



Dickens Place Patient Questionnaire February 2013

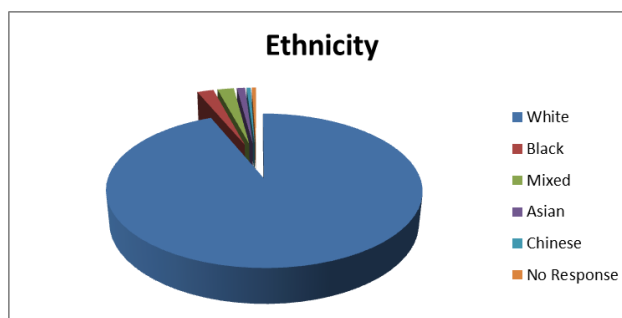
A questionnaire of patients registered with Dickens Place Surgery was carried out between 14th February to 26th February 2013. The aim of the questionnaire was to collect data from a sample of the surgery's patients on their overall experience within the surgery environment, so that improvements could be made if possible.

Our receptionists handed 200 patients the questionnaire. 8 patients who were given a questionnaire did not respond. A sample of 192 anonymous patients completed the questionnaire for this evaluation. They were either seen by one of the 3 partners: Dr. T Baylis, Dr. A Sinha, and Dr. T Taimoor or by a Nurse.

About Yourself

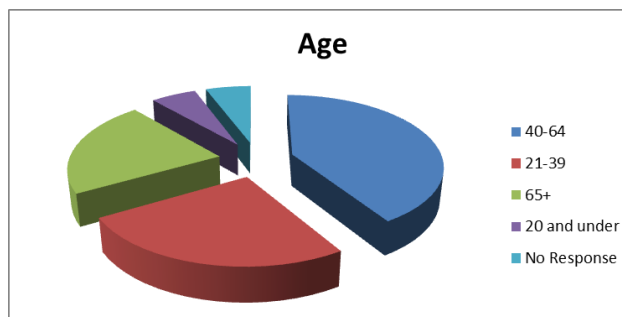
Ethnicity

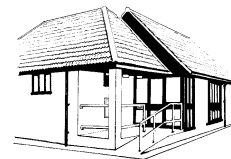
Ethnicity	Number	% of Total
White	180	94%
Black	4	2%
Mixed	4	2%
Asian	2	1%
Chinese	1	1%
No Response	1	1%



Age

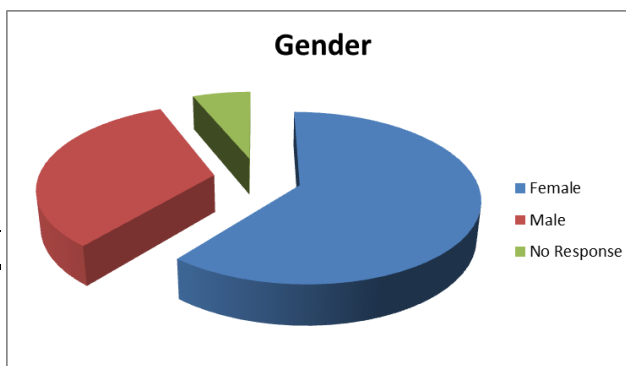
Age	Number	% of Total
40-64	79	41%
21-39	49	26%
65+	42	22%
20 and under	11	6%
No Response	11	6%





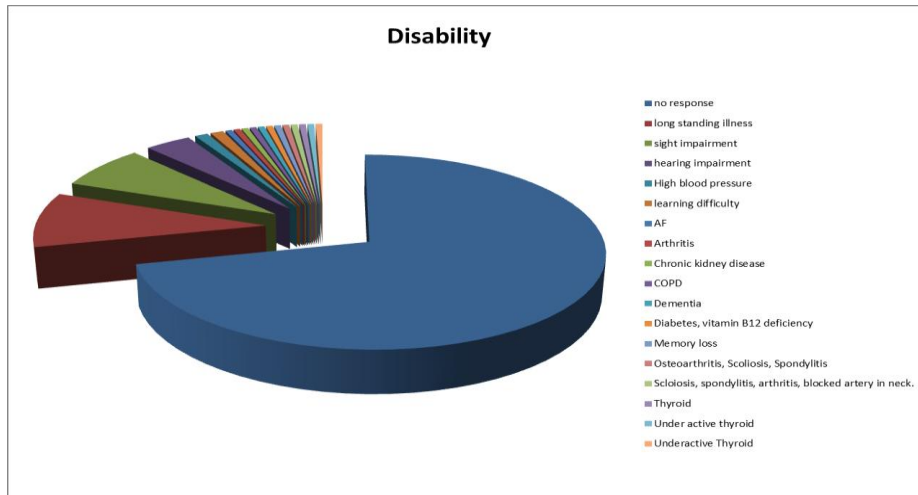
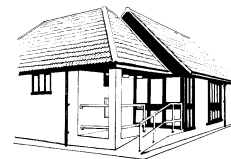
Gender

Gender	Number	% of Total
Female	117	61%
Male	63	33%
No Response	12	6%



Disabilities

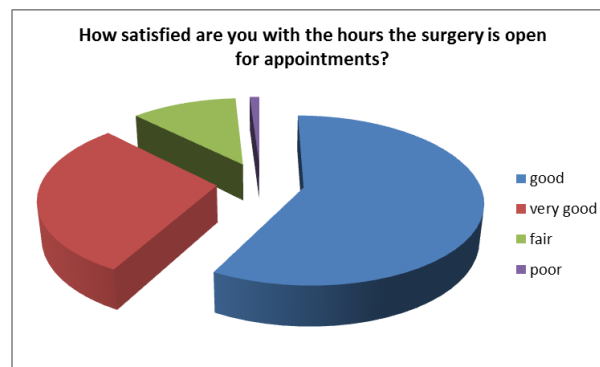
Disability	Number	% of Total
no response	137	71%
long standing illness	18	9%
sight impairment	14	7%
hearing impairment	7	4%
High blood pressure	2	1%
learning difficulty	2	1%
AF	1	1%
Arthritis	1	1%
Chronic kidney disease	1	1%
COPD	1	1%
Dementia	1	1%
Diabetes, vitamin B12 deficiency	1	1%
Memory loss	1	1%
Osteoarthritis, Scoliosis, Spondylitis	1	1%
Scloiosis, spondylitis, arthritis, blocked a	1	1%
Thyroid	1	1%
Under active thyroid	1	1%
Underactive Thyroid	1	1%



Appointments

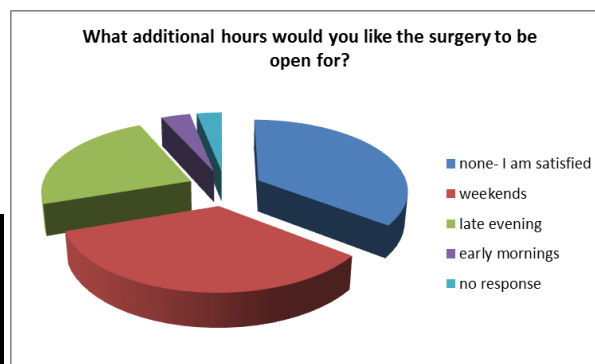
1a - How satisfied are you with the hours the surgery is open for appointments?

Answer	Number	% of Total
good	111	58%
very good	57	30%
fair	22	11%
poor	2	1%



1b - What additional hours would you like the surgery to be open for?

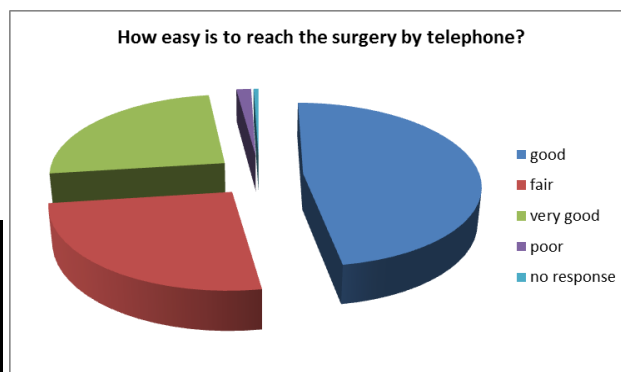
Answer	Number	% of Total
none- I am satisfied	68	35%
weekends	66	34%
late evening	45	23%
early mornings	7	4%
no response	6	3%





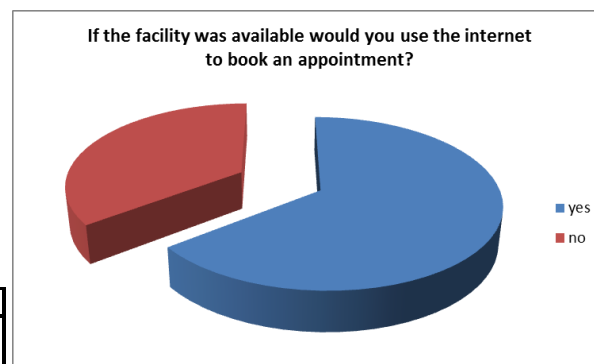
2 - How easy is to reach the surgery by telephone?

Answer	Number	% of Total
good	91	47%
fair	49	26%
very good	48	25%
poor	3	2%
no response	1	1%



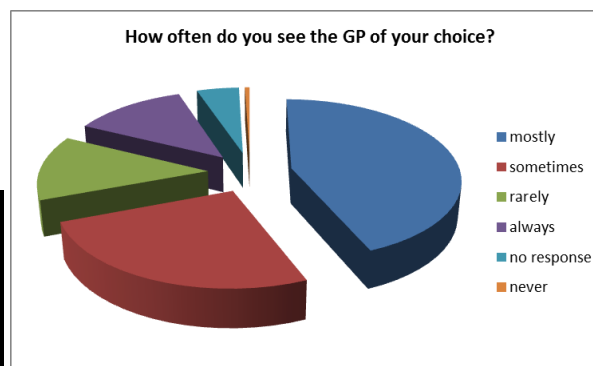
3 - If the facility was available would you use the internet to book an appointment?

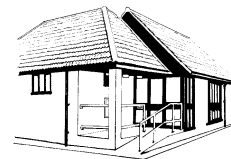
Answer	Number	% of Total
yes	124	65%
no	68	35%



4a - How often do you see the GP of your choice?

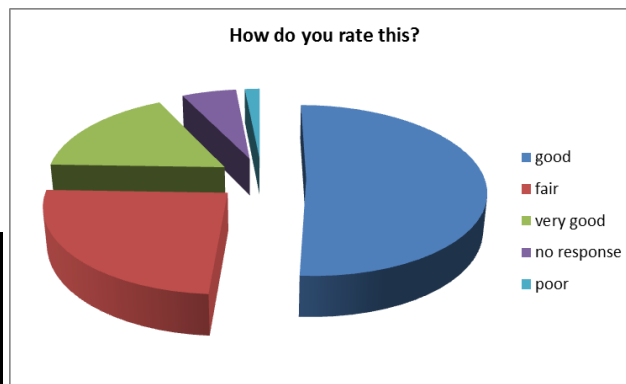
Answer	Number	% of Total
mostly	84	44%
sometimes	49	26%
rarely	25	13%
always	24	13%
no response	9	5%
never	1	1%





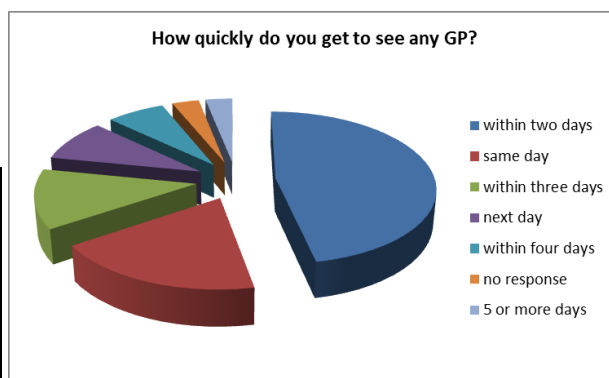
4b - How do you rate this?

Answer	Number	% of Total
good	98	51%
fair	47	24%
very good	33	17%
no response	11	6%
poor	3	2%



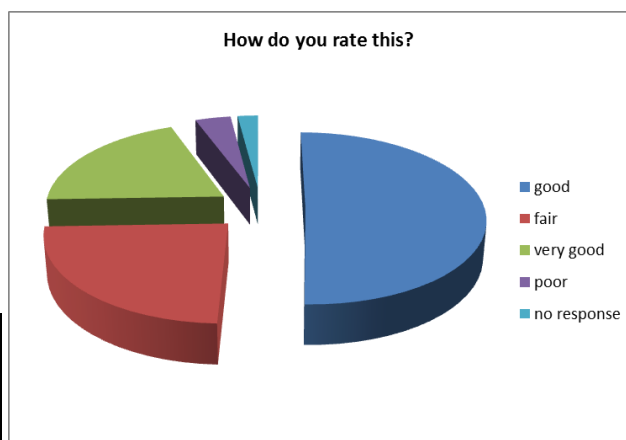
5a - How quickly do you get to see any GP?

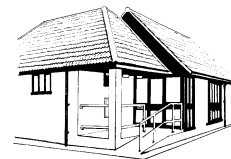
Answer	Number	% of Total
within two days	90	47%
same day	36	19%
within three days	24	13%
next day	17	9%
within four days	13	7%
no response	6	3%
5 or more days	6	3%



5b - How do you rate this?

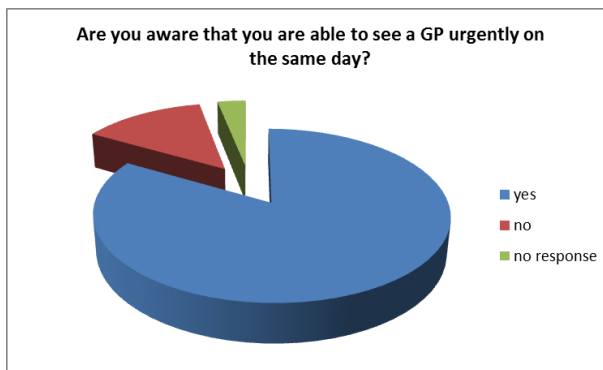
Answer	Number	% of Total
good	97	51%
fair	46	24%
very good	38	20%
poor	7	4%
no response	4	2%





6 - Are you aware that you are able to see a GP urgently on the same day?

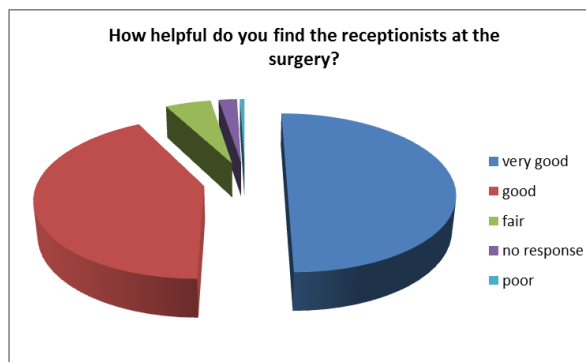
Answer	Number	% of Total
yes	160	83%
no	26	14%
no response	6	3%



Reception

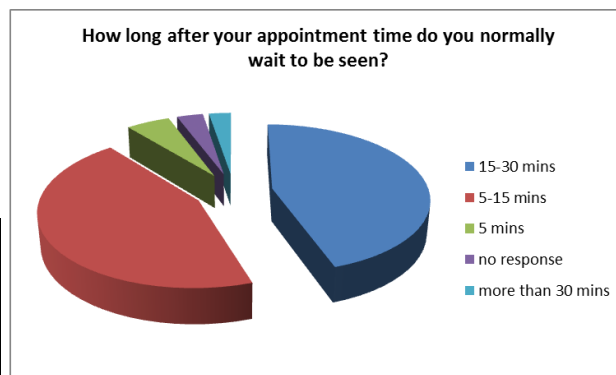
7 - How helpful do you find the receptionists at the surgery?

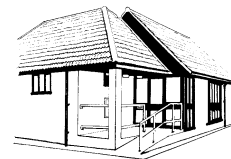
Answer	Number	% of Total
very good	96	50%
good	81	42%
fair	10	5%
no response	4	2%
poor	1	1%



8a - How long after your appointment time do you normally wait to be seen?

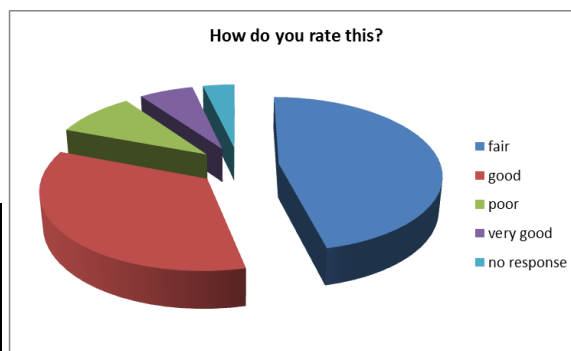
Answer	Number	% of Total
15-30 mins	86	45%
5-15 mins	85	44%
5 mins	10	5%
no response	6	3%
more than 30 mins	5	3%





8b - How do you rate this?

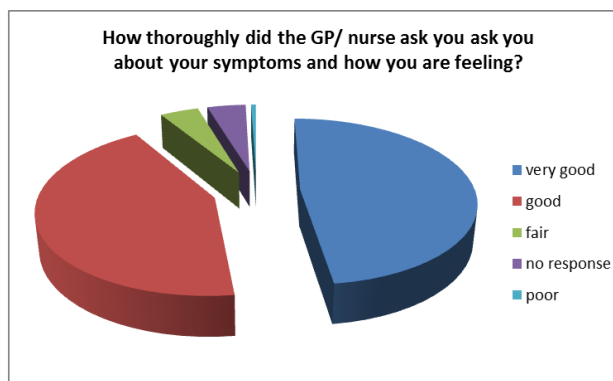
Answer	Number	% of Total
fair	89	46%
good	66	34%
poor	18	9%
very good	12	6%
no response	7	4%



Consultation

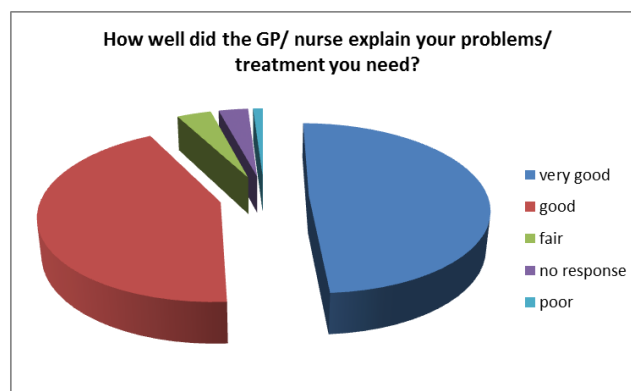
9 - How thoroughly did the GP/ nurse ask you ask you about your symptoms and how you are feeling?

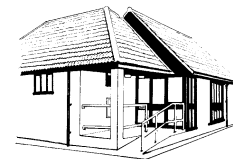
Answer	Number	% of Total
very good	92	48%
good	83	43%
fair	8	4%
no response	8	4%
poor	1	1%



10 - How well did the GP/ nurse explain your problems/ treatment you need?

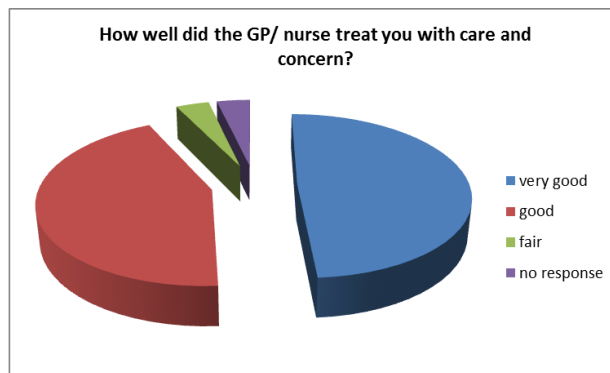
Answer	Number	% of Total
very good	94	49%
good	83	43%
fair	7	4%
no response	6	3%
poor	2	1%





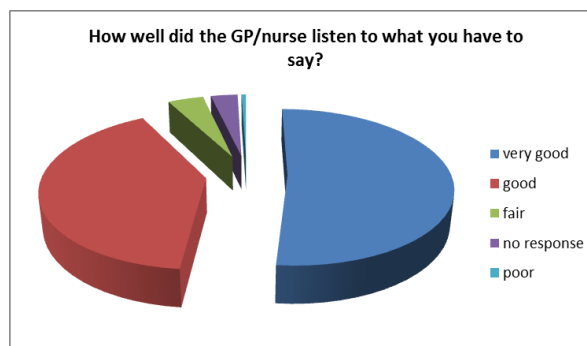
11- How well did the GP/ nurse treat you with care and concern?

Answer	Number	% of Total
very good	94	49%
good	84	44%
fair	7	4%
no response	7	4%



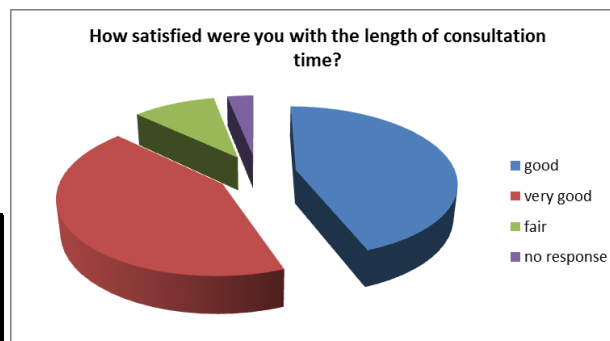
12 - How well did the GP/nurse listen to what you have to say?

Answer	Number	% of Total
very good	99	52%
good	78	41%
fair	8	4%
no response	6	3%
poor	1	1%



13 - How satisfied were you with the length of consultation time?

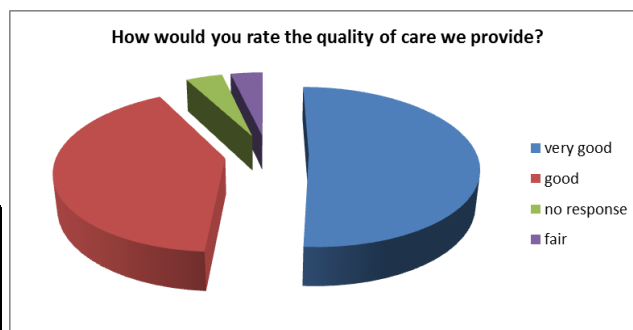
Answer	Number	% of Total
good	85	44%
very good	82	43%
fair	19	10%
no response	6	3%





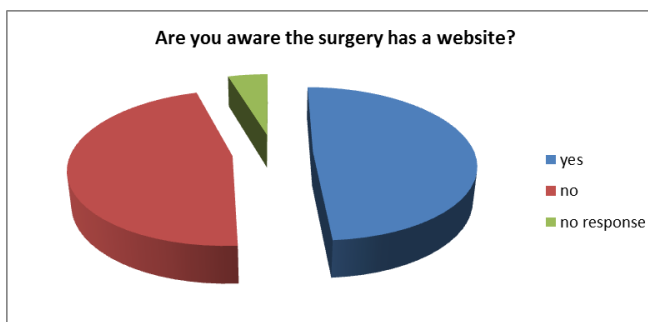
14 - How would you rate the quality of care we provide?

Answer	Number	% of Total
very good	98	51%
good	79	41%
no response	8	4%
fair	7	4%



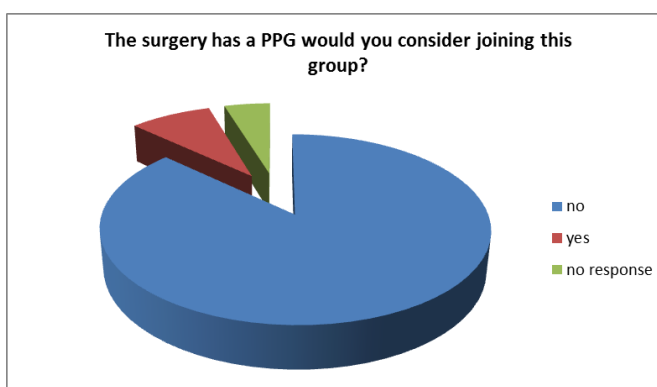
15 - Are you aware the surgery has a website?

Answer	Number	% of Total
yes	94	49%
no	89	46%
no response	9	5%



16 - The surgery has a PPG would you consider joining this group?

Answer	Number	% of Total
no	167	87%
yes	16	8%
no response	9	5%



Thank you to all the patients that took the time to fill in our patient questionnaire. Your response is very much appreciated.



Comments and responses

The Patient Participation Group has 13 members who meet 3 monthly. The meetings enable patients to express their views on our services and discuss and agree plans to make improvements. We are always looking for new members to join the group. If you are interested please visit our website www.dickensplacesurgery.co.uk or ask our receptionists for an application form.

Patient Survey

The Practice designed a survey for completion by our registered patients. The Patient Participation Group was consulted on the content of the survey and adjustments were made. Once approved by the Group, the survey was made available to patients attending the surgery between 14th February until 26th February 2013

Outcome of survey:

Surgery Hours

61% would like additional surgery hours in the morning, late evening and weekends.

Our Response: Dickens Place is open from 8.00am with one GP starting his surgery at 8.30am and we hold 3 late surgery's finishing at 7.30pm during the week. The evening surgeries are in place of the weekend surgery.

Telephone

A request was made to know how many calls are in the queue.

Our response: The telephone system does not have this facility however, we will look into changing the recorded message to advise the possible maximum calls waiting.

Clinicians and consultations

Requests for a female GP.

Our response: As we are a training practice we have registrar's appointed to us that quite often are female doctors.

Possibility of a nurse clinic to deal with minor ailments rather than using the GP time.

Our response: We have 3 practice nurses that are qualified to deal with some minor ailments and if necessary will consult with a GP.



Long waiting time for consultation

Our response: Unfortunately some patients will need further examinations than expected or given results that could be distressing.

Possibility of Warfarin blood test at surgery.

Our response: We are investigating the possibility of this however, space is at a minimum at the moment.

A shame appointments can only be booked 6 weeks in advance, does not accommodate appointments which require 3 monthly consultations

Our response: We have to consider any unexpected circumstances that may result in a substantial amount of appointments being rescheduled, especially after being booked so far in advance.

Further comments

GP who is old school who cares about all his patients and their family and always give you the time you need and listens to you.

Outstanding service despite all the pressures (and nonsenses!) of the reformed NHS.

Very pleasant receptionists, unlike other docs I've been to.

On the whole I am very satisfied with the service I receive.

A very good all round service.

Appointments are always available and collection test results never an issue. Very good staff.

Receptionists come over as caring and patient, especially over the phone.

Brilliant service from all staff.

Very satisfied with the level of service.

Overall very pleased.

Fab job by all.

Everyone here are very helpful and pleasant. Thank you.

I feel this is a very caring patient friendly practice.