

**LONGROYDE SURGERY PRACTICE SURVEY – FEBRUARY 2013**

Questionnaires were handed out to patients who attended for an appointment with the GPs, Practice Nurse and Healthcare Assistant (HCA) for a full week commencing Monday 11th February 2013.

The graphs below show the results and feedback from patients.

Number of questionnaires issued – 150

Number of completed questionnaires – 147

1. **How easy was it to get an appointment at the time you want?**

**Comments**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Same day Appointment |  |  |  |  |  |  |  |
|  I always get my appointment the same day or the day after |  |  |  |  |
|  Staff always helpful |  |  |  |  |  |  |  |
|  Easier than other surgeries |  |  |  |  |  |  |
|  Emergency appointment was made for me |  |  |  |  |  |  |
| Rang up today and got an appointment right away |  |  |  |  |  |
| Always very easy to get appointment |  |  |  |  |  |  |
| Longroyde Surgery are very good with their appointments |  |  |  |  |
| Always able to get appointments |  |  |  |  |  |  |  |
| Tons better than last surgery |  |  |  |  |  |  |
| 9/10 |  |  |  |  |  |  |  |  |  |
| Never had a problem getting an appointment at any time of the day |  |  |  |
| Simple and timely |  |  |  |  |  |  |  |
| Don't work mornings, so early appointments suit better |  |  |  |  |
| Very good surgery |  |  |  |  |  |  |  |
| Always available any time |  |  |  |  |  |  |
| Feel very satisfied that I can often get an appointment on the same day |  |  |
| Always quick or the same day |  |  |  |  |  |  |
| Receptionists are always very friendly and accommodating where possible |  |  |
| We have no problems at all with getting an appointment |  |  |  |
| I have no comments to make against my GP because they do their job very well |  |
| It had been booked previously by the nurse |  |  |  |  |  |
| Never had a problem getting appointment time I want with doctors and nurse |  |  |  |
| Booked Online |  |  |  |  |  |  |  |  |
| This surgery is very good for giving appointments when needed. |  |  |  |  |
| Like the ease of booking on internet but the appointments for next day or 2 not always available |  |
| Always very helpful |  |  |  |  |  |  |  |
| I moved to the surgery last year and have been very impressed with appointments and service  |
| I can always get an appointment |  |  |  |  |  |  |
| Always very helpful |  |  |  |  |  |  |  |
| I have never struggled to get an appointment |  |  |  |  |  |

1. **Were you able to see the GP you wanted to see?**

**Comments**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| My GP was off |  |  |  |  |
| Never had a problem seeing the GP I wanted |  |
| I saw the doctor I wanted to see |  |  |
| If you need to see a Dr, any will do |  |  |
| This time, but not always |  |  |  |
| Very few online appointments for Dr Grant |  |  |
| Yes, all the time |  |  |  |  |
| Specifically wanted a female doctor for gynae problems |

*The following question was to be answered only by the patients who had an appointment with a doctor*

1. **How easy was it to get an appointment with the GP you wanted to see?**

**Comments**

|  |
| --- |
| I was informed when the Dr would be in and booked for then |
| Booked Online |  |  |  |  |  |

1. **How important is it to see a specific GP when coming to this practice?**

**Comments**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| My family like to see the lady doctors |  |  |  |  |  |  |  |
| Some things I don't mind who I see, others I like a specific GP |  |  |  |  |
| Depends on what the problem is, only if it's personal do I prefer a female |  |  |  |
| I like to see the same GP so I don’t have to go through all my symptoms again |  |  |  |
| All doctors are good but you always like to see the one you know and who knows you |  |  |
| Better to see one you know when relates to an ongoing problem |  |  |  |  |
| I prefer to see a familiar face and someone who knows me a little better |  |  |  |
| Nice to see the same person who knows your history and is friendly |  |  |  |  |
| Because he/she knows family history |  |  |  |  |  |  |
| For continuity when seeing a Dr about the same illness. Or for me to see a female Dr about female problems |
| I would say can be beneficial if ongoing problem, saves re discussing issue |  |  |  |
| For continuity of treatment |  |  |  |  |  |  |  |
| It's not always that easy as GPs are very popular and nice! |  |  |  |  |

1. **Are you aware that we now have a Healthcare Assistant?**

**Comments**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Yes and very good she is too. |  |  |  |  |
| Yes, very good, and very helpful |  |  |  |  |
| Didn't know |  |  |  |  |  |  |
| Perhaps obtain email addresses from patients and send out newsletters |

1. **Are you aware what appointments the Healthcare Assistant can offer?**

**Comments**

|  |
| --- |
| Not sure but know she does blood tests and blood pressure |
| Not aware |  |  |  |  |  |
| Not sure what they do or services they offer |  |  |

1. **Please tick below who you think you would need an appointment with for the following:** *(Please note the answer can be both the Practice nurse and the Healthcare Assistant for some appointments)*

**Comments**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Haven't a clue to be honest |  |  |  |  |  |
| Haven't a clue about any of these sorry. Perhaps could put on information on website  |

**PRACTICE INFORMATION**

1. **Do you know that you can book an appointment with your GP online?**

**Comments**

|  |  |  |  |
| --- | --- | --- | --- |
| I do if possible |  |  |  |
| But don't know how |  |  |
| Seen it on a leaflet |  |  |
| No Computer |  |  |  |
| Prefer personal touch |  |  |
| Never one available so I ring in |  |
| I prefer to call and check on availability |
| Will Look Into it |  |  |  |
| Love This Service |  |  |

1. **Do you know that you can order your repeat prescriptions online?**

**Comments**

|  |
| --- |
| Yes however have had no end of bother, so gave up |
| I always do this |  |  |  |  |
| Had problems when it first started |  |  |
| Will look into it |  |  |  |  |
| Very handy and easy |  |  |  |

1. **Have you ever viewed the practice website?**

**Comments**

|  |  |
| --- | --- |
| I do not have a computer at home |  |
| Not good with a computer |  |  |
| Good, easy to follow |  |  |
| Didn't know there was one |  |
| Was unaware that there was one online |
| Will look into it |  |  |  |

1. **Would you recommend the surgery to family and friends?**

**Comments**

|  |
| --- |
|  Was only commenting the other day to someone that this practice is great, as you can always get in very quickly and the staff are great, Doctors , Nurses, and receptionists are all helpful and friendly |
| Best Around |  |  |  |  |
| Not really, as don't particularly like a Doctor. |  |  |  |  |  |  |  |
|  Sometimes feel the surgery needs some quiet background music, as can be too quiet |  |  |  |
| As long as the diagnosis is correct for the patient |  |  |  |  |  |  |
| Best GP practice I've been registered with. All staff lovely |  |  |  |  |  |
| Glad it was recommended to us |  |  |  |  |  |  |  |  |
| Very happy with this surgery |  |  |  |  |  |  |  |  |
| Excellent - Receptionist sometimes think they are the Doctors |  |  |  |  |  |
| Already have |  |  |  |  |  |  |  |  |  |  |
| Have been with the practice a long time and always recommend to friends and family |  |  |  |
| Most definitely! |  |  |  |  |  |  |  |  |  |
| Already have |  |  |  |  |  |  |  |  |  |  |
| Depends what doctor |  |  |  |  |  |  |  |  |  |
| Excellent |  |  |  |  |  |  |  |  |  |  |
|  Never Had A Problem 10/10 |  |  |  |  |  |  |  |  |
| The doctors and nurses are very friendly and very helpful |  |  |  |  |  |
|  Good Surgery. Very fast with appointments. Lovely Staff |  |  |  |  |  |  |
|  Very good, wouldn't go anywhere else |  |  |  |  |  |  |  |
|  Friendly staff and much easier to get an appointment than any friends family say about their surgery |  |  |
| Yes definitely, have recently transferred to Longroyde having moved into the area. The efficiency |  |  |
| and quality of care that we have received here has been excellent. |  |  |  |  |  |
|  I am just new and am very impressed with all the staff who are extremely pleasant and helpful. Thank You! |  |
|  Excellent Surgery |  |  |  |  |  |  |  |  |  |
| My husband wanted me to join the surgery and recommended to everyone, I would too |  |  |  |
| 100% |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

1. **Are you male or female?**
2. **How old are you?**
3. **What is your ethnic group?**

**Many thanks to all the patients who took part in our annual survey.**