

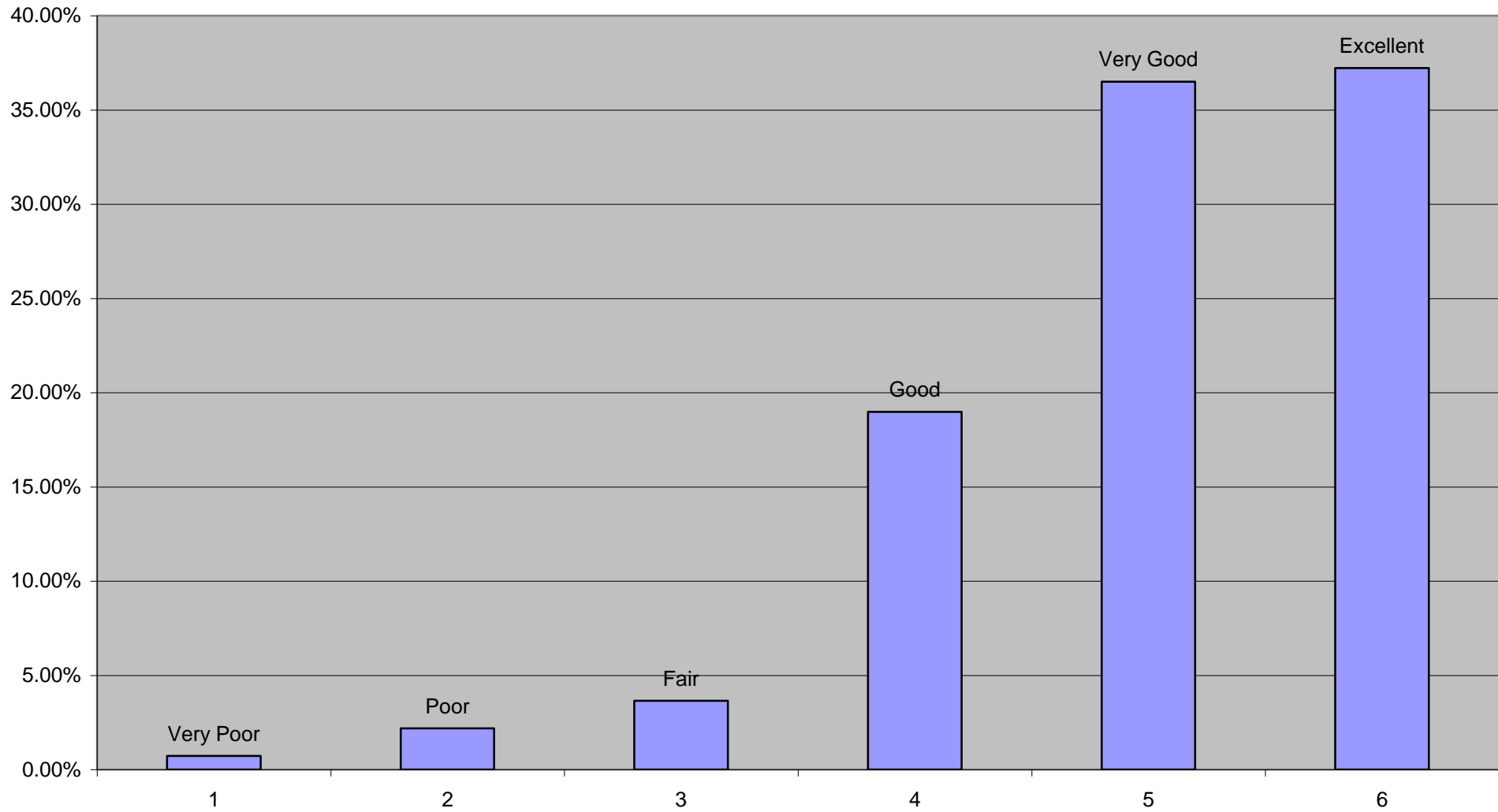
Havelock Grange Practice

Patient Survey Results

August 2011

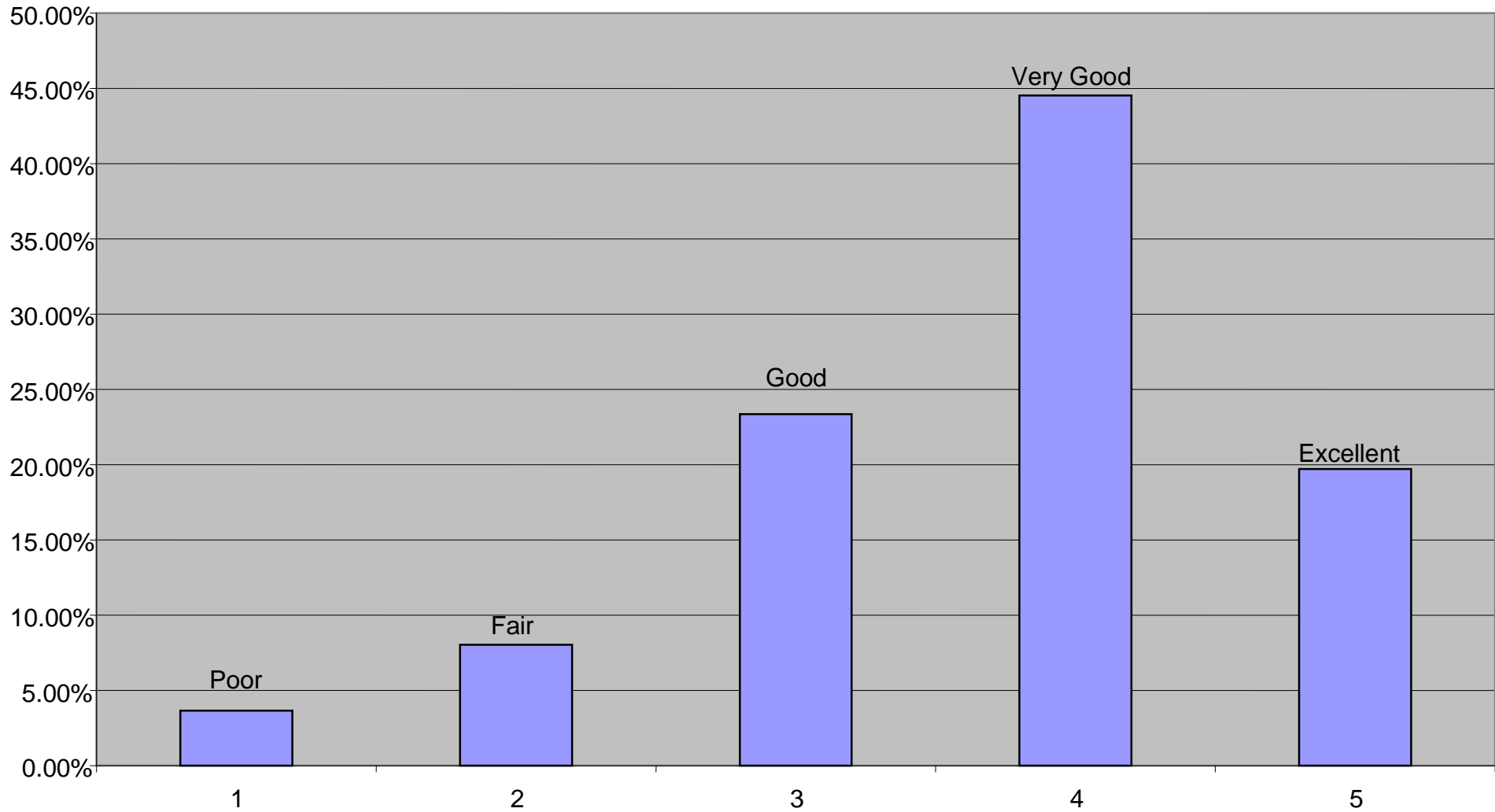
Appendix 2

Survey Results - Q1



Q1 – How do you rate the way in which you are treated by the receptionists at the Practice

Survey Results - Q2



Q2 - The Practice is open from 08:30 – 18:00hrs Monday – Friday and offers extended hours on Wednesday 18:00 – 20:30 and Saturday morning 09:00 – 12:00. How do you rate the hours that your practice is open for appointments?

Responses

Q3 – What additional hours would you like the Practice to be open?

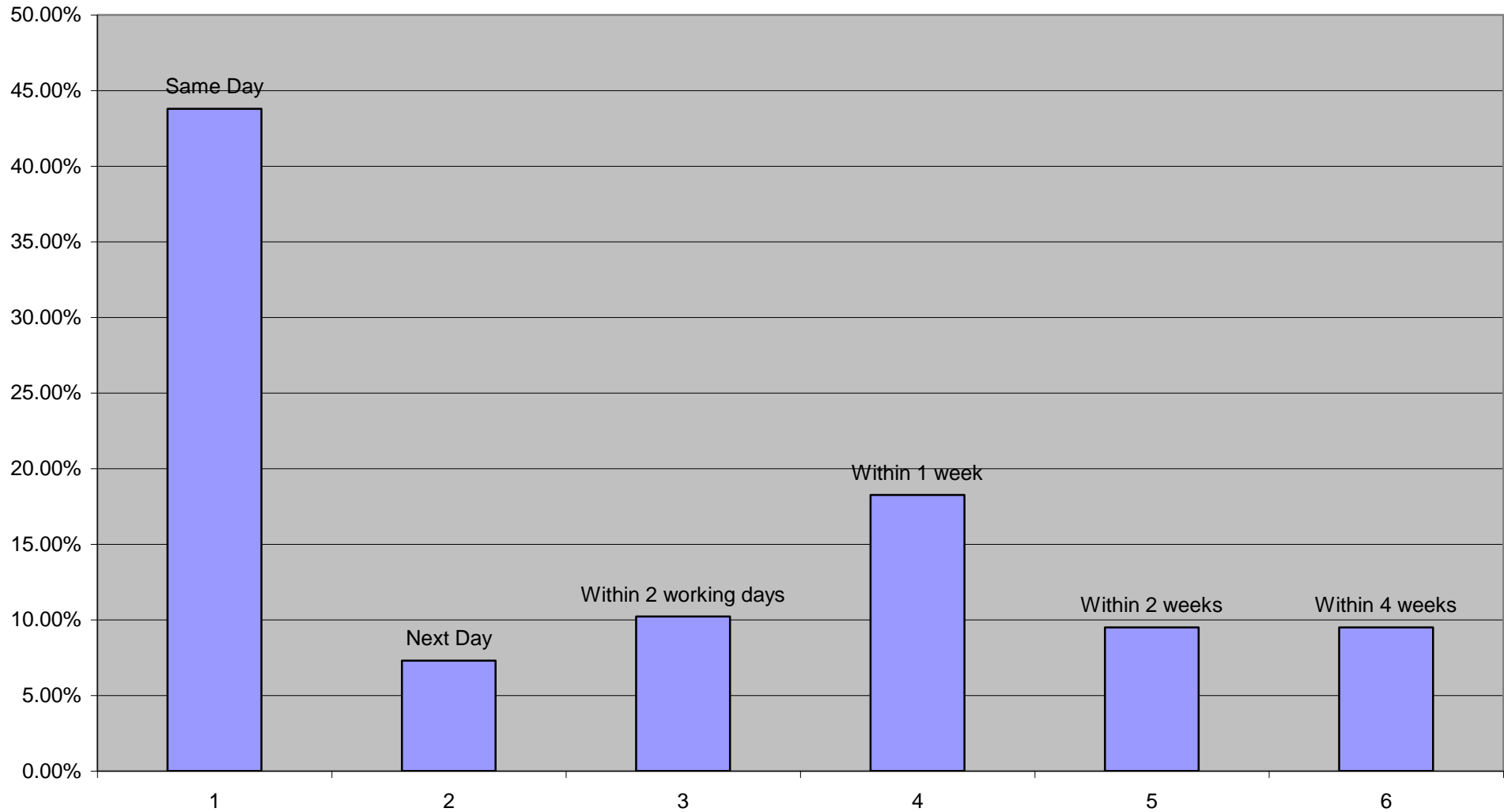
- None – I'm happy with the hours as they are
- Satisfied with hours
- 8am – 7pm daily
- Earlier Monday to Friday for people who work
- Just the same
- The hours are fine the Drs work hard enough
- Not bothered
- None
- 08:00 open
- 8:30 – 7:30
- 8:00 should be open
- From 8am also Saturdays
- For me personally the current opening hours are fine
- Sunday
- Saturday 1 – 5
- Often as people wont help when they are feeling poorly
- The Practice could open a little earlier in line with the others
- Happy as they are
- My problem is the phone to make appointments
- Happy with present system
- Any
- Another evening
- I'm happy the way the hours are
- Easier availability to the Dr of choice
- 8am – 7pm workdays
- 08:00 – 20:00 I loose time/pay if I make an appointment due to my working hours
- No problem at all with the hours
- Open from 8am
- Sunday 10 – 2

- Tues Thurs extended hours (18:00 – 20:30)

- Quite happy as it is
- All day Saturday and Sunday
- Hours satisfactory
- Extended hours every day to allow people who work to get an appointment
- 8am as the other practices at One Life centre open at 8am
- At the moment surgery hours are fine for me

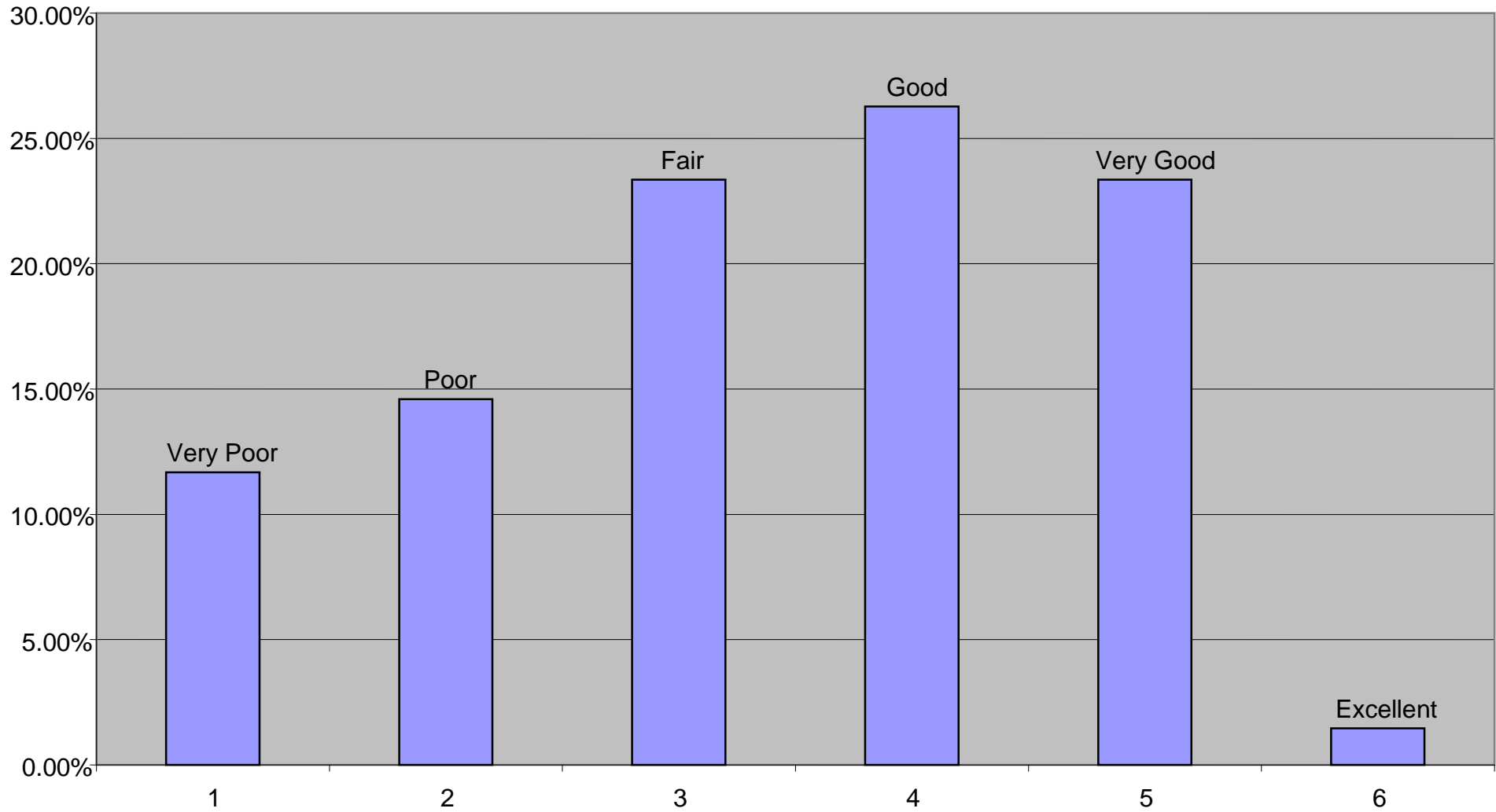
Q3 – What additional hours would you like the Practice to be open?

Survey Results Q4



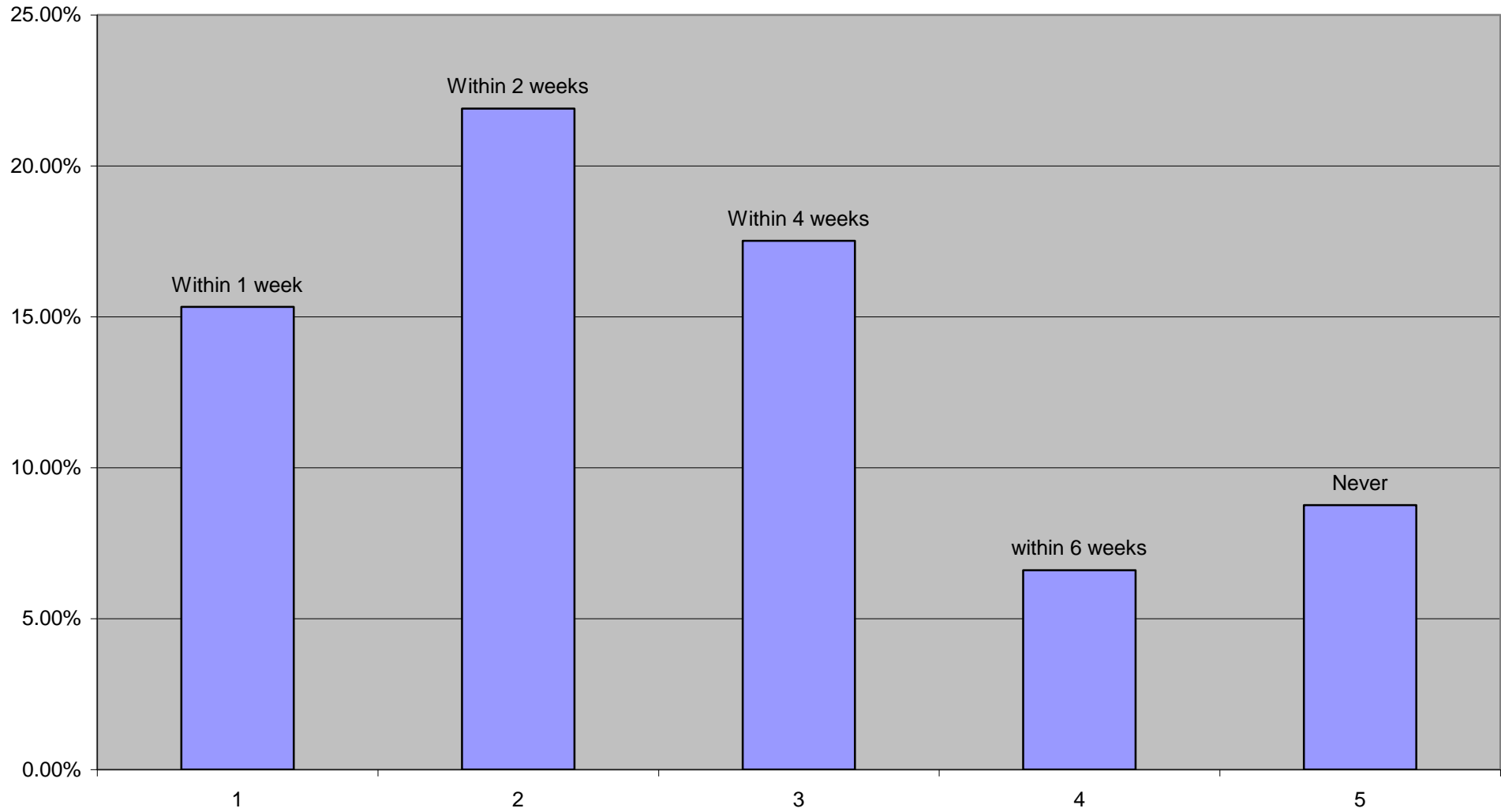
Q4 - Thinking of times when you want to see a doctor how quickly do you usually get seen? (Please tick one box only)

Survey Results Q5



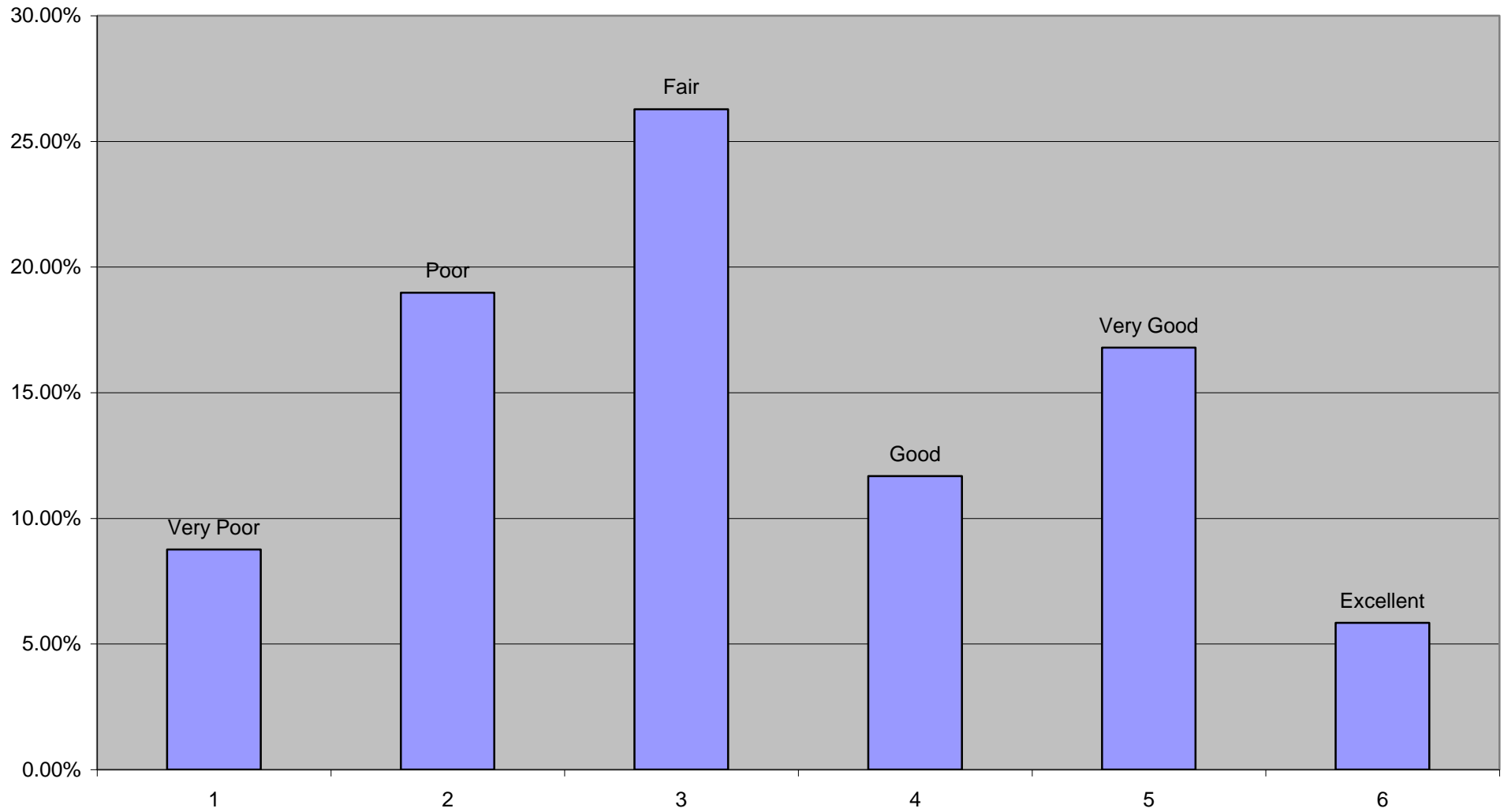
Q5 - How do you rate the ability to *get through to* the Practice on the phone?

Survey Results 6a



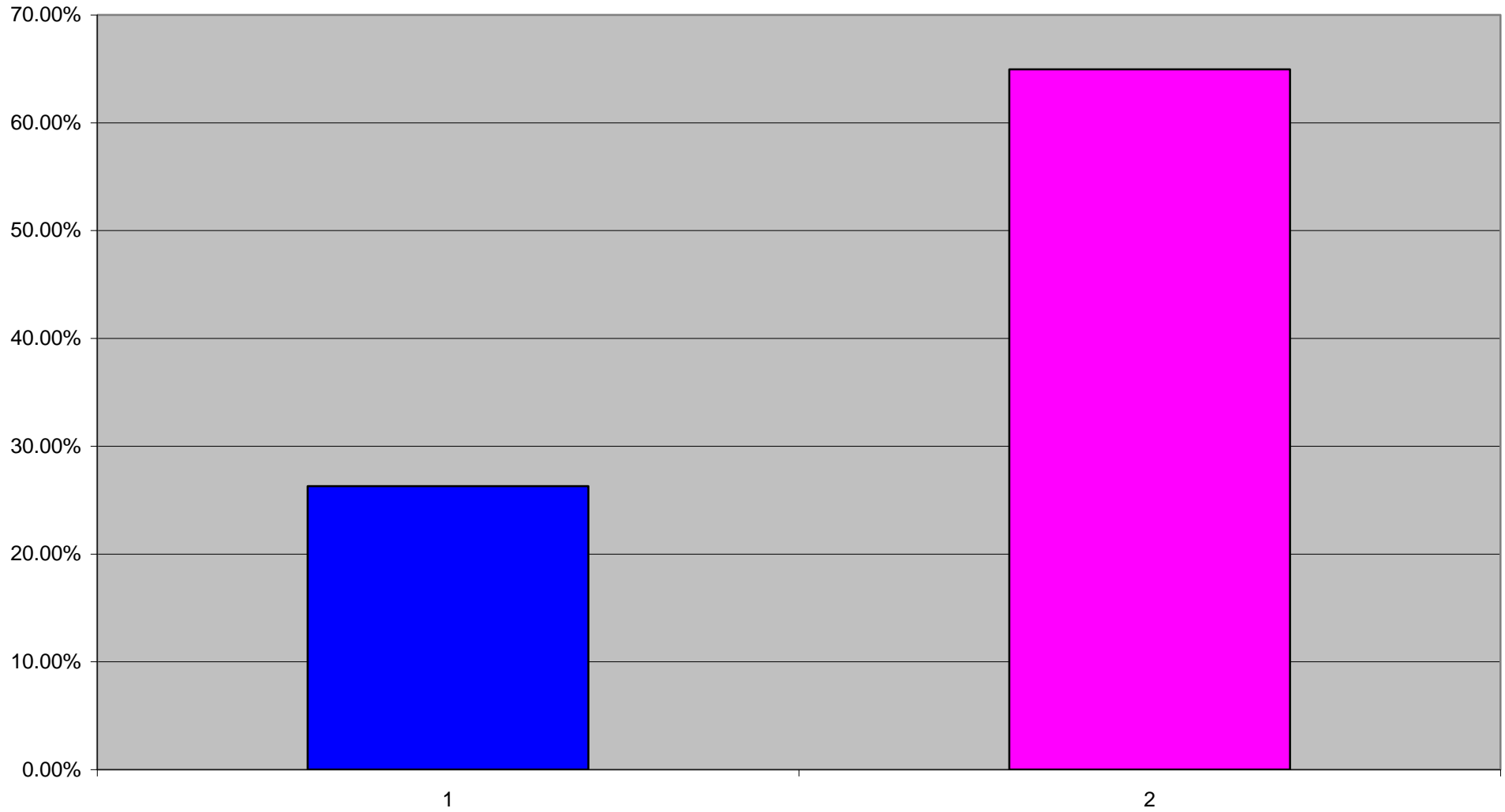
Q6a - In general, how long do you wait to see your *usual doctor*?

Survey Results Q6b



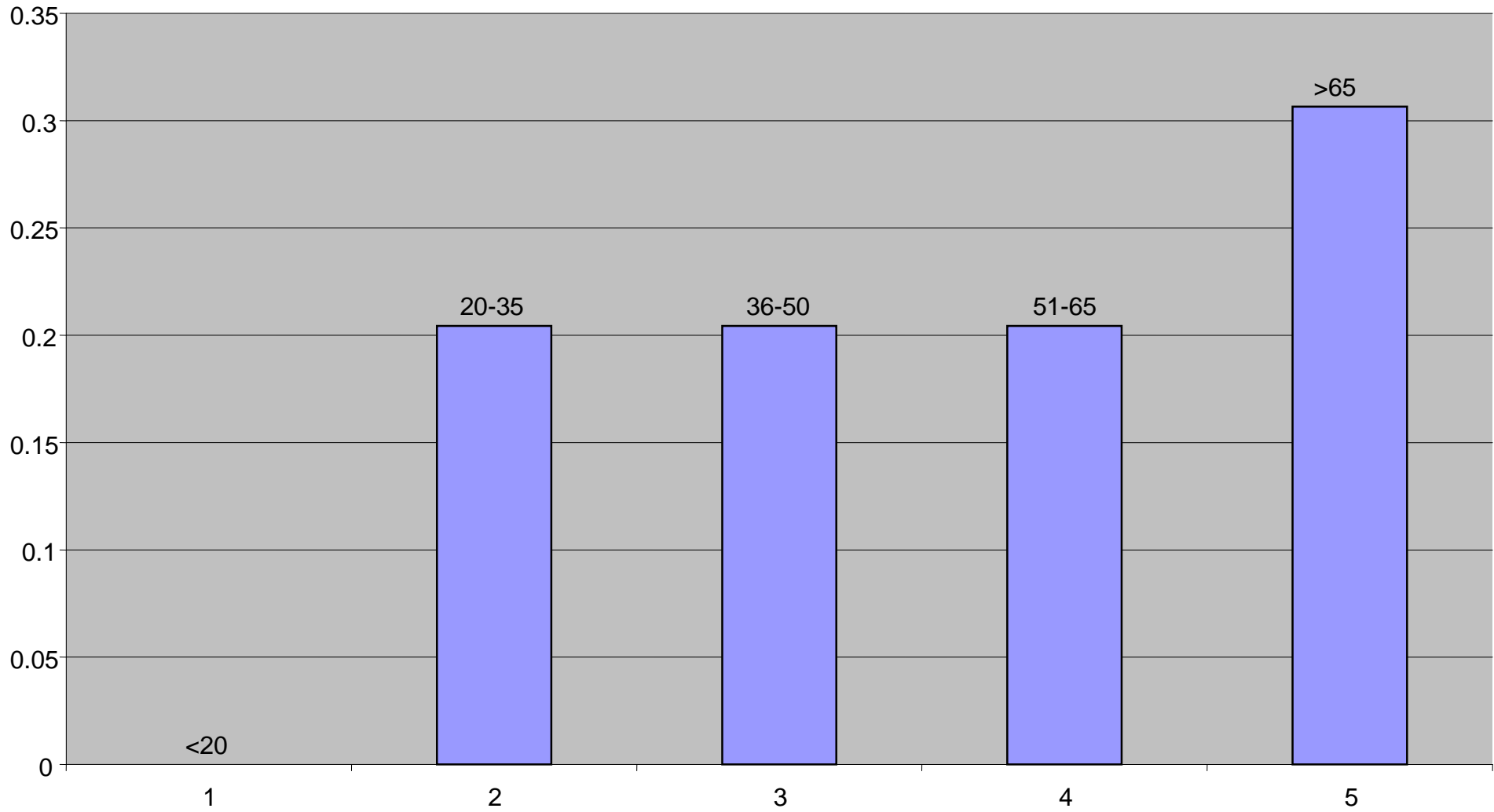
Q6b - How do you rate this?

Survey Results Q7



Q7 – Are you male or female
1 = Male
2 = Female

Survey Results Q8



Q8 – How old are you?

Feedback opportunity

- To have to wait outside the waiting room is very bad. When other waiting rooms are open – sometime it is very difficult to stand in a queue before getting into get a seat.
- Should not have to pay car park charges
- As a family we rarely get to see our GP it is often a different doctor. I have been unimpressed by the reception staff not having any information regarding the new walk-in & A&E centre
- Would be lovely to see my own doctor some-time
- You do have to wait but I understand this. The Drs are very busy
- When you ring at 8:30 you may be 8 in the queue. When you do get through there are no available appointments. I can therefore never get to see the same doctors let alone see one at all. I have rang several days in a row and still not get in to see a doctor. When I do get an appt. I can only see them for two things and then have to go through it all again for another appt
- I would like to be able to pick up my prescription on a Saturday
- I feel some of the services you offer are more for people who don't work. I work out of town and don't get back in till 6pm. I leave town at 8:30 so feel not much for me in regards to appointment. However the Practice and staff are excellent.
- If you could earlier appointments than waiting weeks
- Be allowed to order repeat prescriptions over on the phone
- It is very difficult to get an appointment either by phone or coming into surgery
- Some times when I come and asked for appointments they always say that they have none so I have to go to the walk-in-centre next door because sometimes I can't wait till the next appointment they offer me.
- Sometimes have difficulty getting through at 8:30 always seem to be confronted with an answering machine
- I have confidence in one of the practice Dr's and it is difficult to get to see him. Perhaps confidence building exercises to deal with other Drs
- It is better now that regular appointments can be made as well as same day – all good
- Get seen to quick
- I think the changes made to appointment systems is better for me personally
- I prefer using Brierton surgery for parking, I love it because it is less busy than One Life Centre, staff are helpful and friendly all the time.
- Havelock Grange Practice offers a quality service, although I have often had to wait up to a week to see a doctor. This is because appt are not always available on the day, by the time you get through on the phone (easier to go to practice). It would be great if you could book appointments in advance. Especially when you work full time.
- When booking an appointment also confirm which practice you will be attending
- Think more pre-bookables should be available within a 2 week period as most times cannot book anything within 4 weeks.
- Everything is fine
- I do not like to stand in a queue at 8:30 and wait to see a doctor when I have tried to ring and make an appointment only to be told there are no appointments available. Unfortunately this is a sign of the times
- Having phone at 8:30 am this morning to a second of 8:30 I was told I was 11th in queue the cost for waiting is expensive also to be told no appointments with Dr of choice all taken is a regular thing
- The surgery was better with the old appointment system
- To see the doctor asap and see the doctor who you like to see
- The time it can take to see Dr Acey. Not been able to make appointments for next day appointments i.e. when doctors tell you