6 worst performance results were also some of the lower scores from last year but as shown in 'Table 4 – Mean % Scores', these scores have significantly improved on last years' results showing that progress is being made.

Table 1 - Distribution and Frequency of Ratings

Question	Excellent	Good	Average	Below Average	Poor	Blank
Q1 Opening hours satisfaction	212	253	23	5	0	4
Q2 Telephone access	246	213	32	2	0	4
Q3 Appointment satisfaction	215	225	44	9	1	3
Q4 See practitioner within 48 hours	194	190	85	10	7	11
Q5 Ability to book more than 48 hours ahead	213	205	54	11	1	13
Q6 See practitioner of choice	114	222	122	24	6	9
Q7 Speak to practitioner on phone	167	235	56	8	5	26
Q8 Email a doctor at the surgery	224	153	28	1	2	89
Q9 Comfort of waiting room	140	241	103	6	0	7
Q10 Waiting time	64	256	155	14	2	6
Q11 Same doctor about on-going condition	170	213	72	11	6	25
Q12 Booking a Specialist Nursing Clinic	107	160	51	3	0	176
Q13 Satisfaction with visit	269	198	25	0	1	4
Q14 Express concerns / fears	260	186	31	2	1	17
Q15 Recommendation	281	180	24	2	0	10
Q16 The manner in which you were treated by staff	281	180	24	2	2	8
Q17 Respect shown	275	189	22	1	1	9
Q18 Satisfaction with Dispensary	237	196	30	8	5	21
Q19 Ease of ordering repeat prescriptions	259	155	25	5	5	48
Q20 Ease of collecting prescriptions	243	185	30	6	3	30
Q21 Information of services	200	227	32	4	0	34
Q22 Complaints / compliments	123	216	51	8	0	99
Q23 Illness prevention	132	251	56	3	0	55
Q24 Overall satisfaction with Surgery	249	205	18	5	0	20
Q26 OOH rating	32	37	7	2	4	2

Table 2 - % Scores

Question	Excellent	Good	Average	Below Average	Poor	Blank	Total Responses (Non-Blanks)
Q1 Opening hours satisfaction	43.0%	51.3%	4.7%	1.0%	0.0%	0.8%	99.2%
Q2 Telephone access	49.9%	43.2%	6.5%	0.4%	0.0%	0.8%	99.2%
Q3 Appointment satisfaction	43.5%	45.5%	8.9%	1.8%	0.2%	0.6%	99.4%
Q4 See practitioner within 48 hours	39.9%	39.1%	17.5%	2.1%	1.4%	2.2%	97.8%
Q5 Ability to book more than 48 hours ahead	44.0%	42.4%	11.2%	2.3%	0.2%	2.6%	97.4%
Q6 See practitioner of choice	23.4%	45.5%	25.0%	4.9%	1.2%	1.8%	98.2%
Q7 Speak to practitioner on phone	35.5%	49.9%	11.9%	1.7%	1.1%	5.2%	94.8%
Q8 Email a doctor at the surgery	54.9%	37.5%	6.9%	0.2%	0.5%	17.9%	82.1%
Q9 Comfort of waiting room	28.6%	49.2%	21.0%	1.2%	0.0%	1.4%	98.6%
Q10 Waiting time	13.0%	52.1%	31.6%	2.9%	0.4%	1.2%	98.8%
Q11 Same doctor about on-going condition	36.0%	45.1%	15.3%	2.3%	1.3%	5.0%	95.0%
Q12 Booking a Specialist Nursing Clinic	33.3%	49.8%	15.9%	0.9%	0.0%	35.4%	64.6%
Q13 Satisfaction with visit	54.6%	40.2%	5.1%	0.0%	0.2%	0.8%	99.2%
Q14 Express concerns / fears	54.2%	38.8%	6.5%	0.4%	0.2%	3.4%	96.6%
Q15 Recommendation	57.7%	37.0%	4.9%	0.4%	0.0%	2.0%	98.0%
Q16 The manner in which you were treated by staff	57.5%	36.8%	4.9%	0.4%	0.4%	1.6%	98.4%
Q17 Respect shown	56.4%	38.7%	4.5%	0.2%	0.2%	1.8%	98.2%
Q18 Satisfaction with Dispensary	49.8%	41.2%	6.3%	1.7%	1.1%	4.2%	95.8%
Q19 Ease of ordering repeat prescriptions	57.7%	34.5%	5.6%	1.1%	1.1%	9.7%	90.3%
Q20 Ease of collecting prescription	52.0%	39.6%	6.4%	1.3%	0.6%	6.0%	94.0%
Q21 Information of services	43.2%	49.0%	6.9%	0.9%	0.0%	6.8%	93.2%
Q22 Complaints / compliments	30.9%	54.3%	12.8%	2.0%	0.0%	19.9%	80.1%
Q23 Illness prevention	29.9%	56.8%	12.7%	0.7%	0.0%	11.1%	88.9%
Q24 Overall satisfaction with Surgery	52.2%	43.0%	3.8%	1.0%	0.0%	4.0%	96.0%
Q26 OOH rating	39.0%	45.1%	8.5%	2.4%	4.9%	2.4%	97.6%

Comparison 2011-12 to 2012-13

A patient survey for Deddington Health Centre was also carried out during 2011-12, some of the questions have remained the same for this year and a comparison can be drawn from these questions.

This year our questionnaire was answered by 497 patients. Last year our questionnaire was answered by 268 patients.

Table 4 shows the mean percentage scores that were calculated during 2011-12 and the same method has been used to calculate the result for 2012-13 where the question was the same. Where a question was not included in the previous year then an entry of 'N/A' is shown.

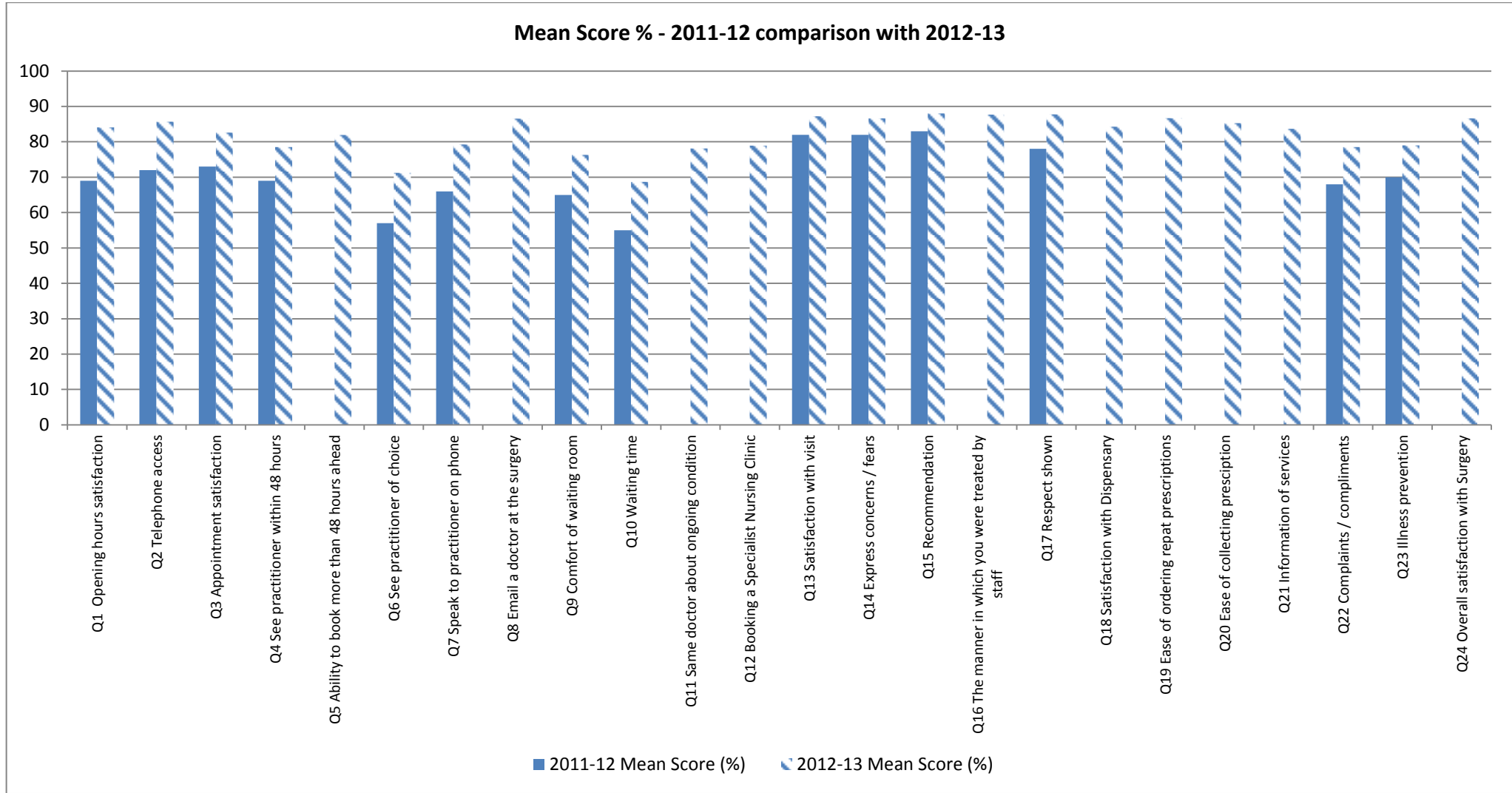
For more information on the calculation of the mean % score see the section 'Table Information and Calculation Methods'.

Table 4 – Mean % Scores

Question	2011-12 Mean Score (%)	2012-13 Mean Score (%)	Direction of Change
Q1 Opening hours satisfaction	69	84	↑
Q2 Telephone access	72	86	↑
Q3 Appointment satisfaction	73	83	↑
Q4 See practitioner within 48 hours	69	78	↑
Q5 Ability to book more than 48 hours ahead	N/A	82	
Q6 See practitioner of choice	57	71	↑
Q7 Speak to practitioner on phone	66	79	↑
Q8 Email a doctor at the surgery	N/A	87	
Q9 Comfort of waiting room	65	76	↑
Q10 Waiting time	55	69	↑
Q11 Same doctor about ongoing condition	N/A	78	
Q12 Booking a Specialist Nursing Clinic	N/A	79	
Q13 Satisfaction with visit	82	87	↑
Q14 Express concerns / fears	82	87	↑
Q15 Recommendation	83	88	↑
Q16 The manner in which you were treated by staff	N/A	88	
Q17 Respect shown	78	88	↑
Q18 Satisfaction with Dispensary	N/A	84	
Q19 Ease of ordering repeat prescriptions	N/A	87	
Q20 Ease of collecting prescription	N/A	85	
Q21 Information of services	N/A	84	
Q22 Complaints / compliments	68	79	↑
Q23 Illness prevention	70	79	↑
Q24 Overall satisfaction with Surgery	N/A	87	

From this table we can see that where we have asked the same question as the previous year we have consistently gained an improved rating from last year.

Chart 1 – Mean % Scores



Comments

There was a section on page 2 of our questionnaire in which to write comments, 28% of patients who completed the questionnaire also included comments and suggestions. This is a slight increase on last year where the percentage was 24%.

Comments – PRACTICE

- Excellent
- Would be useful to have notification on check in of where you are in queue (e.g. you are checked in with 'X' and there are 'N' patients in front of you, we apologise for the delay)
- No comments to improve service but I wish I lived closer
- Overall satisfaction with the surgery
- Practice is very good. I would like if there was a surgery on a Saturday for people who are not able to come during the working week.
- Delighted with service!
- Re Magazines - Most are old! For WOMEN or Younger people (and scruffy. Some cricket/football would be good or up to date country life
- Very happy with practice
- PARKING!
- The practice has always provided me with the service I required within good time parameters and I can usually see 'a doctor' not necessarily my own GP, the day I request it, if I am early enough in the morning ringing up
- Waiting time needs to be more clear
- Better parking, probably not realistic. Low score for Q6.
- More early AM hours. Virtually impossible for a working person in for e.g. Oxford who lives locally working 9-5 to get an appointment without having to miss work. Not always possible
- Coffee machine in waiting room
- Keep up the good work
- Consider we are very lucky to have it in the village
- Excellent practice. Longer opening in evenings would be good for full-time workers if possible, as it is not always easy to take earlier appointments
- Compared to my previous GP this is an excellent GP practice - my frustration is that individuals are not viewed in a holistic way but on a symptom by symptom basis.
- Would prefer engaged tone than what it is now! Happy patient and appreciate our surgery over a great number of years. Thank you to all members of the team. Self check-in saves the receptionists' time - I like it. Thank you.
- Parking is sometimes a problem, it is extending further down Earls Lane. I mention this as the only problem in this excellent health centre.
- Superb surgery in every way
- I actually can't improve; in fact I would like to live here
- It is very good at present time
- Need some form of weekend service
- Could smell fresher
- Waiting time is the only thing but you couldn't provide all the other great levels of service if you cut this down
- Car parking is bad
- So far, so good, am very satisfied
- Deddington Health Centre is a fantastic practice and always very helpful
- I have had days/times mis-booked on a couple of occasions. E.g. booking for 9.30 on Monday, when arrive being told it is 9.30 on Tuesday

- I came in with floaters in my eyes and told I would be made an appointment at the JR in the near future, when I arrived home they had been on the phone with an appointment for 8 o'clock in the morning. I was first on the list at the JR. I cannot fault the service.
- This is a really excellent surgery. Lovely staff, excellent doctors. I have my preferred GPs and never have problems seeing any of them.
- It would, in my mind, be beneficial to have the same doctor for all appointments or at least an appointed doctor that can be addressed for on-going issues
- The electronic display board could advise the time delay for particular doctors during the day, I have experienced delays of up to 25 minutes for an appointment and a family member has been waiting in the car outside, if I could have advised the waiting time. Viewing the car park I know I'm not alone with this situation.
- In respect of Q1 - it would add much if the surgery was open say a late evening or Saturday morning
- The main problem is car parking, you may have to park up to 150 to 200 metres from the surgery, which is very inconvenient if you are lame or not feeling well.
- Only comment I have is the restrictions of only being able to see a midwife on a Monday afternoon means I rarely make it due to work commitments and have to go to Chipping Norton instead which is over ½ hour drive.
- Ensuring emergency appointments are available at short notice. Also if a patient is told to ring back at 13:00 for a chance of an emergency appointment in the afternoon to ensure that there are actually emergency appointments available when the patient rings back ...
- The waiting area feels as though everyone is on top of each other and very awkward to sit when busy as often have to ask others to move to sit down, and then again when you are called to see your Dr. This could be improved.
- Personally I think everyone expects everything to be 24/7. Our surgery is fine, we have enough hours, we have plenty of doctors, who seem to cover a lot of different fields. We have Out of Hours contacts. In dire emergency we have A&E in Banbury, even emergency dental in Oxford. We all need a break including doctors
- Not really, but I have lots of praise - I really love Deddington Health Centre! I know lots of people that complain about their doctors, and I'm always saying how great my surgery is. I love having the ability to email and speak to doctors on the phone - this has saved me lots of time, and probably saves the surgery a lot of unnecessary appointments as well. Ordering repeat prescriptions online (at any time of the day or night!) is brilliant too. The blood pressure machine in the waiting room was great when I was attending antenatal appointments, and actually reassured me several times (I would drop in and check my blood pressure every now and then). The self-check in is a relatively small thing, but it saves you having to queue at reception and means the receptionists can concentrate on people that have more complicated queries. There are just so many common-sense timesaving things. The doctors are great as well of course, and actually having their specialisms on the website is really handy because it means you can make an appointment with the most knowledgeable person. Other surgeries could learn from Deddington I think!
- I think they are doing a great job already. I find staff very helpful generally.
- Nobody wants to be rushed out of the surgery. If I am kept waiting (as long as it is not for ages!) it's an indication that each patient is getting a good level of care and attention which is great.
- I think this is an excellent practice given pressure of patient numbers
- it is always nice to keep to the same doctor
- Well man clinics for working age open on Sunday morning, say one per month, publicise and get partners to nag for attendance. Travel to Oxford hospitals for specialist is problematic - probably unavoidable but could some specialist come to Horton as per ophthalmic specialist. 20MPH speed limit needed on road!
- No idea about email. Takes several days to be able to see the same doctor.
- Overall I find the practice extremely efficient, the staff are helpful, the doctors are patient and the dispensary efficient.
- Waiting time needs to be more clear
- Can't think of anything currently. This is very convenient and efficient practice and I am very satisfied. Better than others I have belonged to in the past.

- here, always helpful
- A pity no doctor of our practice is on duty at weekends
- My only niggle is that I have to beyond my appointment time though I appreciate the cause may be due to the unexpected demands of previous patients
- Doctors surgery at weekends
- Have some appointments on a Saturday or late evenings
- Get up to date magazine in the waiting room. Trying to get an appointment in 48 hours if it's routine is hard. Always get asked by reception "Is it urgent?"
- 9/10 for service, thank you
- Not have music
- Advising patients by text if Dr is running late and by approximate length of time in minutes
- Always tricky trying to get an appointment for a slot within 48 hours and normally can't see requested doctor
- I would appreciate the opportunity to see doctors on perhaps one evening a week, as it's not always easy to miss work for appointments -but perhaps this facility already exists!? I was also very happy that the surgery contacted my husband for a health check -age 53- as he then went and had one -far more successful than my gentle nagging...
- I find the service provided very good, my only issue is times for appointments - I am out at work five days a week, I leave home before 7.30 in the morning & return around 6.45 each evening, therefore when I have an appointment I have the earliest you have available, which mostly is after 9 - I find it amazing that the waiting room is full of people that are retired who could come along to the surgery anytime during the day when people like me are at work, & could therefore leave the earlier appointments open to people who are working
- Car parking is dire
- Some weekend opening hours would help
- Have only just moved to area so satisfied so far
- I am lucky enough to be healthy so use the doctors infrequently but whenever I have I've found it all I needed
- I feel there could be a bit more understanding, about the waiting area in the far end of the practice
- In the 10 years I have been going to the practice I have experienced a misdiagnosis (face skin cancer) and my grandchild was oversubscribed antibiotics (at least 3 to 4 times a year for ear-ache) when a locum spotted serious inner ear defects, since treated privately over a long period.
- We are very fortunate to have such a good health centre in Deddington
- Blood tests - Hayley brilliant but GP should inform us if there is something wrong NOT as it is now. Mostly very helpful on the telephone, however you have one/two receptionist who are frosty and today rude to me. I have made one complaint in the past and this was neither acknowledged nor followed up. I wish we had an option of receiving drugs from a chemist, I have had wrong medicine issued on 3 occasions. I've sat in a corridor today waiting for screening - too narrow, patients have tripped over me and I can hear what the doctor is saying to the patient through the door. Disgraceful.
- Don't believe that patient care can be improved upon, all members of staff are approachable, pleasant and extremely attentive
- Would be good if a bit more flexible. Dr would not give me a vaccination because apparently not qualified to do it (?) Nurse had left surgery because I was 10 minutes late and had kept surgery updated on timings in advance. Ended up not getting treatment I needed having to spend £100+ too
- Some car parking space would be nice, or roadside parking
- The opening times (e.g. not Saturdays) and the fact all late appointments are gone. Do not help patients who work full-time, I had to wait 2 weeks to get a late appointment (in pain), maybe be open once or twice a week until 8?
- Tea and biscuits? Seriously though, service is beyond excellence.
- Saturday surgery! No closure of prescription area at lunchtime
- We are very lucky to have you, the doctors are all amazing.

- Bicester waiting times and the waiting room very long and uncomfortable
- All in all I find the doctors, receptionists and nurses excellent. In the 20 years I've come in I have no complaints
- Shame your car park is so small
- Overall very satisfactory
- More pro-active in patient care - invitation to people 40+ to have health checks
- I think we are lucky to have such a sympathetic and caring practice
- As you can read my satisfaction with this surgery is excellent. Thanks to you all
- An excellent service in every way. Inevitably very popular doctors will not always be available in 48 hours.
- I waited 1 hour to see a doctor past my appointment time
- Make it easier to see a doctor at the weekend, it would entail 'penalties' in the week
- I think overall the surgery is very good. I think for some patients the lack of consistency with midwife would be a problem, i.e. not being able to get an appointment and having to go to Chippy, however, I liked the service at Chippy.
- Sometimes hard to find visiting teams e.g. retinal screening. A notice would help me not to bother the receptionists.
- I have always thought that the service provided is consistent and good, so well done
- Overall excellent, don't always use some of the services (yet)
- All good
- I had an appointment for my child (18 months) which the doctor told me to continue giving baby paracetamol and lots of fluid for a virus. I asked for baby paracetamol on prescription which she prescribed me but told me I should be buying it from the shop (just like I had to with nappies)
- Better parking

Comments - STAFF

- Reception should not ask personal questions over the phone (i.e. is it urgent) etc. People would not phone unless they thought it right to do so, as they wish to see a doctor
- Low score for Q16 staff relates to non-medical
- Continuity of Doctors: ALL temp doctors to have same respect and give their patient some recognition of their own knowledge of their own condition.
- I have always found the doctors and staff very kind and helpful
- I am made to feel at ease and comfortable with the doctors and nurses at the surgery
- My only comment (apart from how lucky I feel to be registered at the surgery) is being able to order 2 inhalers at once if my asthma is exacerbated. I like to always have a spare in case I lose one/it breaks, etc. But that's all - not a big issue
- Reception is the first point of contact. The "odd" receptionist has a superior manner. Maybe a training course.
- Practice nurses and health care assistants are wonderful

Comments - DISPENSARY

- Telephone line to dispensary is always too busy
- Only issue - my daughter sees a consultant every 3 months at the Horton for blood tests to review her medication (life long illness) and we often get letters from the dispensary saying we need to review her medication - so possibly a better relationship needed between GP & Consultant to prevent any unnecessary stress and letters.
- Dispensary phone to be answered quicker
- The organisation of dispensary needs to be addressed. There seems to be a distinct inability to find prescribed medicines, this is not a problem except to give a false impression of organisational inefficiency

- Would it be possible for the pharmacy counter to take a person to one side if there is a complication in finding the medication (ordered by that person). I do appreciate that space will be a problem if this is to be put into practice but I have noticed the build-up of waiting "collectors" as soon as there is a query at the counter. I also appreciate that staffing is limited. On a separate issue - have volunteers been considered by the surgery to assist with minor issues etc.
- DISPENSARY - Perhaps an additional phone line? The only observation and not complaint is that if I ring at 10am for a repeat prescription I often get the taped message of "dispensary is now closed" I then try again at 10.05 and used to get "due to the high number of calls" etc. and any-time after 10.05 I still get a message that it is a busy time. Therefore perhaps a trained could deal with the prescription requests freeing up dispensary staff time. Otherwise I think all of the pharmacy staff do an excellent job. SPECIALIST NURSE CLINIC - what is this clinic?
- For me it would be helpful to be able to go to Boots to collect my prescription
- Dispensary is too small - waiting for prescriptions is very timely
- Clear typed information when repeat prescriptions are changed without notice that older patients could read at their leisure at home. A firm idea of the timeline of when drugs from a repeat prescription will again become available (which had been unavailable for some reason).
- Wish there was an auto repeat for regular prescriptions as when stressed forget to order then its X 3 days And if a weekend!
- Dispensary can be disorganised (or appears to be)
- Only problem I have is the occasional failure of the online prescription ordering and sometimes it does not get through
- I keep thinking the dispensary could have a way of storing items so that they can find them more easily. For their own sake not mine!
- I have made a comment regarding the dispensary, which I'd like to expand on a little if I may? I have written on the survey..... My only observation - and this is an observation, not a complaint in anyway as I think the service that the lovely ladies in the dispensary provide is amazing..... would be the length of time it takes the dispensary staff to actually locate made-up scripts when patients wait to collect them! To expand on this..... After many years of collecting (pre-ordered) scripts for my late mother, husband, children and myself, I've observed on very many occasions the staff seem to have to look in numerous different places to locate the made-up scripts, often spending several minutes looking for items then checking the computer, then looking through all the boxes again....(and I'm the first one to admit I've asked for a script I've not given long enough notice for so quite understand that they would follow this routine of making sure the script they were looking for actually had been made up!) Whilst I have the patience of a saint and don't have an issue with waiting at all, maybe the less able bodied or elderly might find the time they wait a little longer than is comfortable? I appreciate there are chairs by the side to wait on but my guess is most people wouldn't expect to have to wait long enough for a pre-ordered script to need one....and by the time they realise they should have done the script has been found and they are on their way! Maybe looking into the system currently in place for filing made-up scripts for collection, the waiting time of patients collecting scripts etc. could reduce the time the staff spend looking for scripts and handing scripts over significantly less during the course of a day, thus enabling the staff to move on more speedily to doing other tasks, of which I'm very sure they have many! Anyway, as I say, this is just an observation! I am as always, in awe of the amazing service we get from the Health centre and its staff and trust that the comments/suggestions I've made are considered a constructive critique and by now means intended to offend in any way!
- The surgery should use automatic repeat as I have to ring you then medi-link
- When ringing for repeat prescriptions not having to name everything you need as it is already on file
- I would like to be able to get more than one months' repeat prescription at a time, at 94 the monthly pickup is aggravating.
- Not much frankly but the method of searching for made-up prescriptions needs improvement - there must be a better system

- It would be helpful if repeat prescriptions could be written for longer periods i.e. 2 or 3 months each time
- Dispensary - Needs greater efficiency in locating patients' packages of medication. Slow to respond to the bell sometimes also, understaffed?
- Ordering repeat prescriptions with multiple different medicines which last different periods of time remains awkward to keep track of. If all were supplied on a months' worth this would be easier.
- The dispensary needs to be improved. On occasion they are unable to source an item and are not very good at communicating this. Also on more than one occasion I have had to return to the dispensary because something was missing from the prescription.
- To make patients aware if medicines are not available so they can make other arrangements
- I wanted to say what an extremely good dispensary you have at Deddington Health Centre. Everyone is most helpful and pleasant both on the phone and in person, even when they are under pressure (which I am sure is often!)
- Lengthy wait on phone when trying to get through to dispensary – otherwise staff very efficient and pleasant.

Comments – OOH

- The OOH service (Banbury) was extremely difficult to find!
- OOH is nightmare!
- OOH service is time consuming
- I didn't know there was an OOH service.
- I believe "Out Of Hours" service should be with the practice, duty basis to cover emergencies only