

Riverside Medical Centre

PATIENT SURVEY REPORT

The survey ran for 3 months from October 2013 to January 2014.

There were 240 completed survey forms which translates to a response rate of 3.4%

Questions 1 –9:

Making appointments:

66% of responders had seen a doctor in the last 3 months.

71% of responders normally book their appointments by telephone.

60% said they would prefer to book their appointments by telephone and 13% said they would prefer to book online.

Getting through on the phone (in the last 6 months):

28% said that they found it very easy to get through on the phone

53% said they found it very or fairly easy to get through on the phone

5% said they found it not very easy to get through on the phone

Speaking to a doctor on the phone (in the last 6 months):

52% of responders said they had not tried to speak to a doctor on the phone

Of those that had tried to speak to a doctor on the phone 43% said they found it very easy or fairly easy

Speaking to a nurse on the phone (in the last 6 months):

74% of responders said they had not tried to speak to a nurse on the phone

Of those that had tried 47% said they found it very or fairly easy

48% of patients who had tried, answered “don’t know” to this question

Obtaining results by phone (in the last 6 months):

38% of responders said they had not tried to obtain results by phone in the last 6 months.

Of those that had tried 44% said they found it very easy or fairly easy.

How soon you are able to see a doctor (in the last 6 months):

73% of responders said they had tried to see a doctor fairly quickly (within 2 working days) in the last 6 months

76% said they were able to see a doctor with 2 working days

Patients who weren’t able to see a doctor within 2 working days:

49% of patients who couldn’t see a doctor within 2 working days said it was because they couldn’t see the doctor of their choice.

16% said there were no appointments available with any doctor

21% said they could not remember why they weren’t able to see a doctor within 2 working days

Booking ahead to see a doctor (more than 2 working days)

61% of responders said they had tried to book an appointment to see a doctor more than 2 working days ahead.

Of those that had tried, 72% said that they could get an appointment more than 2 days in advance
35% of responders said they could not get an appointment more than 2 days in advance

Patients who weren't able to make an appointment with a doctor more than 2 working days ahead:

69% of these patients said it was because the appointment was not with a doctor of their choice
18% said they could not remember why they were not able to.

Questions 10 – 16**How do patients feel about how clean the surgery is?**

89% of responders said the surgery is very clean
10% said the surgery is fairly clean

How helpful are the reception staff?

79% of responders said that they found the receptionists very helpful
89% of responders said they found the receptionists either very or fairly helpful

How long you have to wait:

28% of patients said they were normally seen on time
52% said they were normally seen on time or within 5 minutes of their appointment time
75% of patients said they were normally seen on time or within 15 minutes of their appointment time.

How you feel about waiting:

80% of patients felt that they don't have to wait too long.
12% of patients felt that they have to wait a bit too long

Do you have a preferred doctor?

75% of patients said they prefer to see a particular doctor
68% of those who said they prefer to see a particular doctor said they can see their preferred doctor always or most of the time

Surgery opening hours:

74% of patients said they are very satisfied with the opening hours of the surgery

Question 17 – 20**How good was the doctor you last saw at the surgery?**

96% of responders said the doctor was very good or good at giving enough time
94% of responders said the doctor was very good or good at asking about symptoms
94% of responders said that the doctor was very good or good at listening
75% said that the doctor was very good or good at explaining tests or treatments
90% said that the doctor was very good or good at involving them in decisions about their care

93% said that the doctor was very good or good at taking their problem seriously

Getting an appointment with the practice nurse:

20% of responders said they hadn't tried to get an appointment with the practice nurse

Of those that had tried to get an appointment 68% said that they found it very easy to get an appointment.

Of those that had tried to get an appointment 89% said that they found it very easy or fairly easy to get an appointment.

How good was the nurse you last saw at the surgery?

95% of responders said the nurse was very good or good at giving enough time

89% of responders said the nurse was very good or good at asking about symptoms

96% of responders said that the nurse was very good or good at listening

85% said that the nurse was very good or good at explaining tests or treatments

84% said that the nurse was very good or good at involving them in decisions about their care

92% said that the nurse was very good or good at taking their problem seriously

Question 21 – 40

How satisfied are you with the surgery?

86% of responders said they were very satisfied with the care they receive at the surgery

100% of responders said they are either very satisfied or fairly satisfied with the care they receive at the surgery

Recommending the surgery:

95% of responders said they would definitely recommend the surgery to someone who has just moved into the area.

98% of responders said they would or might recommend the surgery to someone who has just moved into the area

Planning your care

72% of patients said they have a long standing health problem

96% of patients who had discussed these health problems with a doctor or nurse in the last 6 months felt that their views had been taken notice of

96% of patients feel that having the discussion has helped them deal with their health problem or has helped to some extent

Who answered the survey?

62% of responders were female and 38% were male

74% of responders were aged 55 years or over

51% were aged 65 years or older

55% of responders were fully retired from work

20% were working either full time or part time

12% of responders have caring responsibilities for someone in their household with a long term health problem.

Respect and Dignity:

91% of responders said they felt they are always treated with respect and dignity while they are at the surgery

Rating the care they receive:

72% rated the care as excellent

94% rated the care as excellent or very good

Comments from the survey:

A first class surgery
10/10
Brilliant medical centre, all the staff are fantastic. Hullbridge is extremely lucky to have such an excellent centre.
As a resident of Hullbridge for 50 years, I have always had excellent treatment from the Doctors and staff
Fab surgery, no complaints + would definitely recommend!!
Excellent care and attention from Dr Thapper, a great asset to the practice
I have always found all the staff kind and helpful which is great in this day
I find the receptionists very friendly and accommodating
I have lived in Hullbridge since 1962 and the care and service provided by the centre is the best yet
I would prefer to see the GP I always see as he knows me, calms me, listens and discusses things with me. I do not wish to see any other GP unless mine is on leave and its urgent.
Never had any real problems
Bit to warm on occasion.. Radio is annoying and difficult to hear over at times
Overall no complaints
Tannoy not very clear
The best surgery in area
A first class surgery
10/10
We are very lucky to have a excellent team
I always know you do your best
Riverside medical centre is a wonderful surgery with all the staff very kind and caring. The doctors and receptionists know you by name, know your children and are always there to help and make you feel valued. This surgery is truly remarkable and other surgeries would benefit from learning more about Riverside medical centre.
Text Reminder for apps is great online repeat prescription is also v good a wonderful I am very lucky