

PATEINT PARTICIAPATION SURVEY NOV/DEC 15 RESULTS

GENERAL SURVEY

KINGS LANE GENERAL QUESTIONNAIRE	% out of 43 responses			
<p>Responses may add up to more than 43 as some patients selected more than one answer</p>	Responses		Percentage	Percentage
<p>Q1 How helpful do you find the staff? a Very helpful b Fairly Helpful c Not very helpful d Not helpful at all</p>	38		88	
	7		16	
	0		0	
	1		2	
<p><u>Comments</u> Very very helpful on reception always try to help Some helpful/ others grumpy! Extremely Helpful</p>				
<p>Q2 How easy have you found the getting through on the phone? a Haven't tried b Very easy c Fairly Easy d Not very easy e Not at all easy f Don't know</p>	Responses		Percentage	Percentage
	1		2	
	17		40	
	21		49	
	3		7	
	1		2	
	1		2	
<p>Q3 How do you manage your repeat prescriptions? a Drop it in to reception b Online c Chemist Order d come and see the Doctor e Don't know</p>	Responses		Percentage	Percentage
	21		49	
	4		9	
	12		28	
	4		9	
	6		14	
<p><u>Comments</u> Prescription orders take to long I think a good service if possible for repeat prescriptions would be once they are GP signed they are handed to pharmacy and they text when they are ready System works really well Charge! Dentists do</p>				

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Q4 How do you suggest the best way to handle patient repeat DNA's? (Did not Attend)	Responses		Percentage	Percentage
On average we are having 80 DNA's a month were patients do not turn up for their appointments - this equates to one full GP session a week. This will be causing problems with appointment availability.				
a Letters to patients asking them to contact us in future to cancel appointments	17		40	
b If on repeat medication this will not be re-issued unless appointment kept to see GP []	14		33	
c Phone call from GP asking why DNA and importance of cancelling appointments in advance []	18		42	
d other	2		5	
<p>Comments</p> <p>I think all 3 should be tried c - but is it best use of GP's time? c - recording reasons for DNA will help identify suitable actions to be taken either general or agains specific individuals c- I think letters will be too costly in time and money</p>				
Q5 How would you cancel a GP Appointment?	Responses		Percentage	Percentage
a Phone Surgery and speak to reception	38		90	
b Via text message	7		17	
c Call in to surgery	4		10	
d Via e-mail to surgery	1		2	
e Other - Please specify _____	1		2	
<p>Comments</p> <p>Happy to do any of the above Appts in order to know the kind or method to neilop those cancel rather than DNA. For example are these 'Older' people who don't necessary use TXT message or are these working parents that struggle to make appts during the day so that at the beginning or end of the day is better than the middle of the day</p>				
Q6 How clean is your GP Surgery / Health Centre?	Responses		Percentage	Percentage
a Very clean	41		95	
b Fairly clean	2		5	
c Not very clean	0		0	
d Not clean at all	0		0	
d Don't know	0		0	

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Q7 How happy are you with the facilities offered at our Health Centre - including Toilets, baby changing, Pharmacy, Private patient room a Very Good b Good c Not Very Good d Don't know	Responses		Percentage	Percentage
	35		81	
	10		23	
	0		0	
	0		0	

Q8 Are you aware of the services available at the Higher Bebington Health Centre? Counselling, Physiotherapy, Midwife Service, Podiatry, Phlebotomy clinic, Pharmacy, In-house Minor Surgery a Aware of services b Aware of some Services c Not aware of any services	Responses		Percentage	Percentage
	15		35	
	27		63	
	3		7	

Q9 How often do you attend surgery ? Regularly (more than once a month) Sometimes (less than once a month) Infrequently Never Comment	Responses		Percentage	Percentage
	4		9	
	15		35	
	27		63	
	1		2	

Q10 How long after your appointment time do you normally wait to be seen? a I am normally seen at my appointment time b less than 5 minutes c 5-10 minutes d 16-30 minutes e more than 30 minutes f Can't remember	Responses		Percentage	Percentage
	2		5	
	3		7	
	27		63	
	5		12	
	5		12	
	3		7	

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Q11 How do you feel about how long your normally have to wait?	Responses		Percentage	Percentage
a I don't normally have to wait too long	15		35	
b I have to wait but not too long	23		53	
c I have to wait far too long	4		9	
d No opinion	4		9	

Comments
 Not happy when I have to wait a long time
 It is always worth the wait
 Sometimes there is a longer wait, but would be helpful to know if there is a long wait when you sign in
 Each time is different depends on which GP you are seeing
 Additional comment I feel sometimes, unless it is urgent you have to wait too long for an appointment
 Having to wait to see the GP I want to see is not a problem to me
 On some occassions I have to wait 1 hour+

Q12 How satisfied are you with the hours that the surgery is open?	Responses		Percentage	Percentage
a Very satisfied	20		47	
b Fairly satisfied	16		37	
c Neither satisfied not dissatisfied	4		9	
d Fairly dissatisfied	0		0	
e Very dissatisfied	0		0	
f Not sure of opening times	5		12	

Comments
 Weekdays are fine - weekends not so good
 I would prefer later opening times
 longer opening times

Gender	Male	Female	Male	Female
	21	22	49	51

Age Group:	Responses		Percentage	
Under 16	0		0	
17-24	1		2	
25-34	3		7	

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35-44	5		12	
45-54	7		16	
55-64	6		14	
65-74	15		35	
75-83	5		12	
Over 84	1		2	

Ethnicity	Responses		Percentage	
White British	41		95	
White European	1		2	
Not Given	1		2	

	Responses		Percentage	
E-MAIL ADDRESS REGISTRATION GIVEN	24		56	
MOBILE NUMBERS GIVEN	15		35	