

Bedlingtonshire Medical Group Diabetic Survey Results 2013/14

1. How convenient do you find the times offered for your diabetic reviews?

Extremely convenient	14	25.93%
Very convenient	23	42.59%
Moderately convenient	12	22.22%
Slightly convenient	5	9.26%
Not convenient at all	0	0.00%
Not Answered	0	0.00%
Comments		
If not convenient, can be easily changed		
It is easy to change my appointment to a more convenient date but there is often a few weeks in between		
Slightly convenient because I work and can't always get an appointment to suit working hours		
Happy to come to surgery in daytime hours		
Easy to change appointment if not suitable		
When Noreen Duncan was doing the clinics it was difficult to get an appointment, improved now		
As I am working shift work, dates clash sometimes (retire October 2014		
Slightly convenient as I work various shifts and have a problem getting time off		
Slightly convenient as I travel with work a lot		

2. How do you regard the length of the appointment offered to discuss diabetes?

Too long	0	0.00%
Slightly too long	0	0.00%
Just about right	49	90.74%
Slightly too short	3	5.56%
Much too short	1	1.85%
Not Answered	1	1.85%
Comments		
Diet only patients get no feedback unless they ring up and when they do ring, nobody available to give information - return phone calls when patient not available		
Usually don't see diabetic nurse so are unable to discuss any problems with nursing assistant		
Just about right		
Much improved since Sue Greenwood took over clinics		

3. How much information was given to you at the appointment?

Too much	0	0.00%
Slightly too much	0	0.00%
About the right amount	46	85.19%
Not quite enough	6	11.11%
Not enough	1	1.85%
Not Answered	1	1.85%
Comments		
Need as much information as possible		
About the right amount of information. This relates to appointment with nursing assistant		
You are invited for an appointment only when blood tests are unsatisfactory.		
No other information is provided first		
Found the new diabetic nurse Sue very helpful		
Not sure on my diet		

4. How clear and easy to understand was the information given to you?

Extremely clear	15	27.78%
Very clear	33	61.11%
Moderately clear	5	9.26%
Slightly clear	0	0.00%
Not clear at all	0	0.00%
Not Answered	1	1.85%
Comments		
Having been diabetic for 20 years I am well informed on the subject		
About the clarity of information. This relates to appointment with nursing assistant		
Sue Greenwood takes time to explain things clearly		

5. If you have a query about diabetes in between your review appointments, how easy is it to contact the nurses?

Extremely easy	9	16.67%
Very easy	12	22.22%
Moderately easy	12	22.22%
Slightly easy	3	5.56%
Not easy at all	1	1.85%
Not Answered	17	31.48%
Comments		
Phone lines often busy		
Good reception staff, would help to find information needed		
Haven't tried to contact nurses but usually difficult to get through to reception on telephone - normally engaged		

6. What methods of communication would you like to use when contacting the practice with a query?

Face to face	23	42.59%
Telephone	25	46.30%
Letter	4	7.41%
eMail	10	18.52%
Text	4	7.41%
Answered	14	25.93%
Comments		
Not always comfortable conversing but feel very relaxed and confident in contacting the surgery and happy queries are always dealt with well		

7. What one thing would you like to have or do different in relation to your diabetes care at the practice?

Comments
I like to know the results of my blood tests.
Have test results sent out if there is no need to see the nurse.
None - I am extremely pleased with the service and help I receive
Wish I had a blood meter 5 years ago
Improve retinopathy testing schedule
I would wish my review appointments to were better spaced, e.g. 6 months
That I could be informed of the results of my bloods, it is always good to know the results as it is me who regulates my Insulin
A better way to allow patients to modify their own prescriptions (Under supervision)
Practice to be open during the weekend
To be able to make appointments online
Being able to get an appointment outside of working hours
More help with a dietician
About right
Very happy with surgery and support and advice received for diabetic care.
No change to care
Happy with the care at the practice
I would like to know the results of blood tests even if within satisfactory limits without the onus being put on myself to phone in for them if I want to know them. I feel having all the information helps you manage your own condition properly + take responsibilities for your own condition.
To be able to speak to practice nurse or doctor in stead of reception about my blood results

8. About you:

How old are you?					
Under 15	0	0.00%	16 to 44	4	7.41%
45 to 64	16	33.33%	65 to 74	12	22.22%
75 or over	8	11.11%	Not Answered	14	25.93%

Are you Male or Female?					
Male	22	40.74%	Female	18	33.33%
Not Answered	14	25.93%			

What is your Ethnic Group?					
White	39	72.22%	Black	0	0.00%
Asian	0	0.00%	Mixed	1	1.85%
Chinese	0	0.00%	Not Answered	14	25.93%