

NORWOOD SURGERY PRACTICE SURVEY/QUESTIONNAIRE

This questionnaire is designed for issue to patients to assess the service we provide. It has been developed in consultation with our Patient Reference Group.

You can help the practice to improve its service,

- The doctors and staff welcome your feedback
- Please do not write your name on this survey
- Please complete this survey by ticking the comment that you feel most applies to you.

1. How easy is it to find out about opening hours and services offered by your GP practice?

	Raw Mark	Percentage
Very Easy	55	55.6
Fairly Easy	31	31.3
Neither	11	11.1
Fairly Difficult	2	2.0
Very Difficult	0	0
TOTAL	99	100

2. How did you find out information about your GP practice?

	Raw Mark	Percentage
Family Friend	33	31.1
Practice Notice	29	27.4
Practice Leaflet	9	8.5
Internet	4	3.8
Other	31	29.2
TOTAL	106	100.0

3. Does this information meet your needs?

	Raw Mark	Percentage
Yes	90	92.8
No	7	7.2
TOTAL	97	100.0

Additional Information: Patients unaware of website / would find one useful.

Number 29: 'But website would be useful'

Number 35: 'If there is a website I am unaware of it'

Number 36: 'Was not aware of website'

Number 61: 'I have not seen the website'

4. In order to reduce waiting times, should we?

	Raw Mark	Percentage
See patients in order that they arrive	37	36.3
Patients be given appointment with first available Doctor	16	15.7
Be stricter with patients that arrive late & refuse to see them	20	19.6
Only deal with one problem for each consultation	2	2.0
Other	27	26.5
TOTAL	102	100.0

Other answers and additional comments in brief:

- Stricter with patients but not refusing to see them i.e. should be a last resort.
- Concerns with patients arriving earlier than them and so jumping into their appointment slots.
- Thoughts that maybe some appointments could be double slot if the reason is justified.
- Satisfied with current system
- Call out names of patients / change current calling system
- Not answered

Other included:

Number 5: 'Make it easier to actually get an appointment'

Number 33: 'With doctor requested'

Number 46: 'Patients should be seen according to appointment time [and] called when time – people who arrive early jump into other peoples spaces'

Number 66: 'Patients should be seen by their appointment time'

Number 70: '[be stricter with patients that arrive late &] maybe make them wait their turn or let them in as and when. Need to be stricter with patients who fail to turn up for appointments, providing they don't have memory problem'

Number 98: 'Maybe 5 minutes isn't always enough time'

Number 103: 'Screen showed 0 mins waiting on patients arrival but 2 people went to go in together at 9 A.M. The patient feels she should not have; 2 people going for same appointment time.'

Additional Comments:

Number 40: 'Maybe allow for patients to book double appointments when needed so there is no waiting time for the next patient. Ask patients what they come for in order to allow more or less time with the GP.'

Number 44: '[refuse to see patients] if they repeat offend!'

Number 56: '[with patients that arrive late] the reason is important'

Number 75: 'Continue with timed appointments'

Number 94: 'No! [to seeing patients in order they arrive] People could end up arriving early just to get seen quicker!'

Number 95: 'Perhaps patients should request double appointments'

5. Please tell us how long you would be prepared to wait for your appointment once you have arrived at the surgery, before you would expect any explanation of the delay?

	Raw Mark	Percentage
10 minutes	37	37.0
20 minutes	54	54.0
30 minutes	7	7.0
Doesn't Mind	2	2.0
TOTAL	100	100

6. Thinking about access to the building, how do you find this?

	Raw Mark	Percentage
Very Easy	64	64.6
Fairly Easy	30	30.3
Not Very Easy	5	5.1
TOTAL	99	100

Additional comments highlighted issues for prams / people with mobility problems.

Number 18: 'Difficult if had a pushchair/elderly'

Number 40: 'Very easy as able body, not easy for wheelchairs or people who can't walk stairs well'

Number 70: 'But I have no mobility problems'

Number 88: 'Not very accessible for parents of babies with prams / buggies.'

Number 93: 'But I am able bodied could do with a ramp for wheelchair access'

Number 98: '[Not very easy] with a pram for baby clinic, don't want to leave pram outside out of my sight.'

Number 101: 'Outside steps need white line repainting for visually impaired (V.I.?) patients'

7. Is it easy to find your way around the practice (for example, does the practice have clear signposting?)

	Raw Mark	Percentage
Yes	87	93.5
No	5	5.4
Don't Know	1	1.1
TOTAL	93	100

8. How clean is the surgery?

	Raw Mark	Percentage
Very Clean	78	83.0
Fairly Clean	16	17.0
Not Very Clean	0	0
Don't Know	0	0
TOTAL	94	100

9. How satisfied are you with the way your practice handles confidential information?

	Raw Mark	Percentage
Very Satisfied	66	71.0
Satisfied	27	29.0
Not Satisfied	0	0
TOTAL	93	100

10. Generally how satisfied are you with the service that you get from your GP?

	Raw Mark	Percentage
Very satisfied	60	63.8
Satisfied	31	33.0
Neither satisfied or dissatisfied	3	3.2
Dissatisfied	0	0
TOTAL	94	100

11. Generally how satisfied are you with the service that you get from the Practice Nurse?

	Raw Mark	Percentage
Very satisfied	61	64.9
Satisfied	24	25.5
Neither satisfied or dissatisfied	6	6.4
Dissatisfied	0	0
N/A (not seen)	3	3.2
TOTAL	94	100.0

12. Generally how satisfied are you with the service that you get from the Reception staff?

	Raw Mark	Percentage
Very satisfied	48	51.1
Satisfied	41	43.6
Neither satisfied or dissatisfied	2	2.1
Dissatisfied	3	3.2
TOTAL	94	100

13. Would you recommend your GP Practice to someone who has just moved into your local area?

	Raw Mark	Percentage
Yes would definitely recommend	77	81.9
Yes might recommend	12	12.8
Not sure	2	2.1
No would not recommend	3	3.2
TOTAL	94	100

14. How would you prefer to be told about changes to local health services, for example, opening times of your GP practice, hospital services, treatment in the community clinic, etc.?

	Raw Mark	Percentage
Email	45	38.5
Text messaging	21	17.9
Website	16	13.7
Noticeboard	29	24.8
Mail	6	5.1
TOTAL	117	100

15. How satisfied are you with the waiting times to collect your prescription?

	Raw Mark	Percentage
Very satisfied	43	46.2
Satisfied	40	43.0
Not satisfied at all	3	3.2
Not applicable or not aware	7	7.5
TOTAL	93	100

16. Which of the following methods would you prefer to use to book an appointment at the surgery?

	Raw Mark	Percentage
Email	5	5.0
Telephone	65	64.4
Fax	0	0
In person	7	6.9
On line	19	18.8
No preference	5	5.0
TOTAL	101	100.0

17. We are currently developing our Practice Website we would welcome your suggestions for useful content.

In Brief:

- Appointments / Doctors available (advice on busy/ quiet times) – 4, 19, 62, 83
- Specialist Clinics – 4, 42
- Health/ Social service Advice & Links / FAQs – 29, 35, 42, 70, 88
- Ordering Prescriptions – 29, 35, 46
- Names of Doctors & their specialisms – 29, 46, 57, 66
- Easy to access and follow – 33
- Appointment booking – 35, 42, 46, 77
- Copies of practice notices/letters – 42
- Success Stories – 68
- Useful telephone numbers and opening times – 83
- Posting comments – 99

Number 4: 'Flu Jab days;

Which Doctors are in on each day;
Specialist Clinic'

Number 19: 'Appointments available on that day'

Number 29: 'Ordering prescriptions;

First aid advice;
Health Advice;
Names of Doctors and their specialist areas'

Number 33: 'Make it easy to Access and follow, some are difficult'

Number 35: 'Appointment Booking;

Prescriptions;
FAQs'

Number 42: 'copies of all practice notices/letters;

Links to advice for common issues / problems;
Definitely online appointment booking;
Info/booking for small procedures.... Smear/freezing clinic etc.'

Number 46: 'As we can now book appointments this was the most important;

Info on doctors and their specialist practices;
Ability to renew prescriptions - this is provided by chemist my husband prefers

Number 57: 'Doctors who have a speciality, i.e. dermatology'

Number 62: 'Advice on busy/quiet times so I can help by booking appointments on quieter days/times;

Advice on out of hours for different options e.g. on call, NHS direct etc.
Alerts for cancelled appointments – an email or text alert system for those needing an appointment + who could arrive quickly if necessary would be good'

Number 66: 'List of doctors and their specialties'

Number 68: 'Success stories e.g. diabetes and the support the practice has given to patients'

Number 70: 'A link to the support that social service can provide to enable people to remain living in the community.

Might be useful to have links to enable people to find out more about medical conditions, or input a medical condition they want more information about'

Number 77: 'Easier booking of appointments, through website if possible'

Number 83: 'Useful telephone numbers for clinics – e.g. blood (and opening times etc.)

Available doctors each week, where possible, so that if I wanted to see a particular doctor I would know when he / she was available.'

Number 88: Would recommend not duplicating NHS or other such sites, but providing credible links to subjects on such sites etc.'

Number 99: 'To be able to post comments on site to improve content'

18. Are you clear on how to access blood results at the surgery?

	Raw Mark	Percentage
Yes	51	54.8
No	42	45.2
TOTAL	93	100

19. Please use the space below to tell us anything you feel that it is important that we may have missed.

In Brief:

- Annoyance/ Difficulty ringing in morning to book appointments – 1, 2, 44, 53, 56, 71, 77, 99
- Better waiting room system – 34
- Receptionist related – 22, 35
- Doctor related – 26
- Longer / More flexible opening hours – 1, 70

Number 1: 'Difficult to pre-book an appointment to fit in with hours we work. Hard to make own appointment with specific Doctor if we ring up on the day – we prefer the continuity of treatment with same GP'

Number 2: 'Difficult to get through by phone to make appointments (When phoning early A.M)

Number 22: 'Doctors bedside manner training to be passed on to receptionists'

Number 26: 'Some of the doctors need more patience and should devote more time to listening fully to all the patient has to day'

Number 34: 'When patients arrive they often don't know who is next for a doctor, would be better if there was a name calling system for patients'

Number 35: 'Generally try to get information from reception, though this found difficult as when I have enquired, generally the older receptionists seem annoyed that I have interrupted them from gossiping with their colleagues and actually have to do their job. They have a very negative attitude towards patients at the practice'

Number 44: 'Having to phone at 8:00 for an appointment is very unpopular with every other patient I know. It should be possible to book in advance for non-urgent consultations. Not every appointment needs to be the same day!'

Number 53: 'Would like it easier to make appointments for the same day.'

Number 56: 'Service from the doctors is very good, but this half hour of hell in the morning trying to get to see one is the worst aspect of your organisation'

Number 70: 'Longer opening hours would enable people to see a doctor rather than having to go to A&E when it is not really appropriate but there is nowhere else to go and it can't wait till the next day.'

Number 71: 'At 8 A.M when seeking an appointment it can take 15 mins to get a clear line and then listings of your choice may be full. More lines to surgery perhaps?'

Number 77: 'More than one telephone line to book an appointment.'

Number 98: 'Some things don't need to see GP for, this would reduce waiting time. Had to bring two children to be referred to audiology after seeing the nurse for a hearing test. I do feel this could have been done by telephone appointment.'

Number 99: 'Voice mail'

Please state which age group you are in:

	Raw Mark	Percentage
Under 18 yrs	0	0
18-30 yrs	7	7.5
30-40 yrs	14	15.1
40-50 yrs	16	17.2
50-65 yrs	31	33.3
65+ yrs	25	26.9
	93	100

We are very grateful for your time and co-operation in completing this survey.

THANK YOU