

St Georges Medical Practice 2015

We Asked:

"IMPROVING THE PRACTICE QUESTIONNAIRE 2014-15 INTRODUCTION This questionnaire is designed for issue to patients to assess the service provided. You can help the Practice to improve its service. The doctors and staff welcome your feedback Please take a few minutes to answer the following questions:"

1. How easy or difficult did you find it to make your appointment for today?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Very easy	20 38%
Easy	20 38%
Neither easy or difficult	6 12%
Difficult	3 6%
Very difficult	3 6%

Base: 52 out of 52 people answered this question

2. How satisfied are you with how you were treated by the medical and reception staff today?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Medical Staff	
Very satisfied	40 77%
Fairly satisfied	4 8%
Neutral	3 6%
Fairly dissatisfied	0
Dissatisfied	2 4%
Reception Staff	
Very satisfied	46 88%

Option:	TOTAL
	(52)
Fairly satisfied	2 4%
Neutral	1 2%
Fairly dissatisfied	1 2%
Dissatisfied	2 4%

Base: 52 out of 52 people answered this question for Reception and 50 for GPs

3. How did you feel about the length of time you had to wait to be seen for your appointment?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Very satisfied	19 37%
Fairly satisfied	18 35%
Neutral	6 12%
Fairly dissatisfied	8 15%
Dissatisfied	1 2%

Base: 52 out of 52 people answered this question

4. Are you aware that you are able to speak confidentially to the reception staff if you need to? E.g. in a designated private area?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	42 81%
No	10 19%

Base: 52 out of 52 people answered this question

5a. Last time you saw a GP in surgery, how good were they at each of the following?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
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(36)

Giving you enough time

Very Good	24 67%
Good	10 28%
Neither good nor poor	1 3%
Poor	0
Very Poor	1 3%
Does not apply	0

Asking about your symptoms

Very Good	22 61%
Good	12 33%
Neither good nor poor	0
Poor	0
Very Poor	2 6%
Does not apply	0

Listening to you

Very Good	24 67%
Good	9 25%
Neither good nor poor	0
Poor	1 3%
Very Poor	2 6%
Does not apply	0

Explaining tests and treatments

Very Good	20 56%
Good	7 19%
Neither good nor poor	3 8%
Poor	0
Very Poor	2 6%

Option:	TOTAL
	(36)
Does not apply	4 11%
Involving you in decisions about your care	
Very Good	19 53%
Good	7 19%
Neither good nor poor	2 6%
Poor	2 6%
Very Poor	1 3%
Does not apply	5 14%
Taking your problems seriously	
Very Good	24 67%
Good	7 19%
Neither good nor poor	1 3%
Poor	2 6%
Very Poor	2 6%
Does not apply	0

Base: 36 out of 52 people answered this question

5b. Last time you saw a Nurse at the surgery, how good were they at each of the following?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(23)
Giving you enough time	
Very Good	14 61%
Good	8

Option:	TOTAL
	(23)
	35%
Neither good nor poor	0
Poor	0
Very Poor	1 4%
Does not apply	0
Asking about your symptoms	
Very Good	15 65%
Good	6 26%
Neither good nor poor	1 4%
Poor	0
Very Poor	1 4%
Does not apply	0
Listening to you	
Very Good	15 65%
Good	6 26%
Neither good nor poor	1 4%
Poor	0
Very Poor	1 4%
Does not apply	0
Explaining tests and treatments	
Very Good	16 70%
Good	6 26%
Neither good nor poor	0
Poor	0
Very Poor	1 4%
Does not apply	0
Involving you in decisions about your care	
Very Good	13 57%

Option:	TOTAL
	(23)
Good	8 35%
Neither good nor poor	0
Poor	0
Very Poor	1 4%
Does not apply	1 4%
Taking your problems seriously	
Very Good	14 61%
Good	8 35%
Neither good nor poor	0
Poor	0
Very Poor	1 4%
Does not apply	0

Base: 23 out of 60 people answered this question

5c. Last time you saw any other member of the medical team at the surgery, how good were they at each of the following?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(1)
Giving you enough time	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	1 100%
Does not apply	0
Asking about your symptoms	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	1 100%
Does not apply	0

Option:	TOTAL
	(1)
Listening to you	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	1 100%
Does not apply	0
Explaining tests and treatments	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	1 100%
Does not apply	0
Involving you in decisions about your care	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	1 100%
Does not apply	0
Taking your problems seriously	
Very Good	0
Good	0
Neither good nor poor	0
Poor	0
Very Poor	1 100%
Does not apply	0

Base: 1 out of 52 people answered this question

If Any Other member of staff, which member was this?

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Option:	TOTAL
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	(1)
Comments:	Receptionist

Base: 2 out of 60 people answered this question

6. Were you happy with the attitude of the staff member?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	48 94%
No	4 8%

Base: 51 out of 52 people answered this question

7. Were the practice staff helpful and understanding of the needs of the patient?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	47 94%
No	3 6%

Base: 50 out of 52 people answered this question

8. When you ask questions about your care or treatment, do you feel satisfied you are given information in a way that you can understand?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Very satisfied	35 70%
Fairly satisfied	12 24%
Neutral	1 2%
Fairly dissatisfied	1 2%
Dissatisfied	1 2%

Base: 50 out of 52 people answered this question

9. Have you been involved as much as you want to be in your care or treatment?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	46 94%
No	3 6%

Base: 49 out of 52 people answered this question

10. Do you feel that you are offered choices about your care when it is appropriate?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	44 94%
No	3 6%

Base: 47 out of 52 people answered this question

11. How satisfied are you that the practice gives you enough information about your care and treatment?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Very satisfied	32 64%
Fairly satisfied	15 30%
Neutral	1 2%
Fairly dissatisfied	1 2%
Dissatisfied	1 2%

Base: 50 out of 52 people answered this question

12. Do you know that you can have a carer or representative attend an appointment with you?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	41 80%
No	10 20%

Base: 51 out of 52 people answered this question

13. If you wanted to compliment the practice or make a suggestion, would you know what to do?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	32 64%
No	18 36%

Base: 50 out of 52 people answered this question

14. If you wanted to make a complaint to the practice, would you know what to do?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(60)
Yes	30 61%
No	19 39%

Base: 49 out of 52 people answered this question

15. During your recent experience of our GP practice, do you feel that you were treated unfairly for any reason?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	5 10%
No, I was not treated unfairly	44 90%

Base: 49 out of 52 people answered this question

If yes, please tell us why by choosing from the options below:

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(5)
Your age	0
A disability you have	2 40%
Your gender	0
Your sexual orientation	0
Your ethnic background	0
Do not know	3 60%

Base: 5 out of 52 people answered this question

Another Reason:

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Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 52 people answered this question

16. In your opinion, what do you feel the practice does well?

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Option:	TOTAL
	(18)
Comments:	<p>Everything, except the time you have to wait to get an appointment</p> <p>Yes, very well</p>

Option:	TOTAL
	(18)
	<p>Arranging appointments</p> <p>Makes you as the patient feel comfortable</p> <p>Excellent</p> <p>Doctors who know their job well, always cheerful and helpful. Receptionists always helpful and friendly (Especially Debbie)</p> <p>More visible communication systems at the Roundhouse Surgery</p> <p>No cause to knock anything at the moment</p> <p>Drawing on my own experience, this practice does well on all aspects – they make you feel like a person</p> <p>Very well</p> <p>Explains things and are good at sorting things out quickly</p> <p>Neutral</p> <p>Yes</p> <p>Care for people and take notice of what they have to say</p> <p>Speak to patients nicely and are very helpful</p> <p>No, takes weeks to get an appointment. When you start phoning at 8 you don't get through until gone 9-10 then none left. Drs didn't listen about family history</p> <p>Welcoming – Reception do all they can to be kind and helpful</p> <p>Absolutely shocking service. Worst Doctors Ive ever had. Reception staff rude most of the time. Confidence definitely and issue</p>

Base: 18 out of 52 people answered this question

17. What improvements, if any, could be made to improve the care we give you?

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Option:	TOTAL
	(18)
Comments:	<p>Try to stick to appointment times</p> <p>None, I am very happy with the care I receive</p> <p>Being able to make an appointment the next day without having to ring up</p>

Option:	TOTAL
	(18)
	Patient waiting times are sometimes extremely long, I as a patient arrive on time for my appointments
	I could have been referred but Doctor never sent my application off so I had to wait 7 weeks and my symptoms got worse – now I am disabled for life – I feel like if she had sent my referral off when I first attended something could be done to resolve my problems
	More experienced GPs
	None
	None
	Later appointments for people that work
	N/A
	More help to deal with people eg look at face when talking to patient and not at computer
	Quicker appointments
	N/A – works well for me as it is
	Make it easier to make an appointment when needed
	None
	Make appointments easier to get – listen to me
	Appointments sooner – GP to listen well
	1 Manners – 2 Doctors listening and doing something about your problem – 3 Definitely a course in confidentiality should be taken by most of the receptionists – 4 Prescription service definitely room for improvement – 5 More than one hour running over on appointments is ridiculous
	You could not improve the care but improve the

Base: 18 out of 52 people answered this question

18. In general, are you satisfied with the Quality of Service provided by our Practice?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Very satisfied	31 62%
Fairly satisfied	12 24%
Neutral	5 10%
Fairly dissatisfied	1

Option:	TOTAL
	(52)
	2%
Dissatisfied	1 2%

Base: 50 out of 52 people answered this question

19. Would you recommend your GP Practice to someone who has just moved to your local area?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes, would definitely recommend	40 82%
Might recommend	6 12%
Not sure	1 2%
No, would probably not recommend	1 2%
Would definitely not recommend	1 2%
Do not know	0

Base: 49 out of 52 people answered this question

20. Did you know that you can book an appointment at your GP practice online?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	28 56%
No	22 44%

Base: 50 out of 52 people answered this question

21. Did you know that you could order prescriptions online?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	33 66%

Option:	TOTAL
	(52)
No	17 34%

Base: 50 out of 52 people answered this question

22. Are you happy with the practice opening times?

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	44 86%
No	7 14%

Base: 51 out of 52 people answered this question

23. Are you aware that your GP practice has the following:

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
A website	
I am aware of	23 50%
I am not aware of	39 25%
A patient notice board	
I am aware of	24 52%
I am not aware of	16 35%
A Patient Participation Group	
I am aware of	16 35%
I am not aware of	22 48%

Base: 46 out of 52 people answered this question

Would you be interested in joining a Patient Participation Group or a Patient Forum? Being part of a Patient Participation Group or Patientâ€™s Forum would involve sharing your views with us on a more regular basis. This could be by attending a group, completing a survey or

questionnaire or sending us your views by email.

Single answer question or grid (answers per option add up to roughly 100%)

Option:	TOTAL
	(52)
Yes	6 12%
No	43 88%

Base: 49 out of 52 people answered this question

If yes, please enter your email address here:

Small free-text box

Option:	TOTAL
	(2)
Comments:	2 patients left their details even though 6 said they would like to join

Base: 2 out of 52 people answered this question