


PATIENT QUESTIONNAIRE SUMMARY - 2008/9

Questions Asked :	2008/9	2007/8	2006/7	2005/6	Benchmark
<i>Practice</i>					
satisfaction with receptionist	80	79	77	75	77
satisfaction with opening hours	70	70	68	64	67
satisfaction with availability of particular doctor	50	56	54	54	60
satisfaction of availability of any doctor	59	66	60	59	69
satisfaction with waiting times for consultation	61	56	56	56	57
satisfaction with phoning the practice	72	60	58	58	59
satisfaction when phoning through for advice	61	62	60	60	61
<i>Doctors</i>					
satisfaction with asking how you are feeling-symptoms	83	69	69	68	69
satisfaction with doctor questioning- listening	85	85	84	82	84
satisfaction with doctors examination	85	86	84	84	84
satisfaction with how well doctor involved you in decisions	83	81	80	78	81
satisfaction how much doctor explained your problems	84	84	83	83	83
satisfaction with doctors time with you today	81	85	83	81	84
satisfaction with doctors time on questions and worries	85	85	81	80	80
satisfaction with doctors caring and concern	85	85	85	84	84
satisfaction with doctors understanding of your problem	81	69	69	68	69
ability to cope with problem after visiting doctor	80	66	65	63	66
ability to keep healthy after visiting doctor	80	63	63	62	62
Overall Practice Satisfaction Rating :	76	73	71	70	73
Fine Be Aware					

Patient Feedback – additional comments

Practice

Concerns

- Problems seeing own doctor to ensure continuity of care
- Staff can be unhelpful and very defensive
- Booking appointments can be frustrating
- Can be a long queue at reception in mornings
- Need for updated website

Positives

- Staff kind and helpful
- Fantastic new premises
- Using the signing in appointment system is most helpful in avoiding reception wait
- I have been at this surgery years and they has always looked after me
- The nurses are very helpful and kind
- The same day emergency treatment is excellent
- The telephone system is now much improved
- Saturday and evening appointments very welcome
- Travel clinic very good
- Waiting times have improved
- Very well run practice
- Drop in women's health very good
- Repeat prescription service very good
- Always very clean
- Location and facilities are perfect
- Great improvement in the last year
- Very good referral system to hospital

Doctors

Concerns

- Can never get to see my own doctor of choice
- Can be kept waiting
- More time in consultations

Positives

- Excellent treatment from all doctors
- Always polite and listen to my needs
- I can always see a doctor at short notice
- Lots of female doctors now at the surgery
- If I have a real problem the doctors always help me
- Being seen on the day if urgent is very helpful

Suggested Improvements

- Saturday opening hours and late evenings
- Need to have a regular doctor all the time
- Being able to book appointments longer in advance
- Can be very noisy and names are called out on tannoy
- Need more doctors and nurses