

We would be grateful if you could answer some questions about your general practice surgery. We want to provide the highest standard of care. Feedback from this survey will help us to identify areas that may need improvement. Your opinions are very valuable. A summary of the findings will be published on the practice website in 2014.

Please answer ALL the questions that apply to you by putting an X in box. There are no right or wrong answers and we will not be able to identify your individual answers.

Thank you.

Survey Results 2013/14

	No Experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially	4.4%	3.6%	17.5%	27.7%	20.4%	26.3%
2. Length of time you had to wait for an appointment	1.5%	11.7%	14.6%	22.6%	28.5%	21.2%
3. Ability to see a doctor quickly when necessary	2.2%	5.8%	13.1%	19.7%	32.1%	27.0%
4. Convenience of day and time of your appointment	0.0%	2.2%	12.4%	24.8%	31.4%	29.2%

	No Experience	Poor	Fair	Good	Very Good	Excellent
5. Seeing the Doctor of your choice	9.5%	5.8%	15.3%	23.4%	24.1%	21.9%
6. Length of time waiting to check in with Reception	0.0%	1.5%	3.6%	24.8%	32.8%	37.2%
7. Length of time waiting to see the Doctor or Nurse	2.2%	2.2%	8.0%	29.2%	35.0%	23.4%
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	37.2%	2.9%	5.8%	8.8%	27.7%	17.5%

Please add any further comments regarding access to a Doctor or Nurse:

I always get to see the doctor I request I have no complaints. The doctor is always excellent and I have no problems getting an appointment to see him.

When I ring to see the Duty doctor the receptionists ask if I will travel to Wansbeck to be seen there making me feel as though it's a hassle to come to the surgery, when all I want is someone who knows my families case.

I don't understand the appointment booking service. The first time I tried to get an urgent appointment I was offered one in 2 weeks time and ended up going to Wansbeck. The 2nd time I wanted a non-urgent appointment I was told there were NONE available to call next morning when I couldn't get through so I gave up!

Appointment system is very poor. You can't make appointment while at surgery, have to call 8:30am sharp!

My son needed an emergency appointment and the doctors are always happy to see you, its good.

Sometimes a bit daunting whilst phoning in for initial contact i.e trying several times to speak to someone.

Waiting times to see Dr of choice is too long. Having to wait sometimes 2 weeks is unreasonable. Require weekend appointments.

Window of opportunity to make appointments too small and restrictive.

Found it tricky to get an appointment when I needed to had to wait 10 days.

Always told to ring back another day which is inconvenient as I work night shifts.

Never any problems with seeing a Doctor or Nurse.

I've always had excellent service in this doctors surgery.

I feel sometimes it is very hard to get an appointment when needed. Sometimes being told can't book in advance then when ringing on the day unable to get through and when you do all appointments are gone.

Previous experience of waiting for an appointment has been poor.

Reception staff should be made aware of urgent situations i.e heart attack.

Very frustrating trying to book an appointment to see a doctor unless its urgent and patient comes in and waits for duty doctor.

Appointment System poor not enough available appointments, asked to ring back in morning for more appointments, phones always engaged and when you do get through all appointments gone. Need more available appointments for the same or next week.

Never can get an appointment on the day I ring up and never get to see my own doctor (Starkey). Called a few days ago (last week) but was unable to get an appointment until today (5 days later). Never requested any doctor in particular, waited too long after checking into reception over half an hour.

It is no good phoning at 8:30am as you can never get through and unless you queue from about 8:10 you are unlikely to get an appointment. To get the doctor of your choice it is necessary to book in advance and then cancel if not needed.

Delay in seeing GP – 2 weeks ?!!!
Shocking time scale.

It is very difficult to try to make an appointment at 8:30am for the same day especially when working full time.

Obtaining a repeat prescription or medications

	No Experience	Poor	Fair	Good	Very Good	Excellent
9. If you have requested a repeat Prescription was the prescription ready on time	7.3%	0.0%	5.1%	10.9%	35.0%	41.6%
10. Handling of any prescription queries	21.2%	0.0%	4.4%	11.7%	29.9%	32.8%

**Please add any further comments regarding obtaining repeat prescription or medication:
Reception will do their bit to help.**

I never have any problems but there is always room for improvement.

Prescriptions (repeat) do not appear to go to the chemist when expected? Communication between GP surgery and chemist.

The idea of only being able to order repeats 3 days in advance is very inconvenient when say, going on holiday or being unable to get to the surgery to collect prescriptions.

On chemist collecting scripts, no copy of script available.

Very good can even get requested script on same day if needed.

Excellent service and online ordering is good.

Obtaining test results

	No Experience	Poor	Fair	Good	Very Good	Excellent
11. Were you told when to contact us for your results?	31.4%	1.5%	6.6%	16.8%	17.5%	26.3%
12. Were the results available when you contacted the surgery?	29.9%	1.5%	5.1%	19.7%	20.4%	23.4%
13. Level of satisfaction with the amount of information provided	28.5%	0.7%	7.3%	16.1%	24.8%	22.6%
14. Level of satisfaction with the manner in which the result was given	27.7%	0.0%	6.6%	10.2%	27.7%	27.7%

Please add any further comments regarding obtaining test results:

Perhaps test results could be put into paper form.

Impressed that GP rang me to discuss my results.

I've always had excellent service.

It has taken just under 3 weeks from my pre-op assessment took bloods and informed doctors for me to have bloods taken again then results. My operation is in 2 days. It's a good job this doesn't affect my operation.

About Reception staff

	No Experience	Poor	Fair	Good	Very Good	Excellent
15. Helpfulness of the Reception Staff	0.0%	0.7%	2.2%	8.8%	32.8%	55.5%

Please add any further comments regarding Reception Staff:

Younger staff on reception very helpful.

Sometimes made to feel a bit guilty about requesting to come to the surgery for an emergency appointment. If I didn't think it an emergency or that I could wait – I wouldn't be ringing in the first place!!

Very polite and helpful.

Because it depends who is on reception (Andrew very helpful).

Always very friendly.

Reception staff absolutely excellent!

Always friendly and helpful at reception.

Merry Christmas!

Helpfulness of staff constrained by system especially booking appointment.

Always very pleasant and helpful.

Andrew's patient service is helpful and understanding, friendly very outstanding.

They are very pleasant people.

Andrew and Jason are the best receptionists you have.

Experiences have improved. Have received very poor service in the past.

Excellent!

The wait to see reception staff is due to patient talking too much.

Always pleasant and polite.

Reception staff are always very helpful – just sometimes they are made helpless by the appointments system.

Always very helpful and good dealing with them.

Some people like myself work and can't always phone at the given times for appointments and then when you get through everything is taken up by at least 2 weeks.

Always friendly and helpful no matter what help I have needed.

Practice Premises

	No Experience	Poor	Fair	Good	Very Good	Excellent
16. Suitability of Practice premises	0.7%	0.7%	1.5%	19.0%	40.1%	38.0%
17. Cleanliness of the Practice premises	0.0%	0.0%	0.7%	16.8%	42.3%	40.1%

Please add any further comments regarding Practice premises:

The centre seems to fit the bill but perhaps all chairs should face the screen for appointment info.

Doors not good for wheelchair (inside).

Very clean, tidy.

Sliding doors are a nuisance and seems to be no where to keep buggies.

On more than a few occasions when visiting your premises I have noticed more and more people parking their cars and visiting the library and not the doctors. I was under the impression the car park was for the doctors only.

Could have more for children and could be more user friendly.

Overall Satisfaction

	No Experience	Poor	Fair	Good	Very Good	Excellent
18. Overall satisfaction with this Practice	0.7%	0.0%	8.0%	16.8%	33.6%	40.9%

Any further comments:

First visit to the surgery.

Would be so much better if I could get an appointment to see a GP

Don't come very often to surgery but needed an emergency appointment – very good response

Most of my experience of this practice has been good, twice my family have been given wrong diagnosis where it ended up being serious illness. Occasionally I feel very rushed during appointments and unsatisfied with diagnosis but I appreciate the hard work the practice does.

I have been a member of this practice for 48 years and it is growing and improving all the time.

Very good overall. Appointment system lets it down. Visit, phone, email?

Arranging appointments at the surgery has been getting worse over the last year or so (possibly due to workload?)

Very happy with service provided.

Over the years I have always had excellent help and with pleasantness at all times. Thank you.

Only issue is appointment system.

Only complaint is the length of time to get a non-urgent appointment which, of course, is key!

Always receive good treatment.

About you:

How old are you:

0.0% Under 15 32.1% 16 to 44 30.7% 45 to 64 21.9% 65 to 74 15.3% 75 or over

Are you:

42.3% male 57.7% female

What is your ethnic group:

98.5% White 0.7% Black of Black British 0.7% Asian or Asian British 0.0% Mixed
0.0% Chinese 0.0% Other (please state) _____