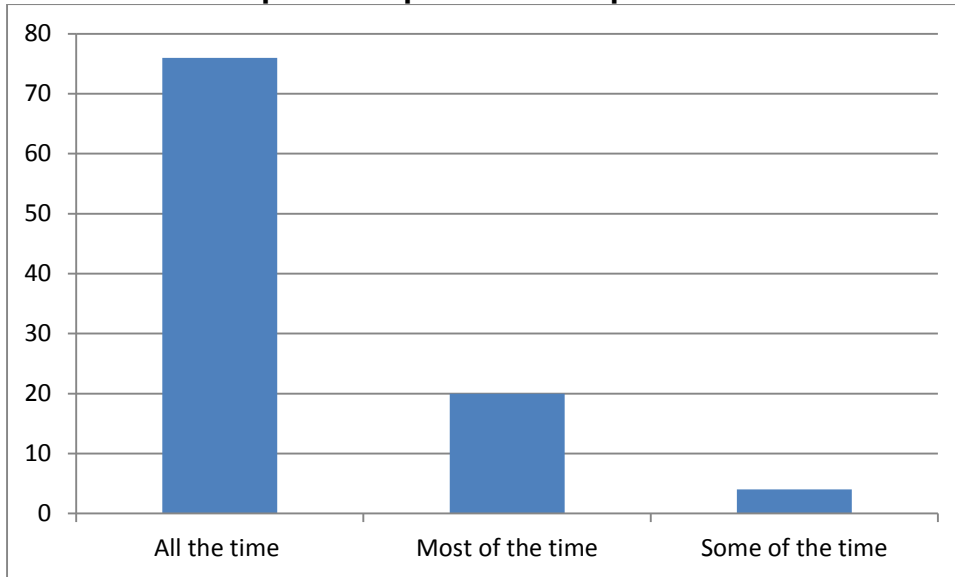




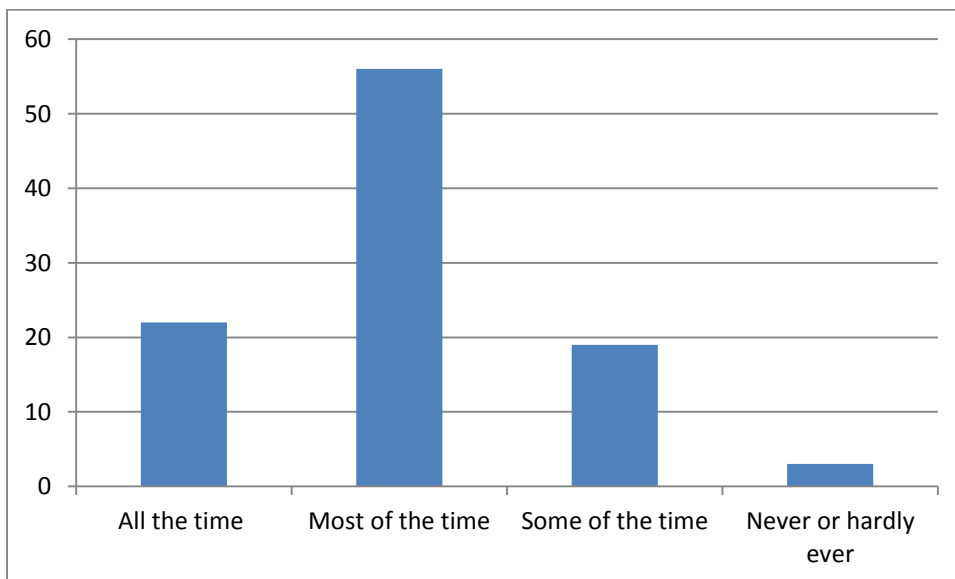
Castle Street Survey Results 2013

Reception Services

Q01. Are the receptionists polite and helpful



Q02. Can you get through to the surgery on the telephone without too long a wait?



Q03. Is there anything we could do to improve the service you receive from our reception team.

No we receive a great service

No Can't think of anything

Quicker response times when answering the telephone

Privacy at the counter

More privacy

As a new patient I have found the service works really well

Not really

Notify patients if times are running late- more than 10 minutes

More people to answer phones

I personally do not like having to say DOB in front of all the waiting room listening and also the wait seems to get longer and longer after the appointment time has been given.

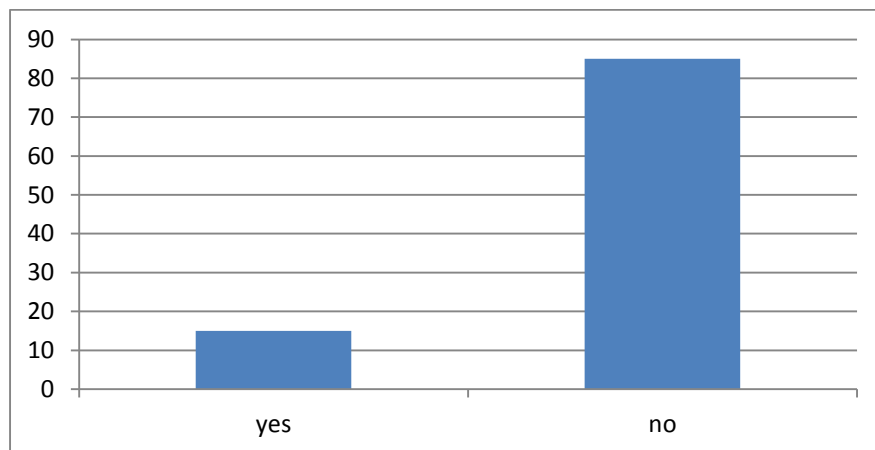
Not talk so loudly so everyone else can hear

Having to keep ringing back and getting the engaged signal.

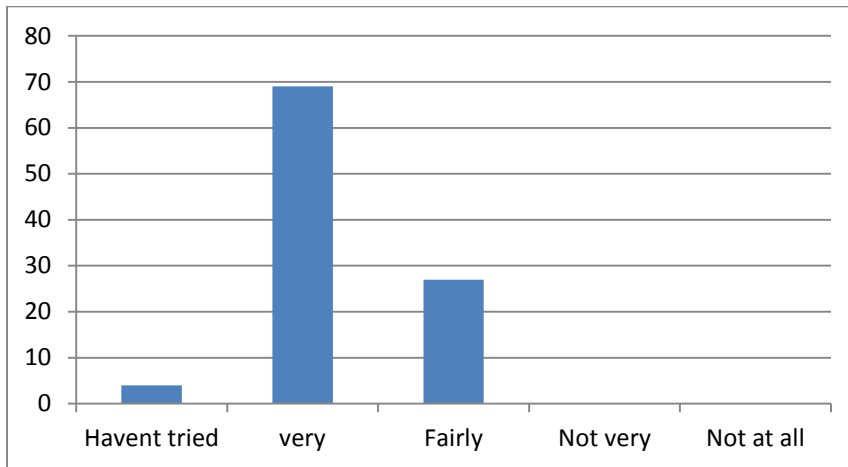
Not really.

Opening Times

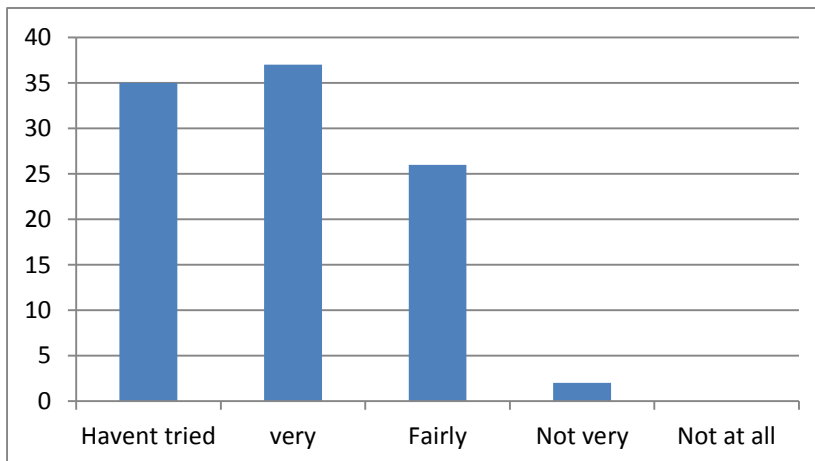
Q04. In the past 12 months have you ever been put off going to see a GP or nurse because the surgery times are inconvenient for you?



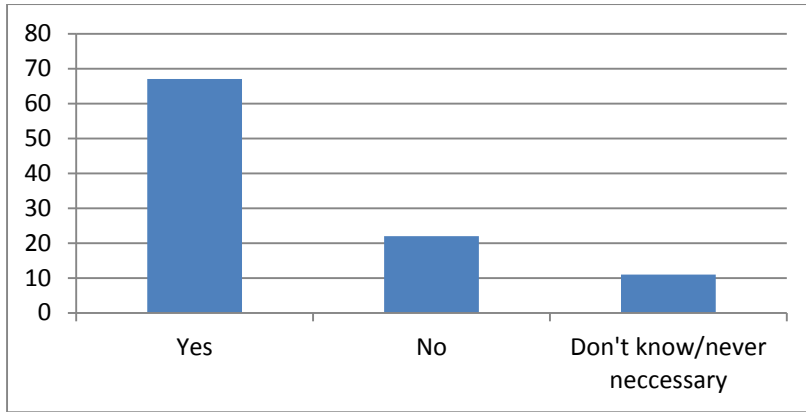
Q05. How easy is it for you get an appointment with the Practice Nurse at the surgery ?



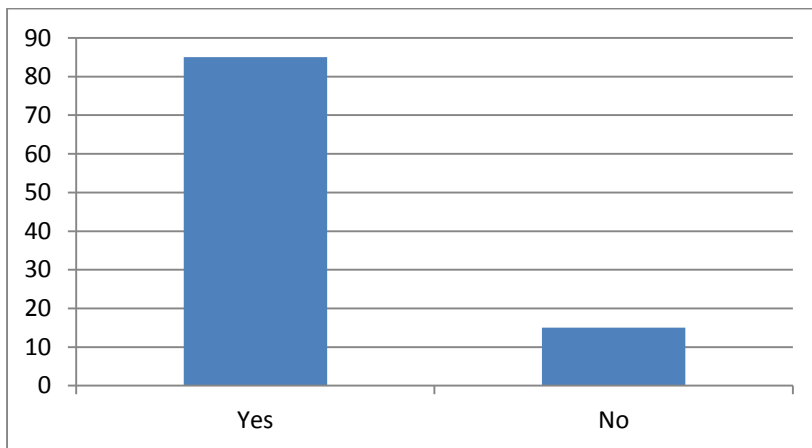
Q06. How easy is it for you get an appointment with the Phlebotomist/Health Care Assistant at the surgery ?



**Q7. Thinking about the times you need to see a GP urgently:
If you need to see any available GP urgently, can you normally get an appointment for the same day or next working day?**



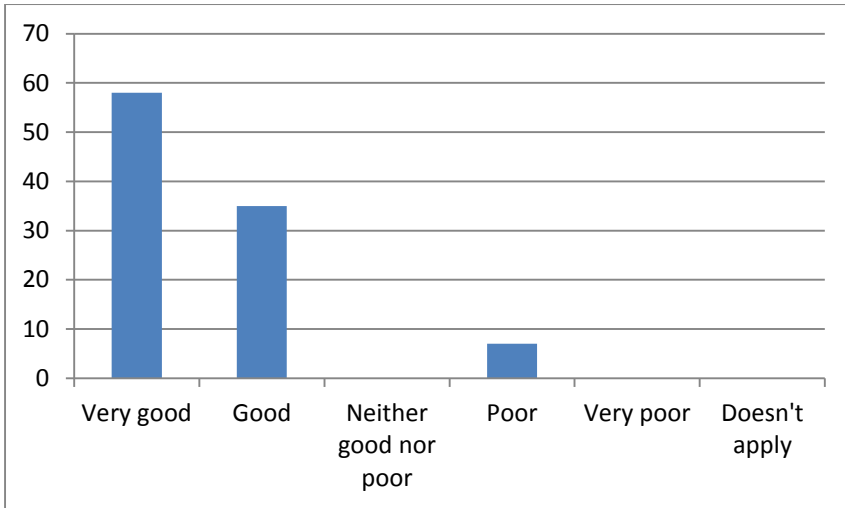
Q8. Are you aware that we are a training Practice and that we have a rotation of GP registrars as well as medical students (GP registrars are fully qualified Doctors who are training to be GPs and are with us for 4 months or 12 months. Medical students are with us for 6 weeks)



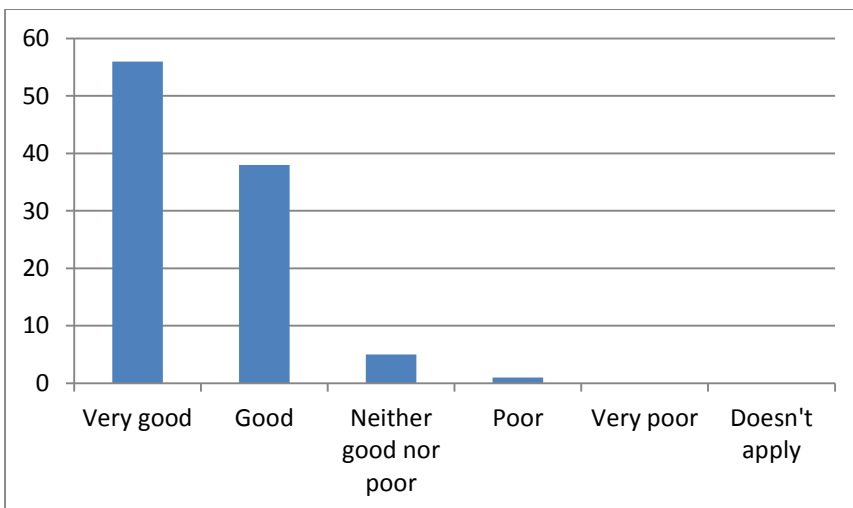
Clinical Care:

Q9. The last time you saw your usual doctor (named above) how good was the Dr at each of the following ?

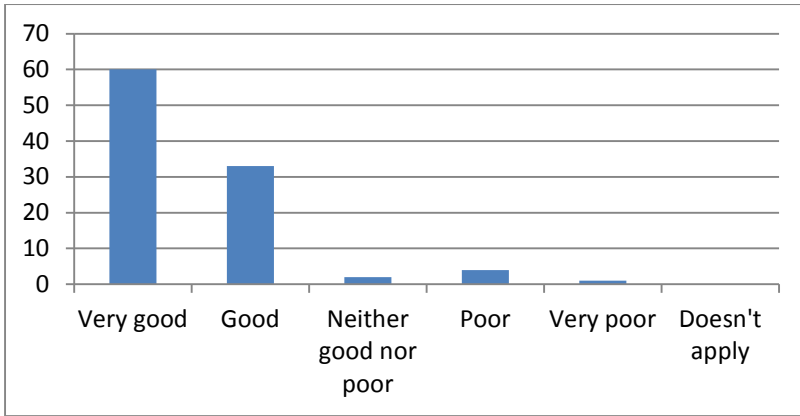
Giving you enough time



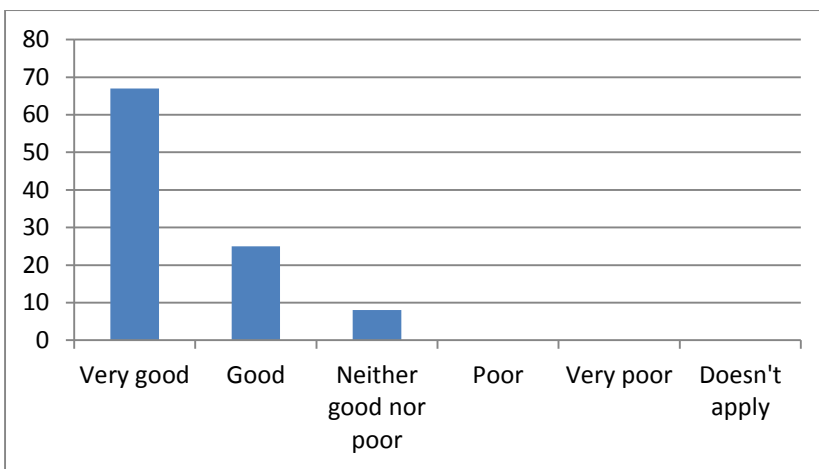
Asking about your symptoms



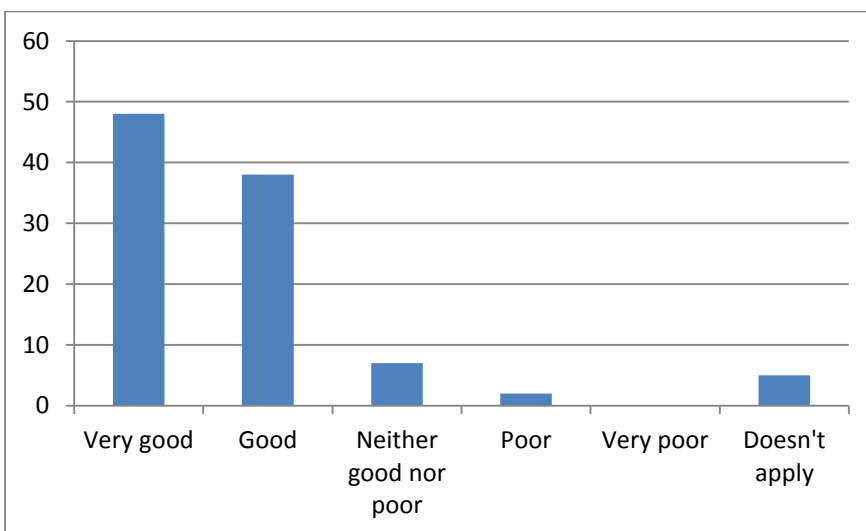
Listening



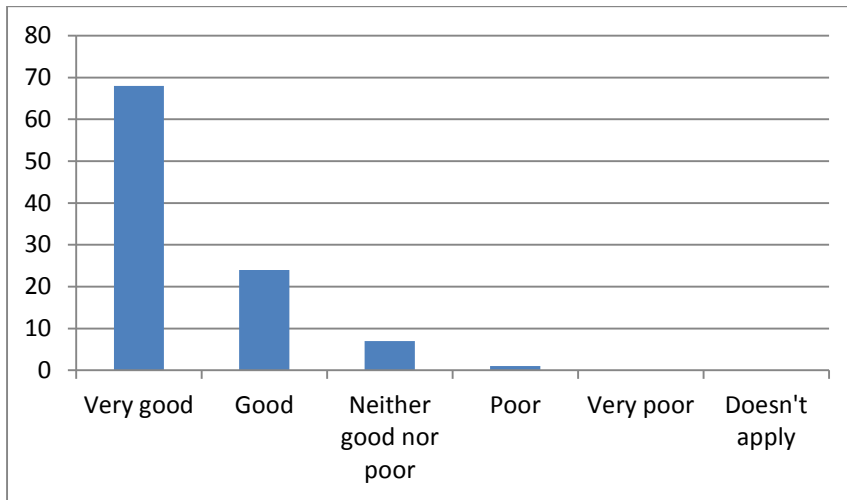
Explaining tests and treatments



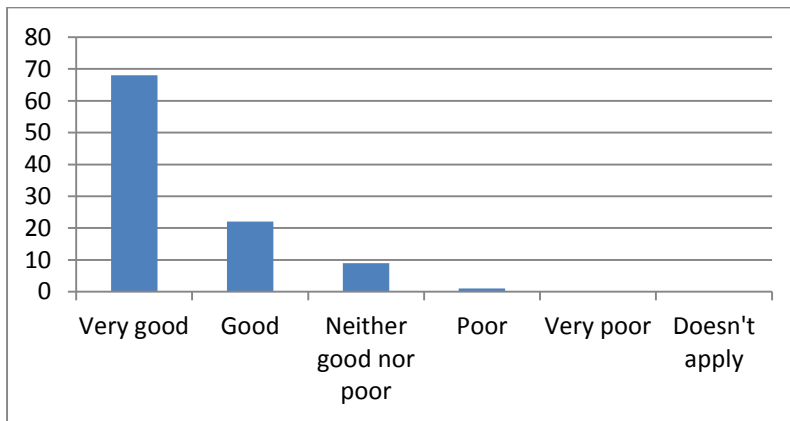
Involving you in decisions about your care



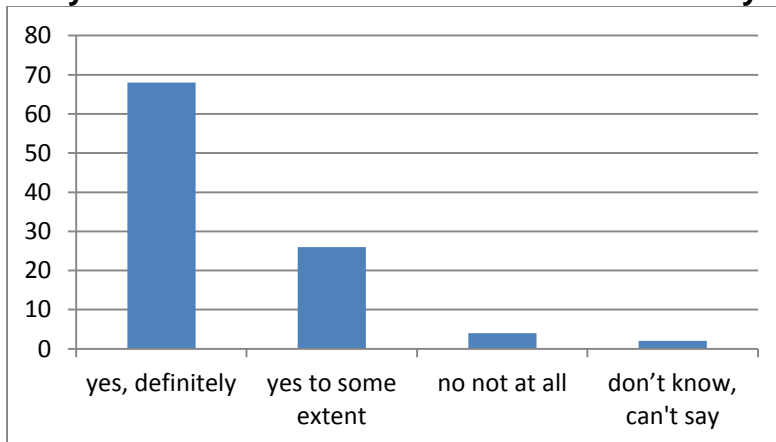
Treating you with care and concern



Taking your problems seriously



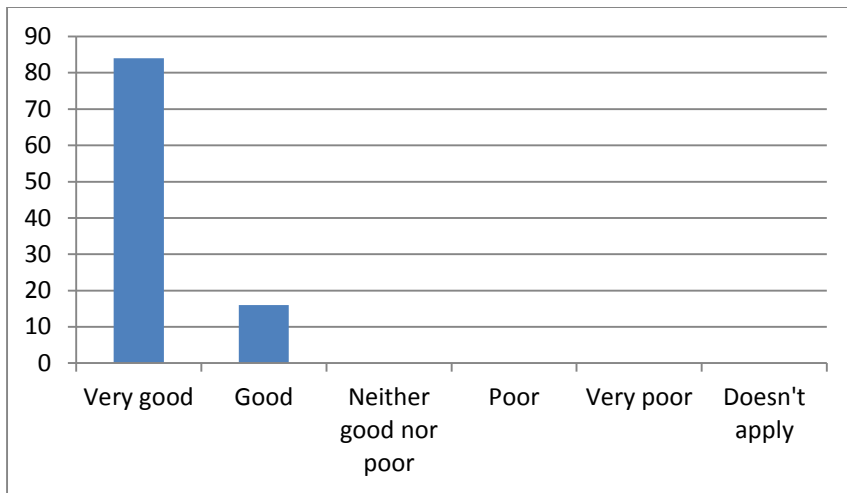
Did you have confidence and trust in the doctor you saw ?



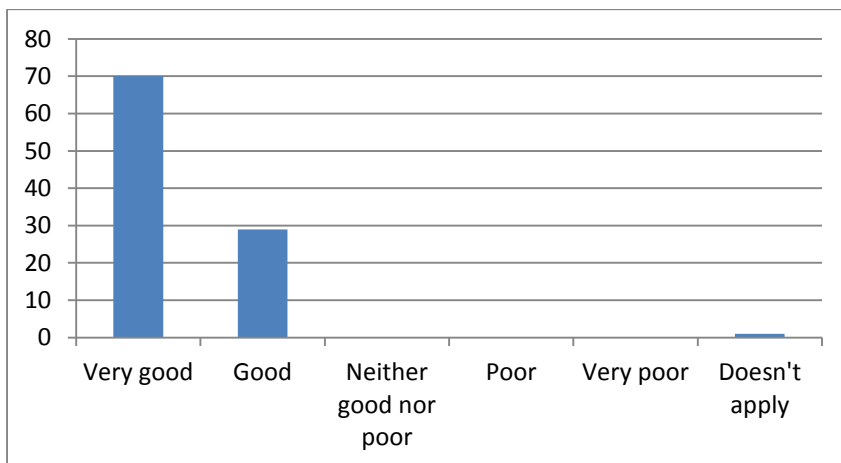
The next question relates to the nursing staff.

Last time you saw the Practice Nurse how good did you find the following?

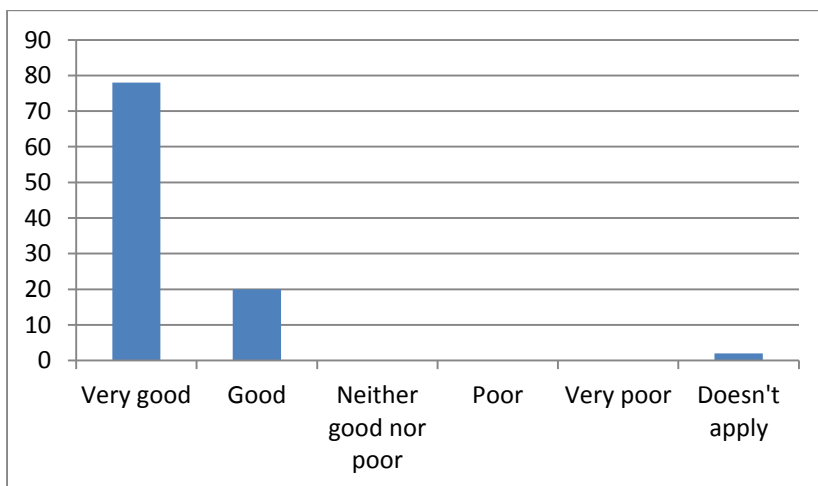
Giving you enough time



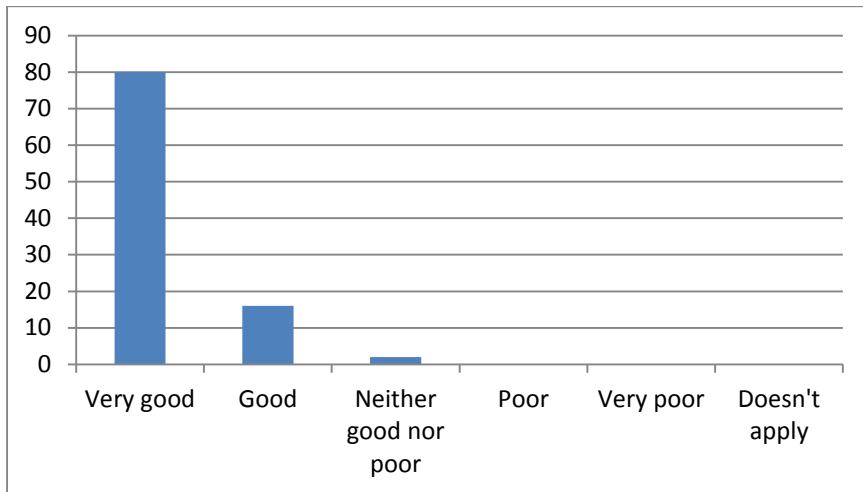
Asking about your symptoms



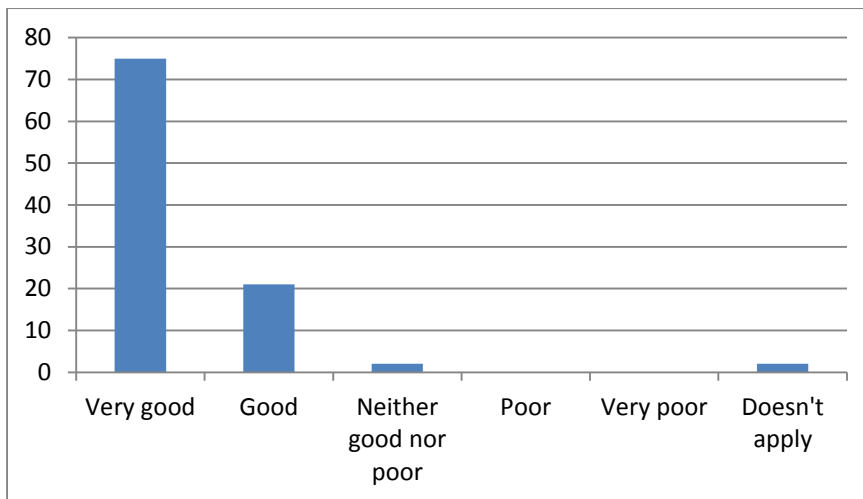
Listening



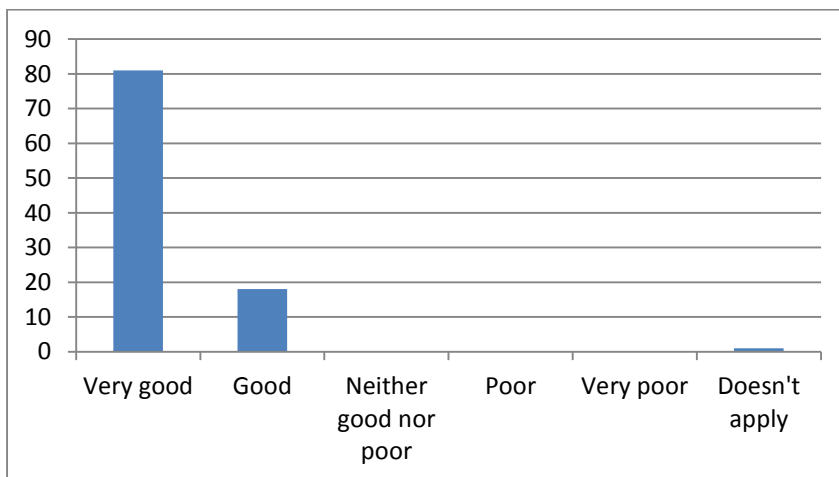
Explaining tests and treatments



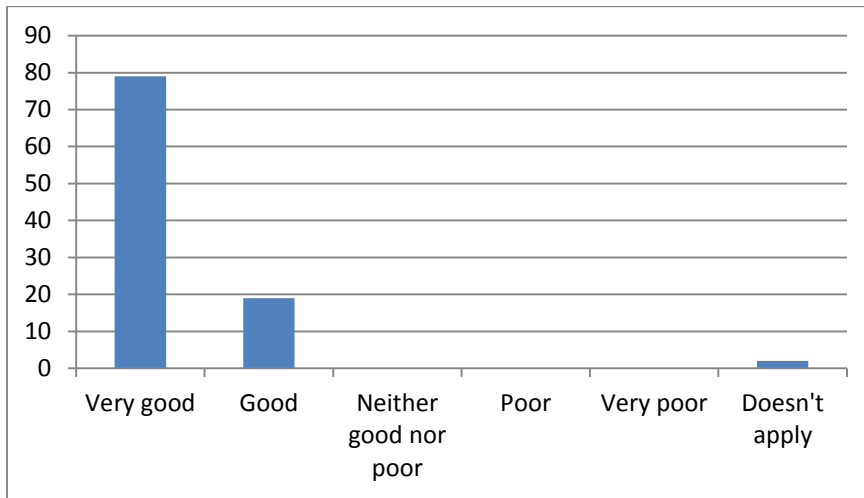
Involving you in decisions about your care



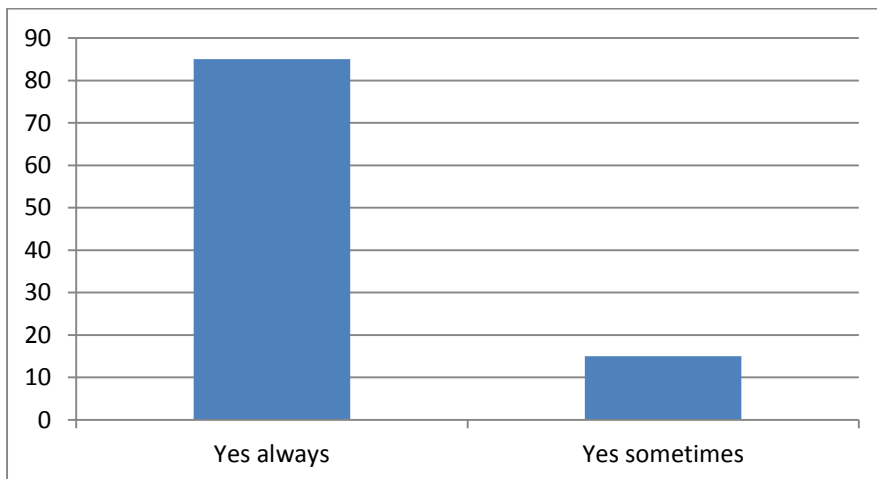
Treating you with care and concern



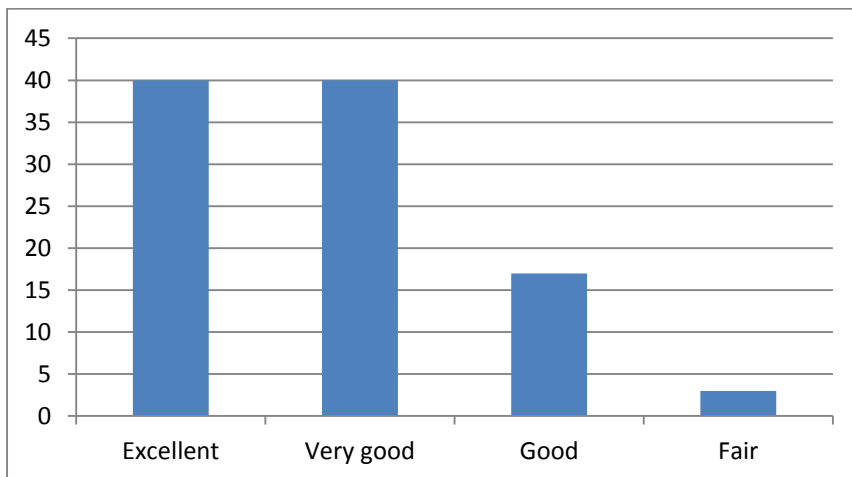
Taking your problems seriously



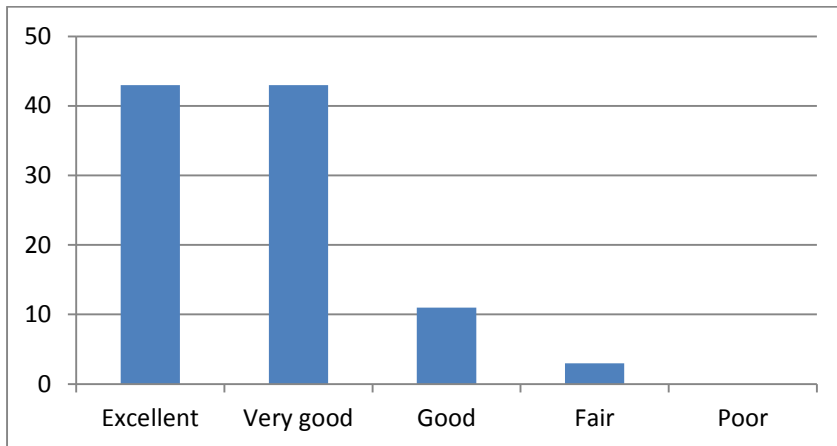
Did you feel you were treated with respect and dignity while you were in the surgery



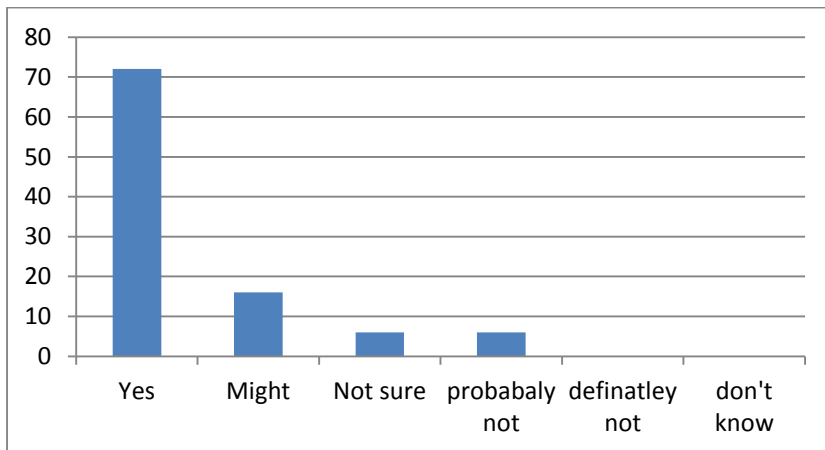
How would you rate the way the surgery team work together



How would you rate the care you receive

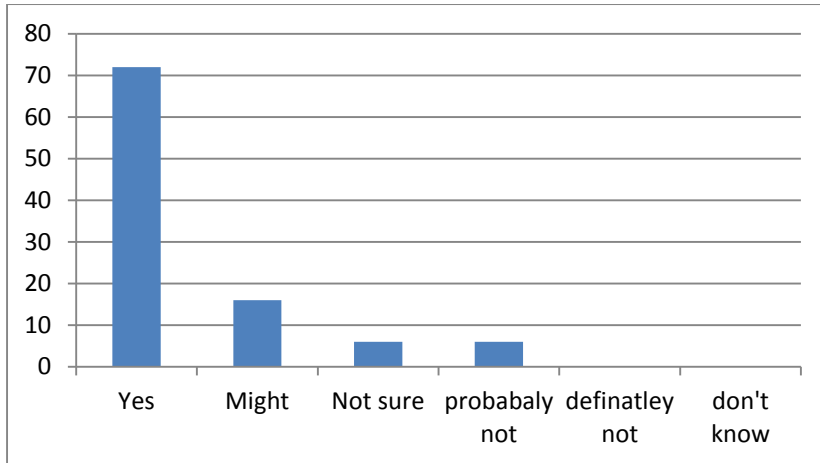


Would you recommend the Surgery to someone who has just moved to your local area.?

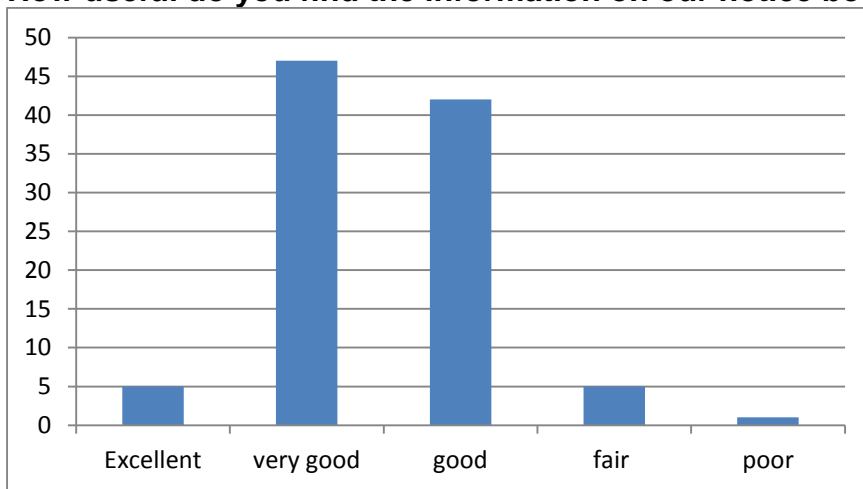


Information

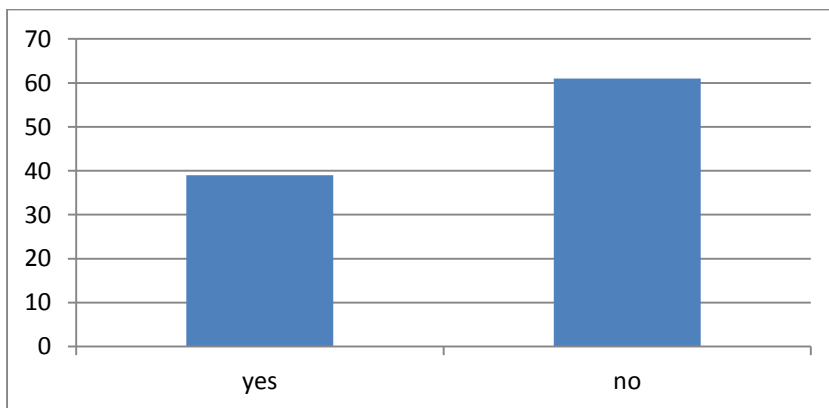
Do you read the information displayed on our notice boards?



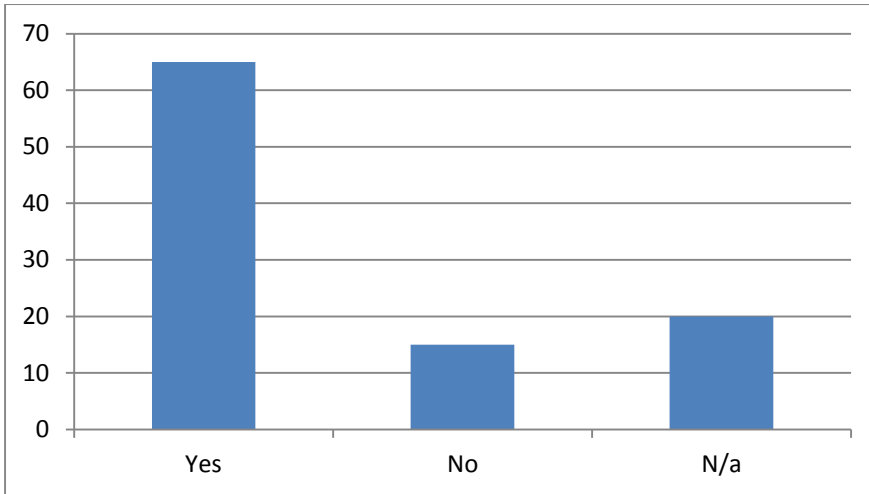
How useful do you find the information on our notice boards?



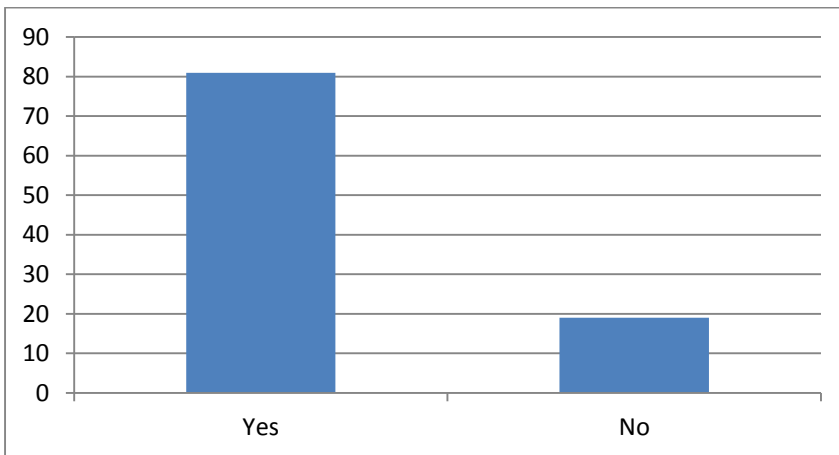
Have you used the surgery website www.castlestreetmedicalcentre.co.uk



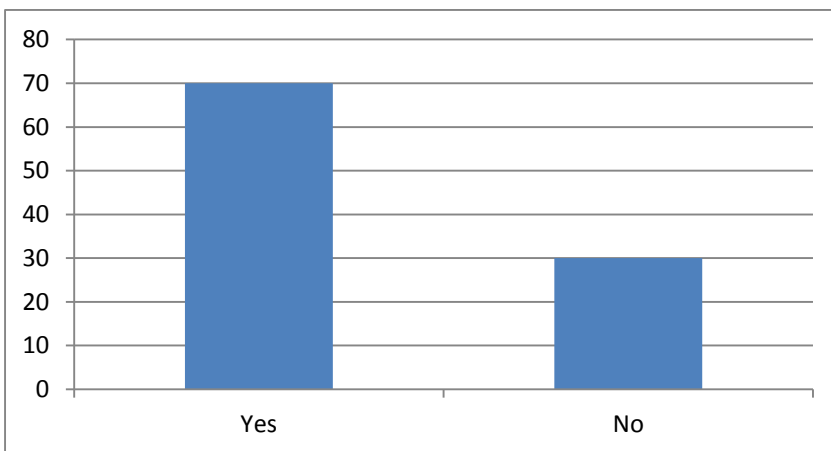
If yes was the website useful



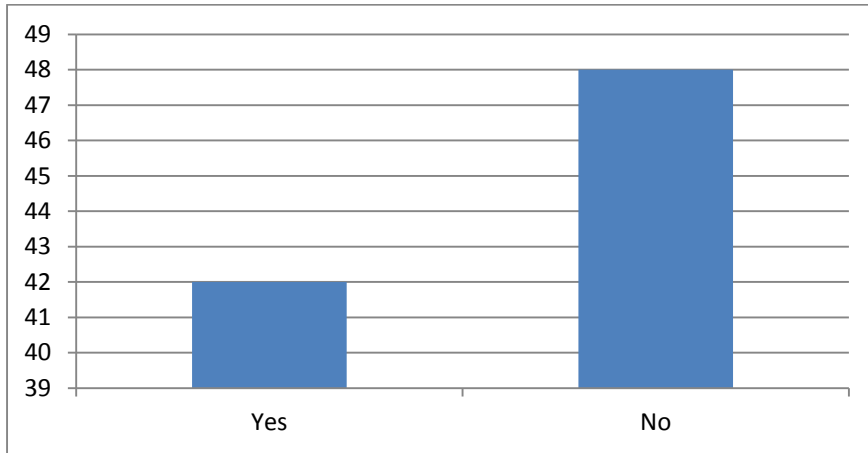
Are you aware you can order your repeat prescriptions on line?



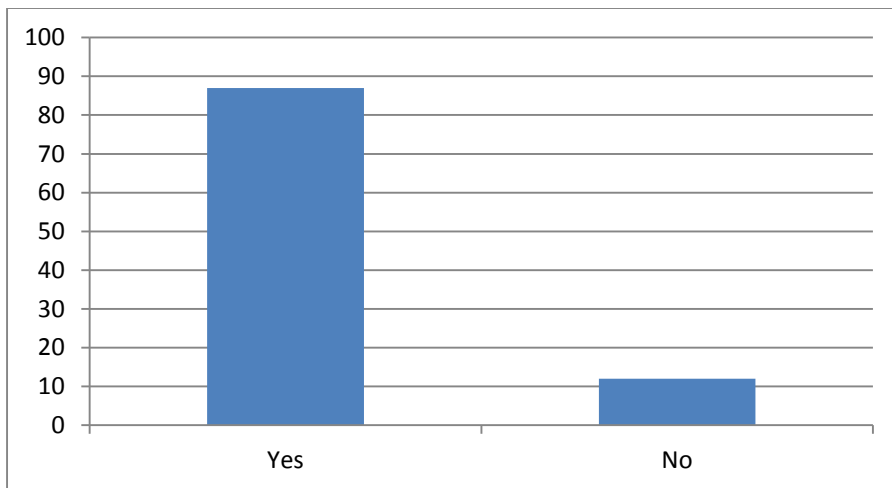
Are you aware we have a very active Patient Participation group?



If "Yes", do you know what the PPG does?



We have recently completed an extension and refurbishment of the practice. In your opinion has this improved your experience when you visit the Practice.

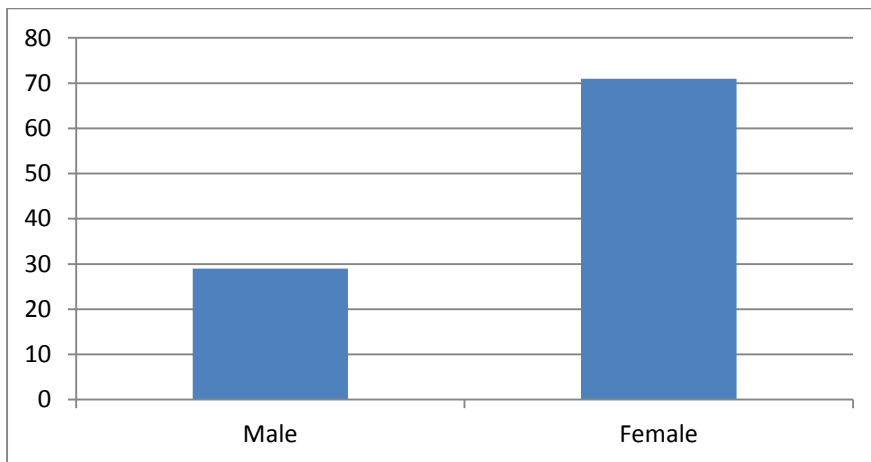


Do you have any further suggestions for improvements?

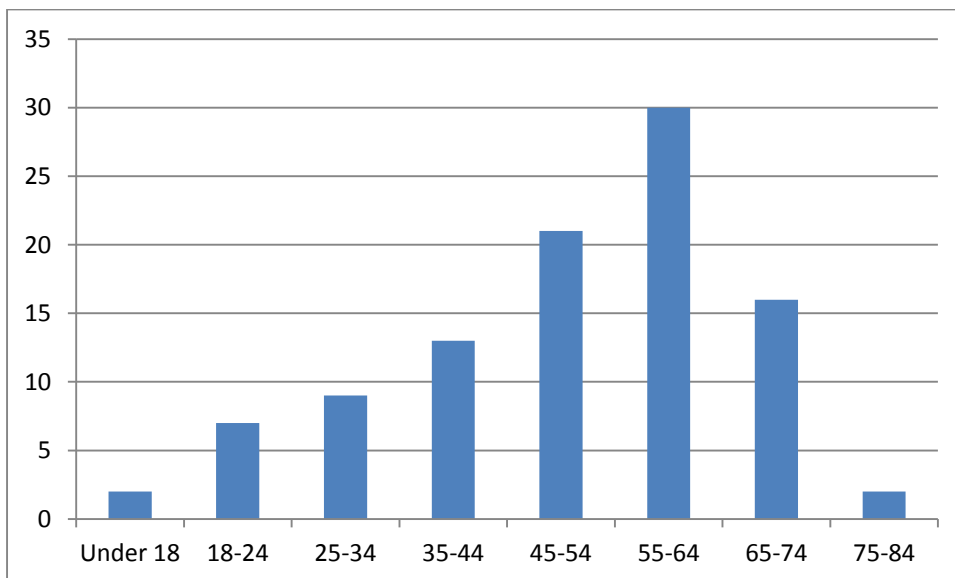
- Feel very happy with the surgery and all the improvements made in it.
- No just keep up the good work
- Not very private
- Looks great
- More seating
- More privacy at reception
- Toys for children
- Looks great

Some Questions About You?

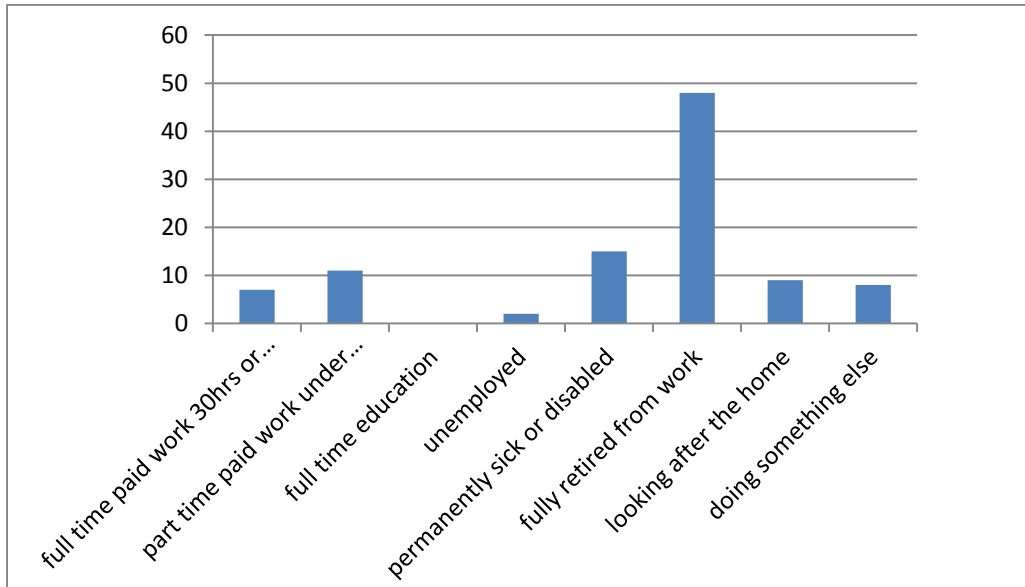
Are you male or female ?



How old are you ?



Which of these best describes what you are doing at present ?



All Other Comments

1. A weight loss group would be good
2. Feel very happy with the surgery and all the improvements made in it
3. Everyone is very polite
4. Judy is the best nurse I have ever seen
5. Dr Carberry- I know he is still training but I hope he stays with us.
6. They are all very caring, staff, nurses and doctors
7. Just keep up the good work
8. Good improvements to the building and service given to the general public
9. Are the receptionists polite and helpful?- It depends who is on reception
10. Did you have confidence in the doctor you saw? Not a very good side manner
11. Practice nurse- Very good and polite
12. Would you recommend the surgery to someone else? If waiting times are made better
13. You make an appointment on time in surgery then you have to wait for too long to see the doctor. Most times it is at least 30 minutes past the time you have booked for- Must improve.
14. Keep up the good work and thank you all.
15. Maybe a sign suggesting patient confidentiality
16. Occasionally difficult to get through on the phone
17. It is hard to get an appointment with Dr Kar
18. I have seen the registrar doctor on two occasions. Sometimes regular doctor needs to be seen.
19. I don't know much about communication but I have waited 30 minutes without knowing there was a problem with my appointment
20. Re: Information- some important information needs to be clearer and larger lettering

21. Communication at times can be poor. If appointments are delayed more than 10 minutes I suggest patients are informed as they may have another engagement. I waited 20 minutes then learned I was going to wait another 10 minutes so I left. I wasted 20 minutes in the surgery when I could have left leaving a window for other patients.
22. Jude- always on top of her job
23. Dr Kar always listens and explains treatments
24. Rang from just after 8am continually with no answer for 50 minutes.
25. Very friendly caring nurse
26. I feel the training doctors don't know enough although I realise they have to learn
27. Judith very nice.
28. Are you treated with respect and dignity?- sometimes feel I am not being taken seriously enough
29. Biggest problem is getting batch prescription to the chemist on time
30. Apart from the niggles quite a good service
31. Is it possible to be put in a queue to be able to get through instead of having to keep ringing to get through
32. Dr Kar was very good with my daughter
33. We are very appreciative of all the efforts being made to ensure that the doctor/patient experience is first class! Congratulations