

# THE BEECHES MEDICAL CENTRE - PATIENT SURVEY 2017/2018 - RESULTS

## 1. VISITING YOUR GP

How many days do you usually have to wait to get an appointment with your G.P.? *(Tick one only)*

Same day	40
Next day	22
2-3 days	22
4-7 days	11
8 days or longer	02

## 2. VISITING YOUR GP

Are you happy with the current system for getting your repeat prescription? *(Tick one only)*

Yes, very happy	79
Yes, quite happy	18
No, not happy	
If No – please leave your suggestions as to how we could improve our system:	

## 3. VISITING YOUR GP

In the last 12 months have the Receptionists ever made it difficult for you to see or talk to your GP? *(Tick one only)*

Yes, once	04
Yes, more than once	01
No, not at all	89
Not had contact with a Receptionist	03

## 4. VISITING YOUR GP

Over the last 12 months when you visited your GP Surgery, how often has the Dr given you enough information about your condition or treatment? *(Tick one only)*

All of the time	70
Most of the time	24
Some of the time	02
Never or hardly ever	01

## 5. YOUR LAST VISIT TO A GP

On that occasion, how much time did you spend with the Dr? *(Tick one only)*

Less than 5 mins	10
Between 5 & 10 mins	62
10 – 30 mins	25
30 mins or longer	01

## 6. PATIENT ACCESS

Are you aware that you can request prescriptions and make appointments online? *(Tick one only)*

Yes	80
No	17

### 7. THE NURSES AT YOUR GP SURGERY

Thinking about the last time you saw a nurse at your GP surgery, in your opinion did the nurse know enough about your condition or treatment (Tick one only)

Yes	79
Something but not enough	03
Little or nothing	00
Can't say	14

### 8. THE NURSES AT YOUR GP SURGERY

On that occasion did the nurse answer the questions that you asked? (Tick one only)

Yes	80
Some	02
None	00
I did not ask any	10

### 9. YOUR VIEWS OF YOUR SURGERY

In your opinion how easy or difficult would it be for people with disabilities to move around your GP surgery? (Tick one box only)

Very easy	74
Fairly easy	20
Fairly difficult	00
Very difficult	00

### 10. YOUR VIEWS OF YOUR SURGERY

In the last 12 months have you felt like making a complaint about a GP, Nurse, Receptionist or other member of staff at your GP Surgery? (Tick one box only)

Yes and I have made at least 1 complaint	00	Go to Q 11
Yes, but I have not made a complaint	00	Go to Q 11
No	90	Go to Q 11

### 11. YOUR VIEWS OF YOUR SURGERY

If you have any other further comments / questions that are not covered in the above survey, please feel free to briefly write them in the box below.

**Comments:**

- BRILLIANT
- WELL RUN – GP / NURSE & RECEPTION FRIENDLY
- PLEASANT & HELPFUL – NOTHING TOO MUCH TROUBLE
- VERY HAPPY
- ALL DO A GREAT JOB – SMILING AND POLITE – A LOT OF WORK BEHIND THE SCENES AS THINGS RUN SMOOTHLY
- ALL VERY GOOD
- RECEPTION ALWAYS KIND, EFFICIENT AND POLITE – WONDERFUL SERVICE
- VERY GOOD SERVICE FROM ALL
- PLEASANT AND CURTIOUS – GP AVAILABLE WHEN NEEDED
- HELPFUL TO TALK ON THE PHONE WHEN I CAN'T COME IN
- JUST RIGHT
- PRACTICE IS VERY GOOD
- EXCELLENT – NO ISSUES – FRIENDLY STAFF

- POSITIVE CONTACT (NEW PATIENT) FRIENDLY, EFFICIENT AND PROFESSIONAL
- LOVELY PRACTICE, WARM WELCOMING, EXCELLENT SERVICE AND HEALTH CARE
- DR LEWIS IS VERY UNDERSTANDING AND HELPFUL
- EFFICIENT SURGERY AND APPROACHABLE STAFF
- TEXT SERVICE IS VERY GOOD
- ALL STAFF ARE MORE THAN HELPFUL
- HOME VISITS BY GP ARE VERY GOOD – SITS AND TALKS OVER ANY PROBLEMS
- HIGHLY RECOMMENDED – HELPFUL AND POLITE
- EVERYONE IS VERY SUPPORTIVE AND HELPFUL
- LOVELY HELPFUL STAFF
- LOVELY SURGERY
- WELL RUN, FRIENDLY SURGERY, NO PROBLEMS GETTING APPOINTMENTS OR HELP
- ALL VERY HELPFUL
- VERY HAPPY WITH THE DOCTORS AND STAFF
- STAFF RESPECTFUL AND CONSIDERATE OF PRIVACY
- IMPROVED ENVIRONMENT
- MADE TO FEEL VALUED AND GP'S LISTEN
- RECEPTION STAFF ARE HARD WORKING
- BETTER THAN ANOTHER LOCAL LARGE HEALTH CENTRE
- KEEP UP THE GOOD WORK
- VERY HAPPY WITH EVERYTHING
- VERY HAPPY WITH THIS PRACTICE
- EVERYONE VERY GOOD – LOOK AFTER ME VERY WELL
- HIGHLY SATISFIED
- FRIENDLY COMPLETE SERVICE
- RECEPTIONISTS ALL WORK VERY HARD AND A VERY IMPORTANT PART OF THE BUSINESS – CAN BE OVERLOOKED AT TIMES WHEN THE FOCUS IS ON THE CLINICIANS
- LOVELY STAFF – GREAT SURGERY – KEEP IT AS IT IS
- MARVELOUS PRACTICE – ALL DO A GREAT JOB, ALWAYS SMILING AND POLITE. IT'S EVIDENT A LOT OF WORK GOES ON 'BEHIND THE SCENES' AS EVERYTHING RUNS SO SMOOTHLY
- THE SURGERY IS VERY WELL RUN – THE DOCTORS AND NURSE ARE VERY FRIENDLY – RECEPTIONISTS ARE MUCH MORE FRIENDLY THAN ANY OTHER SURGERY I HAVE BEEN AT IN THE PAST
- BRILLIANT
  
- MUCH HARDER TO GET APPOINTMENTS NOW
- HARD TO GET LATE APPOINTMENTS
- SOMETIMES LONG WAIT TO BE SEEN
- BLOOD TEST – EXTRA DAY NEEDED AS WELL AS TUESDAY
- RECEPTIONIST SERVICE VARIES GREATLY !