

ASHBURN MEDICAL CENTRE : PATIENT SURVEY February 2016

		Yes	No	N/A Not answered
1	<b>Did you find that person sympathetic and understanding during your consultation ?</b>	100%	-	
2	<p><b>Did that person involve you in the decisions about your care and treatment?</b></p> <p><b>Do you have any comments to make about the consultation</b></p> <p>Good consultation            Very professional            Very helpful and pleasant            Very nice and helpful            Nurse very pleasant and professional            Very good            As always all staff are lovely            Always very pleasant            Very quick and made to feel at ease            Excellent nurse very sympathetic and immediately put me at ease            Excellent            Yes, Sue was very helpful            Very understanding            Very efficient + caring person            Pleasant doctor            It's the first time I've met this doctor and she's very nice.            Quite quick            Glad she took the time to examine my problem            Dr Dixit listened to me and involved me too.            Very willing to listen to my view of what I felt was wrong.            Very nice lady            Very happy, rang in the morning and saw immediately.            Dr Chahal takes interest in my problems and conditions and offers helpful advice.            Extremely understanding and empathetic            Very good            Very good            Excellent consultation</p>	96%	3%	1%

		Yes	No	N/A Not answered												
3	<p>Are you satisfied with how easy it is to book a <u>Routine</u> appointment with a doctor by :</p> <p>Telephone  <b>No it's hard to book a routine appointment, always encouraged to ring on a morning at 8am</b>  In person  Via internet</p>	50% 29% 14%	2% 2% 1%	2%												
4	When booking a <u>Routine</u> appointment can you usually see the doctor of your choice ?	73%	16%	11%												
5a	Have you used our Telephone Consultation service ?	64%	32%	4%												
5b	<p>If Yes did you find it a positive experience ?      (% from number who answered Yes to 5a)</p> <p><b>I have poor hearing and try to avoid telephone</b></p>	98%	-													
6	Did you know that you can now book GP appointments and order repeat prescriptions on-line via our website :	73%	21%	6%												
7	If you have used our GP / Nurse Triage service do you think this is helping to provide a more streamlined service?	68%	11%	21%												
8	Are you satisfied with how easy it is to see a practice nurse?	95%	-	5%												
9a	Did you know we hold a late surgery on a Wednesday with the Nurse Practitioner and a GP for people who work and their families	68%	32%													
9b	If Yes have you made use of these appointments    (% from number who answered Yes to 9a)	37%	-													
10	<p>Bearing in mind we can offer only a certain number of appointments, would you like to have more appointments in ( <i>multi choice question, actual number or responses shown</i> ):</p> <table border="1"> <tbody> <tr> <td>early mornings before 8am</td> <td><b>24</b></td> </tr> <tr> <td>lunch times</td> <td><b>7</b></td> </tr> <tr> <td>afternoons</td> <td><b>6</b></td> </tr> <tr> <td>evenings- after 5pm</td> <td><b>13</b></td> </tr> <tr> <td>weekends</td> <td><b>10</b></td> </tr> <tr> <td>No I am quite satisfied</td> <td><b>24</b></td> </tr> </tbody> </table> <p><b>Emergency appointments at weekends could be valuable</b></p>	early mornings before 8am	<b>24</b>	lunch times	<b>7</b>	afternoons	<b>6</b>	evenings- after 5pm	<b>13</b>	weekends	<b>10</b>	No I am quite satisfied	<b>24</b>			
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11	<b>If you have had any blood tests or other investigations has it been made clear to you how to get your results</b>  <b>No facility for carers to be given results.</b>	77%	5%	18%
12	<b>In general how satisfied are you with how easy it is to get through on the phone when you telephone the Surgery ?</b>	80%	8%	12%
13	<b>Are you satisfied with the services our reception provides</b>  <b>They really are very good</b>	73%	4%	23%
14	<b>Are you satisfied with the presentation of the building</b>  <b>Drab</b>	92%	4%	4%
15	<b>Overall are you satisfied or dissatisfied with the service we provide ?</b>  <b>Satisfied 93%      Dissatisfied 3%      N/A not answered 4%</b>			

**If you have any comments on how you think we can improve any areas of the service we provide or if there is any information you would like to see on our website which isn't already included please list below :**

**Comments**

**Very good service**

**Again I would like to mention all staff are lovely**

**At the moment I have no complaints – I hope this continues**

**Always received an excellent standard of care in all areas of this practice**

**No complaints whatsoever about services**

**Thank you, the GP and staff are always wonderful**

**Keep up the good work.**

**Have been with this practice all my life and have always been treated in a professional and comfortable way, an excellent practice with top quality GPs and reception staff.**

**Reception staff always polite and helpful**

**Keep up the good work**

**Waiting area could be more inviting but overall am happy, staff are really good**

**Waiting area is crowded and uncomfortable. There is no ventilation and it is extremely stuffy when full. Smells linger and make it unpleasant to sit in.**

**Can never get a doctors' appointment when needed**

**Not easy to get an appointment. No continuity of care, I've seen 4 different people for the same concern.**

**Receptionists being more helpful re booking of routine appointments. If I didn't push that I wanted a booked routine appointment I would have to ring on the day. I don't think more vulnerable service users would challenge receptionists**

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