

GIFFORDS SURGERY PPG - PATIENT SURVEY 2012 RESULTS

QUESTION	RESULTS	COMMENTS NEEDING ACTION
1. How long after your routine appointment time do you normally wait to be seen?	<p>90% said that they waited less than 15 mins to be seen for a routine appointment.</p> <p>10% said that they waited more than 15 mins</p>	Generally the nurses run to time, but GP's can run between 15 - 30 mins late
2. How do you feel about how long you have to wait?	<p>67% said that they were happy about the wait to be seen</p> <p>33% said that they had to wait a bit or far too long</p>	No comments
3. How satisfied are you with the service you received from the reception staff?	<p>93% said that they were very or fairly happy with the service from reception staff</p> <p>7% said that they were not happy with the service</p>	<p>The reception desk is too high and there is no privacy at the desk</p> <p>Reception staff ask too many personal questions</p> <p>The wait to be served is too long at the reception desk - need more staff on at busy times</p> <p>The staff at reception can be rude, unhelpful, and intimidating</p>
4. We have recently changed our telephone number at the surgery to a local number. Has this improved the telephone service you receive from the surgery?	<p>83% said that the change of phone number had improved the service</p> <p>17% said that it had not</p>	<p>It is still difficult to get through on the phone</p> <p>More staff to answer the phone at busy times</p> <p>The options listed on the phone system is misleading</p> <p>Not noticed any difference to the phone number</p> <p>Would like to be able to speak to GP on the phone</p>
5. How long do you think it is acceptable to wait to see a GP of your choice?	<p>95% said that it was acceptable to wait up to 1 week to be seen by a GP of choice</p> <p>5% said that it was acceptable to wait more than 3</p>	Depends on the problem and level of urgency

	weeks	
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6. Missed appointments are a big problem for the practice. Can you easily contact the practice to cancel your appointment?	93% said that they could cancel their appointment easily 7% said that they could not	Charge patients who do not attend their appointments Remove patients from the practice list if they repeatedly fail to turn up for their appointments Educate patients regarding the impact of not turning up for their appointments We would like an automated answering service for appointment cancellations, or text messaging or online service to enable you to cancel your appointments
7. Are you aware of the text messaging appointment reminder service available at the surgery?	80% said that they were aware of the text messaging service 20% said that they were not aware of this service	N/A
8. Would you find this service beneficial to you?	64% said that the text messaging service was beneficial to them 36% said that it was not	N/A
9. Are you aware that we also offer on-line appointment booking for you to manage your appointments?	72% said that they were aware of the on line appointment service 28% said that they were not aware of this service	N/A
10. Would you find this service beneficial to you?	57% said that the online appointment booking would be beneficial to them 43% said that it was not	N/A
11. The period for booking an appointment has now been extended to six weeks. Is this acceptable?	73% said that being able to book routine appointments up to six weeks ahead was acceptable 27% said that it was not acceptable	Many people were confused with this question as they thought we were suggesting that they would have to wait 6 weeks to see a GP. Better than it was. It is ok for certain cases such as routine appointments and

		<p>prescription reviews.</p> <p>I have not been able to book ahead as the appointments were not on the system or not available further than 4 weeks ahead.</p> <p>It should be 8 weeks, or no limit, open ended.</p> <p>This is a problem if people book ahead and then forget to cancel their appointment.</p>
<p>12. We are thinking of improving our Emergency services offered by the practice. Could you give us your feedback on how you think we could improve these services?</p>	<p>See Comments</p>	<p>Most patients were unaware exactly what we meant by this question they thought we were talking about the A&E service, or Minor Injuries or the Out of Hours service. However we were trying to get some feedback on the clinically urgent appointments offered by the Duty Doctor, Nurse Practitioner and Duty Nurse each day.</p> <p>Therefore the responses we have received are more to do with the other services listed above and not the practice services. These services will not be provided by the practice as we do not have the facilities or resources to provide such services.</p> <p>I have therefore just included the comments that were relevant to the emergency (clinically urgent) service offered by the practice.</p> <p>To have access to triage nurse at home for vomiting patients.</p> <p>To have a different phone number for patients to ring for emergency (clinically urgent) appointments.</p> <p>Longer hours and another GP</p> <p>Retain the emergency prescription service</p> <p>Send doctors out when needed don't expect patients to find</p>

		<p>their way to the surgery.</p> <p>Drop in surgery with the duty nurse instead of waiting for a phone call and then to be passed to the duty doctor. More than 1 duty nurse available on the same day.</p> <p>Open surgery daily for immediate appointments especially for children.</p> <p>Need more and quicker on the day/same day appointments.</p> <p>Annoying you can't book one of the clinically urgent appointments before the day?</p>
13. If you need an appointment which type of appointment do you request most frequently?	<p>45% said that they were happy to book a routine appointment with any GP</p> <p>44% said that they wanted to book with a routine appointment with a specific GP</p> <p>11% said that they use the emergency service more frequently</p>	N/A
14. How satisfied are you with the opening hours at the surgery?	<p>96% said that they were very or fairly satisfied with the opening hours</p> <p>4% said that they were dissatisfied or don't know the opening hours</p>	N/A
15. a. As far as you know is the surgery open before 8am?	<p>34% said that they knew the surgery was not open before 8am</p> <p>66% either thought the surgery was open before 8am or didn't know whether it was</p>	N/A
15. b. As far as you know is the surgery open at lunchtime?	<p>28% said that they knew the surgery was open at lunchtime</p> <p>72% said that the surgery was not open at lunchtime or that they didn't know whether it was</p>	N/A
15. c. As far as you know is the surgery open	This was a tricky question because we are open after	N/A

<p>after 6.30pm?</p>	<p>6.30pm on a Monday.</p> <p>22% said were open sometimes after 6.30pm</p> <p>32% said that we were open after 6.30pm.</p> <p>23% said we were not open after 6.30pm</p> <p>23% said that they didn't know if we were open after 6.30pm</p>	
<p>16. Would you like the surgery to be open at additional times?</p>	<p>55% said that they would like the surgery to be open at additional times</p> <p>45% said that they did not want the surgery open at different times</p>	<p>N/A</p>
<p>17. What times would you like the surgery to be open?</p>	<p>40% said that they would like the surgery open after 6.30pm</p> <p>35% said that they would like the surgery open at lunchtime</p> <p>25% said that they would like the surgery open before 8am.</p>	<p>Would like the surgery to open on Evenings, Weekends particularly Saturdays.</p> <p>Don't know when the opening times are?</p>
<p>18. In general how satisfied are you with the care you get at the surgery?</p>	<p>95% said that they were very or fairly satisfied with the care that they received from the surgery</p> <p>5% said that they were dissatisfied</p>	<p>It's fine when you get to see a GP</p>
<p>19. If you could change one thing about the surgery what would that be?</p>	<p>See Comments</p>	<p>Reception staff more helpful and more staff available</p> <p>For the phones to be answered more quickly</p> <p>To improve the reception and waiting area - to have a lower desk; with a private area or consultation room; to improve the seating by having more comfortable seats in a less regimented arrangement and particularly to have some higher seating with arms for less able and elderly patients; to improve the automatic door; signage; to have the TV working and to have some music playing.</p>

		<p>To have a doctor specialising in alcoholism/addictions, mental health and learning disabilities. On line repeat prescription requests.</p> <p>More time with the GP, easier quicker appointments to see your own GP, appointments to see GP in 2 days, continuity with your own GP, more after care following prescriptions changes, GP's to make their own follow up appointments and to do the blood tests themselves.</p>
20. Would you recommend the surgery to someone you has just moved to your local area?	<p>78% said that they would or probably would recommend the surgery to someone moving into the area</p> <p>13% were not sure</p> <p>9% said that they probably wouldn't recommend the surgery</p>	N/A
21. Any other suggestions or comments for improving the service offered by the surgery?	See Comments	<p>To improve the waiting area and reception - to lower the reception desk; to have a private area at reception; to improve the signage and for GP's to call visually impaired or disabled patients; to have better seating - more comfortable, less regimented, higher chairs with arms for less able elderly patients; a space in the waiting area for wheelchair users to wait; air conditioning; better facilities for children; hot drinks machine.</p> <p>To improve the pharmacy service, extend their opening times and reduce the queues; for them to process the prescriptions more quickly.</p> <p>Customer Service improvements with reception and other staff.</p> <p>To improve the clinical knowledge of the nurses taking bloods so that they can recognise symptoms and give advice. Same day blood appointments when seen by GP's.</p>

		<p>To provide clinics to deal with over 70's checks, Blood pressure clinics, well women clinics, more specific clinics for different medical conditions; more appointment time to deal with CVD checks with annual reminders; recall facilities for annual blood tests, etc.</p> <p>There were more comments about the following issues that have already been covered in other questions these related to improving the phone system; the service offered by the reception staff on the front desk; to improve the appointment system by having more GP's available, more appointments more quickly.</p> <p>The final comment which was really positive: THIS IS A GREAT SURGERY</p>
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