**Patient Survey Results 2018**

**There were over 400 surveys handed out to patients, we received 196 completed surveys back form patients**

**Age Group**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **16-25yrs** | **26-35yr** | **38-45yr** | **46-55yrs** | **56-65yrs** | **66+ years** |
| **12** | **27** | **28** | **30** | **41** | **65** |

**Appointments**

**How did you book your appointment?**

|  |  |
| --- | --- |
| Telephone | 142 |
| Follow up appt |  |
| Reception | 56 |
| Online | 5 |

**Did you listen to the message when you telephoned the surgery today?**

|  |  |  |
| --- | --- | --- |
| YES | 154 | 82% |
| NO | 33 | 18% |

**Who did you see today?**

|  |  |
| --- | --- |
| Dr Cooke | 25 |
| Dr Coomber | 18 |
| Dr Petrie | 15 |
| Dr Richardson | 14 |
| Dr Swarbrick | 7 |
| Dr Rahman | 6 |
| Dr Thompson | 7 |
| Dr Simpson | 13 |
| Dr Matla | 9 |
| Jackie | 7 |
| Carolyn | 12 |
| Lisa | 28 |

**Did you ask to see this particular doctor or nurse?**

|  |  |  |
| --- | --- | --- |
| **Yes** | **71** | **36%** |
| **no** | **132** | **64%** |

**If not, were you given the chance to see the doctor or nurse of your choice?**

|  |  |  |
| --- | --- | --- |
| **Yes** | **54** | **43%** |
| **no** | **72** | **57%** |

**Would you have been happy to see another Doctor or Nurse?**

|  |  |  |
| --- | --- | --- |
| **Yes** | **168** | **85%** |
| **no** | **30** | **15%** |

**When did you book your appointment?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TODAY** | **YESTERDAY** | **WAITED LESS THAN 3 DAYS** | **MORE THAN 3 DAYS** | **WAITED MORE THAN A WEEK** |
| **81** | **16** | **17** | **13** | **68** |

**Did you call before to try and get an appointment before booking this appointment?**

|  |  |
| --- | --- |
| **Yes**  | **42** |
| **No** | **142** |

**Were you offered the next available appointment?**

|  |  |  |
| --- | --- | --- |
| **Yes** | **94** | **62%** |
| **no** | **22** | **15%** |
| **Not sure** | **35** | **23%** |

**Was there a reason why you were unable to wait until the next available appointment?**

|  |  |  |
| --- | --- | --- |
| **YES** | **46** | **34%** |
| **NO** | **88** | **66%** |

**Duty Doctor Service**

**Did you make the reception aware that it was urgent for today if there were no appointments left?**

|  |  |  |
| --- | --- | --- |
| **YES** | **34** | **29%** |
| **NO** | **85** | **71%** |

**If yes were you offered a call back from the duty doctor?**

|  |  |  |
| --- | --- | --- |
| **YES** | **24** | **21%** |
| **NO** | **89** | **79%** |

**Would you have been happy with a phone call from the duty doctor?**

|  |  |  |
| --- | --- | --- |
| **YES** | **26** | **41%** |
| **NO** | **38** | **59%** |

**YOU’RE MEDICINE CABINET.**

**Do you have a medicine cabinet at home that is well stocked with medicine to cover common aliments?**

|  |  |  |
| --- | --- | --- |
| **YES** | **157** | **81%** |
| **NO** | **37** | **19%** |

**If not, would you know what you should keep in the medicine cabinet?**

|  |  |  |
| --- | --- | --- |
| **YES** | **95** | **81%** |
| **NO**  | **23** | **19%** |

**Instead of booking an appointment with your GP, are you aware that you can see your local pharmacy anytime for help with treating minor ailments?**

|  |  |  |
| --- | --- | --- |
| **YES** | **179** | **92%** |
| **NO** | **16** | **8%** |

**Have you used a pharmacy for advice in the last 12 months?**

|  |  |  |
| --- | --- | --- |
| **YES** | **120** | **63%** |
| **NO** | **71** | **37%** |

**BATTLEHILL HUB APPOINTMENTS**

**Are you aware that there are evening and weekend appointments that can be booked via your GP practice in advance?**

|  |  |  |
| --- | --- | --- |
| **YES** | **76** | **43%** |
| **NO** | **101** | **57%** |

**If you were offered an appointment at the Hub, are you willing to travel to the Battle Hill Health Centre.**

|  |  |  |
| --- | --- | --- |
| **YES** | **138** | **82%** |
| **NO** | **31** | **18%** |

**Reception Service**

**When you telephoned the surgery, how do you rate your ability to get through?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **no of responses**  | **2017** | **2018** |
| **Very Good** | **47** | **17%** | **24%** |
| **Good** | **72** | **32%** | **38%** |
| **Poor** | **71** | **40%** | **37%** |
| **No experience/not applicable** | **2** | **11%** | **1%** |

**How do you rate the length of time you waited in the waiting room before you went in for your consultation?**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |
| --- | --- | --- | --- |
|  | **no of responses**  | **2017** | **2018** |
| **Very Good** | **66** | **21%** | **46%** |
| **Good** | **60** | **60%** | **42%** |
| **Poor** | **15** | **18%** | **11%** |
| **No experience/not applicable** | **1** | **1%** | **1%** |

 |

**How do you rate the helpfulness of the reception staff?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **no of responses**  | 2017 | **2018** |
| **Very Good** | **93** | 68% | **66%** |
| **Good** | **39** | 30% | **28%** |
| **Poor** | **7** | 2% | **5%** |
| **No experience/not applicable** | **1** |  | **1%** |

|  |
| --- |
| **When booking the appointment were you asked for some information regarding what it was concerning in order to put you in with the correct GP/Nurse.** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **no of responses**  | **2017** | **2018** |
| **Very Good** | **106** | **70%** | **68%** |
| **Good** | **39** | **19%** | **25%** |
| **Poor** | **3** | **5%** | **2%** |
| **No experience/not applicable** | **9** | **6%** | **5%** |

|  |
| --- |
|  |
|  |
|  |
| ***Self-check in service******Do you use the self-check-in when you come to your appointment?***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| *All the time* | *114* | *60%* | *65%* |
| *Some of the time* | *26* | *20%* | *15%* |
| *Never use it*  | *34* | *20%* | *20%* |

***Online Services******Are you registered for our online services for booking appointments and ordering repeat prescriptions?***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| *YES* | *44* | *28%* | *29%* |
| *NO* | *94* | *61%* | *61%* |
| *NOT INTERESTED* | *15* | *11%* | *10%* |

***Would you use the online services if you were shown by a member of staff?***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| *YES* | *72* | *61%* | *58%* |
| *NO* | *37* | *23%* | *30%* |
| *NOT INTERESTED* | *16* | *16%* | *13%* |

***Are you aware that the practice has a new website?***

|  |  |  |  |
| --- | --- | --- | --- |
|  | *No of responses* | *2017* | *2018* |
| *YES* | *84* | *35%* | *73%* |
| *NO* | *27* | *58%* | *23%* |
| *NOT INTERESTED* | *4* | *7%* | *1%* |

***How satisfied are you with our website?***

|  |  |  |  |
| --- | --- | --- | --- |
|  | *No of responses* | *2017* | *2018* |
| *Very satisfied* | *25* | *40%* | *46%* |
| *Satisfied* | *27* | *38%* | *49%* |
| *Not satisfied* | *3* | *16%* | *5%* |
| *Not applicable* | *0* | *6%* |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Prescription Service****How do you order repeat prescriptions*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | *Telephone* | *In practice* | *Online* | *other* |
| *2017* | *47* | *18* | *7* | *9* |
| *2018* | *90* | *26* | *11* | *3* |

*Do you use the repeat prescription service and how do you rate it?*

|  |  |  |  |
| --- | --- | --- | --- |
| *Very good* | *Good* | *Poor* | *No experience* |
| *39* | *26* | *3* | *10* |

***When you have had to organise a repeat prescription, how do you rate the helpfulness of our staff?***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | *2017* | *2018* |
| *Very Good* | *88* | *26%* | *56%* |
| *Good* | *52* | *27%* | *33%* |
| *Poor* | *4* | *4%* | *3%* |
| *No experience/not applicable* | *14* | *16%* | *8%* |

**How do you rate the opening times of our prescription line?**

|  |  |  |
| --- | --- | --- |
|  | *2017* | *2018* |
| *Very Good* | *72* | *24%* | *53%* |
| *Good* | *49* | *46%* | *36%* |
| *Poor* | *6* | *17%* | *4%* |
| *No experience/not applicable* | *9* | *14%* | *7%* |

 |
|  |

 **How do you rate the way we handle your prescription queries?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| ***Very Good*** | ***82*** | ***36%*** | ***55%*** |
| ***Good*** | ***51*** | ***42%*** | ***34%*** |
| ***Poor*** | ***7*** | ***6%*** | ***5%*** |
| ***No Experience*** | ***10*** | ***15%*** | ***6%*** |

**Have you heard of the electronic prescribing service?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| ***YES*** | ***107*** | ***60%*** | ***71%*** |
| ***NO*** | ***43*** | ***24%*** | ***29%*** |
| ***DIDN’T KNOW*** | ***0*** | ***7%*** |  |
| ***maybe*** | ***0*** | ***9%*** |  |

**Have you considered ordering repeat prescriptions online(via Patient Access)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***No of responses*** | ***2017*** | ***2018*** |
| ***Yes*** | ***36*** | ***41%*** | ***35%*** |
| ***no*** | ***65*** | ***59%*** | ***64%*** |
| ***didn’t mind*** |  | ***0*** |  |
| ***maybe*** |  | ***0*** |  |

**Consultations****How do you rate how thoroughly the doctor or nurse asked about your symptoms and how you were feeling?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| *Very Good* | *121* | *70%* | *74%* |
| *Good* | *41* | *28%* | *25%* |
| *Poor* | *1* | *2%* | *1%* |

**How do you rate how well the doctor or nurse listened to what you had to say?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***No of responses*** | ***2017*** | ***2018*** |
| *Very Good* | *123* | *74%* | *77%* |
| *Good* | *34* | *24%* | *22%* |
| *Poor* | *2* | *2%* | *1%* |

**How do you rate how well the doctor or nurse put you at ease?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***No of responses*** | ***2017*** | ***2018*** |
| ***Very Good*** | ***119*** | ***69%*** | ***75%*** |
| ***Good*** | ***38*** | ***28%*** | ***24%*** |
| ***Poor*** | ***1*** | ***3%*** | ***1%*** |

**How do you rate how well the doctor or nurse involved you in any decision about your care or treatment?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| ***Very Good*** | ***127*** | ***72%*** | ***78%*** |
| ***Good*** | ***34*** | ***27%*** | ***21%*** |
| ***Poor*** | ***2*** | ***0.8%*** | ***1%*** |

**How do you rate how well the doctor or nurse explained your problems or treatment/medication you might need?**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| ***Very Good*** | ***125*** | ***70%*** | ***80%*** |
| ***Good*** | ***31*** | ***29%*** | ***20%*** |
| ***Poor*** | ***0*** | ***0.8%*** |  |

**At you consultation today, do you feel that the doctor or nurse answered all of your questions?**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***2017*** | ***2018*** |
| ***Yes all of them***  | ***137*** | ***86%*** | ***91%*** |
| ***Some of them*** | ***13*** | ***13%*** | ***9%*** |
| ***None of them***  | ***0*** | ***11%*** |  |

|  |
| --- |
|  |

 |
|  |
|  |
| ***Patient Feedback*** * ***I am usually invited to the surgery for various conditions I have although sometimes( not often) I need to see a doctor + if I give notice, I would like an appointment, not to ring early on or maybe what is my only day off.***
* ***The only thing which I find a bit unusual is the very long explanation at the start of the answer to call.***
* ***Great practice always helpful***
* ***Today was very good- tomorrow is another day***
* ***Mandy is amazing but she could do with more help as its really hard to get through for scripts***
* ***Generally satisfied but unhappy when booking appointment with the doctor I’m able to see nurse***
* ***Always helpful***
* ***Good would recommend. Booking by phones takes 2 phones for 30 minutes.***
* ***Longer times for repeat prescription line***
* ***More understanding***
* ***Always had a good service from the practice but realise it is a lot busier now.***
* ***Water available in the waiting room***
* ***Above and beyond expectations***
* ***Very hard to book appointments for the 2days ahead period can book same day or 4 weeks ahead but to ask for an appointment say next week is always hard. Very hard to book appointments for Dr Swarbrick – skin doctor unless referred by another doctor.***
* ***There is one doctor in the practice who has made two errors with myself- one resulting in being referred to hospital. I do refuse appointment with her which is not received well with reception.***
* ***Have tried loads of time to book on line at 8 but no appointments on.***
* ***Call centre for bookings more resources to meet the increased demands***
* ***Wait too long on phone to get through***
* ***I don’t like doctors phoning me I should be able to see one when available.***
* ***Please can we have one day a week where we can just pop in and don’t need an appointment to see a doctor or nurse. Like just take a ticket and wait your turn after checking in. This would be brill for busy people or working people like it was years ago***
* ***Very Happy***
* ***Telephone operation is very slow more operators and lines would help***
* ***Phone lines are constantly busy from 8am onwards which can lead to all appointments being took up for that day.***
* ***Phone line on the morning is bad to get through***
* ***The surgery Dr’s nurses + staff are excellent customer service but of 1-10 it would be 1000***
* ***Prescription line needs to be open business hours or a little longer. Phoning at 8am needs to be improved as last two times I have rang got through then through to appointments only for the phone to go dead as the other person has cleared to be heard. Urgently needed to see the nurse practitioner today so I came to the surgery for 8am to get an appointment today.***
* ***I find it very stressful to make an appointment here and choose to avoid coming getting through on the phone and also when I do come through I find I don’t feel listened to.***
* ***Nurse Carolyn Pine has been extremely helpful and supportive in the past year all nurse practitioners are very good.***
* ***Instead of being kept on hold why not just have an engaged tone.***
* ***Just wish I could get through quicker***
* ***Television ping needs to be louder***
* ***Overall I have had a pretty good experience with this practice I don’t attend frequent enough to provide any improvement ideas.***

 |

 |
|  |