



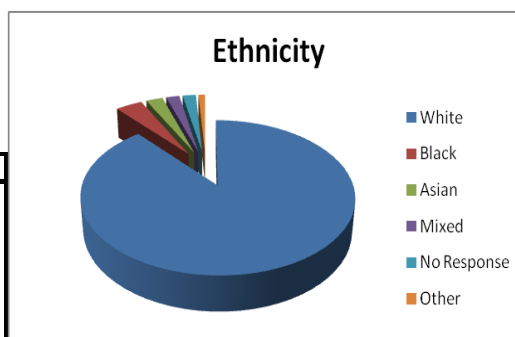
## Dickens Place Patient Questionnaire 2014

A questionnaire of patients registered with Dickens Place Surgery was carried out May 13<sup>th</sup> to June 4<sup>th</sup> 2014. 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 where possible.

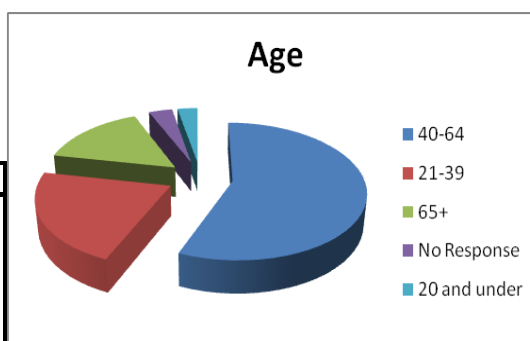
Our receptionists asked patients to complete the questionnaire. The questionnaire was also available on our website for patients to complete and submit. A total of 206 anonymous patients completed the questionnaire for this evaluation. They were seen by one of the 3 partners: Dr. T M Baylis, Dr. A Sinha, and Dr. A T Taimoor or by a Practice Nurse.

### Personal Details

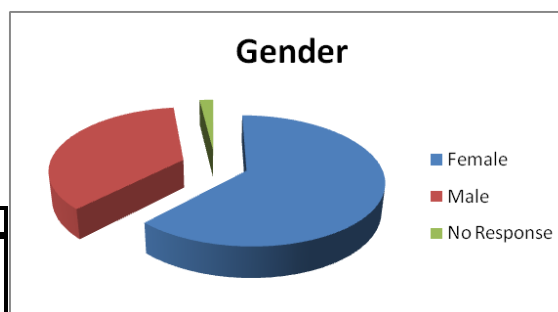
Ethnicity	Number	% of Total
White	183	89%
Black	8	4%
Asian	5	2%
Mixed	4	2%
No Response	4	2%
Other	2	1%



Age	Number	% of Total
40-64	116	56%
21-39	45	22%
65+	32	16%
No Response	7	3%
20 and under	6	3%

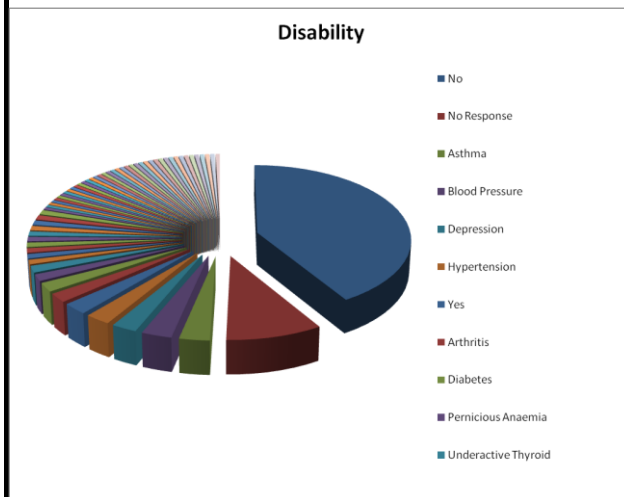


Gender	Number	% of Total
Female	128	62%
Male	74	36%
No Response	4	2%





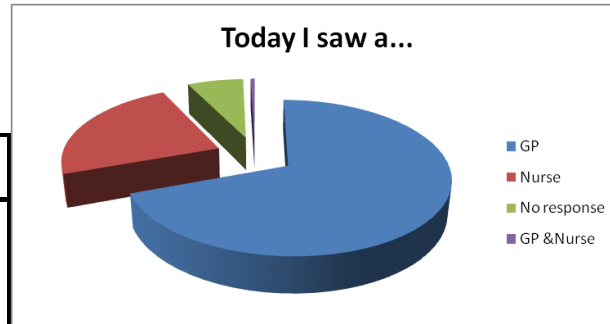
Disability	Number	% of Total
No	85	41%
No Response	19	9%
Asthma	6	3%
Blood Pressure	6	3%
Depression	5	2%
Hypertension	5	2%
Yes	5	2%
Arthritis	4	2%
Diabetes	4	2%
Pernicious Anaemia	3	1%
Underactive Thyroid	3	1%
AF	2	1%
Anxiety	2	1%
Back Problems/ Depression	2	1%
Bipolar Disorder	2	1%
Diabetes & Mental Health	2	1%
Elevated Cholesterol. BP. enlarg	2	1%
High BP	2	1%
Hyperthyroidism	2	1%
IBS	2	1%
Rheumatoid Arthritis	2	1%
Aneamia & Angina	1	0%
Angina & AF	1	0%
ankle/knee pain	1	0%
Anxiety Depression	1	0%
Asthma & B12	1	0%
Asthma / Diabetes	1	0%
B/Pressure & Asthma	1	0%
B12 deficiency	1	0%
back Problems & Heart Disease	1	0%
Bad back	1	0%
Barratts	1	0%
Bi-polar & B12 deficiency	1	0%
Blood Pressure & COPD	1	0%
Cancer	1	0%
Colitis	1	0%
COPD	1	0%
Daily Warfarin	1	0%
Depression & Asthma	1	0%
Depression & Back problems	1	0%
Depression & Removed Thyroid	1	0%
Diabetes, Arthritis	1	0%
Diabetes, B12 def, Depression	1	0%
Diabetes, Renal problem, Angina	1	0%
Enlarged Prostate	1	0%
Gout	1	0%
Hypertension & Thyroid	1	0%
Interstitial Lung Disease	1	0%
Kidney	1	0%
Leukemia	1	0%
Mild depression	1	0%
No Thyroid	1	0%
Ocular Hypertension	1	0%
Psoriasis	1	0%
Psoriasis. Depression	1	0%
Short bowel syndrome. Asthma	1	0%
Skin & COPD	1	0%
Thyroid	1	0%
Type 2 Diabetes and Depression	1	0%
Undergoing tests	1	0%
Undiagnosed Mental Health	1	0%
Urticaria Pigmentosa	1	0%





## Today I saw...

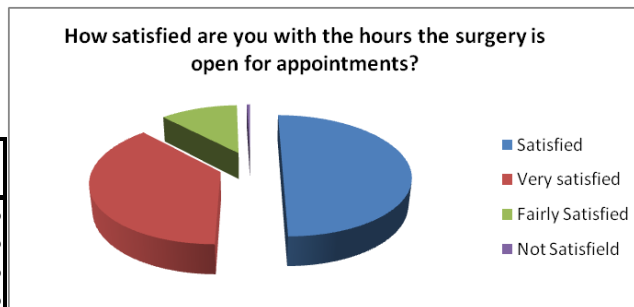
Today I saw a...	Number	% of Total
GP	143	69%
Nurse	48	23%
No response	14	7%
GP &Nurse	1	0%



## Questions

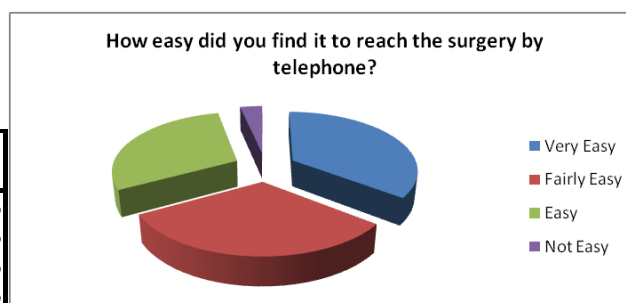
How satisfied are you with the hours the surgery is open for appointments?

Answer	Number	% of Total
Satisfied	103	50%
Very satisfied	78	38%
Fairly Satisfied	24	12%
Not Satisfied	1	0%



How easy did you find it to reach the surgery by telephone?

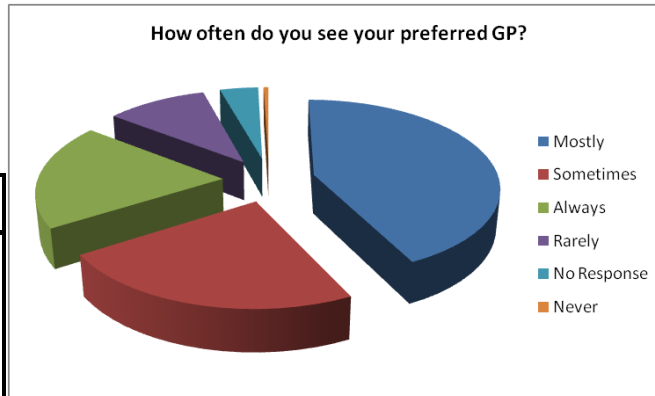
Answer	Number	% of Total
Very Easy	73	35%
Fairly Easy	65	32%
Easy	61	30%
Not Easy	7	3%





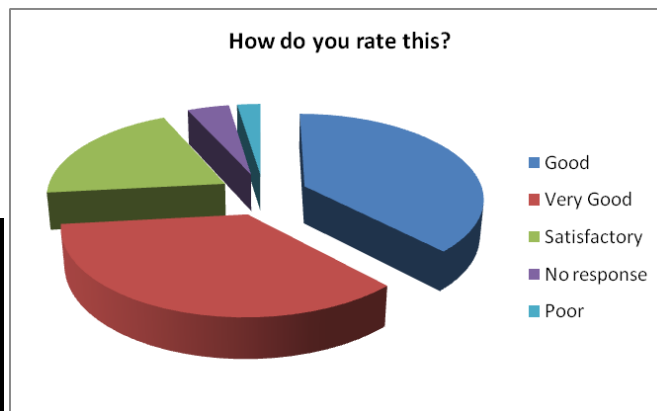
### How often do you see your preferred GP?

Answer	Number	% of Total
Mostly	88	43%
Sometimes	48	23%
Always	40	19%
Rarely	21	10%
No Response	8	4%
Never	1	0%



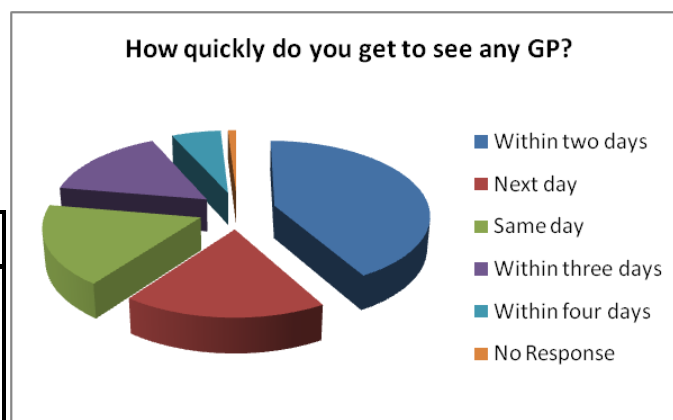
### How do you rate this?

Answer	Number	% of Total
Good	78	38%
Very Good	73	35%
Satisfactory	41	20%
No response	9	4%
Poor	5	2%



### How quickly do you get to see any GP?

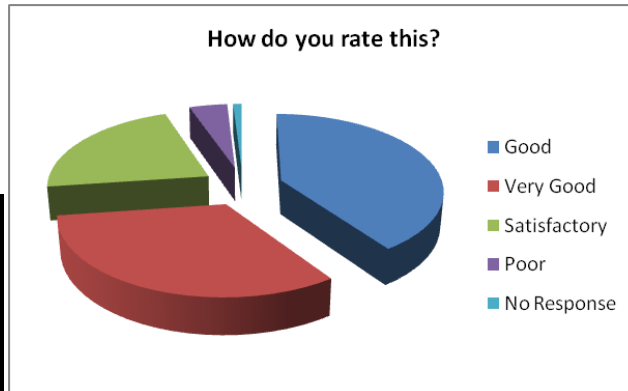
Answer	Number	% of Total
Within two days	86	42%
Next day	38	18%
Same day	36	17%
Within three days	32	16%
Within four days	12	6%
No Response	2	1%





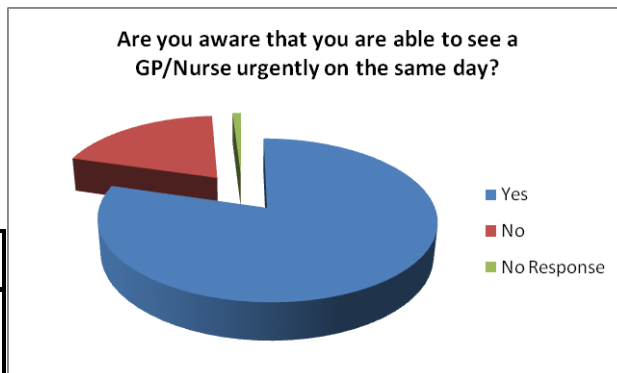
### How do you rate this?

Answer	Number	% of Total
Good	83	40%
Very Good	67	33%
Satisfactory	45	22%
Poor	9	4%
No Response	2	1%



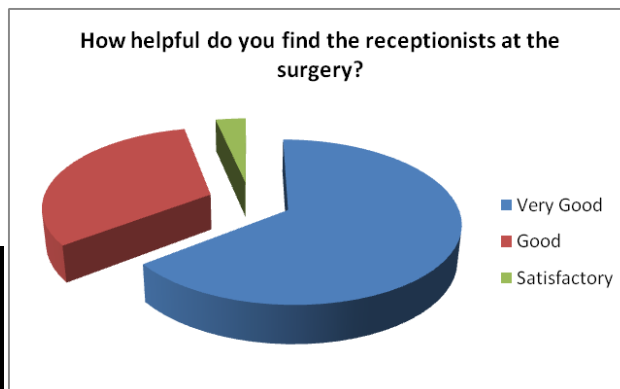
### Are you aware that you are able to see a GP/Nurse urgently on the same day?

Answer	Number	% of Total
Yes	164	80%
No	40	19%
No Response	2	1%



### How helpful do you find the receptionists at the surgery?

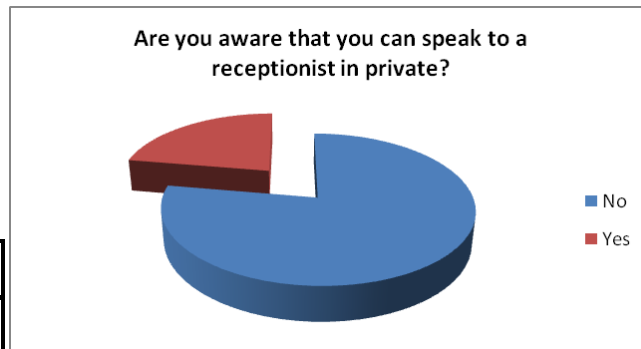
Answer	Number	% of Total
Very Good	133	65%
Good	66	32%
Satisfactory	7	3%





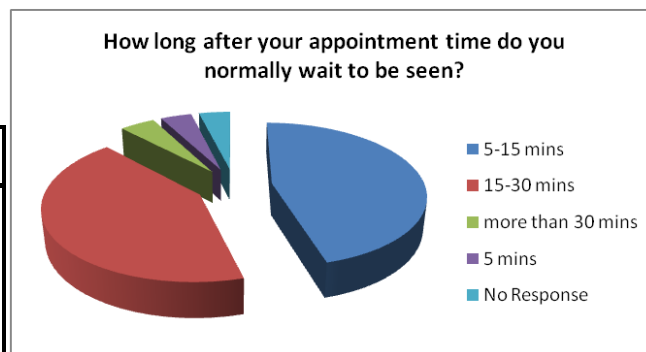
**Are you aware that you can speak to a receptionist in private?**

Answer	Number	% of Total
No	160	78%
Yes	46	22%



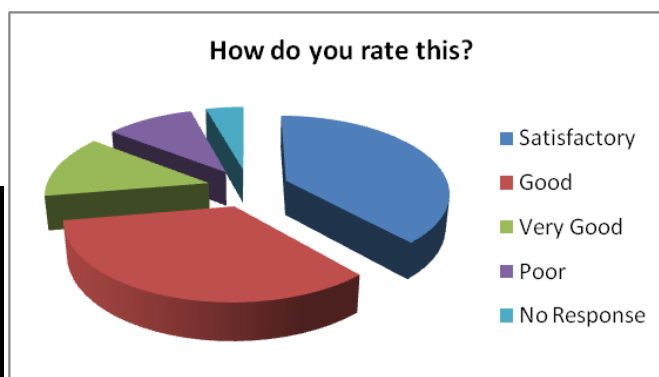
**How long after your appointment time do you normally wait to be seen?**

Answer	Number	% of Total
5-15 mins	94	46%
15-30 mins	87	42%
more than 30 mins	9	4%
5 mins	8	4%
No Response	8	4%



**How do you rate this?**

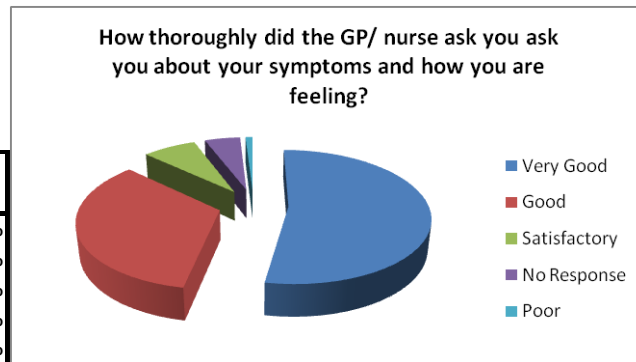
Answer	Number	% of Total
Satisfactory	79	38%
Good	70	34%
Very Good	27	13%
Poor	21	10%
No Response	9	4%





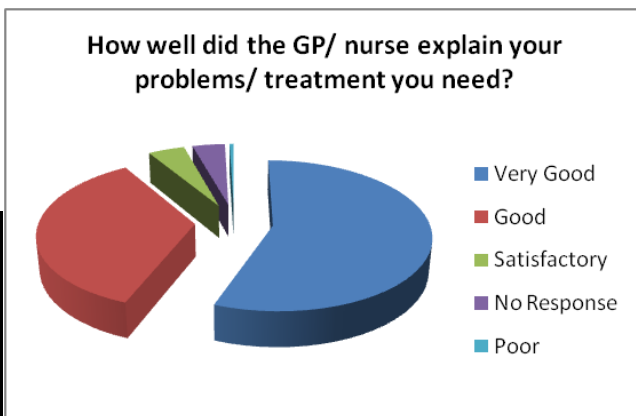
**How thoroughly did the GP/ nurse ask you about your symptoms and how you are feeling?**

Answer	Number	% of Total
Very Good	109	53%
Good	70	34%
Satisfactory	15	7%
No Response	10	5%
Poor	2	1%



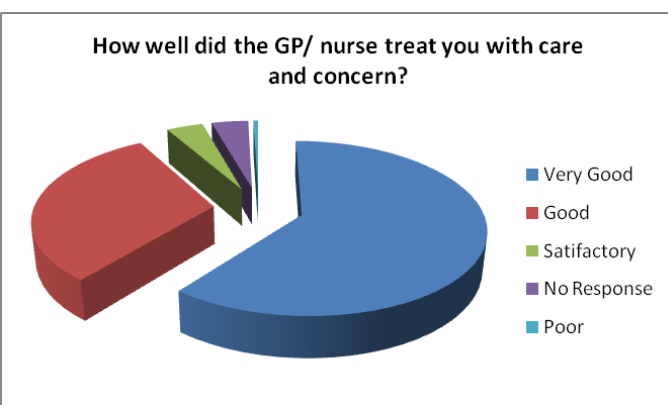
**How well did the GP/ nurse explain your problems/ treatment you need?**

Answer	Number	% of Total
Very Good	115	56%
Good	73	35%
Satisfactory	9	4%
No Response	8	4%
Poor	1	0%



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

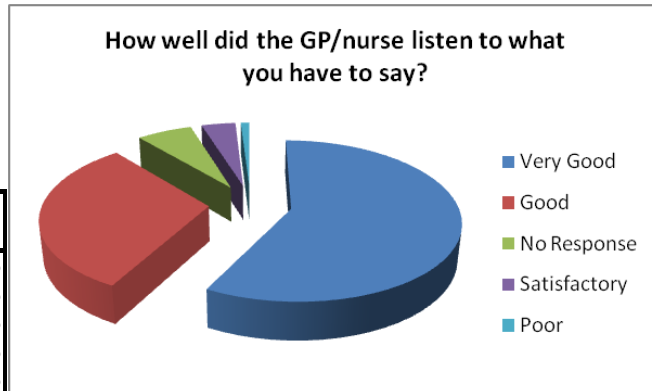
Answer	Number	% of Total
Very Good	125	61%
Good	64	31%
Satisfactory	8	4%
No Response	8	4%
Poor	1	0%





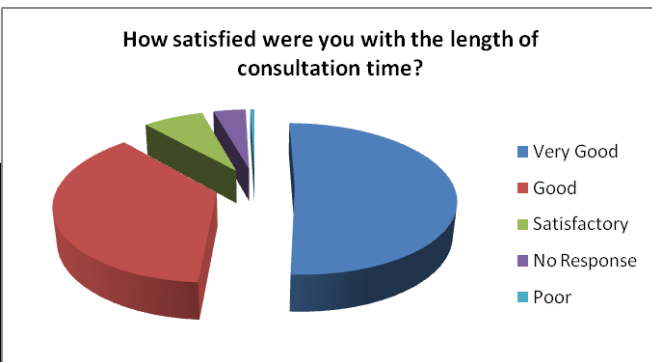
### How well did the GP/nurse listen to what you have to say?

Answer	Number	% of Total
Very Good	119	58%
Good	64	31%
No Response	13	6%
Satisfactory	8	4%
Poor	2	1%



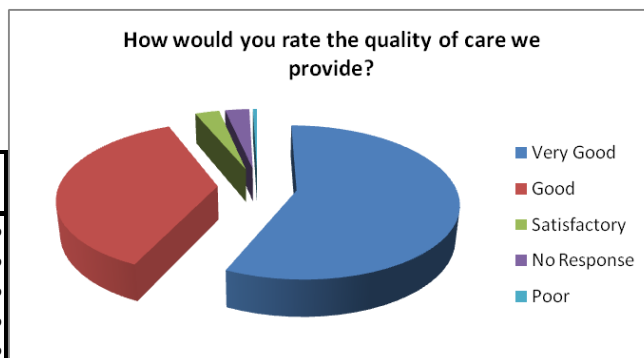
### How satisfied were you with the length of consultation time?

Answer	Number	% of Total
Very Good	105	51%
Good	77	37%
Satisfactory	15	7%
No Response	8	4%
Poor	1	0%



### How would you rate the quality of care we provide?

Answer	Number	% of Total
Very Good	117	57%
Good	76	37%
Satisfactory	6	3%
No Response	6	3%
Poor	1	0%

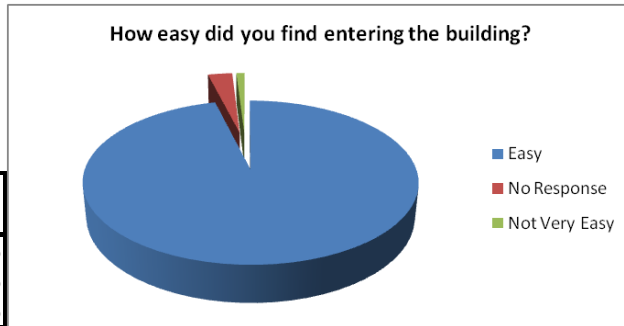






**How easy did you find entering the building?**

Answer	Number	% of Total
Easy	198	96%
No Response	6	3%
Not Very Easy	2	1%



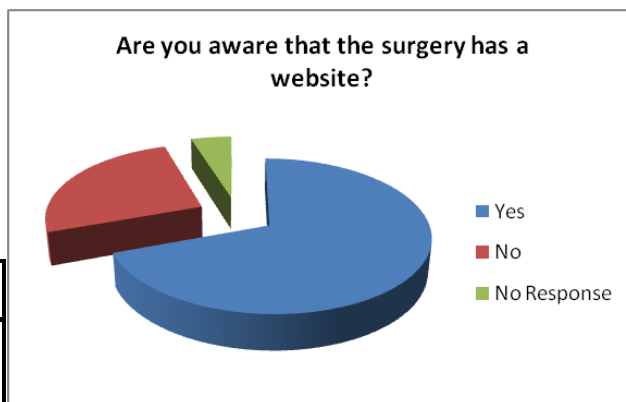
**Do you find the waiting area clean, tidy and comfortable?**

Answer	Number	% of Total
Yes	192	93%
No response	9	4%
No	3	1%
Unsure	2	1%



**Are you aware that the surgery has a website?**

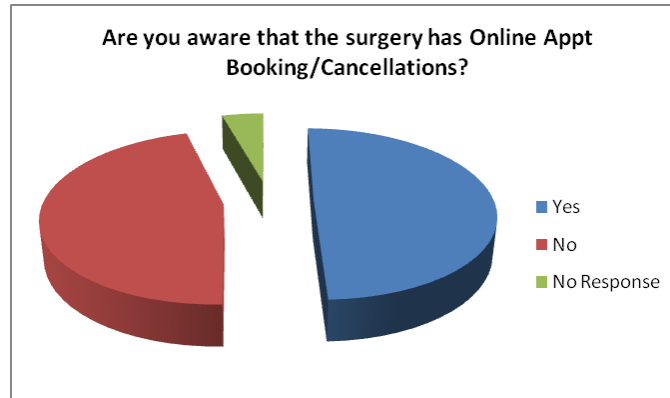
Answer	Number	% of Total
Yes	143	69%
No	53	26%
No Response	10	5%





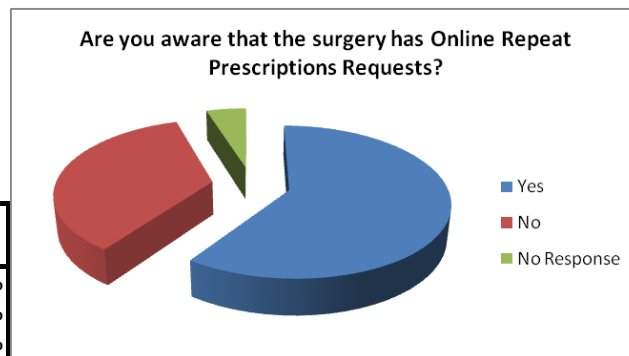
### Are you aware that the surgery has Online Appt Booking/Cancellations?

Answer	Number	% of Total
Yes	102	50%
No	95	46%
No Response	9	4%



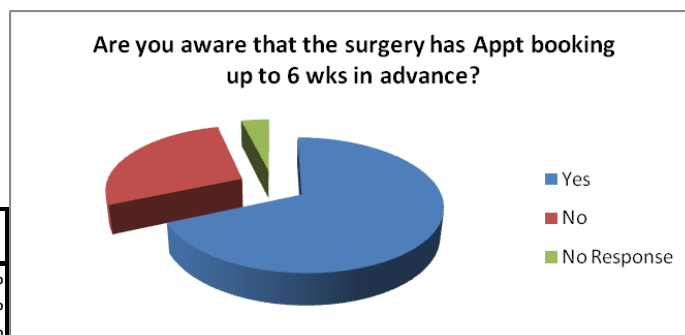
### Are you aware that the surgery has Online Repeat Prescriptions Requests?

Answer	Number	% of Total
Yes	123	60%
No	73	35%
No Response	10	5%



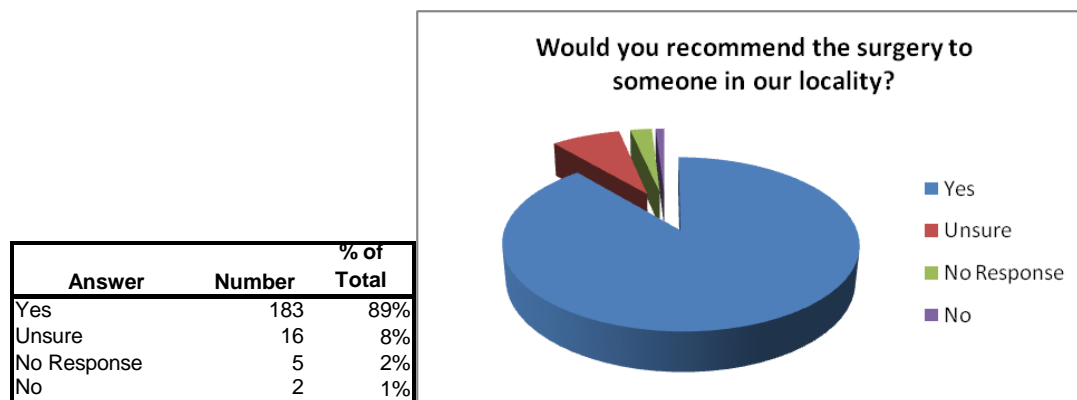
### Are you aware that the surgery has Appt booking up to 6 wks in advance?

Answer	Number	% of Total
Yes	141	68%
No	57	28%
No Response	8	4%





## Would you recommend the surgery to someone in our locality?



### General comments made regarding different aspects of the Practice are noted below:

#### **Appointments**

I think the appointments should be spread out over the day, maybe the doctors could vary their clinic times.

I would like to book appointments more than 48 hours ahead.

I think the surgery (e.g. availability of doctors & appointments) has improved over the last couple of years.

Pre bookable appointments 6 weeks in advance – are sometimes difficult to get.

I have had to wait for great lengths for some appointments which have frustrated me. However, there have been other times when I have shorter waits. (e.g. to see a Nurse).

The requirement to ring at 8.00 for an appointment means that I can be trying for 15-20mins, miss all the appointments then have to try again next morning with no guarantee of success, very frustrating.

Don't mind the wait time as I know the patients that are with the Doctor are getting the time they need and I know the same time is extended to me if needed.

Telephoning can be difficult early mornings.

#### **Reception Area**

Need updating seating area.

Entrance is difficult for people with disabilities.

Surgery could do with a new door.



Doors on vestibule too close together.

Porch doors to enter can be tricky with a pushchair, I can imagine the same for wheelchairs.

### **Receptionists**

Polite receptionists that don't ignore you, who knew they existed, very accommodating to my needs.

Reception staff are amazing, always go out of their way to help. Make you feel very welcome.

Most of the receptionists are very pleasant and helpful.

Always friendly and polite.

### **Other**

I have always been very pleased with all the treatment my family and I have received.

I have recommended the surgery to other people. My wife is very reassured that she is included in my care & has access to support from all members of staff at the surgery.

Overall very satisfied, convenient surgery, easy to use with friendly staff.

I feel supported by the surgery. Particularly likes the reminder text for appointments.

My wife and I are very happy and satisfied with all aspects of the surgery. Everybody is patient and cheerful. Thanks.

I have always received very good care from the surgery. All the staff are helpful.

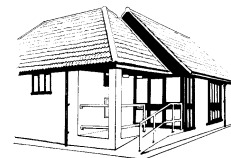
Overall, I am very happy with the surgery. I always get to see the doctor I want and he always has been very good to me.

The NHS and Doctors surgeries are undervalued. Patients should be made aware of the cost of time, medicines, all of the free services we all take for granted, compared to countries around the world we are very lucky but people are not aware of this. The rest of Europe is aware of how good our service is. People should be educated how to deal with minor medical ailments & people should be told how much the medicines have cost. All in all we are very lucky to have the service.

Not aware of online services but thought was probably possible..... This is an excellent surgery. I am not sure how easy it is to get an appointment if you commute 5 days a week to London. The Doctors, nurses and staff are very friendly and helpful. I also have 3 children who attend appointments. We have been extremely pleased with the service

I have always been pleased with the way I have been treated & support received from all staff.

As a body, I would like to see the NHS more actively challenging the government. Cuts to NHS Services affect people. People who have paid for the NHS but are denied a voice for its future.



I've only been with the surgery for a short while but can't fault them in any way.

I think the surgery (eg availability of doctors & appointments) has improved over the last couple of years.

I feel the surgery has gone above and beyond for me and I'm extremely happy with the service I receive.

### **Our response to your comments:**

#### **Telephone Access for Appointments**

We recognise that it is can be difficult to get through on the telephone in the morning. There are always two receptionists on duty during our busiest times to answer the telephones. We have implemented an online appointment booking system which should allow patients flexibility to choose appointments that best suit their needs.

#### **Speaking to a Receptionist in Private**

Many of you are unaware that you can speak to a receptionist in private. We will attempt to remedy this by advertising this in reception, on our website and in our newsletter.

#### **Awareness of Website**

Some patients are not aware of our website, although we have advertised this for some years now. Again, we will increase our advertising of the website and our services, more widely.

#### **Entrance Door**

There were some comments regarding the entrance door to the surgery. We are aware of the problems encountered by some patients. However, funding is not currently available for improvements.

### **THANK YOU**

Thank you to all our patients who have participated in our survey.

The results from this survey have proved to be very positive and it appears that most patients are happy with the way the surgery is run. This is something we aim to build upon.