

## Dr Hunt, Dr Uddin & Dr Anwar - Patient Survey – Summary 2013-14

Summary of % of patients aware of the following:	Total %	Total %
	Yes	No
Are you aware that you can book routine appointments up to 6 weeks in advance?	59%	41%
Are you aware that in cases of medical urgency you will be seen on the day, but will be asked for brief details of your illness to determine urgency?	88%	12%
If you have telephoned the surgery in the last 6 months, was the call answered promptly?	91%	9%
Did you complete the previous practice questionnaire?	33%	67%
The issues raised in the previous questionnaire were as follows. Have you seen any improvements in these areas?		
a) Alternative ways of booking appointments i.e. online	67%	33%
b) Access to interpretation and translation services	57%	43%
c) Appointment reminder system	59%	41%
d) Length of time spent in waiting room before seeing doctor	74%	26%
When you last visited the surgery, were you satisfied with the overall cleanliness of		
a) The waiting room?	98%	3%
b) The consulting room?	100%	0%
c) The patient toilets?	99%	1%
When you last visited the surgery, did you feel that you had confidence and trust in		
a) GPs?	99%	1%
b) Nurses?	99%	1%
c) Admin staff?	99%	1%
When you last visited the surgery, were you treated with dignity and respect by		
a) GPs?	98%	2%
b) Nurses?	99%	1%
c) Admin staff?	97%	3%
Do you have access to the internet?	70%	30%
Are you aware of our practice website?	56%	44%
Do you know what services we offer via the website? eg booking appointments, ordering repeat prescriptions and changing personal details	48%	52%
In Bolton, over 50% of patients attending A&E could have been treated elsewhere. Are you aware of the services offered by		
a) GPs?	83%	17%
b) Pharmacists?	78%	22%
c) Dentists?	76%	24%
In the last 6 months, have you attended A&E for an illness or condition which could have been treated elsewhere?	10%	90%

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### Summary of Patient Comments:

- “Overall, I am extremely happy with my GP surgery because they are always welcoming and they know you personally, which helps. They are very friendly and accommodating to your needs. If I need an appointment, they do their best to fit you in as soon as possible. I have never had any issues with any of the doctors, nurses or admin staff. They always acknowledge you and help you with your health issues. They also give accurate information and advice on any concerns you may have. I am aware of other services that are available to me and use them accordingly. I have worked with health issues in the local community, so I am aware of what services are available to me and my family. I also take a keen interest in health services.”
- Halliwell surgery offers the best service. All the doctors and staff are excellent and hope to remain to be the best in the future.”
- “Overall care we receive is good. It’s just a struggle at times to get appointments booked but most of the time we are seen to. Thank you.”
- “Would like the surgery remind the appointment time the day before.”
- “I am happy, I don’t have any complaints. I want to thank the doctors and staff who help us.”
- “Satisfied overall with the service.”
- “Never had any problems in booking appointments or with the staff and doctors.”
- “I question the ability (medically) staff making a decision on the urgency of my call as I do not ring unless I feel I need to see a doctor reasonably soon, not in 3-6 days time.”
- “Always very helpful when need assistance and appointments, easy to access via the website.”
- “An excellent surgery, well run by all who work there.”
- “I have no complaints at all about the service at the practice.”
- “Both me and my husband have been seen and treated with the greatest respect.”
- “I think that reception should be manned over the lunch time period by having staggered lunches so that people who work can telephone to arrange appointments and collect prescriptions.”
- “My wife and I would like to express our great appreciation and utmost satisfaction for the treatment we receive in this surgery. The treatment and services are indeed super and excellent. Thank you very much.”

**We appreciate all your comments. Many thanks to you who have expressed their satisfaction with the service. Some of the other comments are very helpful in helping us improve the service and an Action Plan will be put in place. The Action Plan will be available to view on our website by 31 March 2014. Many thanks.**