

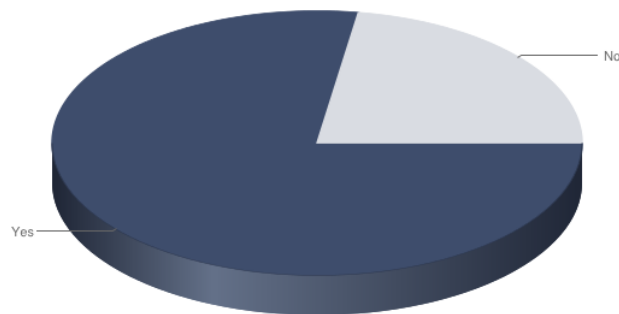
Walkley House Patient Survey 2013-14

We Asked:

"Walkley House and Stannington Medical Centers are currently conducting our annual patient survey. We would be grateful if you would take time to complete the survey and help us provide the best service we can. Thank you."

1. Are our opening times adequate for your needs?

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



Option:	TOTAL
	(40)
Yes	31 78%
No	9 23%

Base: 40 out of 40 people answered this question

If you answered no, when would you like us to open? Please state below:

Large free-text box

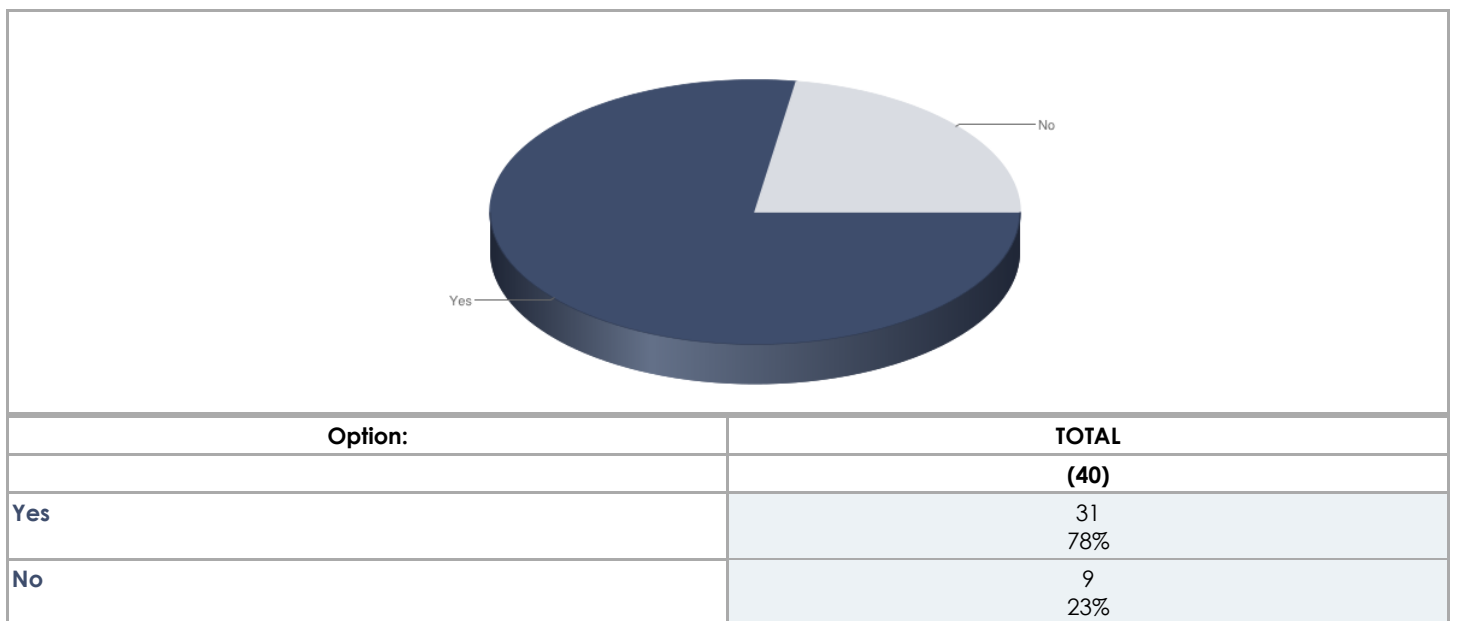
Option:	TOTAL
	(9)
Comments:	<p>Saturday Mornings would be helpful so missing work/ school would not be necessary. Also many elderly patients find weekdays hard to attend but may be able to attend on Saturdays when its easier to get family members etc to take them.</p> <p>Thursday afternoon, Saturday morning</p> <p>Would prefer Saturday morning or later evening due to work times</p> <p>Later night til 8pm or 10pm and weekends?</p> <p>before 8 am or after 6.30pm</p> <p>9.00-18.00 (I work a split shift mornings & evenings)</p>

Option:	TOTAL
	(9)
Thursday afternoons too early mornings so can attend before work and therefore not be late for work.	
later one night perhaps	

Base: 9 out of 40 people answered this question

2. Do you find the appointment system adequate for your needs?

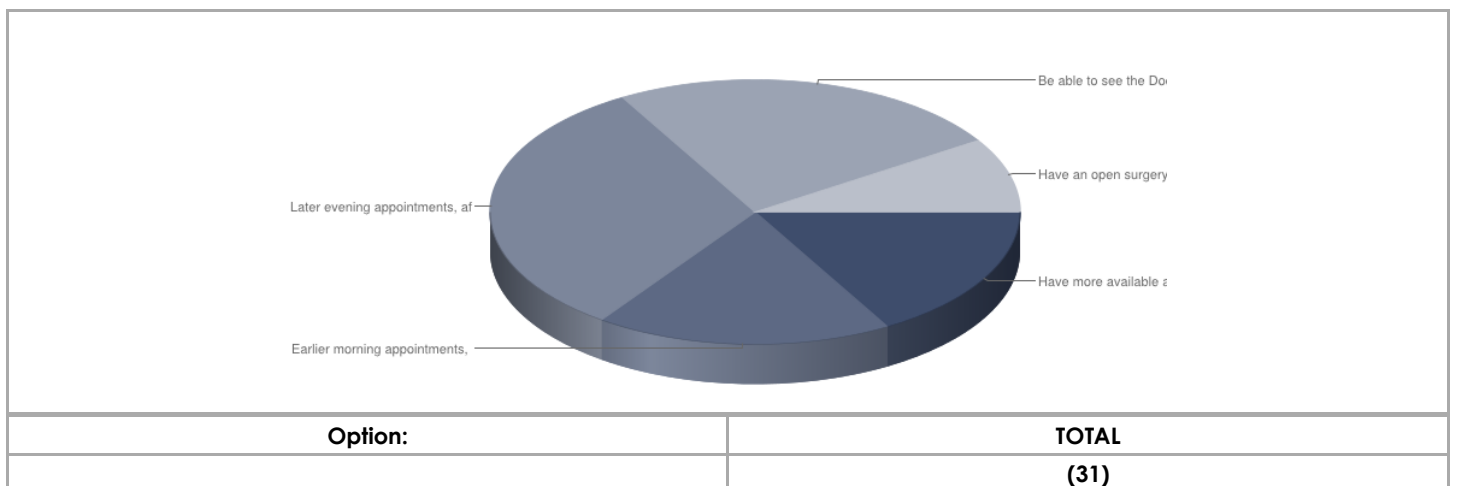
Single answer question or grid (answers per option add up to roughly 100%)



Base: 40 out of 40 people answered this question

If no, what would you like to change?

Multiple answer question or grid (answers per row option may add up to more than 100%)



Option:	TOTAL
	(31)
Have more available appointments	11 35%
Earlier morning appointments, before 8am	12 39%
Later evening appointments, after 6.30pm	21 68%
Be able to see the Doctor of your choice when required	16 52%
Have an open surgery where you do not know the doctor it will be, but you just sit and wait	6 19%
Other, please state	0

Base: 31 out of 40 people answered this question

If other, please state below:

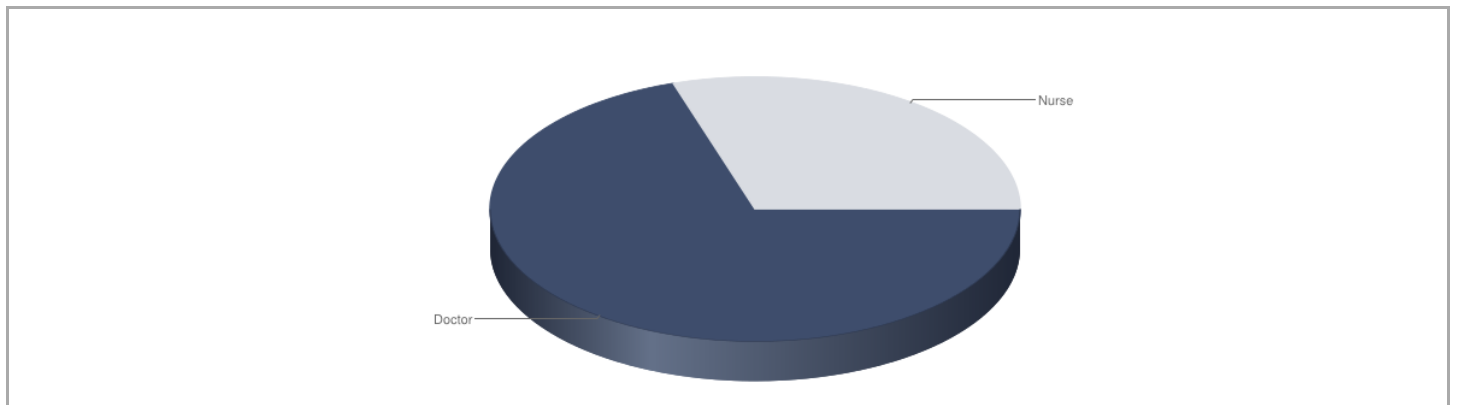
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Option:	TOTAL
	(0)
Comments:	

Base: 0 out of 40 people answered this question

3. The last time you visited the surgery, did you see a Doctor or Nurse.

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



Option:	TOTAL
	(40)
Doctor	28 70%
Nurse	12 30%

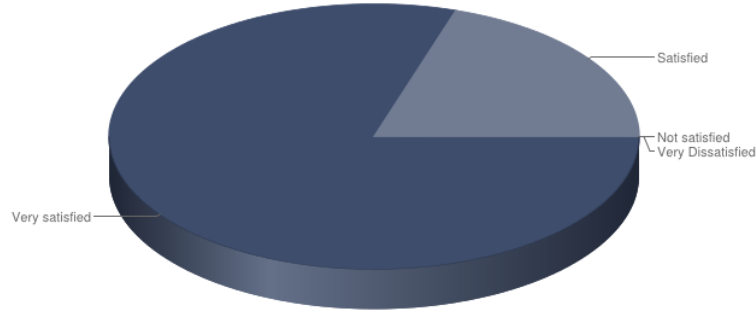
Base: 40 out of 40 people answered this question

4. The last time you saw a Doctor or the Nurse at the surgery how satisfied were you with the following, please tick.

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

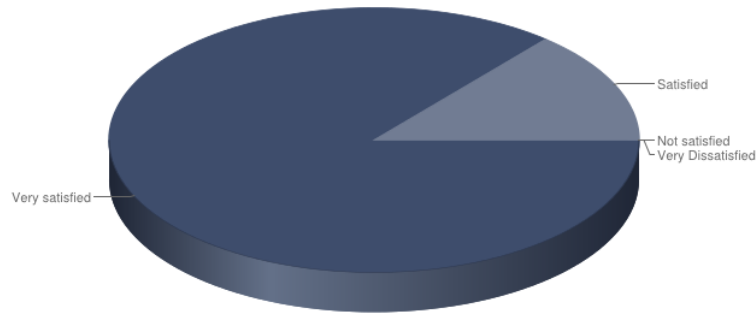
Option:	TOTAL
	(31)

You were given enough time



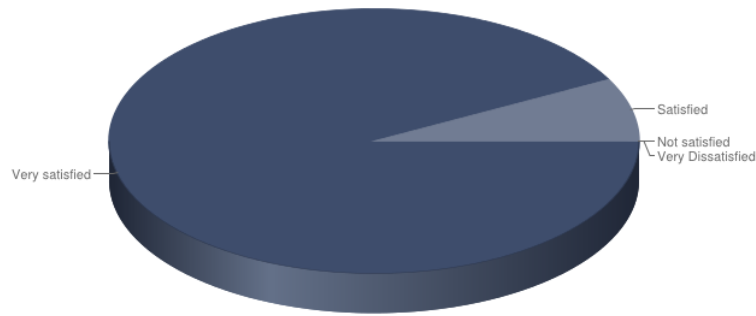
Very satisfied	24 77%
Satisfied	6 19%
Not satisfied	0
Very Dissatisfied	0

You were listened to



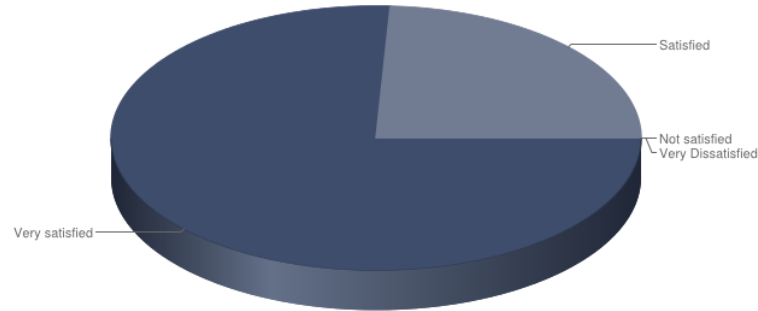
Very satisfied	25 81%
Satisfied	4 13%
Not satisfied	0
Very Dissatisfied	0

You were asked about your symptoms



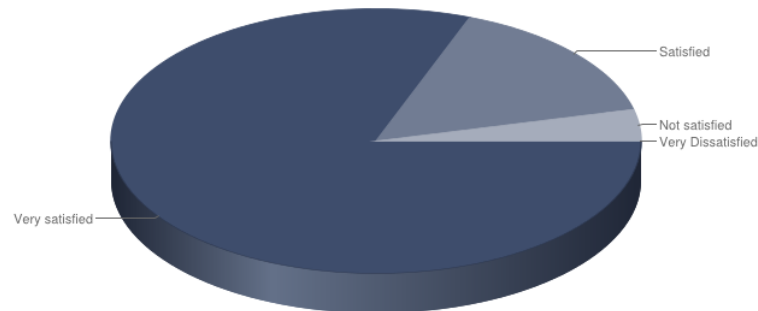
Option:	TOTAL
	(31)
Very satisfied	24 77%
Satisfied	2 6%
Not satisfied	0
Very Dissatisfied	0

Any tests and treatment were explained to you



Very satisfied	22 71%
Satisfied	7 23%
Not satisfied	0
Very Dissatisfied	0

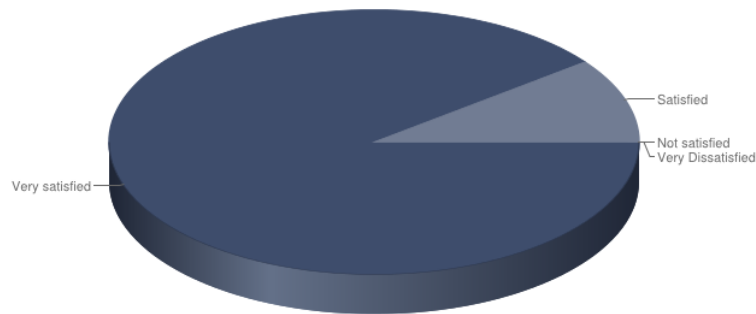
You were involved in decisions about your care



Very satisfied	21 68%
Satisfied	4 13%
Not satisfied	1 3%
Very Dissatisfied	0

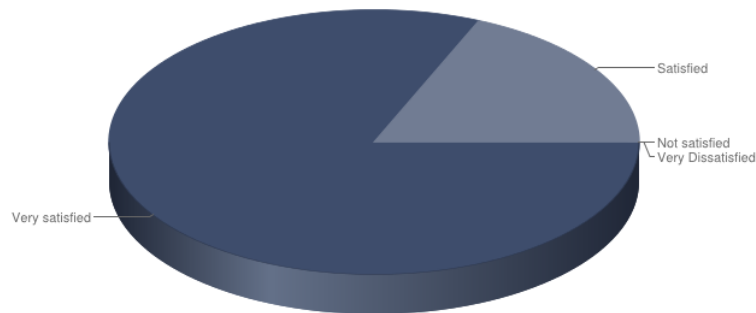
You were treated with care and consideration

Option:	TOTAL
	(31)



Very satisfied	26 84%
Satisfied	3 10%
Not satisfied	0
Very Dissatisfied	0

Your problems were taken seriously



Very satisfied	22 71%
Satisfied	5 16%
Not satisfied	0
Very Dissatisfied	0

Base: 31 out of 40 people answered this question

Any further comments. Please state below:

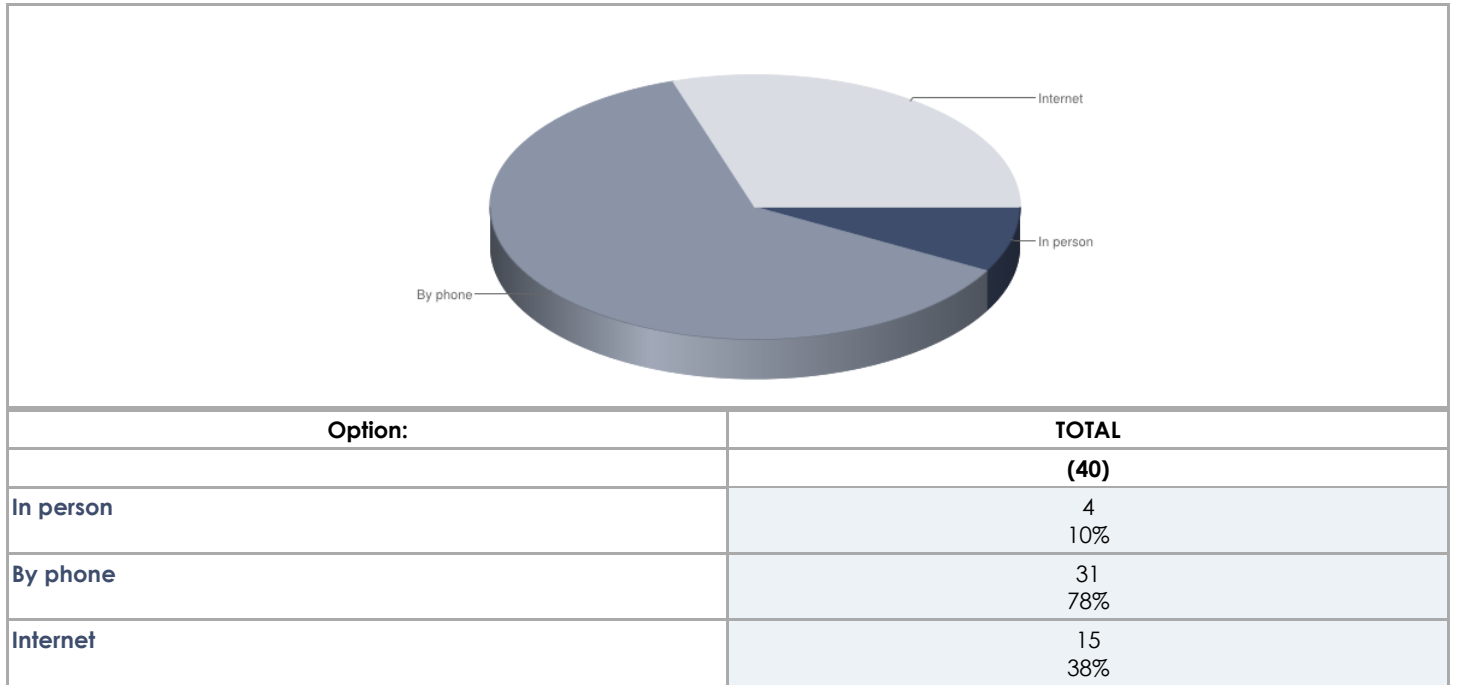
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Option:	TOTAL
	(1)
Comments:	sometimes blood samples are taken and its not clearly explained what they are for or what happens when the results are back ie if the results are normal but you still have symptoms then what should you do? If they are abnormal then you should be given reasons why and what to do next.

Base: 1 out of 40 people answered this question

5. Which of the following methods would you prefer to use to book an appointment at the surgery?

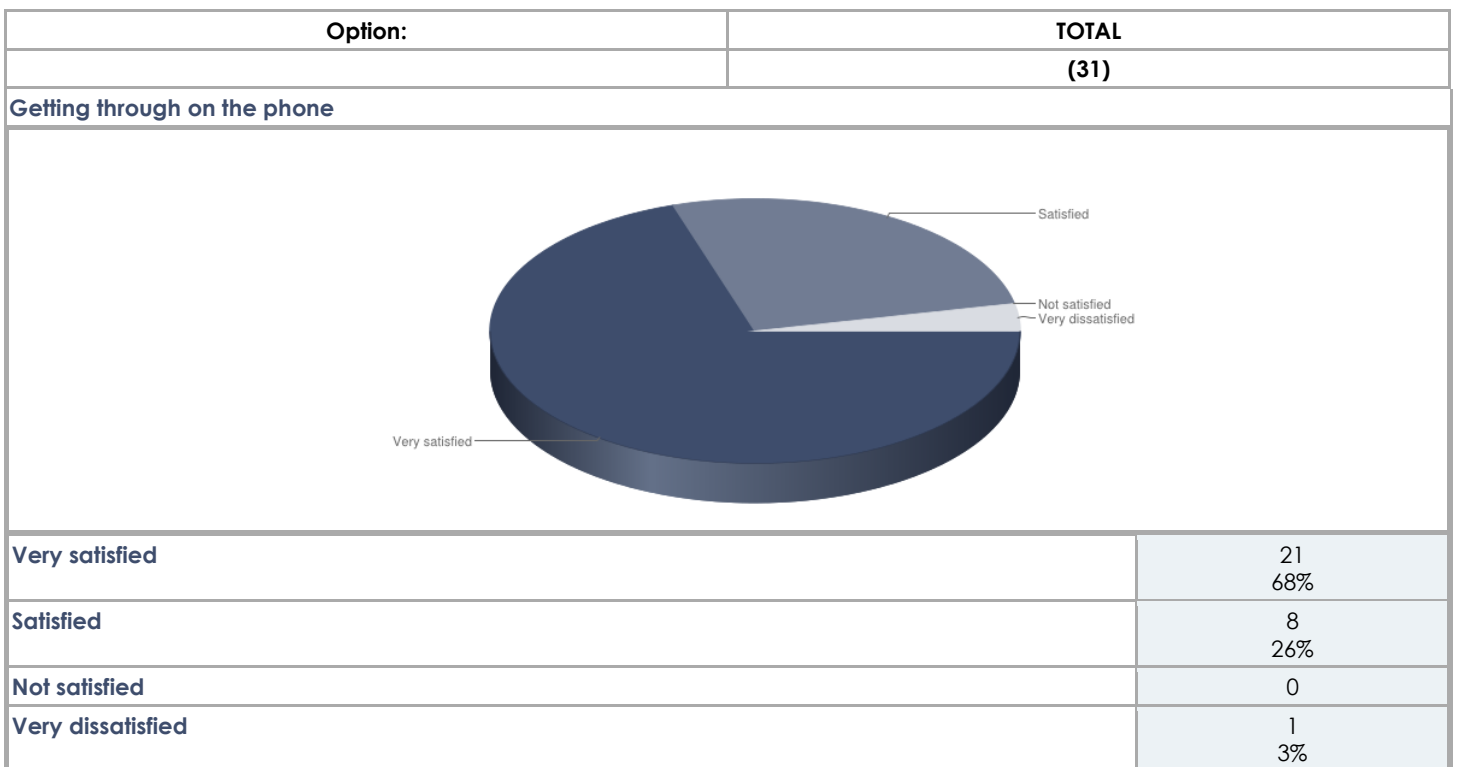
Multiple answer question or grid (answers per row option may add up to more than 100%)



Base: 40 out of 40 people answered this question

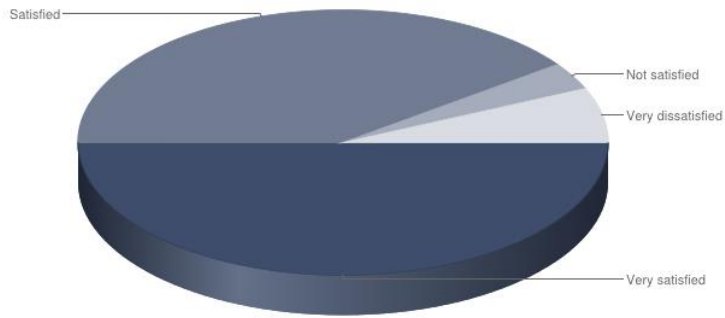
6. In the past 6 months how easy have you found the following, please tick.

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



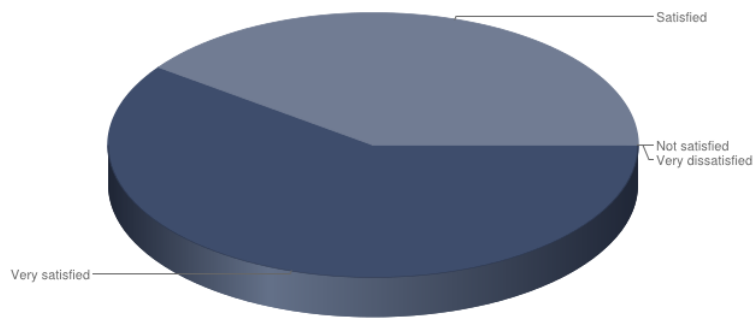
Option:	TOTAL
	(31)

Getting an appointment to suit you



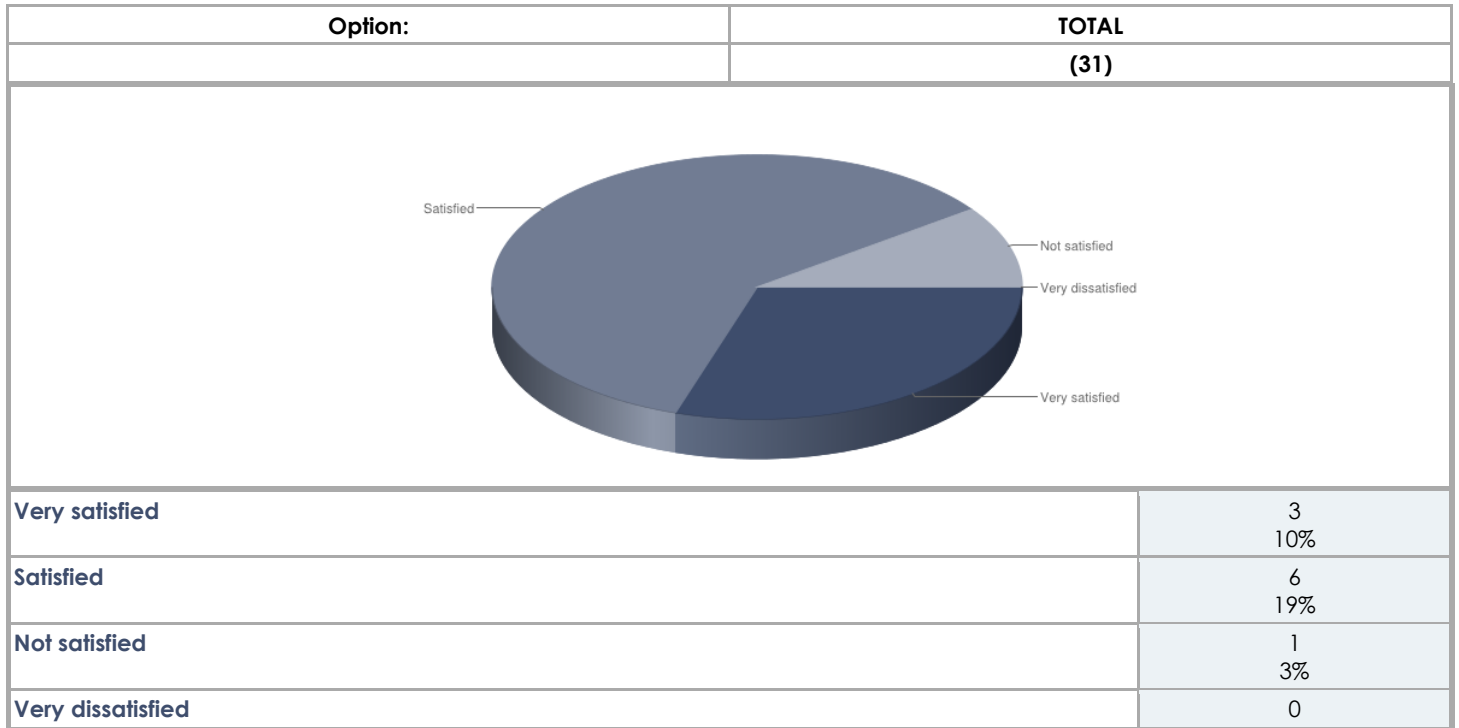
Very satisfied	15 48%
Satisfied	12 39%
Not satisfied	1 3%
Very dissatisfied	2 6%

Speaking to a Doctor on the phone



Very satisfied	6 19%
Satisfied	4 13%
Not satisfied	0
Very dissatisfied	0

Speaking to a Nurse on the phone



Base: 31 out of 40 people answered this question

Any further comments. Please state below:

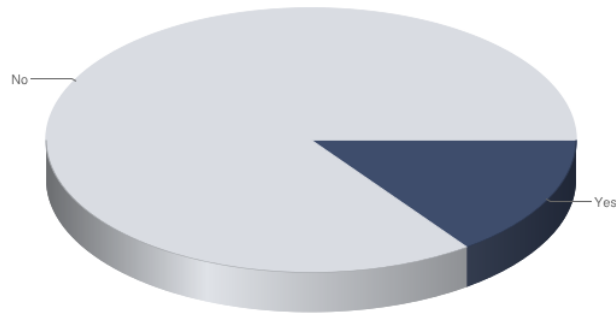
Large free-text box

Option:	TOTAL
	(5)
Comments:	<p>never needed to speak to doctor or nurse on the phone</p> <p>never asked to speak to doctor or nurse of phone</p> <p>asked for a call back - nurse forgot!</p> <p>not had to speak to doctor or nurse on phone</p> <p>great to see doctor appointments bookable online</p>

Base: 5 out of 40 people answered this question

7. Have you ever visited A&E after not being able to get an appointment with a GP?

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

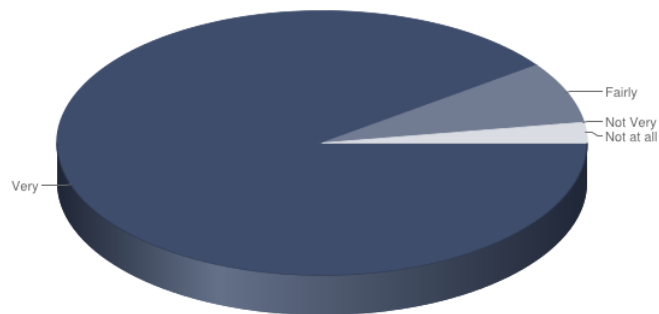


Option:	TOTAL
	(40)
Yes	6 15%
No	34 85%

Base: 40 out of 40 people answered this question

8. How helpful do you find the receptionists at the Surgery?

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

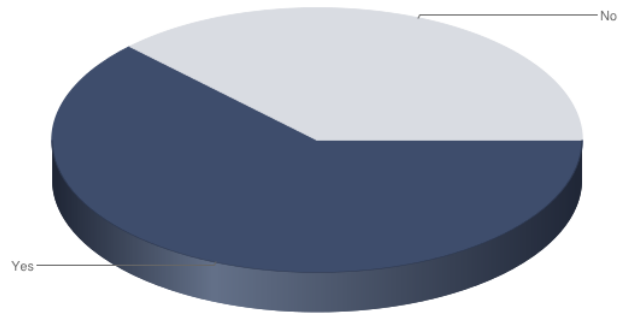


Option:	TOTAL
	(40)
Very	36 90%
Fairly	3 8%
Not Very	0
Not at all	1 3%

Base: 40 out of 40 people answered this question

9. Do you feel there is enough privacy when discussing things at the reception desk?

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

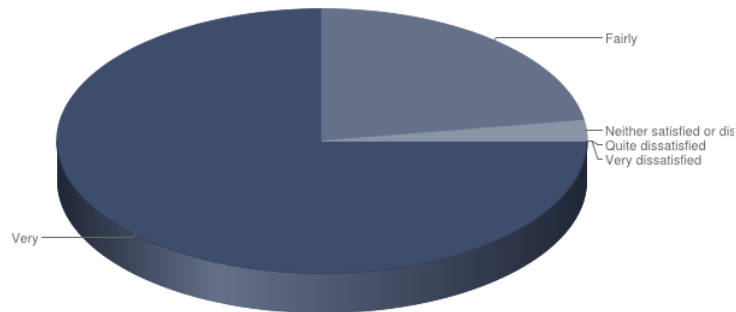


Option:	TOTAL
	(40)
Yes	25 63%
No	15 38%

Base: 40 out of 40 people answered this question

10. In general, how satisfied are you with the Surgery?

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

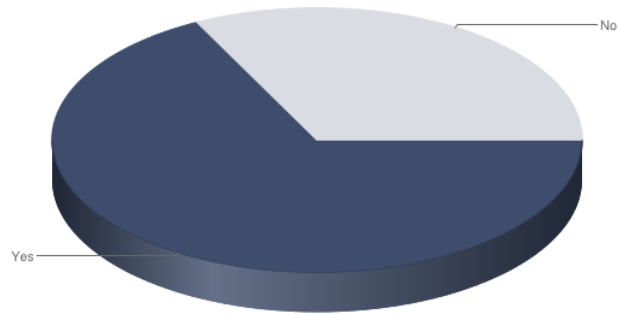


Option:	TOTAL
	(40)
Very	30 75%
Fairly	9 23%
Neither satisfied or dissatisfied	1 3%
Quite dissatisfied	0
Very dissatisfied	0

Base: 40 out of 40 people answered this question

11. Are you aware of the surgery website?

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

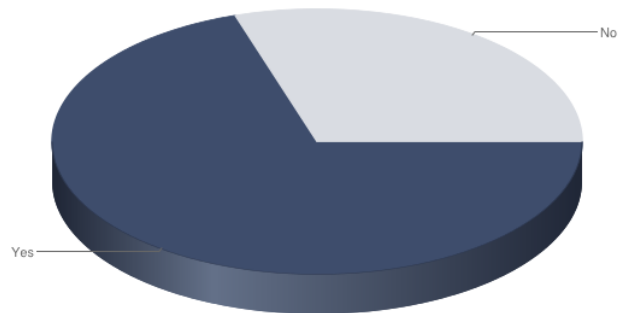


Option:	TOTAL
	(40)
Yes	27 68%
No	13 33%

Base: 40 out of 40 people answered this question

12. Did you know you can order repeat prescriptions and book certain Doctorsâ€™™ appointments online?

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



Option:	TOTAL
	(40)
Yes	28 70%
No	12 30%

Base: 40 out of 40 people answered this question

13. Do you have any comments about the care you receive at the Surgery? Please state below:

Large free-text box

Option:	TOTAL
	(9)
Comments:	Recently I have found the receptionists especially Pam at

Option:	TOTAL
	(9)
	<p>stannington very rude and obstructive not only with me personally but with other patients. I appreciate they work hard but being rude to patients is not acceptable. Additionally Dr Kerry is quite abrupt and on 2 occasions has given a member of my family totally unsuitable medication due to not reading the notes and acknowledging other existing conditions prescriptions are expensive and being given unsuitable medication means paying out twice for something suitable. This is not always possible. just a little time taken to check suitability/ drug interactions etc would save time and money</p> <p>Because I'm autistic, the noise and crowdedness of the waiting room make trips to the surgery an absolute nightmare for me, which means I avoid seeing a doctor unless absolutely necessary. Something like alerting me by SMS when my name is called would allow me to sign in & then wait somewhere more comfortable (as I do at Argyll House). At the very least, not having the radio blaring out all the time would make things much more comfortable!</p> <p>I have COPD and find it difficult sometimes if I need to be seen upstairs. I have also seen older people struggling but have no idea how this could be solved.</p> <p>care has always been good</p> <p>generally very good</p> <p>The care is superb, cannot fault any part of it</p> <p>very friendly & helpful reception staff Phlebotomist & nurse excellent Rarely see GPs but all offer good clinical care</p> <p>Extremely happy with care compares very well with friends/family at other surgeries & different areas</p> <p>everybody is helpful & kind</p>

Base: 9 out of 40 people answered this question

14. Have you any comments about the facilities of the Practice? Please state below:

Large free-text box

Option:	TOTAL
	(4)
Comments:	<p>The toilet cubicle at stannington is filthy especially the floor</p> <p>All facilities are here</p> <p>suggest get a physio here</p> <p>very clean & welcoming</p>

Base: 4 out of 40 people answered this question

15. Have you any comments about the Out of Hours service? Please state below:

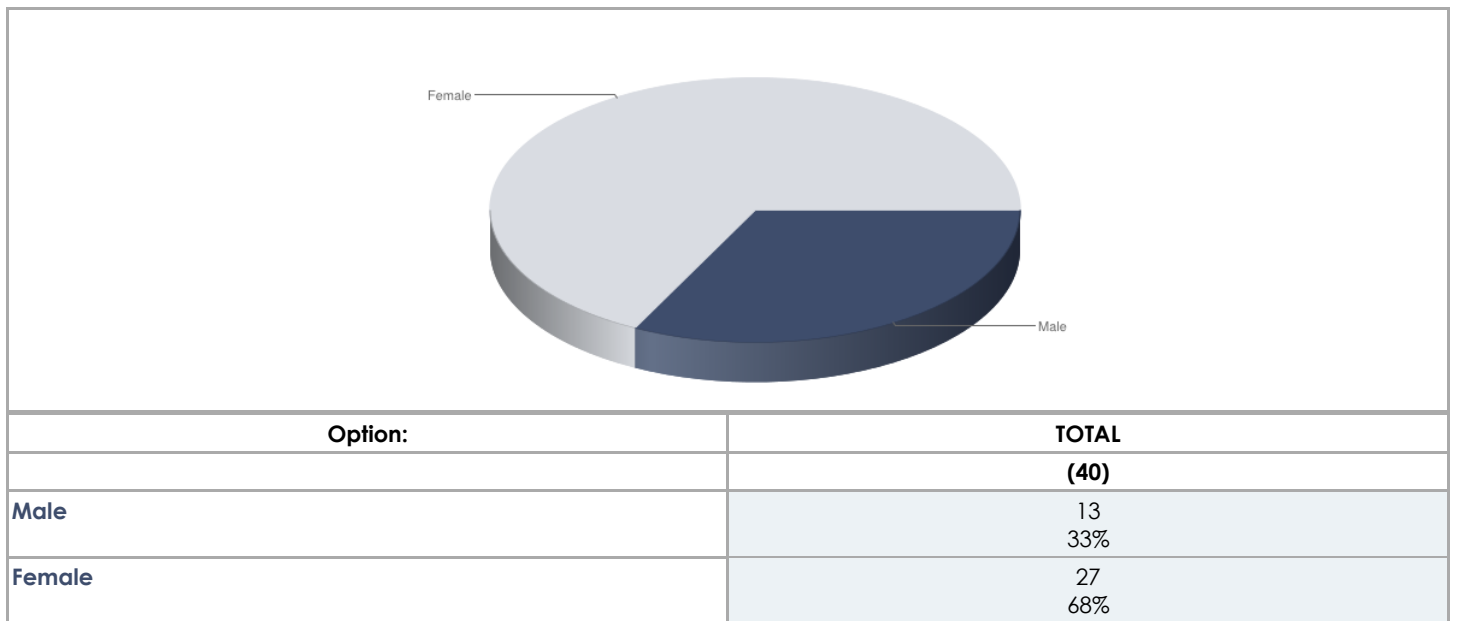
Large free-text box

Option:	TOTAL
	(5)
Comments:	never needed to use it. not used it not used I would never use 111- hopeless service. OOH GP service is excellent only used it once but I was satisfied

Base: 5 out of 40 people answered this question

Are you male or female?

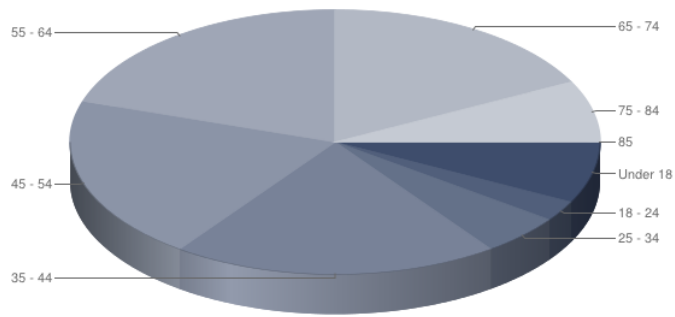
Single answer question or grid (answers per option add up to roughly 100%)



Base: 40 out of 40 people answered this question

Which age group are you in?

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



Option:	TOTAL
	(40)
Under 18	3 8%
18 - 24	1 3%
25 - 34	2 5%
35 - 44	8 20%
45 - 54	8 20%
55 - 64	8 20%
65 - 74	7 18%
75 - 84	3 8%
85	0

Base: 40 out of 40 people answered this question