

"Improving the Practice" Questionnaire

ALBION SURGERY.

INTRODUCTION

This questionnaire is designed for issue to patients to assess the service provided.
THIS SHOWS THE RESPONSES COLLATED FROM THE SURVEY.

Questionnaire

You can help the Practice to improve its service.

- The Doctors and staff welcome your feedback
- Please do not write your name on this survey
- Please read and complete this survey while waiting for your appointment

Are you seeing:

- Doctor
- Practice Nurse

Please tick as appropriate

Name of Doctor/Practice Nurse (if applicable):

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PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

	No experience	Poor 1	Fair 2	Good 3	Very Good 4	Excellent 5
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially		0	1	11	29	21
2. Length of time you had to wait for an appointment		0		7	27	18
3. Convenience of day and time of your appointment. Including extended hours		0	2	9	25	20
4. Seeing the Doctor of your choice IF YOU HAVE ASKED FOR A SPECIFIC GP		0	1	8	21	23
5. Length of time waiting to check in		0	0	8	23	25

with Reception						
6. Length of time waiting to see the Doctor or Nurse		1	11	13	22	21
Obtaining a repeat prescription						
7. Prescription ready on time		0	0	11	18	23
8. Prescription correctly issued		0	0	12	16	23
9. Handling of any queries		0	0	12	18	22
Obtaining test results						
10. Were you told when to contact us for your results?		1	0	10	16	23
11. Results available when you contacted us if you ring when told to not before		0	0	9	21	21
12. Level of satisfaction with the manner in which the result was given		0	0	8	17	23
About the staff						
13. The helpfulness of the Reception staff		0	0	4	17	33
14. The helpfulness of nursing team		0	0	4	17	31
And finally						
15. My overall satisfaction with this Practice		0	0	4	19	31

Any further comments RECIEVED

Receptionist very helpful and pleasant

Wish I had moved to this surgery years ago, have told all my family to join

Would be great if practice could reduce waiting time to get into GP room

Over the years the practice has improved greatly. We can always get an appointment and the current staff both reception, nurses and doctors are very helpful.

Staff always willing to help.

Find it hard to get emergency appointment after work

Would not change doctors as wouldn't feel comfortable. Staffs are always so lovely and even recommended patients to attend the practice

Over the year the attention from doctors and staff is outstanding

Can't get an appointment

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you?	Age ranges from teens to 80's
Are you male or female?	Good mix of both male and female
How many years have you been attending this Practice?	Some new patients and long standing over 40 years

Thank you very much for your time and assistance

Please place your completed questionnaire in the box on the Reception desk

PRACTICE SUMMARY OF RESULTS

The results have been very encouraging for the practice and the vast majority of patients have rated us as very good or excellent in most categories. It would appear from the responses that we are meeting the patients needs however we do not that 2 patients felt getting an appointment was difficult. As a practice we feel this may be due to the fact that all the GP's do not do full time clinical sessions so this may help if we advertise in the surgery what sessions each GP does so people know when to book.

With regards to appointment emergency after work the practice has extended hours and we ask that emergencies are emergencies and not only there for convenience as this will block up the system for real emergencies. The Practice does have a policy that all medical emergencies will be seen within 4 hours at the latest. We do not accept sick notes or routine medication requests as emergencies. Of the 2 patients that felt they could not get appointments they rated their overall satisfaction with the surgery at a 4 and 5. We have discussed this at practice meeting and ensure all reception and medical team know of 4 hour wait for medical emergencies.

In relation to the one comment on waiting time to get into GP's room the practice ensures that all patients are treated safely and carefully at time of presentation and unforeseen events may occur, this can contribute to the GP's running late. However we feel as a practice it is important to get the care right at the point of contact. We have discussed at a team meeting ways to help and receptionist will let patients know once GP running 15 minutes late.

As a final note not all figures are equal as some patients did not fill in all questions on survey.