

FOREST HOUSE MEDICAL CENTRE

PATIENT SURVEY 2012/13 Results

Making an appointment and communications.

1. How do you currently make your doctor and nurse appointments?

Please mark all that apply.

262 answers

Go into the surgery	29%
By phone	66%
Online	5%

2. If you telephone the surgery, do you get a quick and helpful response?

213 answers

Yes	71%
No	29%

3. Are you aware that you can book an appointment online to see a doctor or nurse?

219 answers

Yes	43%
No	57%

The surgery has an online appointment booking system. Please ask the receptionist for a login and password, if you would like to be able to conveniently book your own appointments online.

“Walk-in - One Problem Only” surgery.

4. Are you aware of the “Walk-in - One Problem Only” surgery?

222 answers

Yes	82%
No	18%

The surgery offers a daily “Walk-in – One Problem Only” surgery between 10:45am and 11am and you can be seen by any doctor.

5. If you have used this service what did you like or dislike about it? Did you find it useful?

152 comments made - Themes 70 positive comments of very useful or better 44 negative comments of crowded and queue jumping 40 not used yet

The Medical care you receive.

6. In general, how satisfied are you with the care you get from the surgery?

210 answers

Very satisfied	65%	Neither satisfied nor dissatisfied	3%
Fairly satisfied	30%	Dissatisfied	2%

7. What is your overall view of the medical care you receive at the surgery?

130 Comments made - Themes
110 of Good care or above
4 unhappy with their care
20 difficulty in making an appointment

The Medical Centre.

8. Given the constraints of the building, what can be done to make the surgery more welcoming for you?

132 comments made – Themes:-
26 Decorate/modernise the waiting room
22 Larger premises needed
16 Improve the car parking
6 Improve confidentiality in the waiting room

16 What health information would you like to be displayed or made available at the surgery?

37 comments made
No particular theme Diabetes, Muscular dystrophy, heart problems and Dementia mentioned along with information on clinic times.

17 Tell us what you think about the information that is currently displayed in the waiting room? Is there too little or too much? Is it relevant to you?

220 comments made
128 of OK or fine or good
14 Not relevant
12 too much
10 needs to be more organised

18 Do you like the piped music while you are waiting to see the doctor or nurse?

180 answers

Yes	65%
No	35%

Repeat Prescriptions.

If you don't use the repeat prescription service, please go to question 15.

19 How do you order your repeat prescriptions from the surgery?

Please mark all that apply.

134 answers

Go into the surgery	29%
Online	16%
Local chemist	55%

20 The surgery has an online repeat prescription service. Please ask the receptionist for a login and password, if you would like to be able to conveniently order your repeat prescriptions.

Are you aware that you can order your prescriptions online?

133 answers

Yes	54%
No	46%

21 If you use the repeat prescription service at local chemists, do you receive more medication than you need?

133 answers

Yes	20%
No	51%
Not applicable	29%

Your views.

22 What one thing could be done to improve care and services at Forest House Medical Centre?

180 comments made

Themes:-

40 comments – re appointments and appointment system

24 comments – nothing or satisfied

14 comments - re Better parking facilities

10 comments – re Better building

14 comments – re Telephones need improving

8 comments – re Receptionist need to be friendlier