

SOUTHdene MEDICAL CENTRE

"Improving the Practice" Questionnaire 2015/16 RESULTS

Are you seeing:






- Doctor **60%**
- Practice Nurse **15%**
- HealthCare Assistant **2%**
- No Answer **23%**

Date the survey was completed: January – February 2016

Access to a Doctor or Nurse							
1. Speed at which the telephone was answered initially	No experience 1%	Poor	Fair 8%	Good 30%	Very Good 21%	Excellent 38%	No Answer 1%
2. Speed at which the telephone was answered if call transferred	No experience 29%	Poor	Fair 6%	Good 15%	Very Good 12%	Excellent 25%	No Answer 13%
3. Length of time you had to wait for an appointment	No experience	Poor 3%	Fair 17%	Good 16%	Very Good 24%	Excellent 37%	No Answer 3%
4. Convenience of day and time of your appointment	No experience	Poor	Fair 7%	Good 21%	Very Good 23%	Excellent 46%	No Answer 2%
5. Seeing the Doctor of your choice	No experience 8%	Poor 3%	Fair 5%	Good 16%	Very Good 22%	Excellent 43%	No Answer 3%
6. Length of time waiting to check in with Reception	No experience	Poor	Fair 7%	Good 20%	Very Good 20%	Excellent 50%	No Answer 3%
7. Length of time waiting to see the Doctor or Nurse	No experience 3%	Poor 11%	Fair 18%	Good 11%	Very Good 21%	Excellent 30%	No Answer 6%
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	No experience 29%	Poor 3%	Fair 13%	Good 12%	Very Good 12%	Excellent 26%	No Answer 5%
9. Opportunity of obtaining a home visit when necessary	No experience 53%	Poor 3%	Fair 7%	Good 5%	Very Good 9%	Excellent 16%	No Answer 7%
10. Level of satisfaction with the after hours service	No experience 43%	Poor	Fair 7%	Good 9%	Very Good 14%	Excellent 19%	No Answer 7%

Obtaining a repeat prescription							
11. Prescription ready on time	No experience 14%	Poor 3%	Fair 7%	Good 14%	Very Good 17%	Excellent 37%	No Answer 7%
12. Prescription correctly issued	No experience 12%	Poor 3%	Fair 4%	Good 17%	Very Good 15%	Excellent 42%	No Answer 7%
13. Handling of any queries	No experience 15%	Poor	Fair 7%	Good 17%	Very Good 15%	Excellent 36%	No Answer 10%
Obtaining test results							
14. Were you told when to contact us for your results?	No experience 23%	Poor	Fair 7%	Good 17%	Very Good 15%	Excellent 28%	No Answer 9%
15. Results available when you contacted us	No experience 22%	Poor 1%	Fair 6%	Good 13%	Very Good 18%	Excellent 29%	No Answer 11%
16. Level of satisfaction with the amount of information provided	No experience 17%	Poor 1%	Fair 7%	Good 19%	Very Good 18%	Excellent 29%	No Answer 10%
17. Level of satisfaction with the manner in which the result was given	No experience 19%	Poor	Fair 7%	Good 19%	Very Good 18%	Excellent 28%	No Answer 10%
About the staff							
18. The information provided by the Reception staff	No experience 4%	Poor	Fair 3%	Good 28%	Very Good 22%	Excellent 37%	No Answer 6%
19. The helpfulness of the Reception staff	No experience 2%	Poor 1%	Fair 3%	Good 21%	Very Good 24%	Excellent 43%	No Answer 6%
20. The information provided by other staff	No experience 9%	Poor	Fair 7%	Good 18%	Very Good 21%	Excellent 40%	No Answer 6%
21. The helpfulness of other staff	No experience 8%	Poor	Fair 5%	Good 19%	Very Good 25%	Excellent 37%	No Answer 6%
22. Are you treated with dignity & respect?	No experience 1%	Poor 1%	Fair 5%	Good 18%	Very Good 21%	Excellent 47%	No Answer 8%
Services							
23. Is there any other service you would like to see carried out at this practice							
Breast Screening, Chiropodist, Podiatry, Physiotherapy, Saturday opening, Later appointments during the week, Warfarin Clinic							
24. Do you have any suggestions, complaints or comments?							
<p>Always seen by GP with quick appointments Just appointments little more on time Staff very good When at the desk there is little confidentiality Very good Doctor, nurse and receptionist. No matter when you need Doctor always someone to help. Brilliant. I have none, they are all good. Attitude of certain staff</p>							
25. My overall satisfaction with this Practice		Poor	Fair 5%	Good 14%	Very Good 21%	Excellent 43%	No Answer 17%

HOW LIKELY ARE YOU TO RECOMMEND THIS PRACTICE TO FRIENDS & FAMILY

Extremely likely 	Likely 	Neither likely nor unlikely 	Unlikely 	Extremely unlikely 	Don't know	No Answer
47%	29%	5%		6%	6%	3%

Tell us why you gave your response:

Staff are friendly, easy parking
 Good service
 Happy with service provided
 Always helpful and efficient
 Rang GP today got in to see him straight away. Very happy with service.
 Excellent doctors and staff
 I would recommend because they are excellent doctors and they take the time to listen to you
 Very good all-round service
 This is an excellent surgery
 I have been a patient here for many years and always been happy here and sorted as asap
 Best doctors to get an appointment same day
 Overall very good practice. Have had many and this is the best so far
 Satisfied with their help
 Very helpful and friendly
 Due to the satisfaction or care given
 No problems
 Overall good
 Able to see same doctor each time I visit
 Friendly, helpful staff
 Over the moon and very satisfied
 Always helpful and friendly
 Myself and husband always receiving support ongoing
 Never had a problem here
 Because they are brilliant, always look after people
 Very good practice
 Good all-round GP surgery
 I feel that I receive the best care and attention possible
 I have been with Dr Mansour for 30years and was given excellent service
 Dr Mansour is one of the best doctors I have ever met
 Most family use you
 Ive received excellent service since being at this practice
 Its friendly and most of the time quick appointments
 Because you provide a service second to none
 Because of the friendly and helpfulness of staff
 Always friendly and co-operative
 I have been with Southdene Medical Centre for 26years and will never leave
 Because staff is very helpful and kind
 Staff are lovely people
 Staff putting you on hold for 5minutes
 No complaints at all, very good practice
 Everything satisfactory
 Ive been with this practice for numerous years and never have a problem with doctors or nursing staff
 Because I was treated well
 The staff are very friendly and the nurse and doctor will sit and listen to you
 Excellent practice and everyone from top to bottom very professional
 New patient not sure of doctors or surgery to date

What is your gender?	Male 39%	Female 51%	Transgender	Prefer not to say	No Answer 9%		
How old are you?	Ages ranged from 10 to 85 years old			Prefer not to say 6%	No Answer 4%		
What is your ethnic group?	White 90%	Asian/ Asian British	Black/ Black British 1%	Mixed	Other	Prefer not to say	No Answer 9%
Do you consider yourself to have a disability?	YES 29%		NO 52%		Prefer not to say 7%	No Answer 12%	

Thank you very much to all our patients who took the time to complete our survey