

**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.**