

UGHTIBRIDGE SURGERY PATIENT QUESTIONNAIRE

SUMMARY

JANUARY 2013

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

Very Easy	9
Easy	13
Neither easy nor difficult	17
Difficult	5
Very Difficult	2

- Don't know

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

Very Easy	17
Easy	17
Neither easy nor difficult	12
Difficult	1
Very Difficult	0

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

More access on the day appointments (less prebookable)	20
Telephone Triage (GP)	10
Telephone Triage (Nurse)	4
Appointments booked through internet	21
Appointment booked through automated phone system	5
Walk in surgery (no appointment required)	12

- For me it is always nice to speak to some one as I have to fit things around the school run

Do you think our opening hours are

Too much	0
Just right	35
Not enough	9

- More late nights
- As someone who works, the appointment system is too geared to people who are available during working hours
- Need to be more regular e.g. late night every Tuesday and a surgery every Saturday
- Every Sat morn would be ideal
- Not enough late nights
- Would be helpful if could pick up prescriptions on a Saturday
- Could do with more Saturday appointments

- More late evening appointments needed
- A later evening and occasional Saturday morning are good aspects – keep them!
- The ability to seek a Drs advice by phone is also a positive aspect if it is inappropriate for a patient to attend i.e. with potential infections

We have a significant problem with patients not attending booked appointments (up to 100 per month). What would you like to see us do about this?

Nothing	1
SMS text reminders	24
Telephone non attenders	21
Write to non attenders	10
Warn “frequent attenders” of their conduct	35
Other	6

- Applies to dental practice why not general practice
- Mobiles don’t work up valley!
- Charge them for wasting time

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

Yes	7
No	37

- Once – have that many what with hospital as well – phoned and apologised
- Completely forgot – wrote wrong day down
- Got wrong time
- I had an appointment last Oct, on arrival I put my details into the computer and must have done this incorrectly. My turn was missed out and had to tell reception, they squeezed me in again, this may have counted as a missed appointment Does this happen much.
- Forgot once – sorry !
- Due to heavy snow and no child care
- I cancel by phone appts that I cannot attend
- Ice and snow(one only)
- Not without phoning first
- Just once !! Reason – old age and poverty – sorry I got the days mixed up
- If I have not been able to make an appointment I always ring to let surgery know. This is only due to work commitments

Is there anything you think Oughtibridge Surgery could do better

- Be strict with non attenders
- Tighten up on non attenders
- Have a baby change
- Waiting area could be more child friendly – books

- Access to the GP by phone as this could reduce the demand for appointments and give more timely intervention where people cannot get an appointment within 48 hrs.
- More surgeries for evenings
- Speed up repeat prescriptions (my fault really – leave myself short)
- Over the last two months my car has been excellent
- Just sort our non attenders
- Have more than one telephone line and a telephone questions to be answered helpline
- Change the 0845 number as I think this is a premium rate number. I heard in the news surgeries shouldn't do this
- Have a coffee machine installed
- Open the chemist's to all patient's
- Do not like the current telephone system – Frustrating – Being able to speak to admin – keeps returning to computerised answer machine !
- Need more telephone lines – maybe that's a reason for so may DNAs ?!

How satisfied are you overall with Oughtibridge Surgery

Very Satisfied	25
Satisfied	21
Neither satisfied not dissatisfied	1
Dissatisfied	0
Very dissatisfied	0

What is your age

18-24	1
25-44	14
45-64	24
65-84	8
85 or older	0

Thank you very much for taking the time to answer these questions, your answers are extremely valuable to us. Pleas us the box below to tell us anything else.

- After 2 warnings about “non attendance” then put a fine on the culprits and fine to be given to charity.
- Reception could do with decorating/vinyl floorings.
- Reception staff are really friendly and helpful
- I would charge patients for non attendance like dentist! They would soon drop in rates of non attendance
- Should fine for non attendance
- Is good to have pre-bookable appts otherwise you end up coming “urgently” when you don't need to.
- Find it difficult to make an appointment by telephone as it is always engaged.
- Well woman clinic to be a good help too!!

- Very nice staff
- Charge for constant missed appointments
- I am not a regular user, very difficult to give a true opinion
- Frequent offenders should be told their names will be shown on the screen with a fine of £1 given to charity!