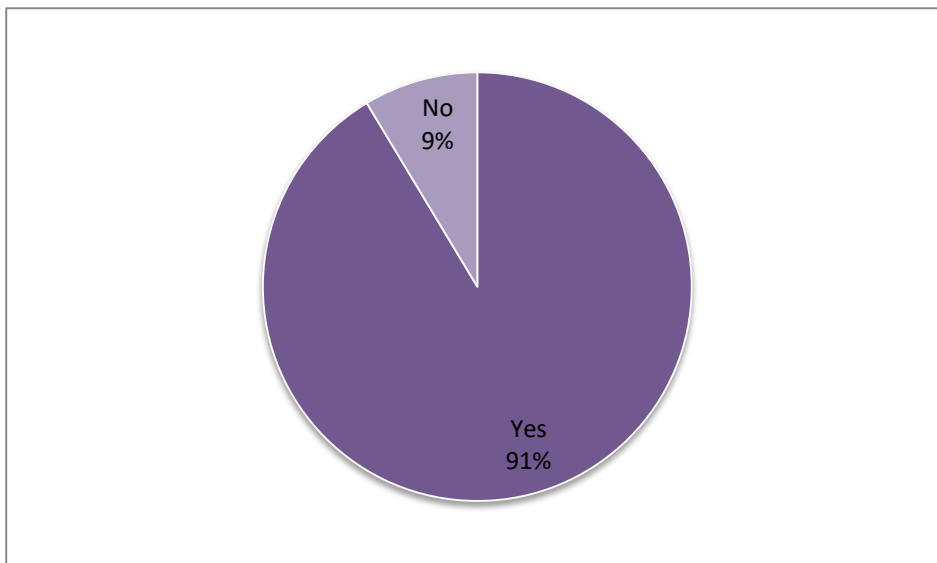


PATIENT SURVEY 2013

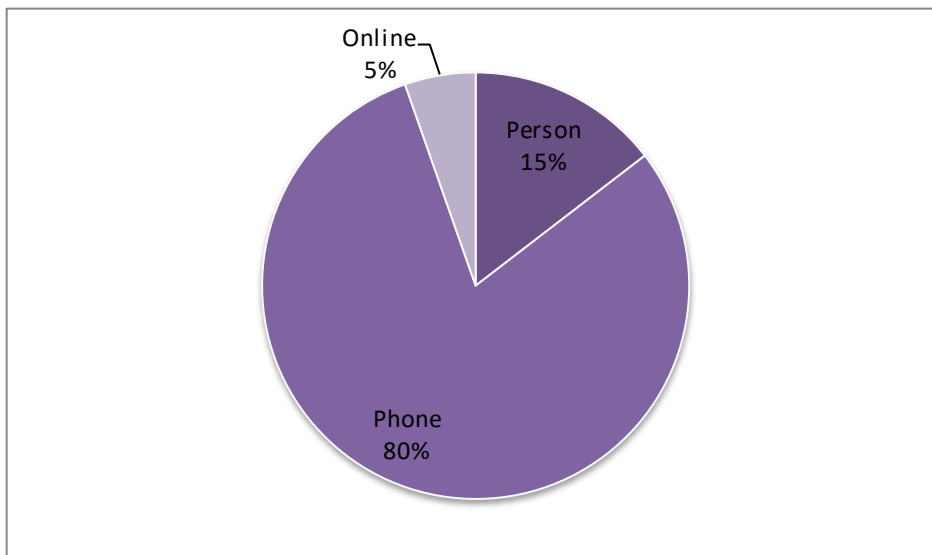
- RESULTS

The survey was completed in November/December 2013.
232 surveys were completed.

Question 1: Is your GP Surgery currently open at times convenient for you?



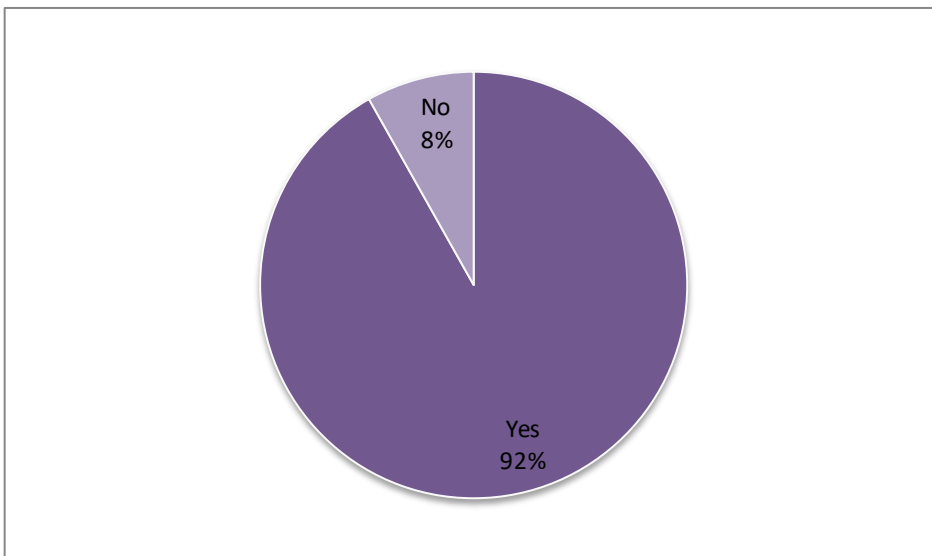
Question 2: How do you normally make your appointments?



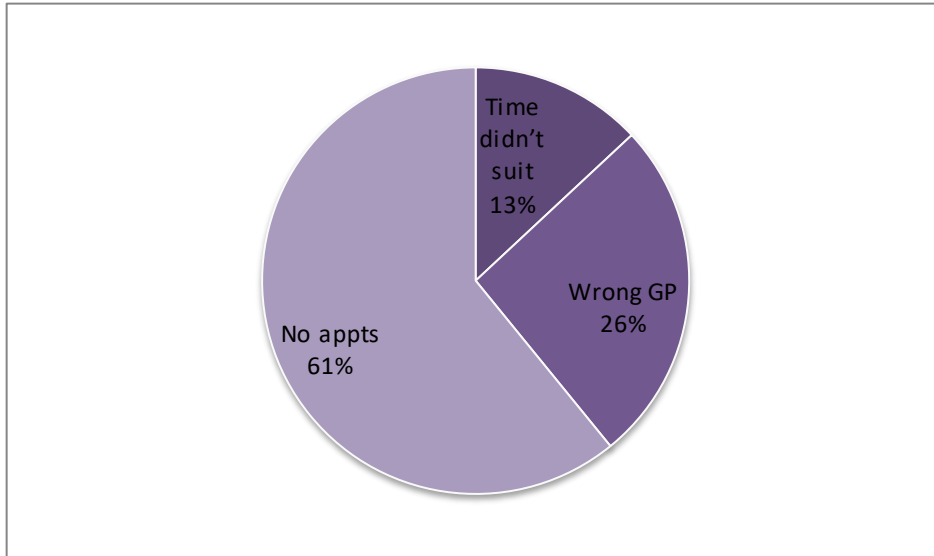
Question 3: How do you rate the experience of making appointments?



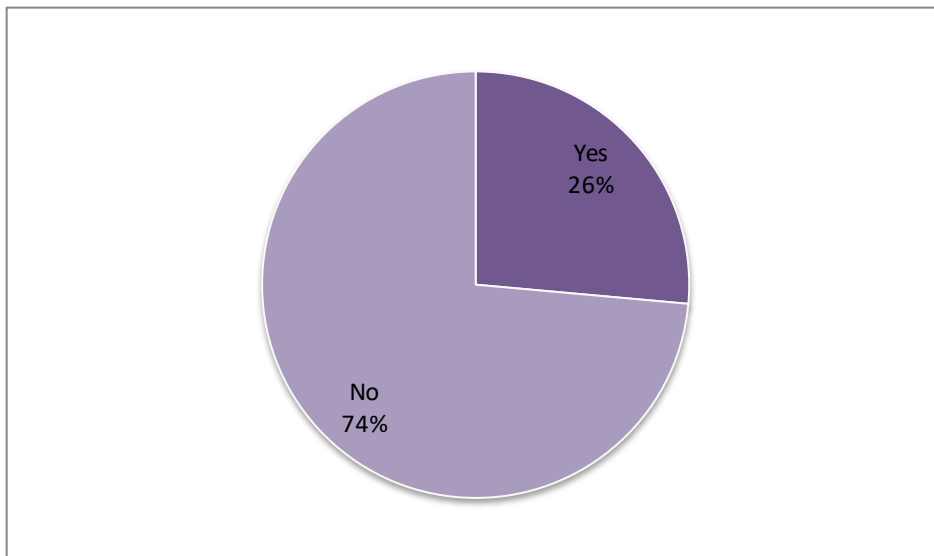
Question 4: Were you able to obtain an appointment within a reasonable time period of your request?



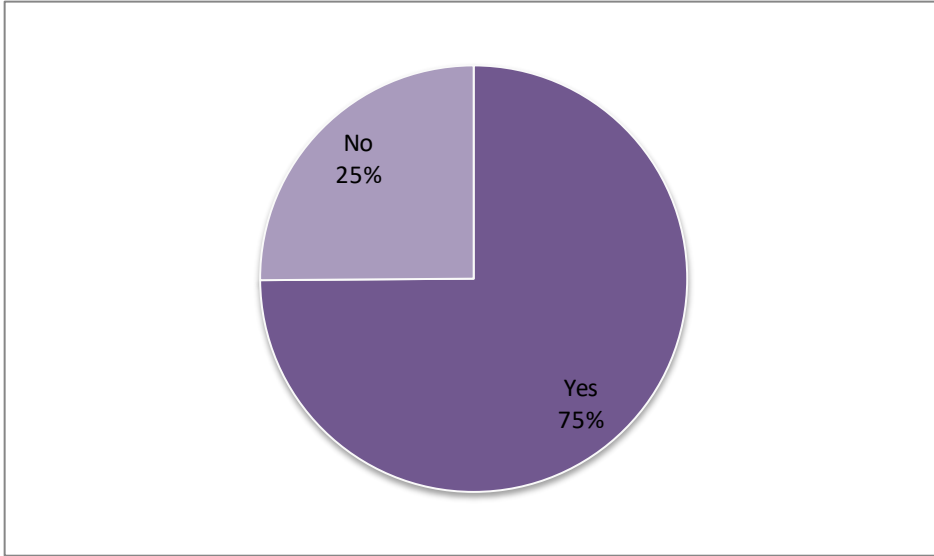
If not, why not?



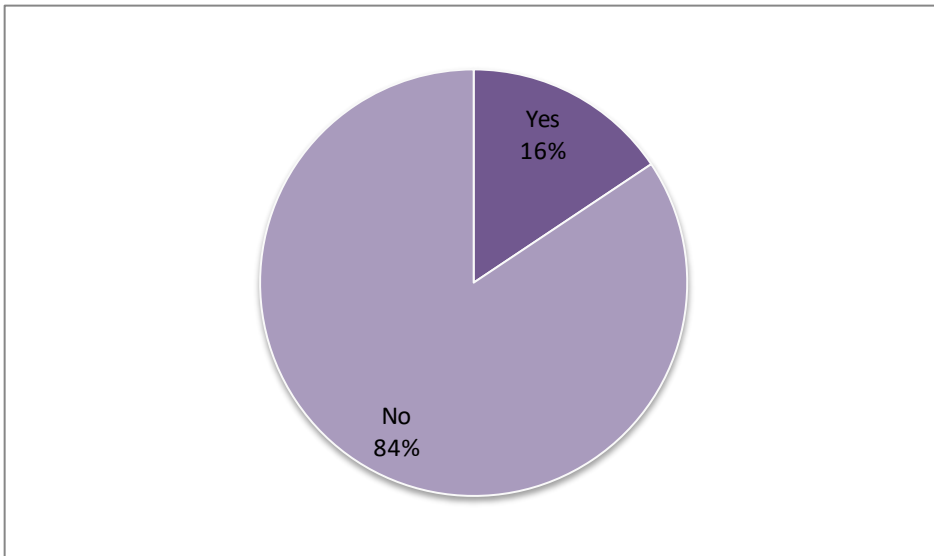
Question 5a: We currently offer a limited number of appointments for telephone consultations with GPs. Have you used these and if so did you find them helpful?



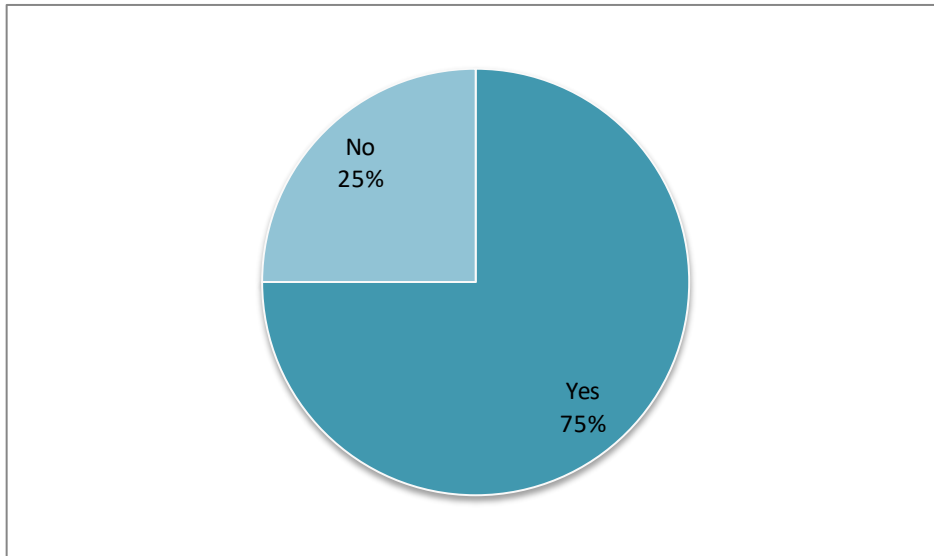
Question 5b: If you have not used this service do you think you would in the future?



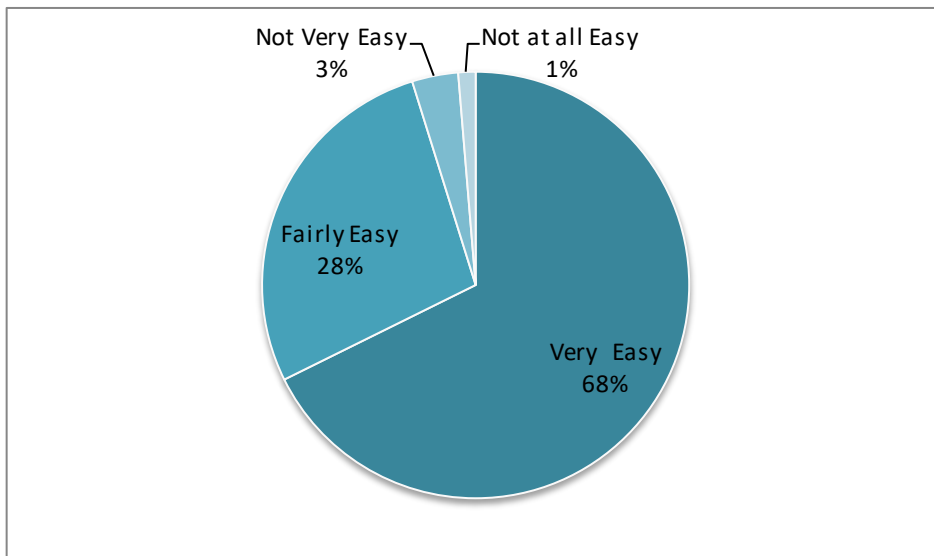
Question 6: Have you used our online booking system?
If so did you find this useful and easy to use?



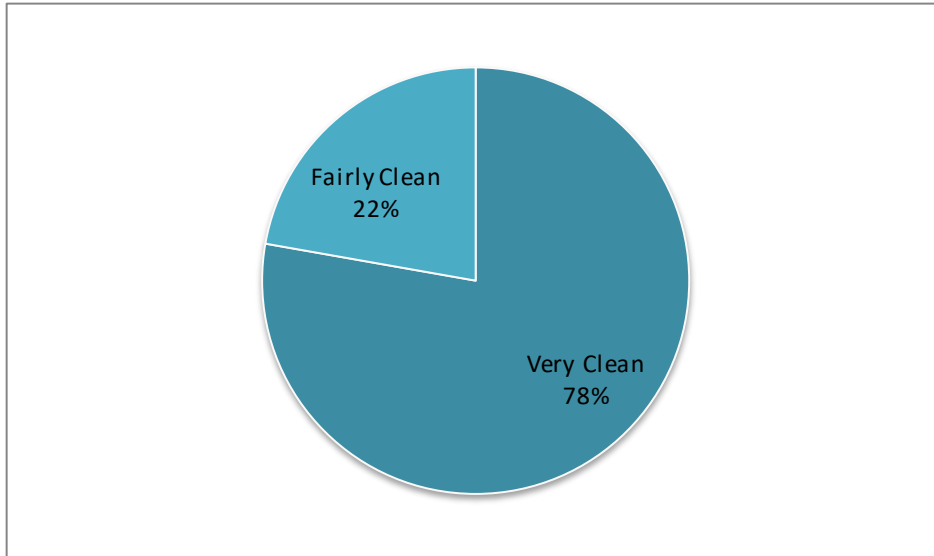
Question 7: We currently send appointment reminders via text message, do you like this?



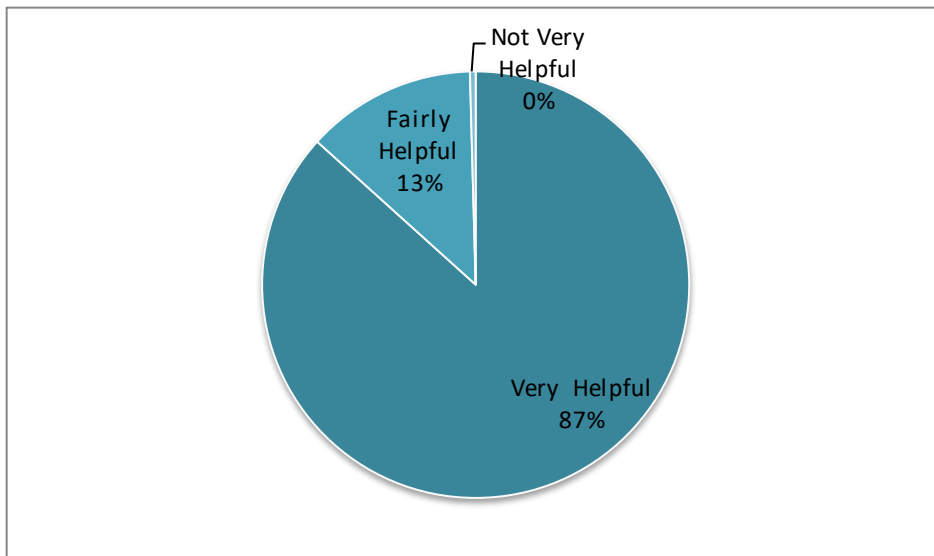
Question 8: How easy did you find the access into the surgery building?



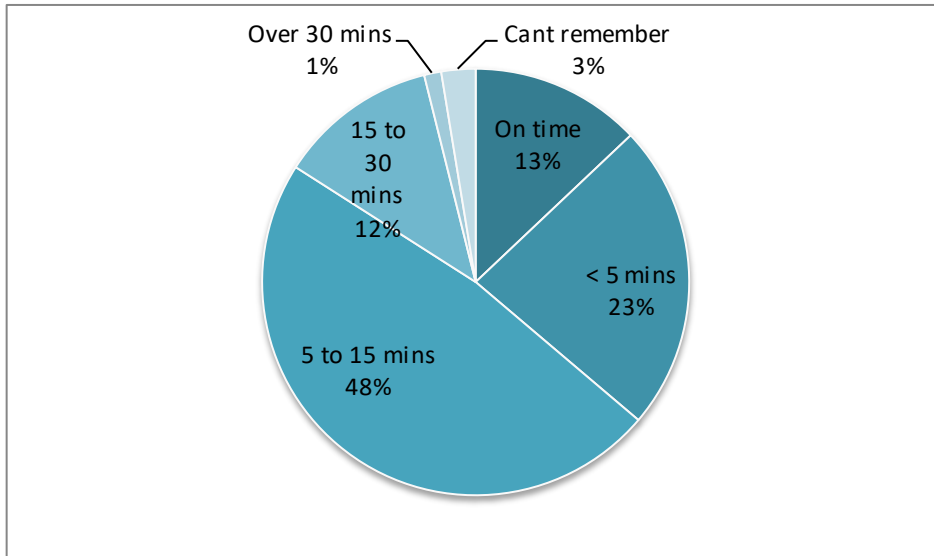
Question 9: How clean did you find your surgery?



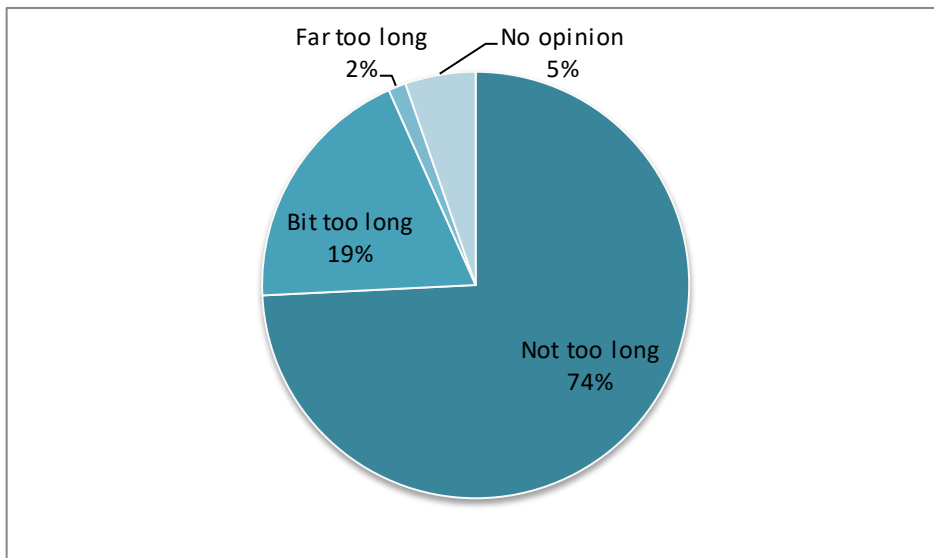
Question 10: How helpful did you find the reception team?



Question 11: How long after your appointment time do you normally wait to be seen?

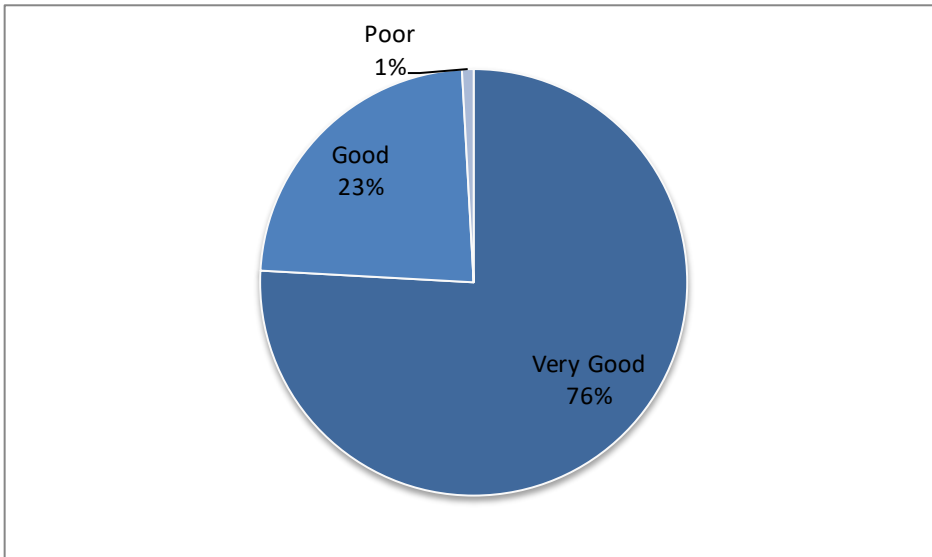


Question 12: How do you feel about how long you normally have to wait?

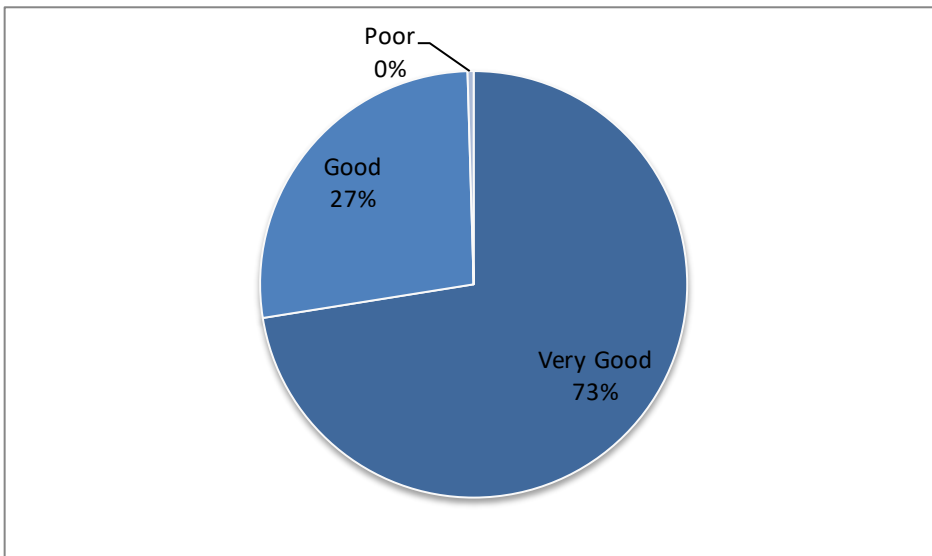


Question 13: The last time you saw a clinician (doctor/nurse/HCA) at the surgery, how good was the clinician at each of the following?

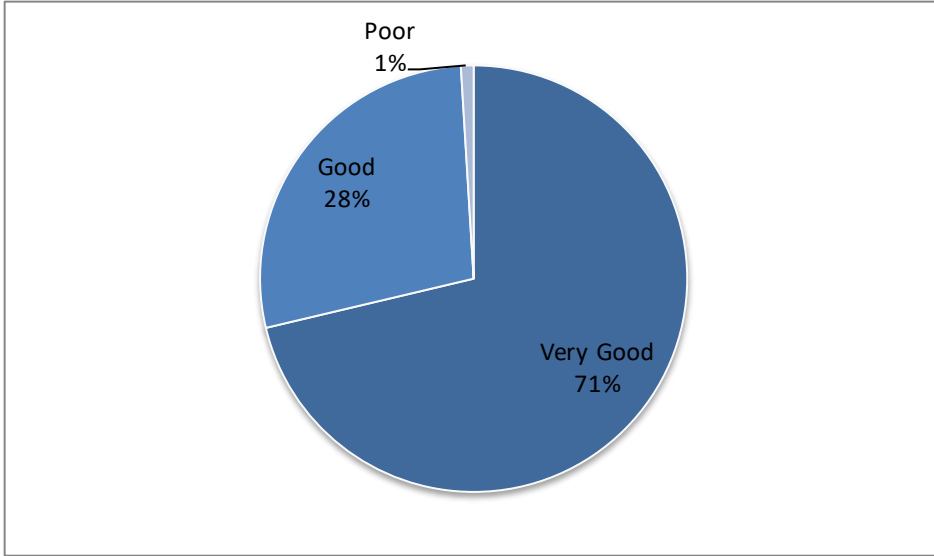
Giving you enough time



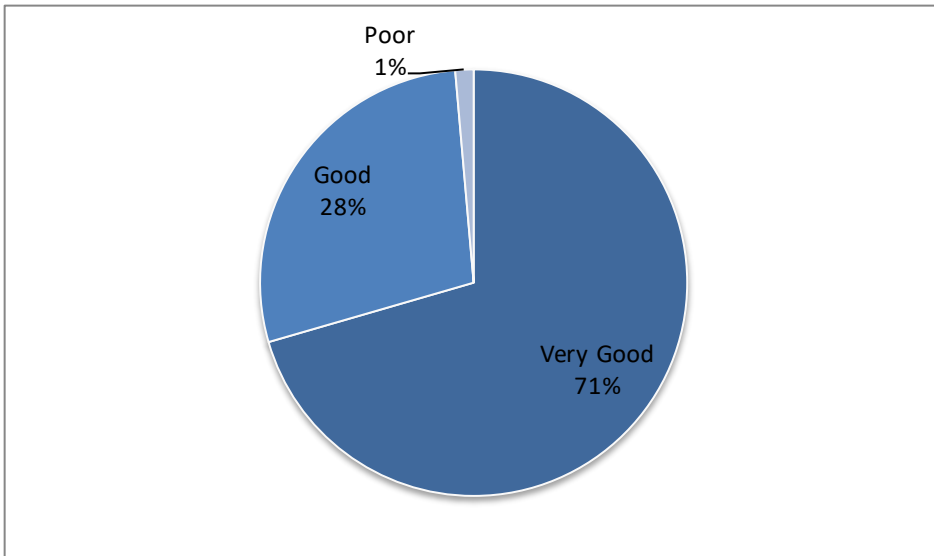
Asking about your symptoms



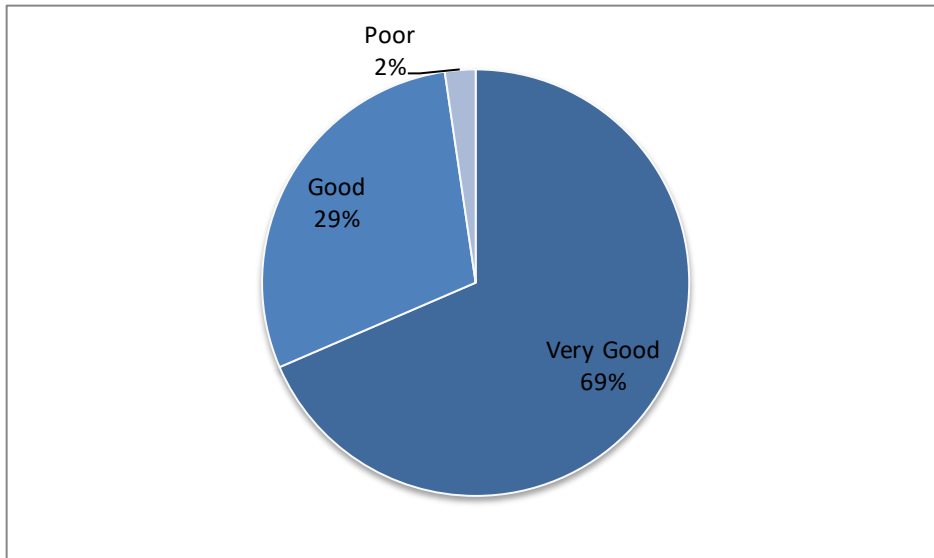
Listening



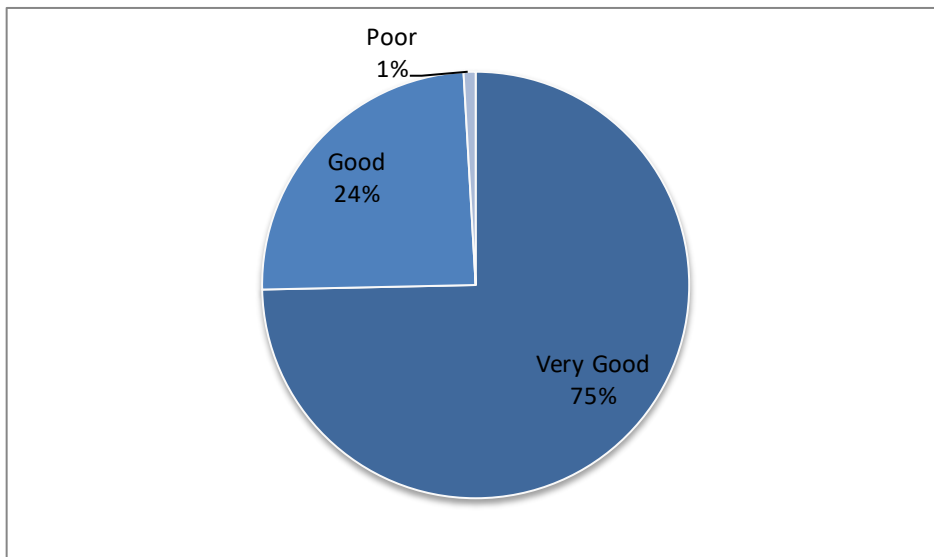
Explaining tests and treatments



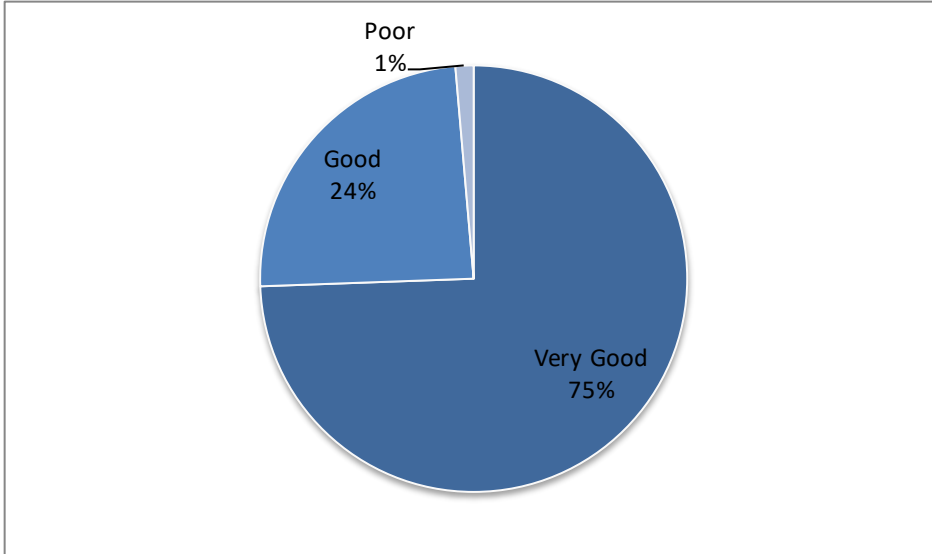
Involving you in decisions about your care



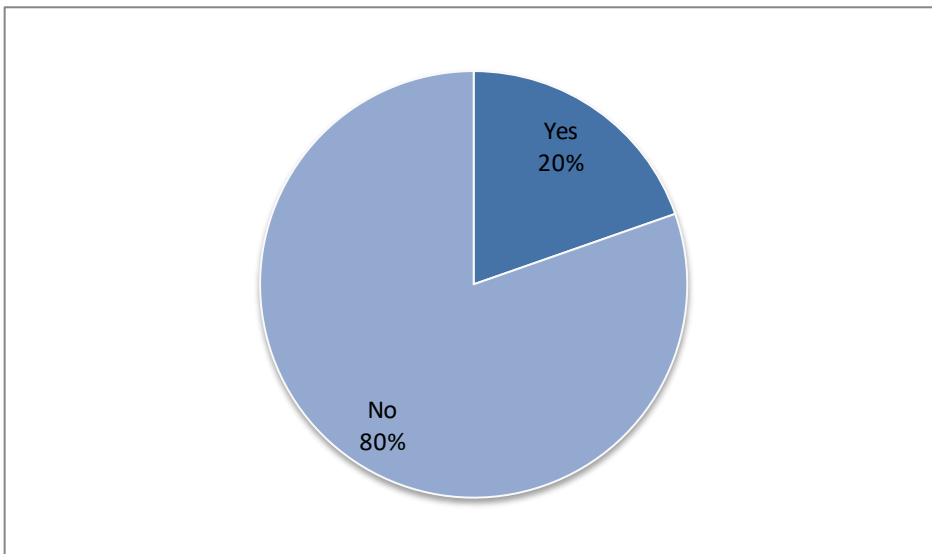
Treating you with care and concern



Taking your problems seriously



Question 14: If the surgery set up a virtual patient group for you to give suggestions and comments, would you be interested?



Question 15: Have you any suggestions how we can improve the service we offer you?

The service is second to none, certainly the online systems are a great step forward, and also a new diabetic nurse would be great – which is now happening with June. But just keep going more of the same please

Bigger & better premises, separate patients with colds in waiting rooms, bigger car park, more staff, more equipment to carry out tests

Maybe have a GP just to take calls to access if patient needs to attend surgery or can use over the counter medication

Time or person to explain medication, play waiting area for small children who can be noisy if you're not feeling well, better car parking, waiting rooms get too hot

Reception staff are always very helpful

Phone appointments are very useful

I'm not sure why there had to be a choice of "doctor teams" the old system worked well for me

I would like to be able to send a direct email to the doctor regarding symptoms which may require a prescription and then just pick it up

I find the phone number easier to use now it has been changed

Not enough car parking spaces

Don't think that being in a particular team is of any benefit to the patient

Later evening surgery would be good

Some follow up to check that actions have happened e.g. referrals have been successful

Weekend hours would be good

More room to park

I'm very happy with the service & I think we are very lucky to have such a good GP surgery, such good GPs here

This practice has consistently offered an extremely good service for the many years we have used it

I understand the nurse practitioner has left, I found it really helpful to be able to see her especially with my children or sometimes she could help instead of using a doctor's appointment

Reception staff are always very friendly and helpful

I'm happy with the service I get

Later appointment times

Happy with practice and staff

Reception are very kind and considerate

More time with patients, explain procedures more

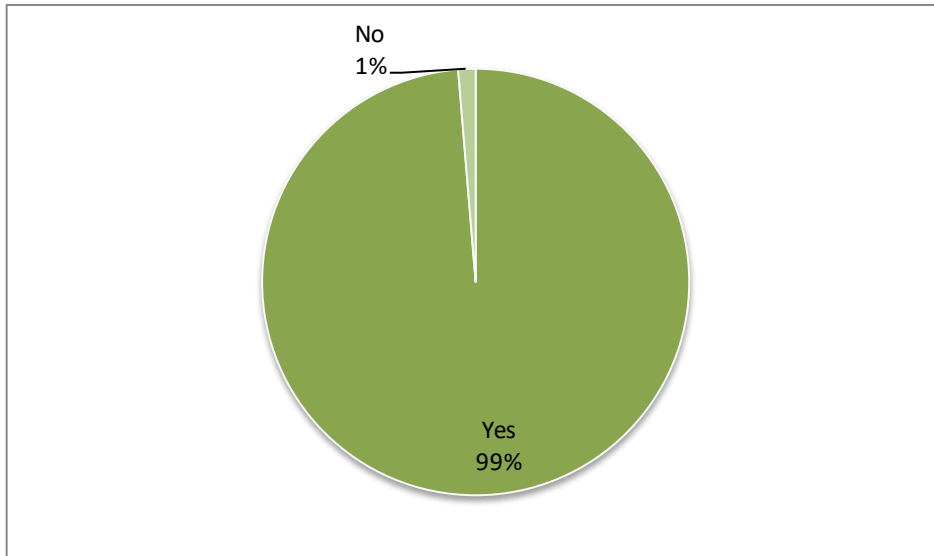
Reception are always very helpful, pleasant and smiling

Surgery is open while I am at work – I would prefer more evening appointments

The waiting room is too small and often crowded

Telephone consultations – very convenient on questions regarding medication

Question 16: Do you feel that you are given enough time to consider your consent?



Question 17: Do you feel that you were given enough information and assistance to make a decision on consent?

