

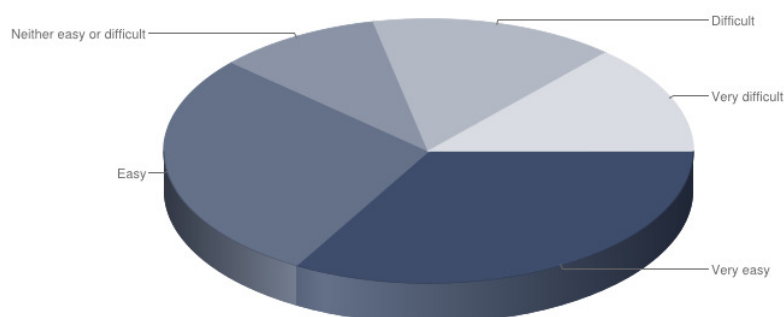
St Georges Medical Practice

We Asked:

"IMPROVING THE PRACTICE QUESTIONNAIRE 2013-14 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
	(60)
Very easy	20 33%
Easy	17 28%
Neither easy or difficult	6 10%
Difficult	9 15%
Very difficult	8 13%

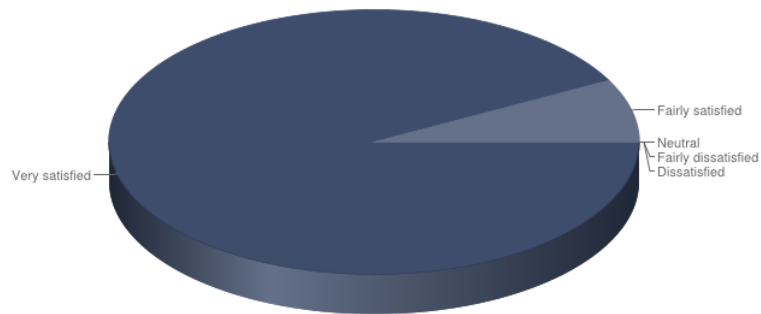
Base: 60 out of 60 people answered this question

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%)

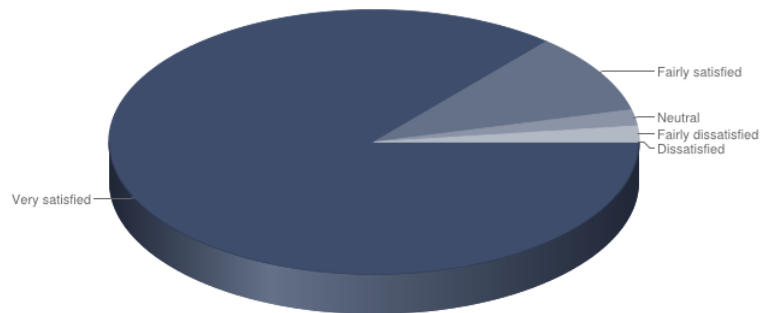
Option:	TOTAL
	(60)
Medical Staff	

Option:	TOTAL
	(60)



Very satisfied	48 80%
Fairly satisfied	4 7%
Neutral	0
Fairly dissatisfied	0
Dissatisfied	0

Reception Staff

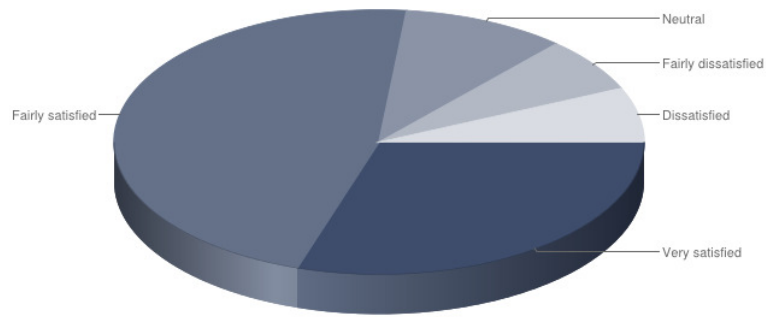


Very satisfied	44 73%
Fairly satisfied	5 8%
Neutral	1 2%
Fairly dissatisfied	1 2%
Dissatisfied	0

Base: 60 out of 60 people answered this question

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%)

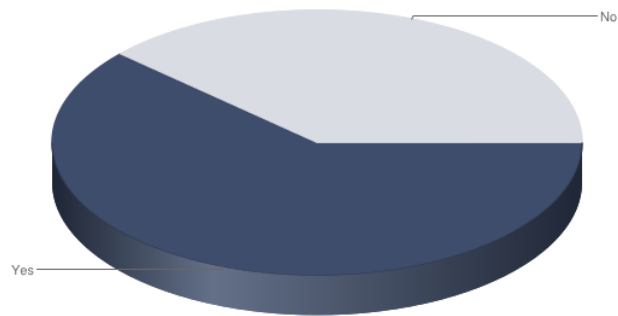


Option:	TOTAL
	(60)
Very satisfied	18 30%
Fairly satisfied	28 47%
Neutral	6 10%
Fairly dissatisfied	4 7%
Dissatisfied	4 7%

Base: 60 out of 60 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
	(60)
Yes	37 62%
No	23 38%

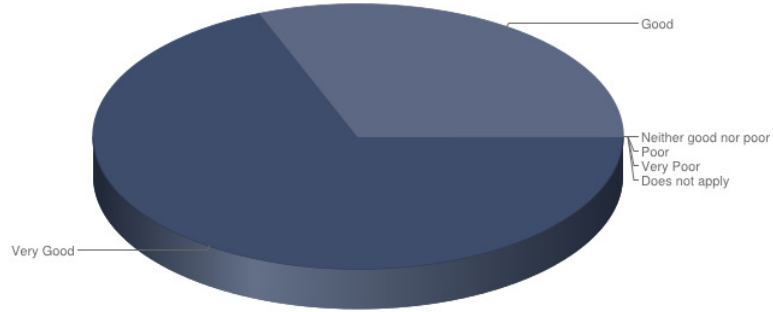
Base: 60 out of 60 people answered this question

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

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

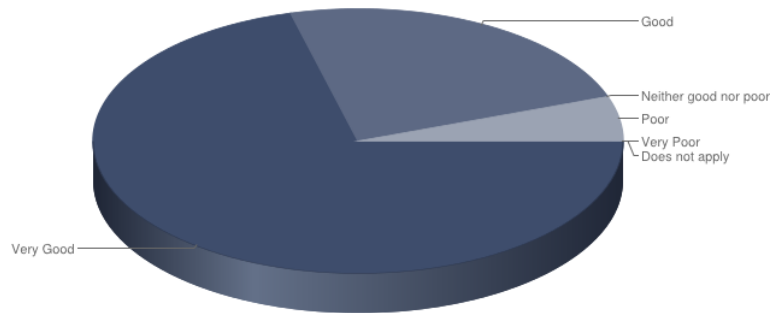
Option:	TOTAL
	(58)

Giving you enough time



Very Good	40 69%
Good	18 31%
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

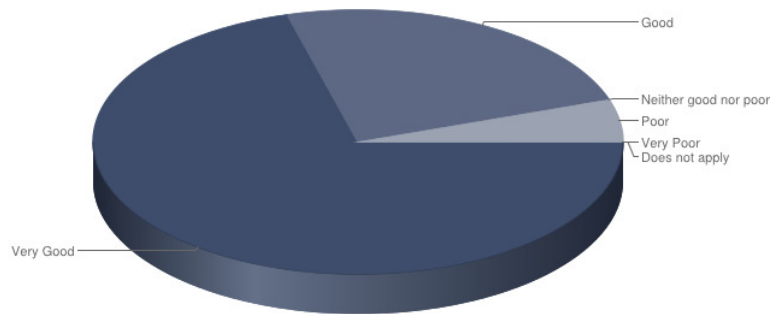
Asking about your symptoms



Very Good	39 67%
Good	13 22%
Neither good nor poor	0
Poor	3 5%
Very Poor	0
Does not apply	0

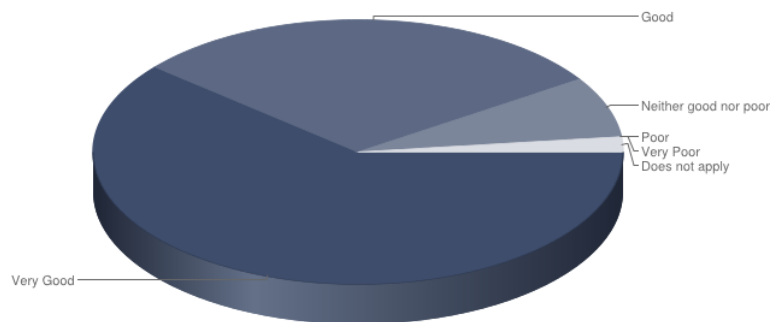
Listening to you

Option:	TOTAL
	(58)



Very Good	41 71%
Good	14 24%
Neither good nor poor	0
Poor	3 5%
Very Poor	0
Does not apply	0

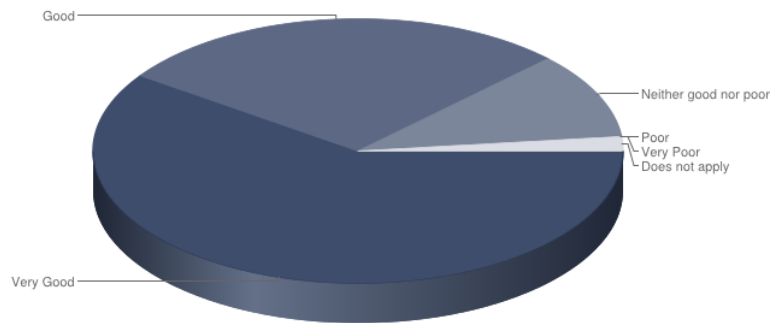
Explaining tests and treatments



Very Good	33 57%
Good	16 28%
Neither good nor poor	4 7%
Poor	0
Very Poor	0
Does not apply	1 2%

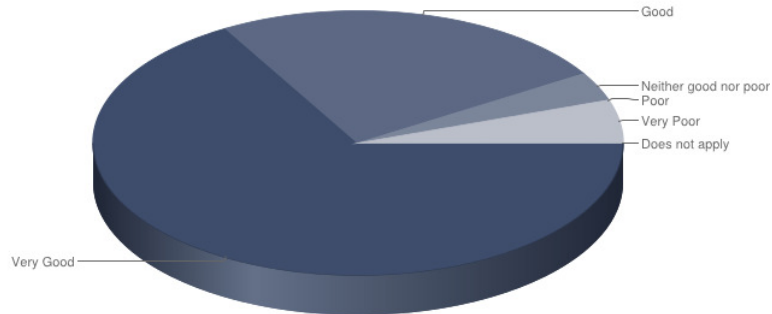
Involving you in decisions about your care

Option:	TOTAL
	(58)



Very Good	34 59%
Good	16 28%
Neither good nor poor	6 10%
Poor	0
Very Poor	0
Does not apply	1 2%

Taking your problems seriously



Very Good	38 66%
Good	14 24%
Neither good nor poor	2 3%
Poor	0
Very Poor	3 5%
Does not apply	0

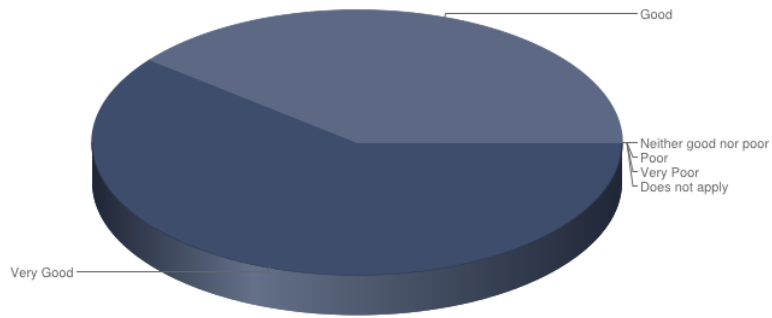
Base: 58 out of 60 people answered this question

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%)

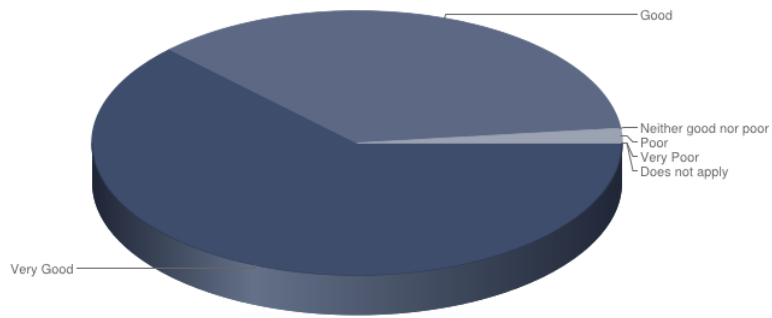
Option:	TOTAL
	(56)

Giving you enough time



Very Good	34 61%
Good	22 39%
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

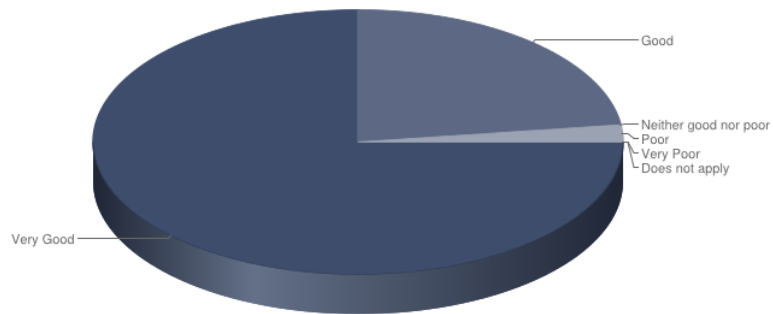
Asking about your symptoms



Very Good	35 63%
Good	20 36%
Neither good nor poor	0
Poor	1 2%
Very Poor	0
Does not apply	0

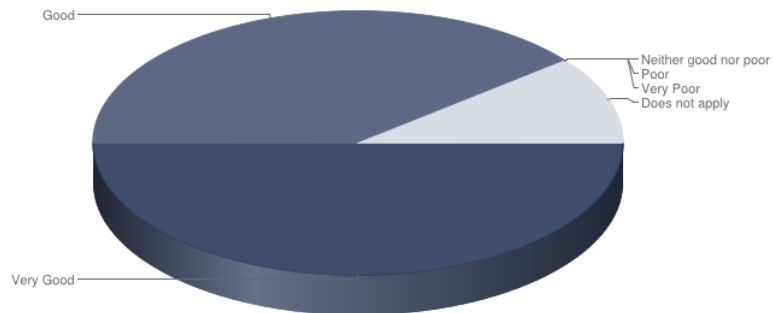
Listening to you

Option:	TOTAL
	(56)



Very Good	36 64%
Good	11 20%
Neither good nor poor	0
Poor	1 2%
Very Poor	0
Does not apply	0

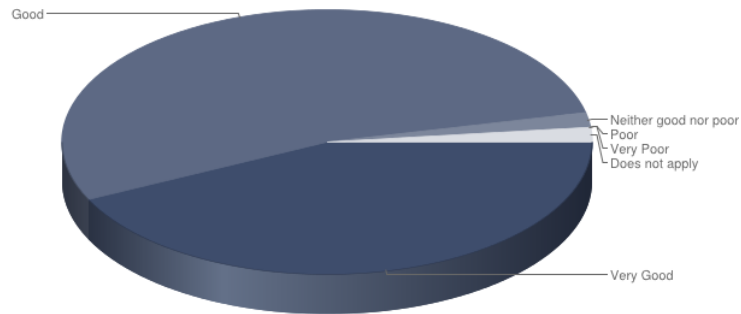
Explaining tests and treatments



Very Good	28 50%
Good	22 39%
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	6 11%

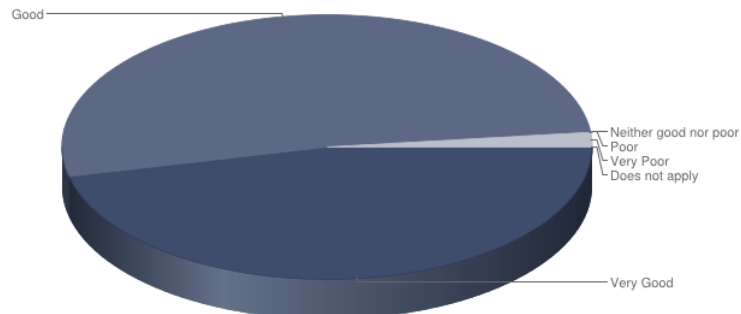
Involving you in decisions about your care

Option:	TOTAL
	(56)



Very Good	24 43%
Good	30 54%
Neither good nor poor	1 2%
Poor	0
Very Poor	0
Does not apply	1 2%

Taking your problems seriously



Very Good	26 46%
Good	29 52%
Neither good nor poor	0
Poor	0
Very Poor	1 2%
Does not apply	0

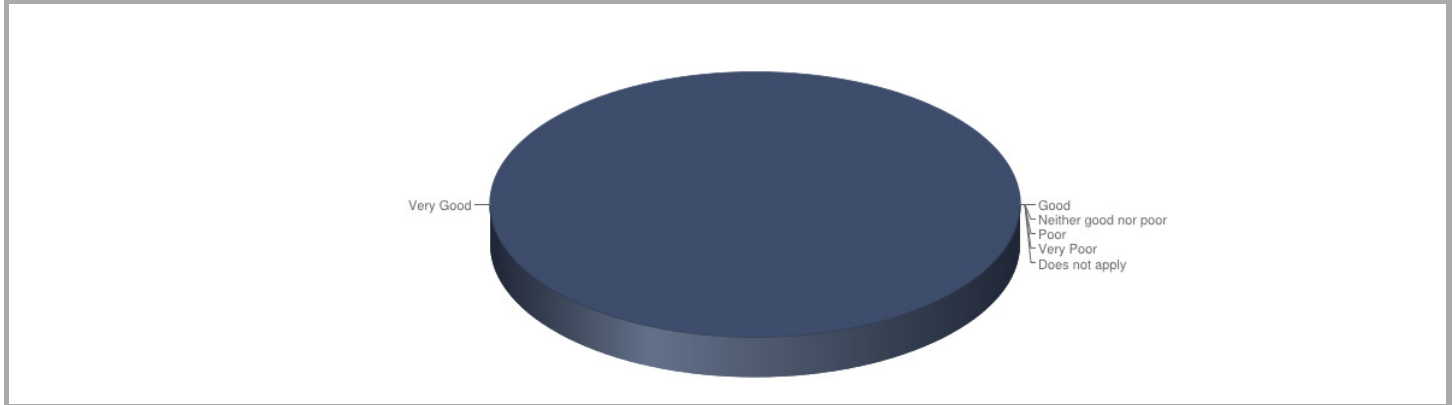
Base: 56 out of 60 people answered this question

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%)

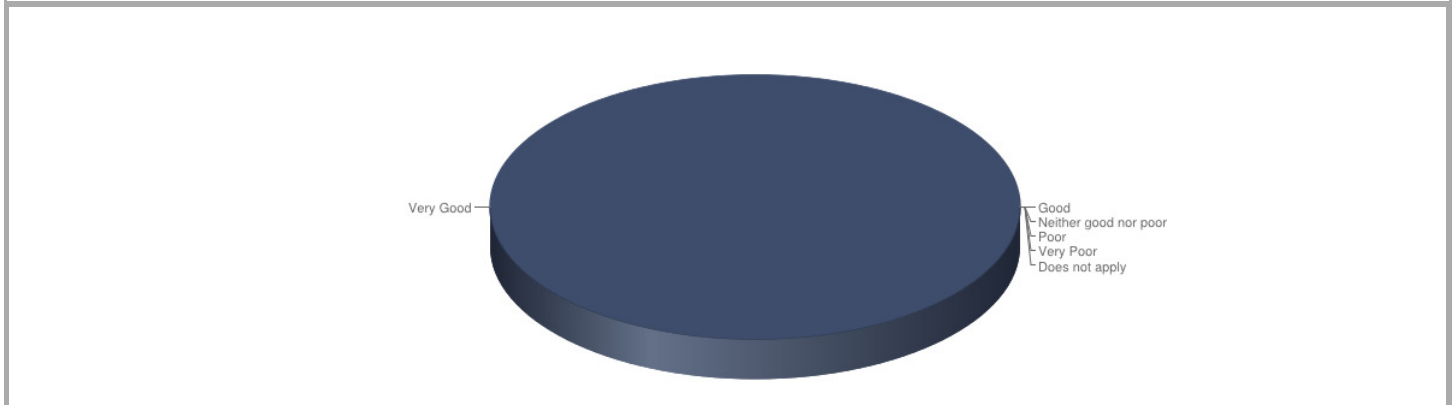
Option:	TOTAL
	(38)

Giving you enough time



Very Good	38 100%
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

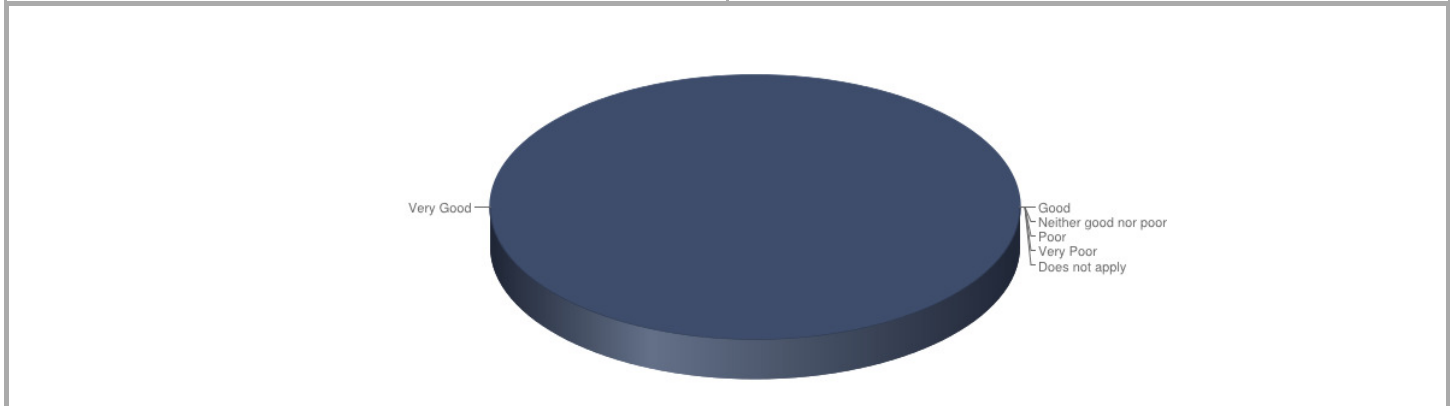
Asking about your symptoms



Very Good	38 100%
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

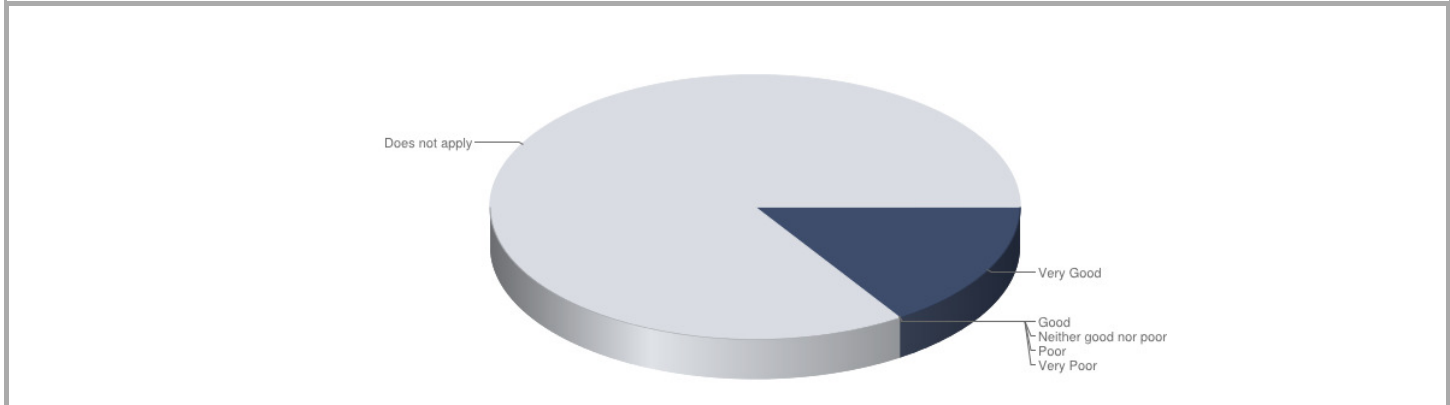
Listening to you

Option:	TOTAL
	(38)



Very Good	38 100%
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

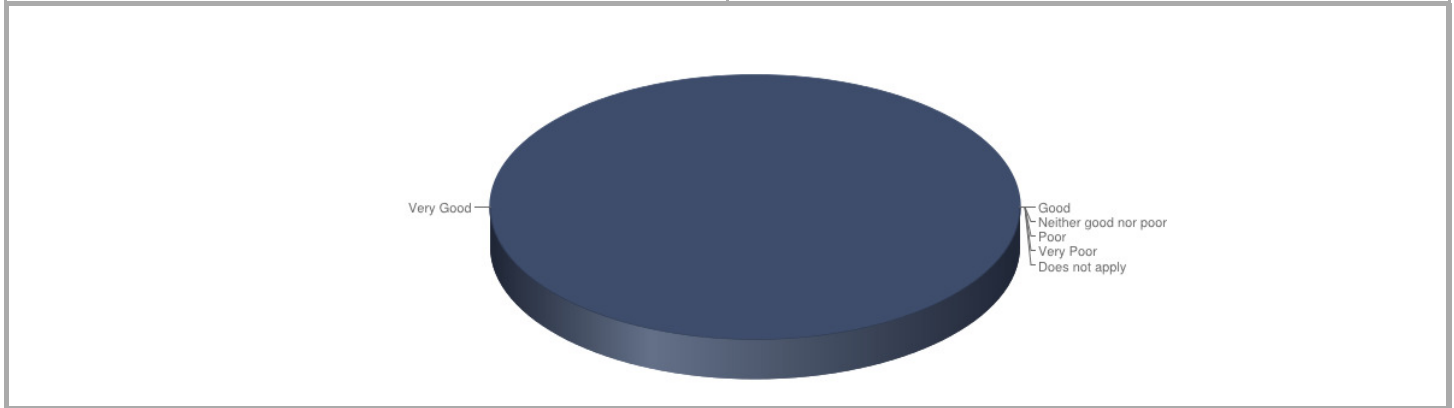
Explaining tests and treatments



Very Good	6 16%
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	32 84%

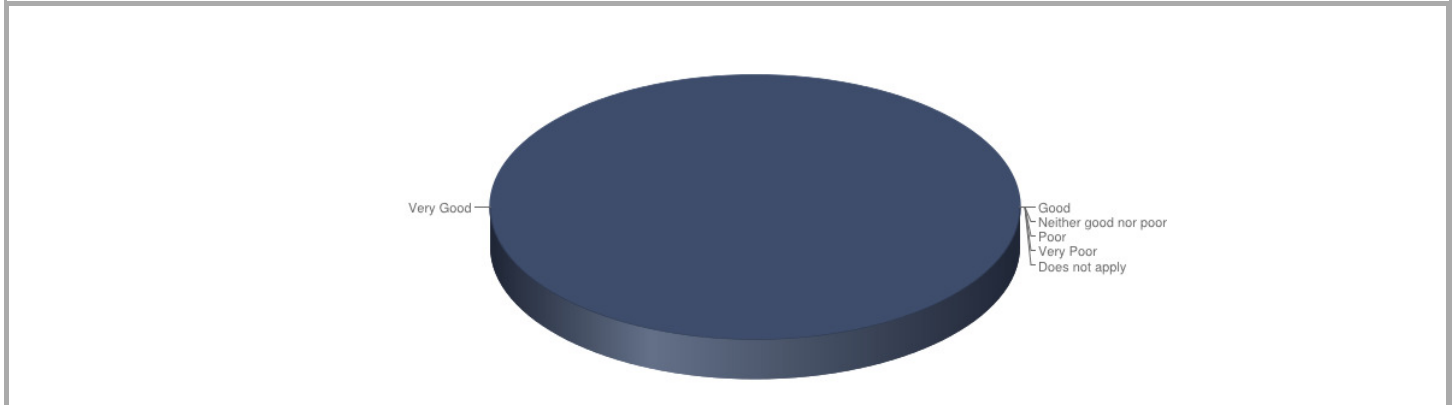
Involving you in decisions about your care

Option:	TOTAL
	(38)



Very Good	38 100%
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

Taking your problems seriously



Very Good	38 100%
Good	0
Neither good nor poor	0
Poor	0
Very Poor	0
Does not apply	0

Base: 38 out of 60 people answered this question

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

Small free-text box

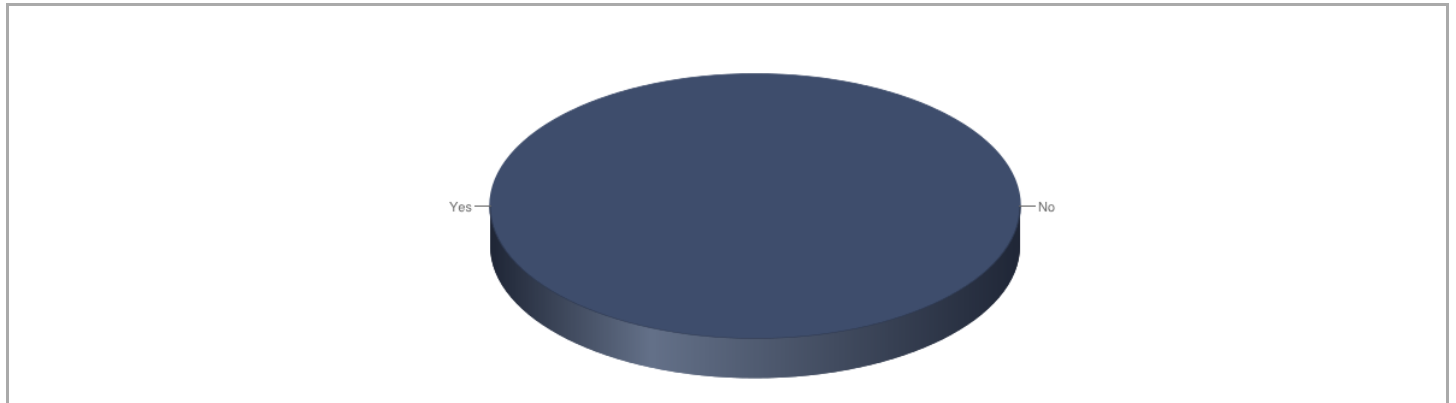
Option:	TOTAL
	(2)
Comments:	Receptionist Debra

Option:	TOTAL
	(2)
	Receptionist Debra

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%)

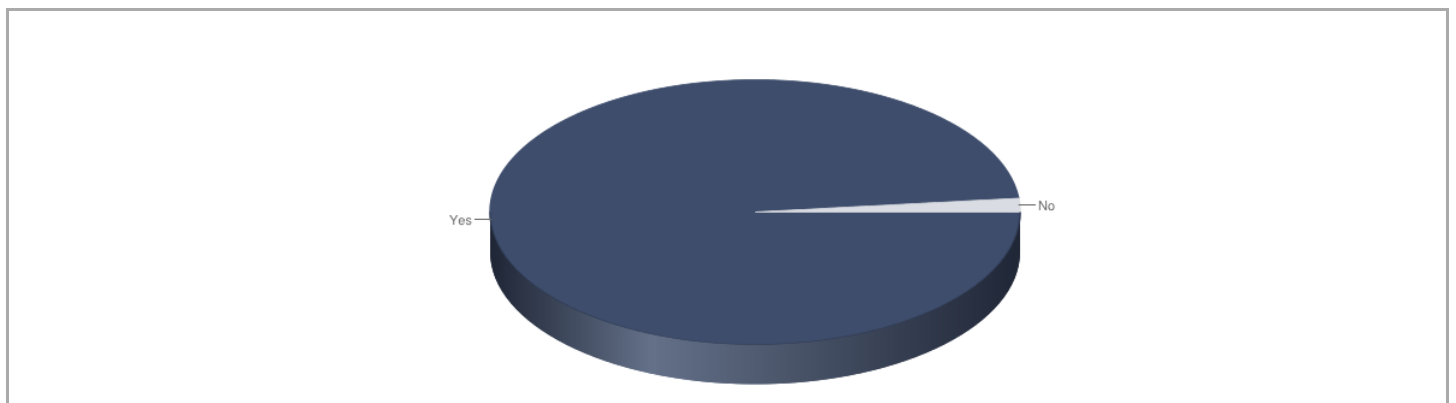


Option:	TOTAL
	(60)
Yes	60 100%
No	0

Base: 60 out of 60 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%)

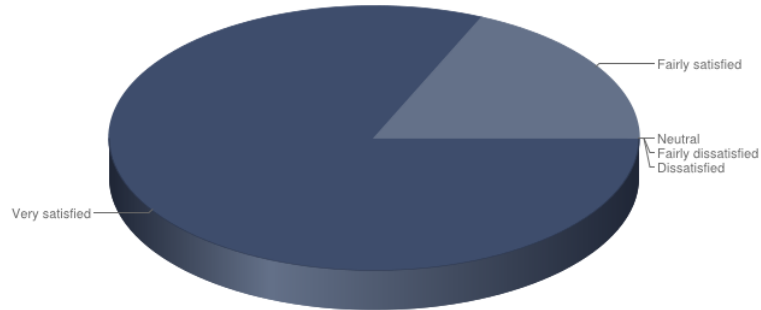


Option:	TOTAL
	(60)
Yes	59 98%
No	1 2%

Base: 60 out of 60 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%)

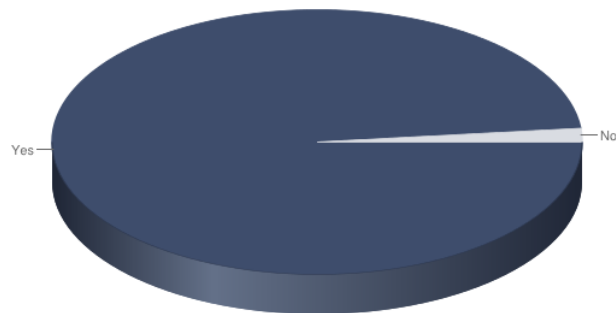


Option:	TOTAL
	(60)
Very satisfied	49 82%
Fairly satisfied	11 18%
Neutral	0
Fairly dissatisfied	0
Dissatisfied	0

Base: 60 out of 60 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%)

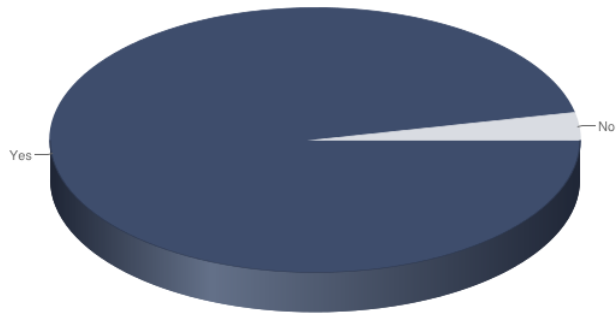


Option:	TOTAL
	(60)
Yes	59 98%
No	1 2%

Base: 60 out of 60 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%)

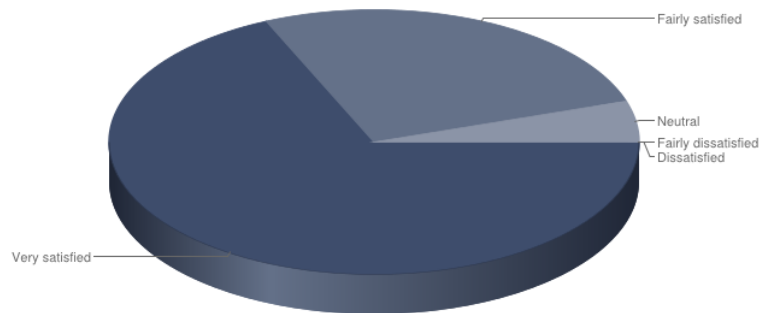


Option:	TOTAL
	(60)
Yes	58 97%
No	2 3%

Base: 60 out of 60 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%)

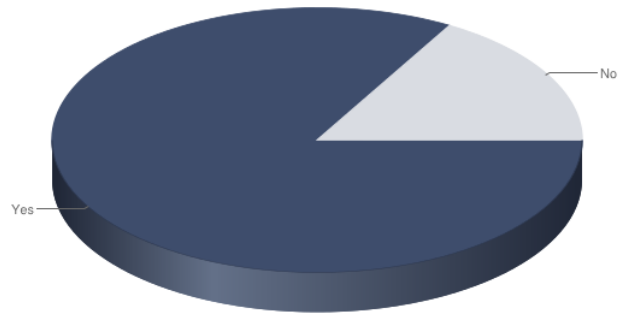


Option:	TOTAL
	(60)
Very satisfied	41 68%
Fairly satisfied	16 27%
Neutral	3 5%
Fairly dissatisfied	0
Dissatisfied	0

Base: 60 out of 60 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%)

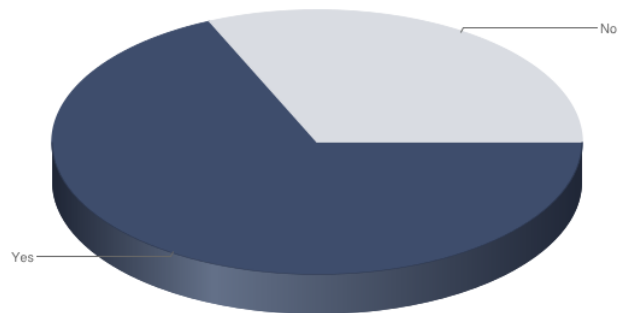


Option:	TOTAL
	(60)
Yes	50 83%
No	10 17%

Base: 60 out of 60 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%)

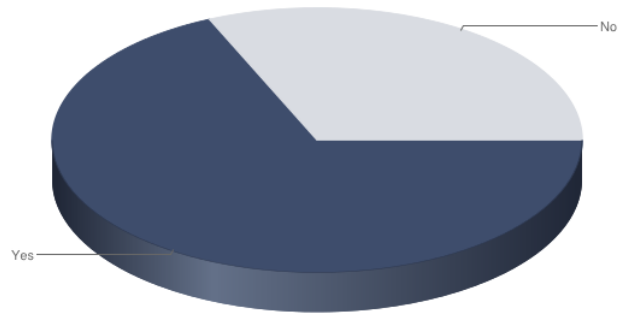


Option:	TOTAL
	(60)
Yes	41 68%
No	19 32%

Base: 60 out of 60 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%)

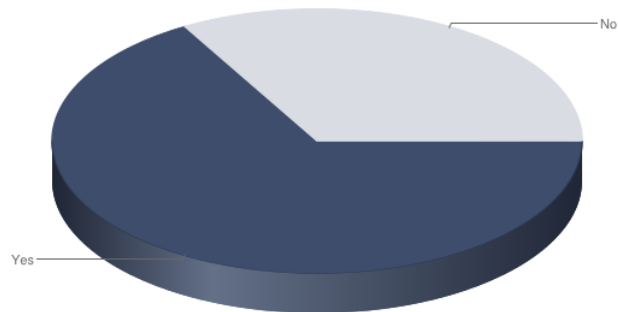


Option:	TOTAL
	(60)
Yes	41 68%
No	19 32%

Base: 60 out of 60 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%)

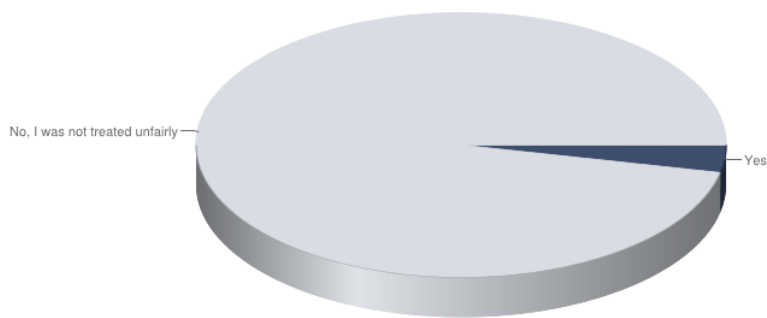


Option:	TOTAL
	(60)
Yes	40 67%
No	20 33%

Base: 60 out of 60 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%)

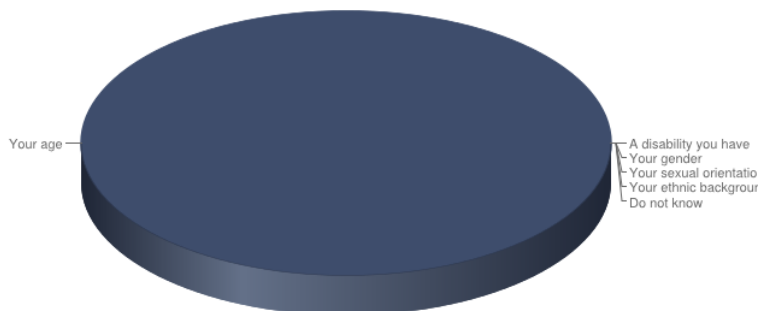


Option:	TOTAL
	(60)
Yes	2 3%
No, I was not treated unfairly	58 97%

Base: 60 out of 60 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
	(25)
Your age	25 100%
A disability you have	0
Your gender	0
Your sexual orientation	0
Your ethnic background	0
Do not know	0

Base: 25 out of 60 people answered this question

Another Reason:

Small free-text box

Option:	TOTAL
	(0)

Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 60 people answered this question

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

Large free-text box

Option:	TOTAL
	(26)
Comments:	<p>Ive been treated with the upmost respect at all times and surgery is very flexible towards myself, no problems at all</p> <p>Tries to accomodate you with appointment to the best they can</p> <p>None more than any other practice, I find them a good all round practice</p> <p>Friendly yet professional</p> <p>Listening and giving treatment for what is needed</p> <p>2 locations, range of doctors, friendly GPs and reception staff, nice facilities particularly at Roundhouse</p> <p>All aspects</p> <p>Keep waiting times at a minimum most of the time. Lovely reception staff, always happy to help</p> <p>Everything (so far)</p> <p>They get you in as soon as possible to see a doctor</p> <p>They are very understanding and always try and get you appointments as soo as possible</p> <p>Not rushing to get you out when we are seeing GP</p> <p>Everything</p> <p>Doctors and Nurses and all staff are polite and very helpful</p> <p>Making people feel welcome</p> <p>Puts us at ease when we really dont feel at ease by being understanding at what we seem to be going through</p> <p>The receptionist today was really pleasant and helpful</p> <p>Approachable staff</p> <p>Yes</p> <p>Everything</p> <p>Nurses</p>

Option:	TOTAL
	(26)
	<p data-bbox="815 293 1508 349">Everything that you need and do and see at nurses and Doctors</p> <p data-bbox="815 376 1508 488">It is good that the female GP takes an active role in promoting womens health as well as the practice nurses. Most surgeries just rely on the practice nurse for this. This is very much appreciated</p> <p data-bbox="815 515 1508 651">I feel the reception and practice staff deal with issues where they can (eg accessing antibiotics on a Friday instead of making me wait to see a doctor the following week). I feel listened to regarding my views on my health needs. I have been referred to hospital when necessary</p> <p data-bbox="815 678 1508 846">When you can actually see a Doctor or Nurse they are always friendly, caring and willing to listen and my GP, Dr Farhan is the best ive ever had and the nurses are great too. Coming from me, and I know my way around health services, I am a demanding patient I believe that is a great compliment to you all doing a great job in difficult circumstances</p> <p data-bbox="815 873 1508 902">?</p>

Base: 26 out of 60 people answered this question

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

Large free-text box

Option:	TOTAL
	(29)
Comments:	<p data-bbox="815 1249 1508 1305">More quick call backs from Doctors if unable to attend Doctors</p> <p data-bbox="815 1332 1508 1388">Shorten the availability times for non-emergency appointments</p> <p data-bbox="815 1415 1508 1444">Making appointments by phone</p> <p data-bbox="815 1471 1508 1527">The appointments need looking at as when you need to see a GP it could be up to two weeks after</p> <p data-bbox="815 1554 1508 1666">More phone lines for prescriptions and appointments, being able to make an appointment to see a doctor, to make the appointment on the day, you not having to phone back the next day</p> <p data-bbox="815 1693 1508 1830">Extremely inconvenient to have to ring at 8am to make appointment for same day when working. Like the online system but only available for 2 weeks into future. 1 week ahead would be much more helpful. Often dont need appointment for same day - need to book in advance</p> <p data-bbox="815 1856 1508 1886">None</p> <p data-bbox="815 1912 1508 2002">Somehow offer a better appointment booking system. All of the days appointments are gone before 8.30am 90% of the time. Although staff will do their best to fit in if a genuine</p>

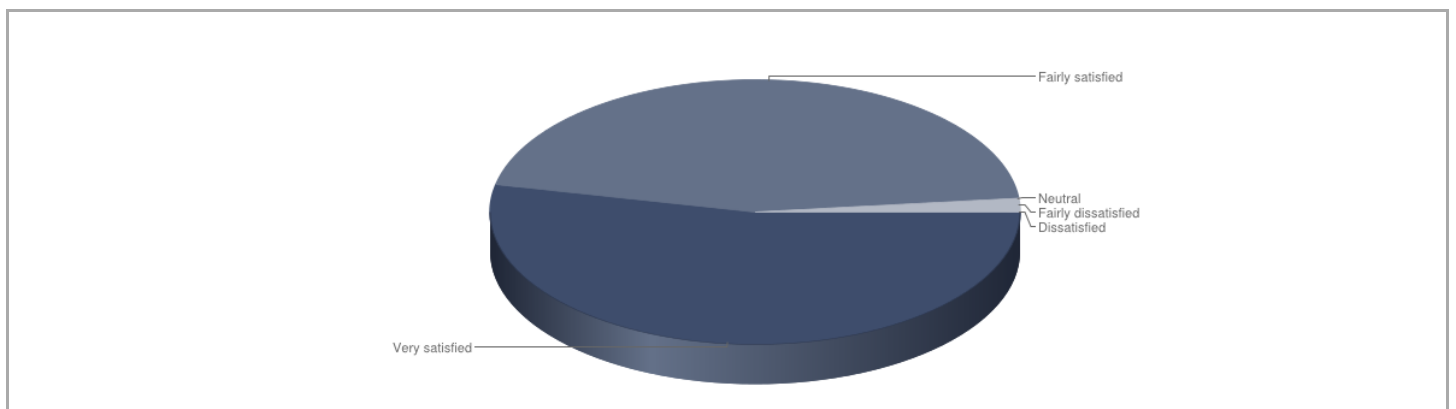
Option:	TOTAL
	<p data-bbox="1134 239 1182 268">(29)</p> <p data-bbox="815 293 1086 322">appointment is needed.</p> <p data-bbox="815 349 1485 434">More short notice appontments. There is either 2 weeks or same day. Most things I need to see the Doctor about are in between. I feel guilty getting a same day appointment</p> <p data-bbox="815 461 1493 573">Maybe a different phone to ring with a machine so we can cancel appointments if needed, I couldnt get through as the line was engaged and my appointment was for 8.30am, the line doesnt open until 8am</p> <p data-bbox="815 600 879 629">None</p> <p data-bbox="815 656 1485 712">Do something about all missing appointments Nurses & Doctors like fines or 3 missed appointments ban from surgery</p> <p data-bbox="815 739 879 768">None</p> <p data-bbox="815 795 1193 824">waiting time for visits over 2 weeks</p> <p data-bbox="815 851 1485 936">If we thought there was a need for improvement that would be like saying we are not satisfied with the service and treatment we get, and we are</p> <p data-bbox="815 963 1493 1070">I would like to see infomration readily available in the practice regarding phone numbers and the website. The practice should have longer opening hours, particularly Wed and Fri PM</p> <p data-bbox="815 1097 906 1126">Nothing</p> <p data-bbox="815 1153 879 1182">None</p> <p data-bbox="815 1209 1102 1238">Phone back from Doctors</p> <p data-bbox="815 1265 1177 1294">Long waiting times on occasions</p> <p data-bbox="815 1321 1485 1377">More checks for bloods, supposed to have shared care with hospital for arthritis</p> <p data-bbox="815 1404 1493 1512">It is difficult getting an appointment at the time of need. A consult over the phone with a doctor or nurse would be very helpful at these times. Also I cannot always get to the surgery or phone due to illness. Please clarify about home visits.</p> <p data-bbox="815 1538 1050 1568">More telephone lines</p> <p data-bbox="815 1594 1493 1762">Good that the phone line is now a normal land line re the cost. I wonder if there is anyway people/patients could email their queries/requests rather than just telephone so the line is not as tied up? It would be great if easier to ring on day to try to get an appointment when ill - I probably leave it too long before I phone but then cant get through easily</p> <p data-bbox="815 1789 1358 1845">You could not improve the care but improve the appointments</p> <p data-bbox="815 1872 1469 1928">Appointment waiting time is horrendous, then when you finally get appointment you are wating more than an hour</p> <p data-bbox="815 1955 1477 2011">Reducing the length of time it takes to get an appointment with a GP</p>

Option:	TOTAL
	(29)
	<p>I just wish you would make it easier to make an appointment as it can be very difficult</p> <p>I cant get an appointment when need, the staff on the phone cant get you appointment if you work</p>

Base: 29 out of 60 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%)

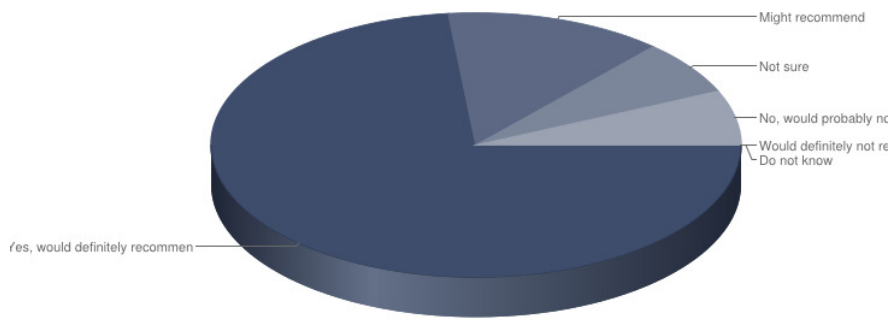


Option:	TOTAL
	(60)
Very satisfied	32 53%
Fairly satisfied	27 45%
Neutral	0
Fairly dissatisfied	1 2%
Dissatisfied	0

Base: 60 out of 60 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%)

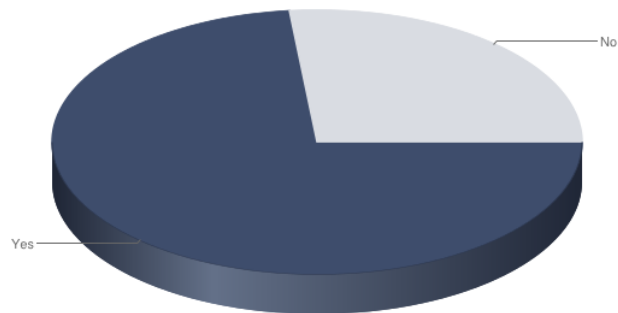


Option:	TOTAL
	(60)
Yes, would definitely recommend	44 73%
Might recommend	8 13%
Not sure	4 7%
No, would probably not recommend	4 7%
Would definitely not recommend	0
Do not know	0

Base: 60 out of 60 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%)

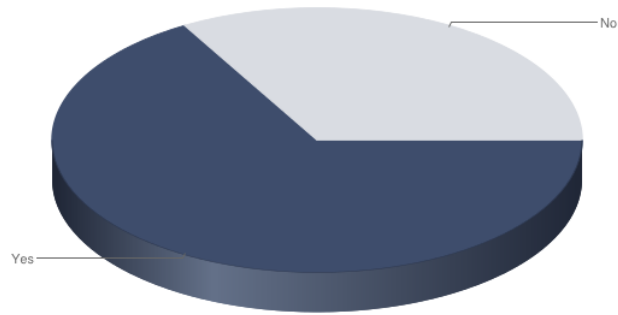


Option:	TOTAL
	(60)
Yes	44 73%
No	16 27%

Base: 60 out of 60 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%)

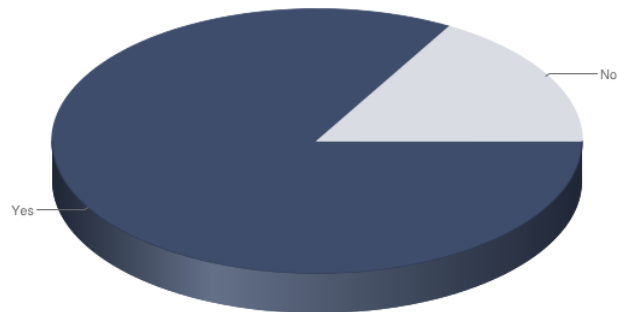


Option:	TOTAL
	(60)
Yes	40 67%
No	20 33%

Base: 60 out of 60 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
	(60)
Yes	50 83%
No	10 17%

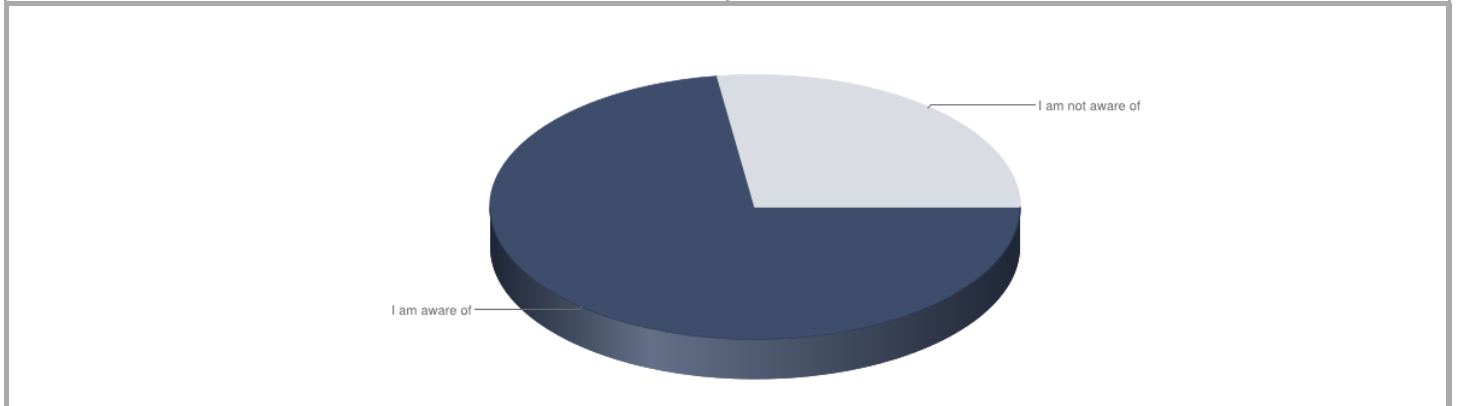
Base: 60 out of 60 people answered this question

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

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

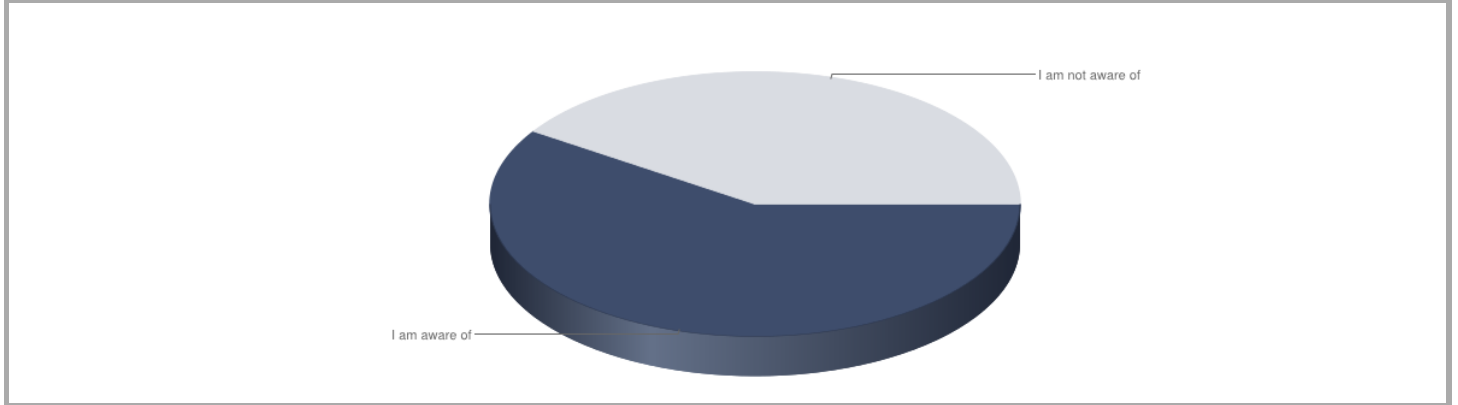
Option:	TOTAL
	(60)
A website	

Option:	TOTAL
	(60)



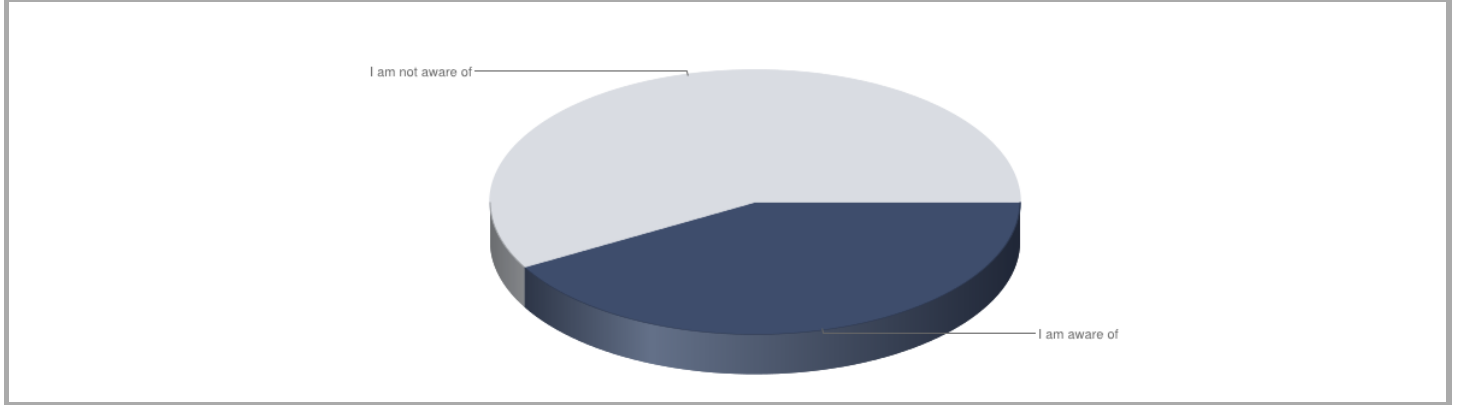
I am aware of	40 67%
I am not aware of	15 25%

A patient notice board



I am aware of	32 53%
I am not aware of	22 37%

A Patient Participation Group

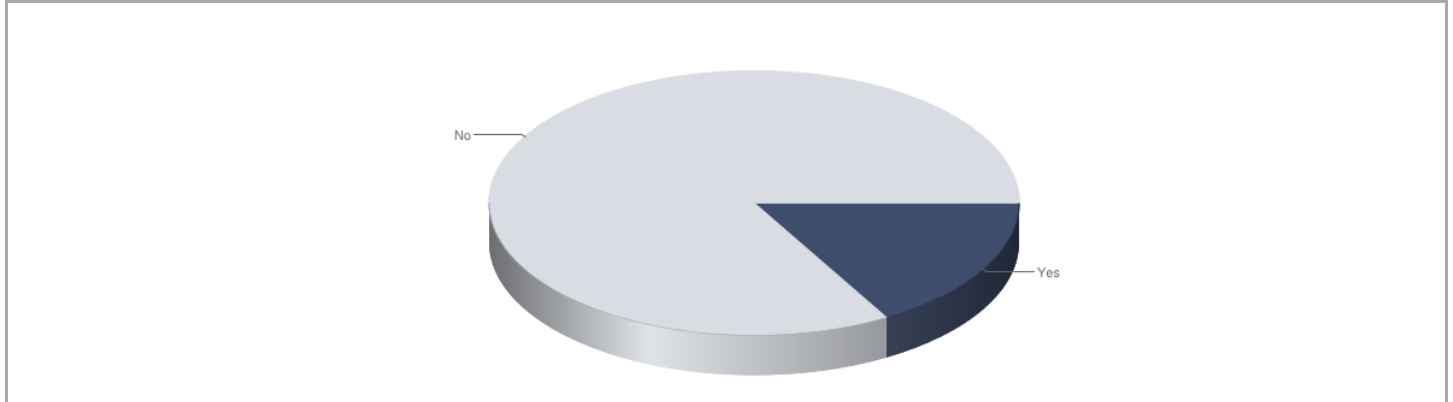


I am aware of	23 38%
I am not aware of	32 53%

Base: 60 out of 60 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
	(60)
Yes	10 17%
No	50 83%

Base: 60 out of 60 people answered this question

If yes, please enter your email address here:

Small free-text box

Option:	TOTAL
	(4)
Comments:	<input type="text" value="e.brayshaw84@gmail.com"/> <input type="text" value="karen.kanee@sky.com"/> <input type="text" value="louiseccassidy44@yahoo.com"/> <input type="text" value="simonsp8@yahoo.co.uk"/>

Base: 4 out of 60 people answered this question