

Badgerswood and Forest Surgeries Assessment Questionnaire

	Totals	Results
Section 1		
Reception / telephone answering and access / appointment availability		
1 Who is your usual doctor?		
2 In the past year, how many times have you seen any doctor in the Practice?		
None	7	6.0%
x 1 - 2	32	27.4%
x 3 - 4	25	21.4%
5 or more	53	45.3%
3 Are the hours that the Practice is open for appointments generally suitable for you?		
Yes	108	90.0%
No	12	10.0%
If not, please mark with a 'x' what additional time you would like the Practice to be open.		
Early morning	5	20.8%
Lunch-time	2	8.3%
Evening	13	54.2%
Weekends	4	16.7%
Other	0	0.0%
When?		
If this means the surgery to be closed at other times, when do you think this should be?		
Early morning	5	26.3%
Lunch-time	11	57.9%
Evening	1	5.3%
Weekends	2	10.5%
Other	0	0.0%
When?		
4 If you wish to see a particular doctor how quickly do you get to see them		
Same day	27	23.5%
Next working day	27	23.5%
in 2 days	29	25.2%
in 3 days	20	17.4%
more	12	10.4%
b) Is this		
poor	14	13.6%
reasonable	62	60.2%
excellent	27	26.2%
5 If you are happy to see any doctor in the Practice how quickly do you get to see them		
Same day	49	50.0%
Next working day	30	30.6%
in 2 days	13	13.3%
in 3 days	5	5.1%
more	1	1.0%
b) Is this		
poor	5	5.9%
reasonable	43	50.6%
excellent	37	43.5%
6 If you need to see a GP urgently can you normally get to see them same day		
Yes	101	92.7%
No	8	7.3%
7 Regarding your clinic appointment(s)		
a) have you ever missed an appointment?		
Yes	14	12.3%
No	100	87.7%
b) If you have to wait to be seen after your appointment time, how long on average do you wait?		
Less than 5 mins	5	4.5%
6 - 10 mins	30	27.3%
11 - 20 mins	38	34.5%
21 - 30 mins	19	17.3%
over 30 mins	18	16.4%
Is this :-		
poor	29	26.9%
reasonable	68	63.0%
excellent	11	10.2%
8 On telephoning the Practice is the line frequently engaged		

Yes	41	35.3%
No	75	64.7%
b) if so, how long do you call before you get a line?		
Under 2 minutes	39	49.4%
2 - 5 minutes	27	34.2%
over 5 minutes	13	16.5%
c) When you get connected, how quickly is the telephone answered?		
Within 10 rings	105	90.5%
Over 10 rings	11	9.5%
d) Is this service		
poor	2	1.8%
reasonable	72	66.1%
excellent	35	32.1%
e) Are you aware that you can book a telephone appointment to speak to a nurse or a doctor		
Yes	73	60.8%
No	47	39.2%
f) Have you used this service?		
Yes	45	38.1%
No	73	61.9%
g) Do you find telephone appointments useful?		
Yes	75	87.2%
No	11	12.8%
9 Regarding the receptionists.		
a) They are usually helpful and pleasant at reception and on the telephone		
Yes	120	99.2%
No	1	0.8%
b) They are knowledgeable about availability of appointments, how to arrange different services etc.		
Yes	115	96.6%
No	4	3.4%
c) They are always discrete in front of other patients		
Yes	109	94.0%
No	7	6.0%
d) Sometimes they need to know what your call is about to know who to book you with or to pass a message to the doctor. Do you ever feel they pry too much?		
Yes	12	10.3%
No	105	89.7%
e) They are usually helpful when I wish to make an appointment		
Yes	118	99.2%
No	1	0.8%
f) They seem understaffed and overstretched at times		
Yes	36	31.6%
No	78	68.4%
10 When you make an appointment, how often do you see your usual doctor?		
Always	29	24.8%
Almost always	52	44.4%
mostly	24	20.5%
Sometimes	11	9.4%
Never	1	0.9%
Do you normally ask to see him / her?		
Yes	104	88.9%
No	13	11.1%
If another doctor were available sooner, would you be happy to see him / her?		
Yes	88	79.3%
No	23	20.7%
Is this service		
poor	1	1.0%
reasonable	67	63.8%
excellent	37	35.2%

Section 2 - Clinical Care

We wish you to fill out details of a consultation you had with a doctor. If you have not had a recent consultation with a doctor, please proceed to question 12

11 **When was the last time you had a consultation with a doctor?**

We would like you to fill out the following questions related to that consultation

Which doctor did you see?

During that consultation, for each part of the consultation, we would like you to rate how good you think the doctor was. Could you place a number opposite each statement?
 1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

Place 1 - 6

a) The doctor was courteous and placed me at my ease immediately	522	5.6
b) The doctor listened attentively to what I had to say	530	5.6
c) The doctor asked relevant questions about my symptoms and how I felt	524	5.6
d) He / she examined me gently and thoroughly	504	5.6
e) He / she explained carefully my problem and what treatment was needed	521	5.5
f) I was involved in any decision about my care	509	5.5
g) The doctor spent enough time with me	517	5.6
h) He/ she was patient about my questions and my worries	529	5.6
i) He / she was caring and obviously concerned about me	521	5.5
j) I felt confident in his / her presence	521	5.5

12 Have you seen a Practice nurse in the past year?		
Yes	95	80.5%
No	23	19.5%

If so, during a visit you had with the nurse, for each part of the visit, we would like you to rate how good you think the nurse was. Could you place a number opposite each statement?
 1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

a) The nurse was very courteous and put me at my ease immediately	509	5.4
b) He/she explained carefully about my health problems and what treatment was needed	473	5.3
c) Prior to any treatment, he / she explained what he / she would be doing	473	5.4
d) The nurse was very professional in the care given	512	5.5
e) The nurse listened carefully to what I had to say and my concerns	490	5.4
f) I felt very confident in his / her presence	512	5.4

Section 3 - Surgery Facilities

Are you a patient of Badgerswood or Forest Surgery?

13 This question relates to facilities OUTSIDE the surgery building		
a) Is there always ample parking when you arrive?		
Yes	101	86.3%
No	16	13.7%
if you have had a problem parking, can you remember what time of day?		
Early morning	2	8.0%
Mid-morning	15	60.0%
Lunchtime	1	4.0%
Afternoon	3	12.0%
5-8pm	4	16.0%
b) Do you have a disabled badge?		
Yes	9	8.0%
No	103	92.0%
if you do, are you always able to park in a 'Disabled Bay'?		
Yes	4	23.5%
No	13	76.5%
if the disabled bays are full, if you park in a normal bay, can you always manage to walk to the surgery		
Yes	9	60.0%
No	6	40.0%
have you ever been late for an appointment because of a parking problem?		
Yes	4	5.8%
No	65	94.2%
have you ever had to cancel an appointment because you cannot park in a disabled bay		
Y	1	2.3%
N	42	97.7%
c) Do you have a wheelchair?		
Yes	2	2.9%
No	68	97.1%
is access easy for you?		
Yes	12	63.2%
No	7	36.8%
d) If you are disabled, do you/would you find automatic doors helpful?		
Yes	12	63.2%
No	7	36.8%

14 This question relates to facilities INSIDE the surgery building			
a) Do you find the reception area pleasant?			
Yes	114	96.6%	
No	4	3.4%	
b) Have you always found a seat when you arrive?			
Yes	116	98.3%	
No	2	1.7%	
c) Are the seats comfortable?			
Yes	116	98.3%	
No	2	1.7%	
d) If you have to wait, is there sufficient reading material for you?			
Yes	109	95.6%	
No	5	4.4%	
if no, what would you like?			
e) If you have children, are there sufficient toys to amuse them?			
Yes	41	87.2%	
No	6	12.8%	
if there were space, would you prefer to have a separate play area for children?			
Yes	24	44.4%	
No	30	55.6%	

Section 4			
Patient Information Section			
15 a) Have you noticed the posters on the wall in the reception area?			
Yes	100	85.5%	
No	17	14.5%	
if we were to ask you, can you recall what any of these were about?			
Yes	51	47.2%	
No	57	52.8%	
b) Have you noticed the leaflets and notices at reception?			
Yes	93	81.6%	
No	21	18.4%	
c) Have you read the Patient Participation Group Newsletter?			
Yes	37	31.4%	
No	81	68.6%	
have you taken a copy home with you?			
Yes	24	23.1%	
No	80	76.9%	
do you find the educational article valuable?			
Yes	32	59.3%	
No	22	40.7%	
d) Do you think there is too much literature to appreciate any of the notices?			
Yes	19	19.0%	
No	81	81.0%	

Section 5			
Services Provided including Chase Hospital			
16 Both Badgerswood and Forest Surgeries have a dispensing pharmacy and chemist shop			
a) Do you ALWAYS use these pharmacies for your prescriptions?			
Yes	108	92.3%	
No	9	7.7%	
if not always, why not?			
b) Is the service always efficient and prompt?			
Yes	104	91.2%	
No	10	8.8%	
c) Do you use the chemist shop?			
Yes	89	78.8%	
No	24	21.2%	
d) Are there items which you would purchase in the shop but are not available?			
Yes	11	13.9%	

No	68	86.1%
Please tell us		
e) Are the opening hours convenient?		
Yes	84	86.6%
No	13	13.4%
Please mark with a 'x' which additional opening hours you would appreciate.		
Lunchtime (Badgerswood)	17	38.6%
Sat am (Forest)	11	25.0%
Evening	11	25.0%
8 - 9am	5	11.4%
If it meant that the Pharmacy had to close at other times, which is the least inconvenient time to close?		
f) Are you aware of the system of ordering repeat prescriptions?		
Yes	94	90.4%
No	10	9.6%
17 Have you used any of the services at Chase Hospital in the last 12 months?		
Yes	45	38.1%
No	73	61.9%
a) If yes, were you satisfied with the service?		
Yes	43	95.6%
No	2	4.4%
18 If you have any other comments or suggestions you wish to make, please complete below or overleaf:		
<p>Thank you for taking the time to complete this questionnaire. (This questionnaire was prepared by the Patient Participation Group of the Badgerswood and Forest Surgeries together with feedback from the Patient Reference Group.)</p>		