

Dipton Surgery Patient Survey Results October 2011

You Said

Waiting times during baby clinic can be too long especially when immunisations have been arranged.

We did

Immunisations are now given weekly to decrease the number of babies waiting and make waiting times shorter

You Said

The service could be improved by having a female doctor.

We did

The Practice now has a female GP every Friday and we have increased our Female Nurse Practitioner Appointments

You Said

Not keen on the idea of having to speak to a doctor or nurse on the phone before an appointment can be made. Not practical when you are at work.

Would prefer to ring for an appointment like the old system rather than wait for a phone call. Not too confident on phone

Very impressed with practice. Very friendly doctor rang me and able to get an appointment same day.

Generally very good, the phoning of patients is no doubt a good policy, brings together the service and the patient

We did

The practice is going to conduct a survey at the request of the Patient Forum Group , to access patients experience of appointments. (April 2012)

You Said

Improve waiting times. Show delay time in reception. If possible, shorter waiting times.

We did

The practice does not have the facility to show delay times, but we are auditing our appointment waiting times and constantly looking at ways to improve them.

You Said

Some coat hooks would be good

We did

Coat hooks are on all consulting room doors

You Said

I think it's bad at times to get an appointment.

Waiting time can sometimes be a problem.

We did

The telephone appointment system has enabled us to offer GP/Nurse Practitioner appointments on the same day or within 24hour

You Said

All very good so far.

New surgery is fantastic.

Service is very good.

The practice is continually improving to the benefit of the patients.

This practice is run extremely well, an improvement would be very hard.

The surgery staff overall are second to none.

I suffer with a nervous disability and the staff always, always have vast knowledge and understanding when dealing with me - even at short notice. I can't thank them all enough.

Comments about how the doctor/nurse could improve

All very good so far.

very good.

Just continue as you are.

Everything these people do is excellent. I feel privileged to be in this practice.

Nothing. Excellent.

Nursing/nurses could adopt the phone contact to keep an update of the patient under their care.

We did We appreciate these comments and will continually strive to improve