

[Patient Questionnaire Results 2014-15](#)

**Bewley Drive Summary**

Surveys Completed

453
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**Telephones**

How Satisfied are you with the following:

1 Length of time the surgery took to answer the telephone?

	Very Satisfied	Satisfied	Not Satisfied	N/A
1	101	240	96	16
	22%	53%	21%	4%

2 If you are a Southdene patient; the new telephone system?

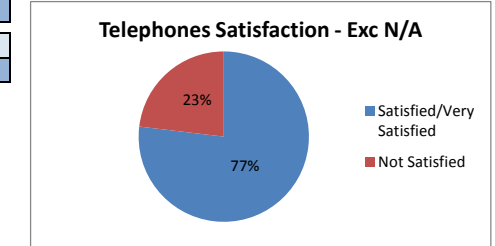
2	76	203	52	122
	17%	45%	11%	27%

3 Has there been an improvement in this area over the last 12 months?

	Yes	No	N/A
3	255	115	83
	56%	25%	18%

Overall Satisfaction with Telephones

	Satisfied/Very Satisfied	Not Satisfied	N/A
Overall	875	263	221
	64%	19%	16%



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**Bewley Drive Summary**

**Access to the Surgery**

How Satisfied are you with the following:

- 1 Obtaining on the day appointments?
- 2 Obtaining routine appointments?
- 3 The emergency doctor service for urgent appointments?
- 4 Telephone consultations with the GP?

	Very Satisfied	Satisfied	Not Satisfied	N/A
1	87	211	129	26
	19%	47%	28%	6%
2	106	252	40	55
	23%	56%	9%	12%
3	98	153	35	167
	22%	34%	8%	37%
4	104	190	31	128
	23%	42%	7%	28%

- 5 Has there been an improvement in this area over the last 12 months?

	Yes	No	N/A
5	240	87	126
	53%	19%	28%

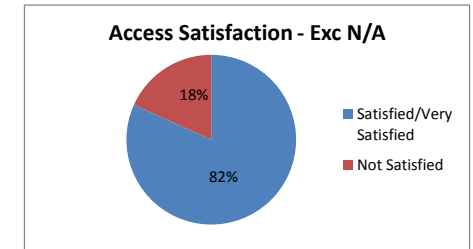
Overall Satisfaction with Access

	Satisfied/Very Satisfied	Not Satisfied	N/A
Overall	1441	322	502
	64%	14%	22%

Were you aware that we offer the following in our practice:

- 6a Evening appointments one night per week?
- 6b A Minor Surgery service?
- 6c A Phlebotomy service?
- 6d An Anticoagulation service for patients on Warfarin?
- 6e An Emergency Doctor Service (Telephone Appointments)?

	Yes	No	N/A
6a	195	221	37
	43%	49%	8%
6b	153	250	50
	34%	55%	11%
6c	171	222	60
	38%	49%	13%
6d	141	214	98
	31%	47%	22%
6e	261	142	50
	58%	31%	11%



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**Bewley Drive Summary**

**Continuity**

How Satisfied are you with the following:

1 Obtaining an appointment with the doctor of your choice?

Very Satisfied	Satisfied	Not Satisfied	N/A
97	228	80	48
21%	50%	18%	11%

2 Has there been an improvement in this area over the last 12 months?

Yes	No	N/A
250	103	100
55%	23%	22%

3 Is it important for you to be able to regularly see the same doctor?

Yes	No	N/A
317	106	30
70%	23%	7%

4 Do you think it would be beneficial for all patients to have a named GP?

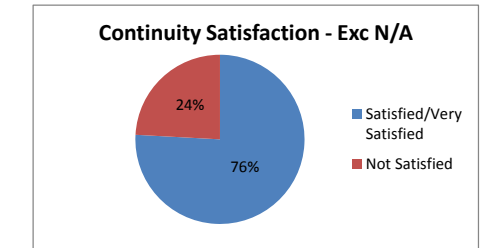
Yes	No	N/A
379	47	27
84%	10%	6%

5 Do you feel that this would improve the patient experience within the practice?

Yes	No	N/A
370	40	43
82%	9%	9%

Overall Satisfaction with Continuity

Satisfied/Very Satisfied	Not Satisfied	N/A
575	183	148
63%	20%	16%



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**Bewley Drive Summary**

**Any other comments**

- Had to wait over 30 mins to be seen at appointment. Early morning appointment as well - not good. Poor response
- 40 Day turnaround process for reports and overall process to be re-formalised and widely publicised in surgery
- I understand problems are budget related - too small budget set by Government
- When I phone up it still takes 5 calls to get to talk to someone
- A vast improvement in the telephone service in the last few months
- Trying to get through on the phone takes far too long. Sometimes it can take up to an hour
- Luckily hardly ever need to see a GP so quite satisfied. My mums GP has online appointments and repeat scripts, v. handy
- Have had problems with attitude of reception staff, very condescending at times. Also not enough privacy when booking in
- This has been my doctors since childhood and they have treated my family exceptionally well over the years
- Appointments never run on time
- I have been attending the Practice regularly over the last four months and have been very satisfied with the care and service received
- Been with Practice 5 years and have never seen same GP more than once
- I feel that the ringback on Doctors service is appalling. So many mistakes have happened. Thank you
- Had to wait four days to see a female doctor and often have issues with prescription not arriving at chemist on time
- Towerhill receptionists are excellent (Bewley Drive patient)
- 99.9% of the girls on reception are excellent. 99% go above and beyond
- Annual blood sugar tests could be offered to older patients as not done with routine health checks
- Only just to try and get into your appointment on time
- Too much "comment" to note, full A4 side of paper. Patient not happy with On Call system
- Appointments system and morning calls are a nuisance
- I think patients diagnosed with longterm illnesses should be assigned a GP for regular appointments