

[Patient Questionnaire Results 2014-15](#)

Overall Summary

Surveys Completed - Bewley Drive

Surveys Completed - Towerhill

Surveys Completed - Total

453
100
553

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
130	287	119	17
24%	52%	22%	3%

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

77	203	53	220
14%	37%	10%	40%

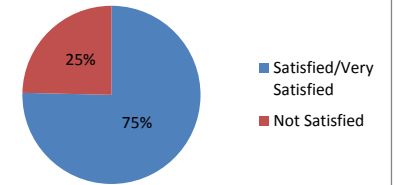
3 Has there been an improvement in this area over the last 12 months?

Yes	No	N/A
288	150	115
52%	27%	21%

Overall Satisfaction with Telephones

Satisfied/Very Satisfied	Not Satisfied	N/A
985	322	352
59%	19%	21%

Telephones Satisfaction - Exc N/A



[Patient Questionnaire Results 2014-15](#)

Overall 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	120 22%	253 46%	151 27%	29 5%
2	132 24%	293 53%	54 10%	74 13%
3	117 21%	175 32%	45 8%	216 39%
4	130 24%	209 38%	39 7%	175 32%

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

	Yes	No	N/A
5	284 51%	112 20%	157 28%

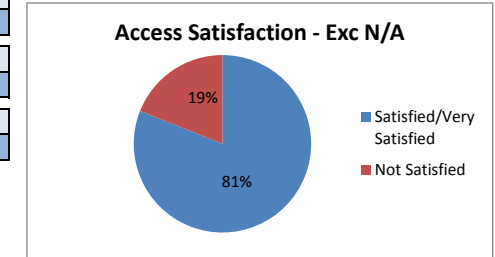
Overall Satisfaction with Access

	Satisfied/Very Satisfied	Not Satisfied	N/A
Overall	1713 62%	401 15%	651 24%

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)?

6a	249 45%	259 47%	45 8%
6b	180 33%	307 56%	66 12%
6c	217 39%	258 47%	78 14%
6d	168 30%	256 46%	129 23%
6e	309 56%	179 32%	65 12%



[Patient Questionnaire Results 2014-15](#)

Overall 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
117	275	103	58
21%	50%	19%	10%

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

Yes	No	N/A
296	134	123
54%	24%	22%

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

385	129	39
70%	23%	7%

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

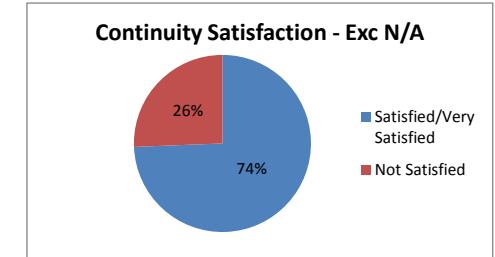
460	58	35
83%	10%	6%

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

446	48	59
81%	9%	11%

Overall Satisfaction with Continuity

Satisfied/Very Satisfied	Not Satisfied	N/A
688	237	181
62%	21%	16%



[Patient Questionnaire Results 2014-15](#)

Overall 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
- More evening appointments for people who work. Dr Graham is an excellent GP
- Length of time trying to get through not good especially if you work. Appt given at 10:30am, no good as have to get into work
- Should tell patients how long they are going to wait to see their GP
- Always being told to book on the day, but fully booked at 8.15am evening surgeries
- Morning surgeries need to be bookable in advance
- Named GP for diabetic patients should be Lead Diabetic Doctor - Dr Merriman
- Phones take too long to answer

- Takes ages to get through on the phone of a morning. Never any pm appointments. Never seem to be able to make an appointment in advance. Always told to phone back. Sometimes 10 minutes is not enough for an appointment
- Need to make it easier for families with children with disabilities - AUTISM AND WAITING ROOMS DON'T MIX
- Getting through to make an appointment is a pain. This morning it took me 25 attempts before I got through. Maybe invest in a call handling system or have more staff at peak times.
- Really pleased with service my family receives. Best Practice I have been with. Dr Merriman brilliant.
- In the past, I have sometimes waited 90 mins to see GP even though appointment was scheduled. This is disappointing when entertaining a poorly toddler. However reception staff and GPs are all fantastic
- Appointment times availability etc still do not favour the working members of the surgery. Talk and Treat should start asap
- Snacks / Drinks Machines needed