

**FOXHILL MEDICAL CENTRE
PATIENT SURVEY RESULTS 2014**

**248 Surveys completed over during February /March
(50 patients declined to complete the survey)**

AGE RANGE

Under 16	4
16 to 20	15
21 to 30	35
31 to 40	38
41 to 60	84
61 to 75	47
Over 75	25

GENDER

Male	110
Female	138

**1 PATIENT CALL/INFORMATION SCREEN (tv) IN THE
WAITING ROOM**

Do you find the patient call helpful?

YES	217
NO	22
No response	9

Is the Information played on the screen?

Useful	29
Informative	50
Of no interest	25
No response	144

What would you prefer to be shown on the screen?

Daytime/normal TV	3	Music/Music Videos	7
News	4	Radio	9
Children's TV	1	Diet Recipies	1

Popular products available from a chemist 1

2 **SELF CHECK IN SCREEN**

Are you aware that we have a self check- in screen?

YES 166

NO 22

No response 60

Do you use it?

YES 103

NO 64

No response 81

What would encourage you to use it?

Notice/Poster 3

Nothing 3

Being shown how 3

(Six patients said they preferred to speak to reception)

3 **ONLINE ACCESS TO PATIENT SERVICES**

Are you aware that you can order repeat prescriptions and book appointments online?

YES 165

NO 79

No response 4

How do you think we should advertise these services?

SMS/email 15

Letter to patients 6 (or flyer attached to prescriptions)

Notice Board 3

Via Receptionists 2

Patient call screen 1

Advertise in chemist 1

Facebook 1

Website 1

Newsletter 1

4 **WOULD YOU RECOMMEND FOXHILL MEDICAL CENTRE TO FRIENDS/NEIGHBOURS?**

YES 230

NO 18

TELL US WHY:

POSITIVES:

- Because the whole team are helpful; doctors to receptionists
- Very helpful, always interested in the patient
- Opening hours/range of services/same day access
- Nice and polite no matter what you want
- Because it is hard to find a Doctors with all the facilities which Foxhill have on offer
- Very happy with the survey
- I have been with the Doctors all my life
- Good professional staff
- A warm welcome and helpful
- Some of my friends are amazed at the variety of services that are on offer
- Clean and friendly, seem more appointments available
- They are really nice Doctors
- Like the same day access appointments
- Excellent service on every visit
- Been here many years, always helpful
- Easy access, clean and modern
- Friendly and efficient, down to earth staff
- Friendly staff and GPS x 4
- Very nice staff, very helpful and good Doctors
- Updated clinical premises
- Run well, everyone helpful
- Because you can see someone the same day
- The Doctors and Nurses are always helpful and have time to listen to what the problem is

- Straight forward, helpful, good services
- Nice and lovely people (all) x 2
- Late evening surgeries
- It's the best place to come for help
- Personal experience is positive
- We are treated well, I like the welcoming receptionists
- Since the move seems to be run more efficiently
- Peter Bull is excellent, Karine is brill, Ian excellent
- Very helpful, always interested in the patient
- It's the best surgery I have ever been to
- Very good staff
- Very convenient, local, good parking
- Friendly approachable staff and Doctors
- Good service x 4
- Very happy with all the services from Foxhill
- Always been with the doctors and wouldn't go anywhere else
- Friendly and efficient nursing staff
- Because they have a patient art group

NEGATIVES:

- Like the building but long walk to Dawn's room
- I have waited 4-10 days before being seen after spending 30 minutes on the phone
- Because it takes ages to get an appointment
- No available appointments
- Reception are useless
- Can never get an appointment
- Wait ages for an appointment even for children

5 WOULD YOU BE HAPPY FOR US TO EMAIL OR TEXT YOU REMINDERS, INVITES FOR CHECK-UPS, UPDATES ABOUT SERVICES WE OFFER?

YES	143
NO	57

No response 45

6 **IS THERE ANYTHING ELSE YOU WOULD LIKE TO US TO BE MADE AWARE OF?**

POSITIVES:

- Good services, excellent and the building is good
- I like that you give children treats after their check up
- Very clean premises. Nice building
- The new building is great, nice and light and staff lovely
- Very good all round services by staff but the building is a bit too big
- Like the personal touch
- Receptionists friendly and helpful
- Think all the team work well but may be more appointments made available sooner, rather than having to wait. Although I have found you will fit kids in which is appreciated.
- I have always been happy with the personal touch shown by the Doctors and Staff ie not clinical as I am told others are elsewhere
- Clair has been and continues to be the backbone of the art group along with Joanne the Tutor
- An excellent surgery, cannot recommend it highly enough
- I have found my GP very friendly and a good listener
- Excellent receptionists, friendly helpful. Been at the surgery for years and never been disappointed
- Promote different health days, eg Diabetes, BP
- People who are elderly, frail, disabled or have special needs value human contact rather than self check-in
- Staff always happy to help even when they are busy and kind
- Nice up to date building (but very clinical). I find all members of staff helpful.
- Just to say thank you for all you do for me and many other people
- Keely chatted with me today, as always

- All GPs, nurses and reception staff are marvellous
- Everything is fine
- Bendle is very helpful and caring and available more often. Doctors do not have the time to care so much. Reception staff cheerful and helpful.

NEGATIVES:

- Reception in general are unhelpful and not very friendly; some are bordering on being rude and it doesn't present a welcoming environment
- Some of the Receptionists are snotty, don't make eye contact and are unwilling to help. Just dismiss you like a naughty child
- More telephone lines needed x 2
- Have found it difficult to get through on the phone every time I ring
- Trying to get through to the surgery especially in a morning is a nightmare, another phone line please?
- Make more appointments for working people
- Only complaint I have is that there is only one number to ring for appointments, should be more
- It would be more helpful if you could get in touch with surgery by telephone
- There were more services at the old medical centre than here. It's a nice warm building but more services needed
- Trying to get through to the practice by phone is virtually impossible first thing in the morning, more appointments should be made available. Sometimes when you desperately need to see a doctor no appointments are available
- Lots of posters are in block capitals, they are difficult to read for people with literacy issues or those with English as an additional language; use lower case, apart from the usual capitals. Use paper that is not white also helps.

- Having to come into the practice for online passwords defeats the object, why can't they be provided online?

**THANK YOU TO
EVERYONE WHO TOOK
THE TIME TO COMPLETE
A SURVEY; WE VALUE
YOUR INPUT AND WILL
BE DISCUSSING THE
RESULTS AT THE
HEALTHY LIVING GROUP
ON 13 MARCH 2014
(all patients are welcome)**