

ALBRIGHTON MEDICAL PRACTICE

PATIENT SATISFACTION QUESTIONNAIRE RESULTS

Contacting the surgery

Q1a How satisfied are you with the ability to get through to the Practice on the telephone?

161 (69%)	Very satisfied
61 (26%)	Fairly satisfied
6 (3%)	Neither satisfied nor dissatisfied
2 (1%)	Very dissatisfied
2 (1%)	Fairly dissatisfied

Q1b Last time you contacted the surgery, how quickly was your call answered?

161 (69%)	In 5 rings
46 (20%)	More than 5 rings
23 (10%)	Ö[} qÁ}[, EÖæ qÁ^{ ^{ à^!Á
3 (1%)	The call was not answered

Q1c How do you usually travel to the surgery?

139 (56%)	Private/Community car
93 (38%)	Walk
10 (4%)	Cycle
2 (1%)	Parish Flyer
2 (1%)	Other (please specify)

Test Results

The current arrangements are that you will be contacted if the test results are abnormal. However, you can obtain the results by contacting the surgery.

Q2a Have you contacted the surgery for results?

101 (45%)	Yes
124 (55%)	No

Q2b If so, were you satisfied with the process for doing so?

75 (57%)	Very satisfied
45 (34%)	Fairly satisfied
7 (5%)	Neither satisfied nor dissatisfied
4 (3%)	Very dissatisfied

Q2c Were you aware of the current arrangements for accessing results (phone and speak to the nursing team between 12 am and 1pm)?

48 (27%)	Yes
128 (73%)	No

Q2d How could we improve access to results for patients?

Specify time/date when results expected. Advertise how to access results. Log in for results. Young medical person to discuss results on phone. Be able to contact nurses in afternoon for results.

Reception

Q3a At the reception desk, did you feel that the receptionist greeted you courteously?

165 (97%) Yes
5 (3%) Not applicable

Q3b Did you feel that your query was handled efficiently?

148 (94%) Yes
10 (6%) Not applicable

Q3c Do you feel there was sufficient privacy for your query to be dealt with properly?

124 (73%) Yes
27 (16%) No
20 (11%) Not applicable

Booking an appointment

If you have not booked an appointment go to Question 10a

Q4a In the last 6 months have you wanted to book ahead for an appointment with a doctor?

168 (84%) Yes
33 (16%) No

Q4b Last time you wanted to, were you able to book an appointment with a doctor 6 weeks in advance?

117 (55%) Yes
27 (13%) No
67 (32%) Not applicable

Q4c When clinically needed have you been seen by a doctor on the same day?

191 (95%) Yes
10 (5%) No

Q4d Was this by the Duty Doctor?

198 (96%) Yes
9 (4%) No

Q5a In the last 6 months have you ever wanted to book an appointment with a particular doctor at the surgery?

180 (79%) Yes
47 (21%) No

Q5b If yes, were you able to make an appointment with a particular doctor, even if it meant waiting longer?

166 (80%) Yes
12 (6%) No
28 (14%) Not applicable

Q6a Over the last 6 months, were you satisfied with the hours the surgery was open?

194 (94%) Yes
12 (6%) No

- Q6b If no, when would you like the surgery to be open?
- | | |
|----------------|--|
| 6 (3%) | The surgery was not open early enough in the morning |
| 11 (5%) | The surgery was not open late enough in the evening |
| 2 (1%) | The surgery was not open at all |
| 1 (.5%) | Other |
- Q6c Did you know the surgery is open between 6pm and 8pm on Monday evenings?
- | | |
|------------------|-----|
| 87 (38%) | Yes |
| 139 (62%) | No |

The consultation

- Q7 Was your consultation today with:
- | | |
|------------------|----------------|
| 171 (99%) | GP |
| 1 (1%) | Practice Nurse |
- Q8a Were you seen at the allocated appointment time?
- | | |
|-----------------|-------|
| 65 (84%) | Yes |
| 2 (3%) | No |
| 10 (13%) | Other |
- Q8b If you had to wait beyond your allocated time, how long were you kept waiting?
- | | |
|-----------------|----------------------|
| 56 (30%) | Less than 10 minutes |
| 87 (47%) | 10-20 minutes |
| 22 (12%) | 20-30 minutes |
| 20 (11%) | More than 30 minutes |
- Q8c If there was a delay, were you informed of this?
- | | |
|-----------------|-------|
| 37 (32%) | Yes |
| 75 (66%) | No |
| 2 (2%) | Other |
- Q8d Was this with the Duty Doctor?
- | | |
|-----------------|-----|
| 59 (39%) | Yes |
| 91 (61%) | No |
- Q9a How satisfied were you with the amount of time spent with you in your consultation?
- | | |
|------------------|------------------|
| 150 (84%) | Very satisfied |
| 29 (16%) | Fairly satisfied |
- Q9b How satisfied were you with the quality of the consultation?
- | | |
|------------------|------------------|
| 152 (92%) | Very satisfied |
| 13 (8%) | Fairly satisfied |
- Q9c Did you feel that you were put at ease?
- | | |
|------------------|---------------------|
| 154 (93%) | Yes, completely |
| 8 (5%) | Yes, to some extent |
| 3 (2%) | No opinion |
- Q9d Did you feel able to ask questions and discuss the treatment being prescribed?
- | | |
|------------------|---------------------|
| 140 (90%) | Yes, completely |
| 8 (5%) | Yes, to some extent |
| 7 (4%) | Not applicable |
| 1 (1%) | No opinion |

Q9e Do you feel that you were treated with dignity and respect during your consultation?

155 (99%) Yes, completely

2 (2%) Yes, to some extent

Other Services

Q10a Were you aware that emergency contraception is available at the surgery?

42 (22%) Yes

152 (78%) No

Q10b Were you aware that all forms of contraception can be arranged via Albrighton Medical Practice, including free condoms/sheaths?

67 (34%) Yes

132 (66%) No

Q10c Are you aware the Practice runs a substance (alcohol/drugs) abuse clinic?

74 (35%) Yes

138 (65%) No

Q10d How can the Practice make it easier for young people to access these services or appointments?

More notices re: services offered. Drop in after school/work. Liaise with schools on service available. Out of hours appointments. Saturday morning opening.

Disability Access

Q11a Do you, or anyone you know, have difficulty in accessing any of the Practice services because of a disability?

15 (9%) Yes

160 (92%) No

General

Q12 We would like to know what, in your opinion, are the best and worst features of the Practice provision.

Best: Excellent manner especially with children. Doctors available when needed, especially in an emergency. Friendly and helpful staff. Excellent quality of care. Monday evening opening. Doctors who listen. Pleasant waiting room.

Worst: Parking. Smell in surgery. Poor time management. Lack of privacy at Reception. Difficulty in getting appointment with doctor of choice. Receptionist questioning reason for appointment. Lack of information on services available. Not open weekends. No surgery in Patteringham. Poor access and space to leave prams. Automated phone system not always working properly.

Q13 Have you any suggestions to improve the Practice provision?

Warn patients if test needs fasting. Improve toilet facilities. Introduce toys, books, music, TV in waiting room. Refurbish waiting room. Drop in service to weigh babies. Better information on services. Push button access on doors to enable easier access for wheelchair users and prams. Open appointments from 8.00am and later in evenings. Surgery pharmacy to dispense to wider group of patients.

Q14a **72 (32%)** Yes

153 (68%) No

Q14b **49 (23%)** Yes

168 (77%) No

Q14c If yes, did you see the Newsletter in:

46 (90%) Parish Magazine

4 (8%) The Surgery

1 (2%) Albrighton Library

Q15 Are you:

82 (35%) Male

150 (65%) Female

Q16 How old are you?

1 (.5%) Under 18 years

9 (4%) 18-24

14 (6.5%) 25-34

64 (30%) 35-49

21 (10%) 50-60

46 (22%) 61-70

46 (21%) 71-80

12 (6%) Over 80

Q17 Which of these best describes you?

62 (36%) Full/part time employment

6 (4%) Full-time education

22 (13%) Looking after the home/carer

4 (2%) Unemployed

77 (45%) Retired

Q18 If you need to attend the surgery during your typical working hours, can you take time away from your work to do this?

84 (42%) Yes

19 (9%) No

99 (49%) Not applicable

Q19 Ethnicity:

Please indicate below your ethnicity:

213 (95%) White British

4 (2%) White Scottish

2 (1%) Other White

1 Indian

1 Mixed

1 I do not wish to answer