

Middleway Surgery Patient Survey 2013/14 RESULTS

A. Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Q1. What sex are you?

Male	32	30.7%
Female	72	69.3%

Q2. How old are you ?

Under 18	1	0.9%	55 - 64	26	25%
18 – 24	2	1.9%	65 - 74	29	27.8%
25 – 34	5	4.8%	75 - 84	18	17.3%
35 – 44	9	8.6%	85 and over	5	4.8%
45 – 54	9	8.6%			

B. Appointments at the Practice

Q3. When did you last see a Doctor at the Practice?

In the past 3 months	76	71%
Between 3 and 6 months ago	17	16.3%
More than 6 months ago	11	10.6%

Q4. How do you normally book your appointments to see a doctor or nurse at the Surgery? Please tick all that apply

In person	44	42%
By phone	85	82%
Other	1	0.9%

C. Getting through on the phone

Q5. In the past 6 months how easy have you found the following ? Please put a tick in one box for each row

	Haven't tried		Very Easy		Fairly easy		Satisfactory		Not very easy		Not at all easy	
Getting through on the phone	3	2.8 %	19	18.3 %	31	29.8 %	17	16.3 %	21	20.2 %	11	10.5 %
Speaking to a Doctor on the phone	11	10%	32	30.8 %	27	26%	21	20%	1	0.9 %		
Speaking to a Nurse on the phone	58	56%	4	3.8 %	11	10.6 %	8	7.7 %				
Obtaining test results by phone	27	26%	28	27%	15	14.4 %	11	10.6 %	1	0.9 %	1	0.9 %

D. Seeing a Doctor

Q6. Thinking of times when you are willing to see ANY doctor, how quickly are you usually seen (non-urgent appointment)?

Same Day	58	55.8%
Next Working Day	8	7.7%
Within 2 working Days	6	5.7%
Within 1 week	7	6.7%
Within 2 weeks	4	3.8%
More than 2 weeks	3	2.8%
Within an acceptable time period	16	15.38%

Q7. If you need to see a GP urgently can you normally get an appointment the same day?

Yes	62	59.6%
No	9	0.9%
Not needed one	28	27%

Q8. i Are you aware that you can have a telephone consultation with a GP?

Yes If yes please complete Q8 ii	94	90.4%
No	8	7.7%

Q8 ii If you answered yes to the above question, please complete this section

Was the consultation satisfactory?	YES		NO	
		84	89.4%	3
If your answer is no, why this was the case	<p>YES: It was alright, but how can you get accurate replies through a telephone.</p> <p>YES: because with chronic condition you sometimes only had reassurance and advice.</p> <p>YES/NO didn't help really just told me what I already knew about my condition</p> <p>NO Doctor was busy</p> <p>Not used, don't like, face to face safer</p> <p>NO sometimes if physical problem it is reassuring if the doctor can see you</p>			

Q8a. Are you aware of appointments outside normal surgery times, early mornings before 8am or evenings after 6.30pm?

Yes	50	48%
No	52	50%

Q9. If you come by car/bicycle, how easy do you find it to park?

Very Easy	27	26%
Fairly Easy	59	56.7%
Not Very Easy	10	9.6%
Not at all Easy	1	0.9%
Do you need a disability parking space? YES	9	8.6%

Q 10. How would you rate the waiting area:

Excellent	20	19.2%
Very Good	58	55.8%
Fairly Good	33	21%
Not very Good	2	1.9%

Q11. How helpful do you find the receptionists at the Surgery ?

Very	78	75%
Fairly	22	21%
Not very	1	0.9%
Not at all	1	0.9%

If you did not find them helpful, could you please explain why

New receptionists should be brought up to date about patients, some of them seem reluctant to either help or offer advice.

They can be a bit abrupt.

She was in a bad mood, and took it out on me, said 'no appointments' and wasn't prepared to help me see a doctor!

Above and beyond, they are brilliant

Very helpful, particularly the lady who mans reception, I believe Mon-Wed. Always very pleasant and accommodating with her time when dealing with my requests. Thank you.

Some more helpful than others.

Q12. Would you recommend the Surgery to someone who has just moved to your local area?

Yes	91	87.5%
Might	4	3.8%
Not sure	2	1.9%
Probably not	2	1.9%
Definitely not		
Don't know	2	1.9%

Q13 Have you ever missed an appointment?

No	83	80%
Yes	21	20%

Q14 If you answered yes to the above question, when did you book the appointment?

From 8.30am on the same day	1	0.9%
The day before	1	0.9%
Up to a week before	6	5.7%
Up to a month before	9	8.6%
More than a month before	2	1.9%

Q14 What was the reason for missing the appointment?

Forgot 13 62% Traffic 1 4.8%

Too poorly 2 9.5% Other 3 14.2%

Q15 If there is a question you would have liked us to ask as part of this survey, what would it be? Q16 What is your answer to that question?

The following are as written by patients:

Question: Do you want to be able to discuss more with the doctor?

Answer: More time with the doctor

Question: Why if you phone dead on 8.30am get through there are no appointments left and sometimes you have to continuously redial to get through

Answer: Could the telephone line be put on hold queuing systems like the elec and gas company's have

Question: Appointments on the day go extremely quick

Answer: The phone is usually engaged

Question: Why is that of 8.30am you are told there are no appointments available for that day?

Answer: Make sure there are appointments available. The only answer is to ring Serco doc after hours. You might get satisfaction.

Practice comment: The appointments go very quickly with four telephone lines being answered at a time. If your need is urgent please ask for a GP to phone you, they can add extra appointments based on clinical need.

Question: Would you like to go for a drink

Answer: Yes please

Question: Are you happy with waiting time?

Answer: Fairly happy

Question: Do you find it easy for a home visit if it is genuinely needed?

Answer: Not very and you can be in a lot of pain for a long period while waiting for the doc to call.

Practice comment: All visit requests are triaged by a GP who will decide the urgency of each request. Most visits are done after morning surgery.

Question: Is the surgery addressing health for young people in the waiting room/things they may be concerned about.

Answer: No. I can't see anything regarding sexual health clinics, protection, mental health, eating disorders, substance abuse support, disability support etc specifically aimed at young people. Doctors surgery needs a young persons patient forum member.

Practice comment: There is a dedicated notice board for young people to the right when entering the waiting room. We have invited young people to our patient participation group meetings, held once every two months. Unfortunately no-one has volunteered, if any young people are interested please let us know.

Question: Do you telephone to cancel appt? If not why not?

Answer: Yes

Question: Keep up the good work

Answer: Thank you very much

Question: How good is out of surgery care?

Answer: Unbelievably good. I have heard some real nightmares from friends but the care, consideration and help I got from this surgery is second to none. Absolutely brilliant.

Question: Is there anything you would like to see the practice providing that it is not doing at present as far as you are aware?

Answer: Often doctor says to book appointment to follow up for six months in advance but not able to do that as appointments not on system that far ahead. Would it be possible for this to happen please as liable to forget otherwise!

Practice comment: Unfortunately circumstances change, with doctors/nurses off, clinics and meetings to be arranged so clinics are added up to 8 weeks in advance. It is possible to look at future clinics but they are subject to change. Also some patients will forget if the appointment is too far in the future.

Question: Would you like someone to look after your child whilst you are having your smear scan?

Answer: Yes there should be someone as its important to your wellbeing

Practice comment: Unfortunately we do not have the staff resources to look after children.

Question: No, the survey is very thorough

Answer: N/A

Question: Please play some music softly and do appointments on line

Answer:

Practice comment: We have a limited number of appointments on line. In order to access them we need your email address, you will then receive an invitation from 'The waiting room' to log in and order repeat prescriptions or book an internet appointment.

Question: Would you like surgery hours available at the weekend. Why don't you open on Saturdays? Your chemist is open 24/7

Answer:

Practice comment: The pharmacy is not run by the surgery, it is available to everyone, they simply rent the space from us, it is not open 24/7. National discussions are taking place for practices to open longer hours in the future.

Question: How could we improve?

Answer: More 'on day' appointments available

Question: How would you rate the service of the practice nurses and the n/auxiliary?

Answer: They are all very efficient, friendly, helpful and kind. I feel they are one of the strengths of this practice.

Question: Why if you phone dead on 8.30am get through there are no appointments left and sometimes you have to continuously redial to get through

Answer: Could the telephone line be put on hold queuing systems like the elec and gas company's have

Question: The inability to get through on phone

Answer: More phone lines if possible

Practice comment: We are limited by the number of people available to answer them. We may repeat a survey to see if patients prefer a queuing system

Question: Which doctor would you like 'named' in the practice?

Answer: Dr Monk

Question: Are home visits done by the practice or outside agency

Answer: ?

Practice comment: If visits are requested during our opening hours the GP here is responsible for the visit. If the request is made through the out of hours service then a duty doctor will attend.

Question: Older age groups to be assigned a named doctor in the practice, has this been introduced?

Answer: I chose a doctor when registering and consider myself already assigned.

Practice comment: Your named doctor is the GP you are registered with, however when you book an appointment you can choose from the GPs available.

Question: More information regarding the diagnosed illness you have, perhaps for eg how to manage the symptoms say for irritable bowel syndrome?

Answer: As above, perhaps a little more time to be spent with patient if required.

Question: Would it be possible to introduce more late surgeries as I work until 18.00, starting at 8.30

Answer: Yes

Practice comment We have extended hours appointments before 8am and after 6.30pm available for prebooked routine appointments. All urgent requests will be discussed with a GP who can create an extra appointment if necessary.

Question: What are your views of the new TV screen system?

Answer: I feel that this is very de-personalising and less confidential as the name of person and dr and room is up on the screen when it beeps. In the past the voice just spoke Mrs To room 3 please. Much more confidential.

Question: I cannot think of anything else you could have asked

Answer:

Question: Not a question but I wanted to see a nurse on a Monday and got told they don't work Mondays!!

Answer: So I had to go to Penrice

Practice comment: A nurse is here daily Monday to Friday, it may be that on this occasion there was a last minute absence due to sickness.

Other comments

You now offer early appointments so that is great! – That would have been the only thing.

I find all the staff most helpful and very friendly

We would like to thank patients who took part in the Survey