

## Summary of Survey Results 2013

### Respondents

#### Total 115 (300 forms distributed)

|          |    |
|----------|----|
| Male     | 44 |
| Female   | 69 |
| Unstated | 2  |

### Age Groups

|          |    |
|----------|----|
| Under 16 | 0  |
| 17-24    | 9  |
| 25-34    | 15 |
| 35-44    | 17 |
| 45-54    | 18 |
| 55-64    | 18 |
| 65-74    | 25 |
| 75-84    | 11 |
| Over84   | 1  |

### Ethnicity

|               |    |
|---------------|----|
| White British | 96 |
| Indian        | 3  |
| Mixed         | 1  |
| Other         | 3  |
| Not stated    | 1  |

### How often you come to the practice

|              |    |
|--------------|----|
| Very rarely  | 17 |
| Occasionally | 45 |
| Regularly    | 32 |
| Not stated   | 20 |

### The Questions

1. I have used the system for obtaining test results and find it works well

|                   |    |
|-------------------|----|
| Strongly agree    | 9  |
| Agree             | 44 |
| Neither           | 38 |
| Disagree          | 1  |
| Strongly disagree | 1  |
| Not stated        | 22 |

2. I believe the practice has made me sufficiently aware of on line developments

|                |    |
|----------------|----|
| Strongly agree | 10 |
| Agree          | 42 |

|                   |    |
|-------------------|----|
| Neither           | 27 |
| Disagree          | 16 |
| Strongly disagree | 7  |
| Not stated        | 13 |

3. I have used the new repeat prescription facility and find The Waiting Room works well

|                   |    |
|-------------------|----|
| Strongly agree    | 17 |
| Agree             | 36 |
| Neither           | 27 |
| Disagree          | 6  |
| Strongly disagree | 4  |
| Not stated        | 23 |

4. I would welcome and use more online developments including online appointments

|                   |    |
|-------------------|----|
| Strongly agree    | 23 |
| Agree             | 40 |
| Neither           | 22 |
| Disagree          | 11 |
| Strongly disagree | 2  |
| Not stated        | 17 |

5. I have tried out the online appointments system and it worked well

|                   |    |
|-------------------|----|
| Strongly agree    | 2  |
| Agree             | 18 |
| Neither           | 50 |
| Disagree          | 7  |
| Strongly disagree | 1  |
| Not stated        | 37 |

6. I am a parent with young children. I find the surgery provides a child friendly service

|                   |    |
|-------------------|----|
| Strongly agree    | 7  |
| Agree             | 16 |
| Neither           | 20 |
| Disagree          | 2  |
| Strongly disagree | 5  |
| Not stated        | 65 |

7. I am a patient with diabetes, and I am happy with weekday only appointments

|                   |    |
|-------------------|----|
| Strongly agree    | 3  |
| Agree             | 12 |
| Neither           | 26 |
| Disagree          | 2  |
| Strongly disagree | 2  |
| Not stated        | 70 |

8. I understand the NHS reforms and how they might affect this practice

|                   |    |
|-------------------|----|
| Strongly agree    | 4  |
| Agree             | 29 |
| Neither           | 43 |
| Disagree          | 16 |
| Strongly disagree | 6  |
| Not stated        | 17 |

9. I would be willing to join an email patient group

|            |    |
|------------|----|
| No         | 63 |
| Yes        | 45 |
| Not stated | 7  |

## Comments

As I am 94 I can't deal with online, am happy with the Heath centre, it has always worked well for me

As a working person, booking system is infuriating. Never seem to be appointments when I call even at 9.15. I don't want to use emergency appointments unnecessarily. I appreciate the early appointments but can never get them. Otherwise everyone is nice and helpful, thank you

Staff helpful and polite

Getting an appointment is difficult having to wait weeks to see your own doctor

Mostly difficult to get an appointment with desired doctor quickly, usually in 3-6 weeks time

Seems to be some difficulty booking a routine appointment in advance, but emergency system works very well and we have always been seen quickly, many thanks for your splendid service

Very helpful and friendly receptionists, happy with service

The online service used to work well but the waiting room is shockingly awful with repeat requests not received and no appointments available. With the ability to have public online diaries for over 20 years I cannot fathom how this cannot be implemented

Ladies on reception are very friendly and helpful

Reception and nurses very helpful, triaged system works well, was not aware of online system but will use it

Not aware of online services so can not comment on them, were we informed by post/email?

I have always been very pleased with the care and attention given

Am pleased you can do repeat prescriptions online however I think it is unreasonable to expect a child of under 16 to have their own email address in order for me to order their repeats

Some members of reception unfriendly/rude sometimes, others helpful

Am new to the surgery, staff have been friendly and helpful. Noticed there is no area with toys to stop my children getting bored or to keep their mind off being unwell

Very good in my opinion

Dissatisfied that the play area is gone, makes a big difference for my children if they can be put at ease

Have written a letter

Very happy, big improvement in waiting area and appointment allocation

Recently tried to get test results by phone (3 times)waited for ages, eventually told results were in but could not give more info.

Nice new waiting room but needs play area. I don't like the wait for appointments  
3-4 weeks

One problem is the length of time it takes to see ones registered doctor

Excellent service always. Do not like that so many appointments are not kept.  
There should be a system whereby after a number of missed appointments a  
warning to remove from the practice should occur

More outpatient type services eg physio

Used online repeat prescriptions for years and was fine until "Waiting Room" took  
over, now have nothing but problems! Please revert to the old system that  
worked! I'm told the ladies toilet needs some privacy curtaining/glazing at  
windows

Online appointment systems seems to have teething problems, mainly very few  
available appointments, first time I used it the appointments were 2 weeks ahead,  
second there were only 2 days where appointments were available

Some staff much friendlier than others. One doctor made me walk out and cry a  
couple of times. She's just a bit abrupt I think

Content with the service I receive

find the practice very helpful and they all do the best they can

Do not like the way some receptionists try to run the practice. Not able to get your  
own Doctors when required. Have to wait long.

Had a lot of problems ordering repeat prescriptions online with either not being  
filled or not having all shift ordered

I think patients are lucky to have such a good choice of doctors who all do their  
best. Regarding additional services, but bearing in mind costs, it would be  
advantageous to have an acupuncture clinic and hypnotherapy clinic, I would even  
be willing to pay. Also, what about a walk-in clinic?

Do not fully understand the current NHS reforms and how they will relate to me. I  
think the practice runs well, especially since the introduction of the 'waiting room'  
and would welcome an online appointment system. On the whole I am a 'happy  
customer' with no complaints

I am very pleased with the new practice and feel the team of receptionists  
promote a warm friendly approach to customers, especially a lady called Sam who  
I feel offers a first class service and always ready to help

I find that the "Waiting Room" system does not always work well. Sometimes  
"someone" makes a decision not to dispense your prescription but no one tells  
you. Also the email to say that a prescription has been sent to the chemist is not  
always sent and you find out by going to the chemist

