

Dr Solway and Dr Whale Practice – Patient Survey Results 2013

Thank you to everyone who took part in our patient survey and thank you to the Patient Participation Group members for their question suggestions.

We asked	You said
How do you book your appointments?	Face to face – 33% Via telephone - 67%
Are you able to get a general consultation within two working days?	Yes (98%)
Are you able to book in advance?	Yes (100%)
Do you have a preference for which GP you see?	Replied - 50/50
How easy is it to make a routine appointment?	Satisfied (100%)
Are you happy to accept a telephone consultation by a GP before appointment?	Yes – 91%
What time of day do you prefer a routine appointment?	AM – 70%
Do you make appointments and order prescriptions on-line? (ask at reception for information)	Yes – 27%
How satisfied are you with telephone answering at the practice?	Satisfied – 87%
How satisfied are you with practice opening hours (0800>1830 Monday to Friday)	Satisfied 84% (neutral – 16%)
Are you satisfied with the treatment you receive at this practice?	Satisfied – 93%
Are you happy with the physical environment; i.e. Décor; furniture & carpets?	Satisfied – 62% neutral 27% Dissatisfied 11%
Overall are you satisfied with the practice?	Satisfied 98%

Free text comments from the patient survey carried out in 2013 – ‘You said’ ‘ We replied’

Positive:

Very satisfied – well run
Not bothered about décor as long as clean.
Great service

Negative:

Bit dated
Poor waiting room
Waiting room gets very hot & there isn't much to keep small children amused.
Carpet in waiting room needs replacing – very stained and dirty.
If named doctor is unavailable on Monday & Tuesday with the weekend it makes a 5-day wait for appointment.

Comment:

Access to appointments at weekends would free up A&E Department at hospital which seems to be over worked.

Our response –

The waiting Room - The landlord has already agreed to redecorate and lay new flooring in the waiting room in 2014. Practice has already purchased new information boards and leaflet holders.

The waiting room is in the middle of the building so sadly can become quite warm, there is a ceiling fan to help cool; sadly air conditioning is not an option at this time. We have purchased children's toys but unfortunately they do not stay in the waiting room for long.

Named Doctor - All the partners have other commitments which reduce their 'in practice' availability but we strive to ensure that there is always a partner in the practice; holidays are managed around each other and the use of locums is minimal. We offer on the day appointments; on-line booking and pre-booked appointments. If you are unable to make an appointment on the day or in advance to suit your life/work balance our reception staff will take your details and arrange for the doctor on call that day to ring you back to discuss your needs and offer a suitable appointment as deemed necessary. If you wish to make a forward planned non-urgent appointment with a particular doctor and nothing suitable is available your details will be taken and that doctor will contact you when he/she is next on duty.

Access to appointments - There are no plans at present to offer weekend appointments; doctors' appointments are pre-bookable from Monday to Friday between 0900 & 1830. We have monitored attendance at the 'Accident & Emergency Department' and the majority of attendances are appropriate and our being open would not reduce use.