

OUGHTIBRIDGE SURGERY PATIENT QUESTIONNAIRE

FEBRUARY 2014 - SUMMARY

My wife and I luckily do not need to attend the surgery very often, in fact rarely. So please accept our comments with this in mind.

How easy is it to get an urgent appointment (within 48 hours) with a doctor?

Please tick one

Very Easy	9
<i>Except at weekends</i>	
Easy	23
<i>More so for my little girl</i>	
Neither easy nor difficult	5
<i>Variable – I haven't had cause to do this for a long time</i>	
<i>Never requested one</i>	
Difficult	9
<i>sometimes</i>	
Very Difficult	2

How easy is it to get a routine appointment (more than 48 hours in advance) with a doctor?

Please tick one

Very Easy	16
Easy	14
Neither easy nor difficult	11
Difficult	4
<i>My last attendance took a week for an appointment</i>	
Very Difficult	2

Which of the following would you like to consider using at Oughtibridge Surgery?

Please tick any that apply

More access on the day appointments (less prebookable)	19
Telephone Triage (GP)	10
<i>Can sometimes be useful to discuss matters with GP/nurse to see if appointment is actually required</i>	
<i>Waste of time – would all users understand the term triage</i>	
Telephone Triage (Nurse)	7
<i>What is this</i>	
Appointments booked through internet	16
<i>Not suitable for many older people</i>	
Appointment booked through automated phone system	7
Walk in surgery (no appointment required)	15
<i>This has worked well in the past</i>	
Other	

Leave system as it is
 Speak to a person i.e receptionist
 More availability for bookable appointments or drop in for services such as smear tests. I have been unable to make a suitable appointment for this
 Although we are retired we are aware that early appointments are often taken by retired people could not some early times be reserved for those who have to get to work.
 Ethel never goes to the surgery has home visits

Do you think our opening hours are?

Please tick

Too much	
Just right	38
<i>As I am retired, I can attend easily at most times</i>	
Not enough	10
Sometimes	
<i>Please open every weekend</i>	

We have a problem with patients not attending booked appointments (up to 80 per month). What would you like to see us do about this?

Please tick any that apply

Nothing	2
SMS text reminders	14
<i>Already do this</i>	
<i>You already do this and it is a very useful thing – please keep doing it</i>	
Telephone non attenders	16
<i>This is dependent on whether the patient has access to phone</i>	
Write to non attenders	15
<i>Write if appropriate</i>	
Warn “frequent non attenders” of their conduct	30
<i>This really annoys me as it doesn’t take 2 minutes to cancel an appointment enabling someone else to have the appointment. The <u>regular non attenders</u> should be told to go to a different surgery, then this may put a stop to it. Something needs to be done about these people !!</i>	
<i>Other</i>	
<i>The doctors attend to heal their patients – not for the surgery to be a general meeting place</i>	
<i>Charge them a fee for wasting doctors time</i>	
<i>Don’t know</i>	
<i>Ask them to find another practice</i>	
<i>Name & shame</i>	
<i>Re dentists, optician, chiropodist, tutors – payment still has to be made if appointment missed !</i>	
<i>Charge them £5 then strike off</i>	
<i>Non attendance fine (£)</i>	

Fine them

Have you ever missed an appointment at the surgery? If yes please could you give a reason

Yes 7

Simply forgot

A blood test – my father was very ill

Always phone first to cancel it

I attended on wrong day – my fault

I completely forgot a routine asthma clinic

Rang the surgery saying cannot make it and apologised

Once forgot

I have not missed an appointment, but missed taking baby for Nov immunisation, he missed being given the immunisation at his first vaccination and I was call up and told I could come the next week or next month. I did not realise that an appointment had been booked

No 42

Is there anything you think Oughtibridge Surgery could do better?

Not really – very happy with the surgery

No – satisfied

Not at the moment

More preventative medicine

Perhaps have a well patient annual M.O.T.

Comfy seats

More Saturday openings as some people work away all week – only Saturday free

Instant blood, urine tests etc to be done on the same day rather than making another visit/appointment

Having moved into the area last September, I have been very impressed by the surgery. I have easily booked appointments and very fast responses to results or appointments made at hospital. I think it is a good surgery – you don't need to do anything better

No

Offer online services more

All older people should be able to collect medication from the pharmacy in the surgery – this should not depend on post code e.g. Worrall has to go elsewhere

More appointments + less waiting time

More pre problem clinics ie wellman. If you do such then it needs to be promoted better by telephone or letter. I have never been offered such so could be a good idea

Answer the phone by the fourth ring, business does it

Make appointment available for smear tests on a Friday (my only day off work)!

Open dispensary to all patients

*Have full confidence in the doctors and practice nurse but the inflexibility of appointments is biggest issue
Awkward parking at busy times
You do an excellent job. Many thanks for your caring attitude gives me peace of mind*

How satisfied are you overall with Oughtibridge Surgery

Please tick

Very Satisfied 26

Satisfied 18

Neither satisfied not dissatisfied 5

Dissatisfied

Very dissatisfied

What is your age

18-24 2

25-44 10

45-64 14

65-84 20

85 or older 4

Thank you very much for taking the time to answer these questions, your answers are extremely valuable to us. If you have anything further to add, please write your comments here

Great service from the GP's and support staff.

I believe we are very fortunate in Oughtibridge

Sometimes the waiting times are significant.

Staff seem not to value patients time.

Perhaps an estimate of the waiting time would help when logging in

Although I am on maternity leave at the moment and can come any time of day for appointment, it is really useful to now that I could come on a Saturday or Tuesday night when I am back at work – we did not have this at my last surgery and it seems to be a very useful option when working full time.

At busy times, have a second receptionist you can overcome any need for privacy

Difficulty in not seeing preferred doctor