

## Results for survey: Older Peoples Services – Bedlingtonshire Medical Group

We would be grateful if you could complete this survey about Older Peoples Services. Feedback from this survey will enable the practice to identify areas that may need improvement. Your opinions are therefore very valuable.

### Question 1

Thinking of your most recent consultation with a doctor, do you feel you have enough time with the doctor to describe your problems and discuss treatments?

Yes, definitely	40	59%
Yes to some extent	22	33%
No, not at all	3	4%
Don't know	3	4%

### Question 2

If you had an urgent medical problem and the surgery was closed who would you contact for advice?

NHS Direct	24	32%
999	12	16%
Go to A&E	12	16%
Out of Hours	11	15%
Surgery message	7	9%
Don't know	9	12%

### Question 3

How do you normally book your appointments at your GP surgery? (Please tick all that apply)

In person	36	37%
By phone	59	60%
Online	3	3%
Doesn't apply		

#### Question 4

How easy is it to get through to someone at the GP Surgery on the phone?

Very easy	15	19%
Fairly easy	39	49%
Not very easy	18	23%
Not at all easy	4	5%
Don't know	3	4%

#### Question 5

How helpful do you find the receptionists at the GP Surgery?

Very helpful	66	83%
Fair	14	17%
Not very easy		
Not at all easy		
Don't know		

#### Question 6

How easy is it to book a GP appointment at the GP Surgery?

Very easy	21	27%
Fairly easy	45	57%
Not very easy	11	14%
Not at all easy	2	2%
Don't know		

#### Question 7

Currently patients over the age of 75 years who do not have a long standing health condition do not get routine health checks. Would you be interested in attending Over 75 Wellbeing Checks?

Yes	64	81%
No	12	15%
Don't know	3	4%

### Question 8

Are you

Male	39	49%
Female	40	51%

### Question 9

How old are you?

75-79	44	56%
80-84	26	33%
85-90	7	9%
91 or over	2	2%

### Question 10

Finally, please add any other comments you would like to make about the GP Surgery:

The appointment system only opens up a limited window in terms of appointment days ahead. Not always practical

My last prescription was emailed on a Monday. The Chemist claimed that it was received on Wednesday, late on. It was not available for collection on the Thursday so I agreed to collect on Friday. Five Days! Not very efficient somewhere along the process.

I think its very good.

I would also like to say how very satisfied I have been with the treatment and understanding that my wife received under Dr Alford. She has been very poorly for quite a while during which time Dr Alford could not have been kinder (Thank you).

You can never get through until after nine and then the appointments are gone.

I am in fairly good health so do not visit the surgery very often so I do not have a good rapport with any doctor.

I find everything very satisfactory.

The surgery has been exemplary in its dealing with both myself and my wife. The staff, from receptionists, nurse and doctors work very hard to provide a service. We are fortunate enough to have such an excellent practice.

Very good.

Have only lived in this area for two months so not yet aware of any problems.

Not always seen on you appointment time. With the odd GP you feel as if they want you out before you are in.

Excellent for home visits. All Doctors on call always treat you with respect, hope this will continue. From talking to other persons we find we have a better health centre than Guidepost or Bedlington Station.

Doctors and staff at all times are friendly and very helpful, everyone shows that they are all confident in the job they are doing.

### Question 10 (continued)

Just to say how nice to speak to the 'just training receptionists' they are always so pleasant and polite and want to help.

I don't feel my answers are very helpful as I hardly ever visit the surgery.

Why did the 'Well Man Clinic' end? Better feedback on tests e.g. blood would be appreciated.

Would like automatic feedback after blood tests etc.

Wish making an appointment was less hassle.

Never had any problems except excellent service at my GP.

I have found the service given by this GP surgery to be very efficient and the doctors and staff to be very friendly and helpful.

I am grateful for the care and attention and attitude of all the team at Bedlington.

It is very frustrating to try and make an appointment with the Dr who knows your details from previous visits. You sit and ring from 8.30 and cannot get through all my friends complain of this. Then if you get through all appointments are taken. Ring again. This goes on until you give up and put up with whatever! Receptionists aren't to blame it is the system. A friend at Ashington rings up and get an appointment the same day – regularly – I don't know what system they have but it seems very good.

Sometimes they miss off things you have ordered on your prescription.

I don't have any problems with the surgery.

Receptionists are always very pleasant and friendly.

I am very much satisfied.

Friendly, helpful staff.

It would be helpful if I could get an appointment with my doctor when I want it and not 2-3 days later.

Very happy with service given by GPs and general staff.

No complaints.

I have only lived in Bedlington for 2 years and find BMG very satisfactory.

Very, very helpful indeed all are excellent doctors and nurses.

I find the Doctors, nurses and staff very helpful.

No comments, no complaints.

More feedback, i.e. return visits should prescribed treatment prove unsatisfactory.

I have been with the medical group since I left the army in 1947. My wife and I are quiet satisfied with the treatment we have received and can see no areas that need to be improved. Comfortable, warm waiting room, cheerful and polite staff and usually on time for appointment.

In general the services at the surgery are good and I feel that referrals to consultants is good if something needs attention.

### Question 10 (continued)

I have found it very good and would like the service to continue.

The services at Bedlington Medical Group are very good.

I have always found the surgery to be very attentive to my requests.

It would be helpful to be able to book appointments 1 month in advance.

The building work has reduced parking to 2 disabled bays. A 'No Parking' sign does not say whether these bays can still be used. The extension work will further limit parking but special parking for physically able medical staff will continue. Doctors can more easily walk up the hill than old and ill patients.

The surgery opens at 8:00am but you are unable to book appointments until 8:30am when the computer goes live. You should be able to make appointments at any time during opening hours.

Relatives arrange prescriptions otherwise I would find it difficult as you do not like phone requests and I do not use a computer.