

## "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
<b>Access to a Doctor or Nurse</b>						
1. Speed at which the telephone was answered initially		0	2	11	15	19
2. Length of time you had to wait for an appointment		0	1	4	21	21
3. Convenience of day and time of your appointment. Including extended hours		0	1	5	20	22
4. Seeing the Doctor of your choice IF YOU HAVE ASKED FOR A SPECIFIC GP		0	0	8	17	20
5. Length of time waiting to check in		0	0	5	18	25

with Reception						
6. Length of time waiting to see the Doctor or Nurse		0	1	10	19	17
<b>Obtaining a repeat prescription</b>						
7. Prescription ready on time		0	0	3	18	17
8. Prescription correctly issued		0	0	4	11	17
9. Handling of any queries		0	0	4	11	18
<b>Obtaining test results</b>						
10. Were you told when to contact us for your results?		0	0	3	13	17
11. Results available when you contacted us if you ring when told to not before		0	0	4	11	17
12. Level of satisfaction with the manner in which the result was given		0	0	4	11	18
<b>About the staff</b>						
13. The helpfulness of the Reception staff		0	1	0	8	32
14. The helpfulness of nursing team		0	0	0	11	31
<b>And finally</b>						
15. My overall satisfaction with this Practice		0	1	0	12	34

Any further comments RECIEVED

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.

The following quotes are taken direct from the survey

Fantastic Doctors

I am satisfied with everything in Albion Surgery so friendly and helpful from reception area to the doctors and nurses.

Very happy with everyone at the surgery also very friendly

Very happy with the staff, receptionist and GP's keep up the hard work  
I think reception team are great whenever I need something urgently and the doctors always listen to me as well

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. The comments added to the sheets have been very positive, with one complaint relating to a walk in centre which will be forwarded to the appropriate persons.

In relation to waiting times to get into GP's / nurses room this has improved from last years results. The reception team had only 1 patient who felt the phone was not answered speedily enough but there are no markers to say what is fast enough so we are very happy with this and there appears to be no long waits at desks. The practice has also introduced a booking in screen.

As a final note not all figures are equal as some patients did not fill in all questions on survey or ticked that they had no experience of the question asked.

A copy of this is available on the Albion Surgery Website [www.albionsurgeryeverton.nhs.uk](http://www.albionsurgeryeverton.nhs.uk)