

Patient Survey 2014

Phone access	Not Tried	once/twice	three/four	five/six	seven/more	Don't know
getting through	2	30	29	14	10	1
speaking to GP	61	13	1			2
speaking to nurse	64	8	1			2
obtaining results	39	30	3	1	1	1
seeing GP urgently	26	35	12	1	2	1
attend Recp with query	39	30	2	2	1	1

Rating above	V Poor	Poor	Fair	Good	V Good	Excellent
getting through		3	13	19	28	25
speaking to GP		1	5	6	11	6
speaking to nurse		1	5	11	6	4
obtaining results		2	1	12	18	13
seeing GP urgently		4	5	14	17	19
attend Recp with query			1	14	12	18

Rate opening hours	V Poor	Poor	Fair	Good	V Good	Excellent
		2	4	27	31	25

Appointments	Yes	No
Early morning	37	
Evening	51	
Not bothered		16
Text alerts	67	16

Todays information		Same day	Nxt Wk Da	2-3 days	3-5 days	5-7 days	7-10 days	longer than 10
how quick		27	7	14	11	16	5	3
		V Poor	Poor	Fair	Good	V Good	Excellent	
Rate this		1	5	11	16	20	31	

Appointment with		Requested a specific GP		Yes	No		
Doctor Hillas	2			24	56		
Doctor Greig	36						
Doctor Kelly	12						
Doctor Jones	2						
Nurse Mylchreest	11						
Nurse Norrey	9	Prefer a specific GP		Yes	No		
Midwife	2			38	41		
Health Visitor	2						

Waiting time before consult	5 mins/less	6-10 mins	11-20 mins	21-30 mins	More than 30		
	11	42	27	5	1		
Rate this	V Poor	Poor	Fair	Good	V Good	Excellent	
		7	21	23	19	13	
Treatment by Receptionist		1	3	12	26	38	
Satisfaction with Practice	completely satisfied	very satisfied	fairly satisfied	neutral	fairly dissatisfied	very dissatisfied	completely dissatisfied
	34	30	10	1	2	1	4

Views on DNA's

Unfair

Very Annoying

longer waiting times for appts but thinks allows for more emergency appts

should be fined for frequent abusers

very disappointing - but did forget one recently which still kicking myself for very inconsiderate

should contact surgery if cannot attend as other people can use the appts

Ignorant

If patients do not attend appointment could be used for someone else

Annoying!

Dr Hillas made my appointment - I don't make them!

Its terrible how hard is it to phone and cancel - can understand certain circumstances i.e rushed to hospital

Depends on reasons why unable to attend

They should phone to cancel

They should be removed from the practice

3 strikes then dismiss!!

They are very selfish it only takes a phonecall if you cant make appointment

Persistent non-attenders asked to confirm attendance by phone day before appt or would be given to others

Flexible surgery hours may help

Do not give them an appointment

Should be a party rule 3 strike then out, if this is breached within a 2 year period then removed for surgery listings

They are inconsiderate pratts! They should receive a strong letter from the surgery to re-inforce the serious inconvenience caused to genuinely sick families

I think texting would help people who do forget I am terrible no matter how many times I write it down, my mum normally reminds me so I find it hard to have a view on this

Annoying as appointments are often hard to get

Very poor, when another patient may need it!

Make a small charge ie £10 but texting the day before would help

people should inform with plenty of notice if they cant attend so the appointments can be re-scheduled/available to others

Not really good as these appointments could be given to someone else

They should be charged £20 the 2nd time & thereafter

Inconsiderate

It takes 2 mins to make a phone call to cancel - this is where text reminders could be useful
this causes a ripple effect to people that could have benefitted from these appts they should have the courtesy to cancel
No respect
I have missed an appt in the past due to simply forgetting so text message reminders would be useful
Not fair on patients who need to see a doctor urgently, maybe they should be charged £10
Sometimes other circumstances arise so cancellation works both ways for other patients
Very annoying as it can be quite hard to get appointments at times
Despicable unless an emergency has occurred
We're all human
If they miss 3 appointments within a certain period they should pay a fine, if they have not notified the surgery that they are not able to attend
Everyone has access to a phone, very bad manners, unless they have some extreme reason, everyone has the ability to call and cancel, even at the last minute
This makes it increasingly difficult for appointment availability and is unfair for genuine patients. Anyone can forget one appointment but repeat DNAs there should be some consequences
It is not good as someone else could take that appointment, it's not fair on people who need an appointment
Should be taken out & shot at dawn - seriously 3 warnings and you are out of the practice
Inconsiderate - it is understandable that emergencies do happen but it is not difficult to contact the surgery & cancel the appt charge if possible for non-attendance without contact
They could call to cancel if unable to attend then someone else may benefit
They should phone to cancel if their able
It would be great if patients could let the practice know if they are not attending
Patients that do not attend should be contacted to clarify why
Not very good as people need appointments so they should cancel to help others that are waiting
They have no excuse if they don't phone in - terrible!
They are probably affecting those people who need urgent appointments but can't get any
It is ignorant not to phone and cancel because someone else could have their slot
should phone and cancel many people could be wanting that time & day
everyone can make a mistake once or twice but regularly is unacceptable when others are waiting for an appt
I think that they are just wasting time unless something urgent comes up
Everyone can genuinely forget if they have made an appointment in advance but they should really ensure that they cancel to give really ill people a chance for an appointment
Some may have issues with memory or mental health which should be taken into account - some are of the couldn't care less they should be told off but note sure how
Waste of time however I believe that the text service would help

I cant understand why a patient wouldn't attend
They should be struke off your register
Unsure
Frustrating for all I would imagine
Disgusting

Suggestions/comments

Cancelling appts by email
it's a good practice - keep it up
flagging up urgent appts though impossible as everyone feels they are urgent
The care & service off all staff is excellent
Reception staff very helpful
getting an appointment is most difficult due to number of patients but otherwise very satisfied
Everyone is very lovely and caring to myself
Receptionists & doctors always pleasant verall rating 100% thank you
Everytime I visit/call the surgery I am dealt with professionally and quickly
I would support a charge for non-attendance for repeated failures but an island-wide system would be most effective - Needs political action!
Originally phoned to make appt but earliest over 2 weeks to wait, had to make an urgent appt - Dr's are really nice here, prob why it is so busy!
Phones quite hard to get through as only 1-2 receptionists to handle calls - have to try 2-3 times to get through
A warning sign should be put on the counter saying abusive patients (to staff & doctors) will be removed from register
Would really appreciate extended hours & weekend as more managable for school aged children & work
Staff, GP's, HV and midwives are all great here
Happy with the service
Try to get in to your appointments on the correct time
Overall as a doctors surgery I think that the surgery is run very well
I like to see the same doctor/nurse if it is a persistant complaint but if need to be seen quickly I like the fact I can see anyone
Obtain easily a print out of results - useful for travel insurance and when on holiday abroad
Always feel myself & my family have been very well looked after and feel completely at ease with all Dr's & nurses
I have always been treated extremely well and the service is excellent
Get excellent care, been a patient here for many years, todays appt was for son - had a long wait to get in!
Dr Greig & Dr Hillas are excellent doctors & they may not leave!
Always very helpful, can always get urgent appointment for my son, which can be very short notice

I have found the practice has improved a lot of late in terms of getting appointments quicker. I think there needs to be some clarity on certain issues - eg my son lives in the UK and Dr Hillas told me if he needs to be seen I could bring him in (he has asthma) however when I tried to do this it was very difficult on account of address not in catchment area

Don't interfere with the practice it runs very well as it is. I do think reminding of appointments by text is a good idea

I've always been seen when I've needed cretain dates so I'm very pleased and the only time have had to sit and wait a long time is when the doctor has to work all day on their own, and the staff on reception are really friendly

On what I hear about other practises - this one is excellent

Sometimes it seems very hard to get an urget appointment even if me or my child feels very bad. Tests take too long - respectively the treatment is prescribed fairly late when the sickness deteriorated considerably

My experiences have been good, very compassionate staff including Drs

Doctors and Nurses are lovely, very helpful & accomodating

I find the practice excellent I wouldn't be happy at another

	under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85 & over
Male	2		1	2	4	3	7	2	
Female	1	1	9	16	12	4	5	2	
Un-identified gender			2	3	1	3		2	

Complete surveys 8

Incomplete surveys 82