

[Patient Questionnaire Results 2014-15](#)

Towerhill Summary

Surveys Completed

100

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
29	47	23	1
29%	47%	23%	1%

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

1	0	1	98
1%	0%	1%	98%

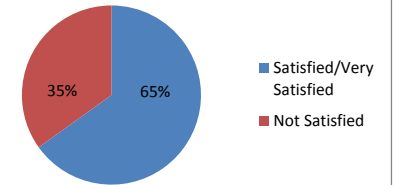
3 Has there been an improvement in this area over the last 12 months?

Yes	No	N/A
33	35	32
33%	35%	32%

Overall Satisfaction with Telephones

Satisfied/Very Satisfied	Not Satisfied	N/A
110	59	131
37%	20%	44%

Telephones Satisfaction - Exc N/A



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Towerhill Summary

Access to the Surgery

How Satisfied are you with the following:

1 Obtaining on the day appointments?

Very Satisfied	Satisfied	Not Satisfied	N/A
33	42	22	3
33%	42%	22%	3%

2 Obtaining routine appointments?

26	41	14	19
26%	41%	14%	19%

3 The emergency doctor service for urgent appointments?

19	22	10	49
19%	22%	10%	49%

4 Telephone consultations with the GP?

26	19	8	47
26%	19%	8%	47%

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

Yes	No	N/A
44	25	31
44%	25%	31%

Overall Satisfaction with Access

Satisfied/Very Satisfied	Not Satisfied	N/A
272	79	149
54%	16%	30%

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

6a Evening appointments one night per week?

54	38	8
54%	38%	8%

6b A Minor Surgery service?

27	57	16
27%	57%	16%

6c A Phlebotomy service?

46	36	18
46%	36%	18%

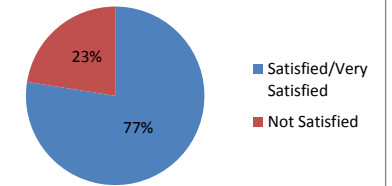
6d An Anticoagulation service for patients on Warfarin?

27	42	31
27%	42%	31%

6e An Emergency Doctor Service (Telephone Appointments)?

48	37	15
48%	37%	15%

Access Satisfaction - Exc N/A



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Towerhill 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
20	47	23	10
20%	47%	23%	10%

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

Yes	No	N/A
46	31	23
46%	31%	23%

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

Yes	No	N/A
68	23	9
68%	23%	9%

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

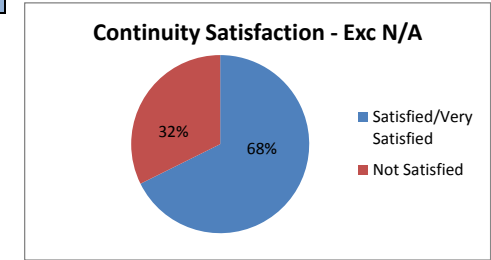
Yes	No	N/A
81	11	8
81%	11%	8%

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

Yes	No	N/A
76	8	16
76%	8%	16%

Overall Satisfaction with Continuity

Satisfied/Very Satisfied	Not Satisfied	N/A
113	54	33
57%	27%	17%



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Towerhill Summary

Any other comments

- 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