

## RESULTS

### Forest House Medical Centre Patient Experience Questionnaire 2012

**Question 1** How do you usually book your appointments to see a doctor or nurse at the practice?  
*all results are shown in percentage of total questions answered*

	%
In person	18
By the phone	82
Other method	0
<b>Total</b>	<b>100</b>

**Question 2** Which of the following methods would you prefer to use to book an appointment at the surgery?

	%
In person	18
By phone	55
Online	19
No preference	8
<b>Total</b>	<b>100</b>

**Question 3** Are you satisfied with the booking system for appointments?

	%
Yes	75.0
No	19.0
Don't know	5.0
<b>Total</b>	<b>100.0</b>

**Question 4** In the past 6 months how easy have you found getting through on the telephone?

	%
Very easy	9.0
Fairly easy	65.0
Not very easy	21.0
Not at all easy	5.0
Not applicable	0.0
<b>Total</b>	<b>100.0</b>

**Question 5** Do you find our staff approachable, professional and courteous

	%
Yes	95.0
No	5.0
Don't know	0.0
<b>Total</b>	<b>100.0</b>

**Comments** If 'No' please detail what we could do to improve:

More understanding less obstructive

Yes! except one GP was very rude & stand-offish when I had depression

Very rude , not helpful, prejudged

One particular receptionist who needs more training, very unapproachable & unhelpful

The receptionist do not always know that we have been advised when and at what point to see our GP, very frustrating

**Question 6 Do You feel we have sufficient staff on duty to deal with your needs?**

%

Yes	75.0
No	14.0
Don't know	11.0
<b>Total</b>	<b>100.0</b>

**comments** There's always a long wait and GP is always late even with a booked appt

**Question 7 If you have repeat prescriptions, how satisfied are you with the surgery's repeat prescription service?**

%

Very satisfied	51.0
Fairly satisfied	19.0
Neither satisfied nor dissatisfied	4.0
Quite dissatisfied	0.0
Very dissatisfied	1.0
Not applicable to me	25.0
<b>Total</b>	<b>100.0</b>

**Question 8 How satisfied are you with the opening hours at the surgery?**

%

Very satisfied	49.0
Fairly satisfied	35.0
Neither satisfied nor dissatisfied	7.0
Quite dissatisfied	2.0
Very dissatisfied	3.5
Don't know opening hours	3.5
<b>Total</b>	<b>100.0</b>

**Comments** Quite dissatisfied weekend and bank holidays

**Question 9 Are you able to see any GP within a reasonable timeframe?**

%

Always or most of the time	35.0
A lot of the time	35.0
Some of the time	23.0
Never or almost never	7.0
Not applicable	0.0
<b>Total</b>	<b>100.0</b>

**Question 10 Are you able to see your preferred doctor within a reasonable timeframe?**

%

Always or most of the time	17.5
A lot of the time	30.0
Some of the time	40.5
Never or almost never	7.0

Not applicable	5.0
<b>Total</b>	<b>100.0</b>

**Question 11** If you were not able to be seen within a reasonable timeframe what was the reason?

	%
There weren't any appts	63.0
Times offered didn't suit	15.0
Appt was with a doctor I didn't want to see	5.0
Another reason	3.0
Left blank	14.0
<b>Total</b>	<b>100.0</b>

**Details given** I work late & even on Saturdays so I find it difficult to book appts  
 Cannot get appt to see own GP sometimes up to a week  
 My doctor always seem to very busy  
 All of the above  
 Work full time appointments after or before work would suit better  
 Either the GP fully booked or on holiday

**Question 12** The last time you saw a doctor or nurse at the surgery were you:

<b>a Given enough time?</b>	%
Yes	96.5
No	0.0
Don't know	3.5
<b>Total</b>	<b>100.0</b>

<b>b Were your problems taken seriously?</b>	%
Yes	100.0
No	
Don't know	
<b>Total</b>	<b>100.0</b>

<b>c Were you happy with the consultation?</b>	%
Yes	100.0
No	
Don't know	
<b>Total</b>	<b>100.0</b>

**Question 13** In general, how satisfied are you with the care you get at the surgery?

	%
Very satisfied	56.0
Fairly satisfied	38.5
Neither satisfied nor dissatisfied	3.5
Quite dissatisfied	2.0
Very dissatisfied	0.0
<b>Total</b>	<b>100.0</b>

**Question 14 Have you noticed any of our regular health promotion displays?**

	%
Yes	70.0
No	25.0
Don't know	5.0
<b>Total</b>	<b>100.0</b>

**Comments Are there any particular health topics that you would like to see featured in a health promotion campaign?**

IBS dirviticulitis problems  
Alcoholism  
Allergies and weight loss  
More help for diabetics  
More on asthma and hyper/hypo thyroidism  
Cancer  
Care for carers especially elderly  
Depression is not a stigma - noted in our every day existance and can be helped  
Chronic / invisible illness  
Don't come to the surgery often enough, emailed out on website would be better

**Question 15 How clean is your surgery?**

	%
Very clean	63.0
Fairly clean	33.5
Not very clean	3.5
Don't know	0.0
<b>Total</b>	<b>100.0</b>

**Question 16 How easy do you find it to get into and around the building at your surgery?**

	%
Very easy	52.0
Fairly easy	37.0
Not very easy	9.0
Not easy at all	2.0
<b>Total</b>	<b>100.0</b>

**Question 17 Would you recommend the surgery to someone who has?**

	%
Yes	75.0
Might	14.0
Not sure	9.0
Probably not	0.0
Definitely not	2.0
Don't know	0.0
<b>Total</b>	<b>100.0</b>

**Question 18 If you wanted to, would you know how to contact an out-of-hours GP service when the surgery was closed?**

%

Yes	65.0
No	35.0
<b>Total</b>	<b>100.0</b>

**Please give feedback on out-of-hours service if applicable**

**Comments**

Yes GP unwilling to make home visit says won't until surgery opens or sends an ambulance

Have used twice, phoned agreed an appt, attended at Loughborough within 2 hrs good service

**Question 19**

**Have you used A & E because you could not get an appointment with a GP at the practice?**

	%
Yes	16.0
No	84.0
<b>Total</b>	<b>100.0</b>

**If yes please please give brief details**

**Comments**

Stitches

Yes Sat & Sun with IBS problem

Needed help Sunday morning

Not taken seriously

Burn injury

Yes colapsed lung

No appts soon enough

**Are there any aspects of the care and services we provide that you particularly like?**

**Comments**

Friendly and approachable

The service waiting enviroment & process upstairs is good, downstairs it's a little complicated & uncomfortable

None

Always a good & polite service

Nurses

Happy & professional

The polite DR's & helpful staff

The digital times are excellent

Times of appts need to be more pressing

Friendly staff, nurses & GP's

Generally very satisfied

Staff are always polite

**Are there any aspects of the care and services we provide that you think could be improved and if so what are they**

**comments**

More specialist knowledge

More frequent appts

Appts to available online

Recently diagnosed with hypothyroidism only given info about condition when asked for it

Non-urgent appts should be readily available

The process for booking appts on the day is poor. Everyone rings at 8.30 which makes it an effort to get through

the downstairs waiting area is packed & uncomfortable.

The building needs painting and finishing off where plastered  
 Could be more helpful

More appts on the day when I am ill I do not predict an illness therefore do not book in advance  
 More polite on the phone  
 Staff could be a bit more helpful at giving appts  
 Shorter time for appts  
 Remove the terrible bricked high reception and provide softer seats, how do you deal with disabled person in a wheelchair?  
 Waiting areas are not welcoming and very uncomfortable  
 Display screen situated in the wrong place.  
 Being able to make more prompt appts or able to speak to a doctor resulting in issuing a prescription without seeing him every time  
 Disabled person bad to open the doors in/out of the surgery  
 Opening times & booking online  
 More appts available

People querying seeing a Dr when other people just want to pick up a script should just take seconds

Information about patient demographics etc

**Are you male or female?**

	%
Male	33.0
Female	62.0
Declined to answer	5.0
<b>Total</b>	<b>100.0</b>

**How old are you?**

under 18	1.0
18 - 24	7.0
25 - 34	4.0
35 - 44	16.0
45 - 54	23.0
55 - 64	17.0
65 - 74	20.0
75 - 84	9.0
85 and over	1.0
Declined	2.0
<b>Total</b>	<b>100.0</b>

**Which of these best describes what you are doing at present?**

	%
Full time work	26
Part time work	27
Full time education	1
Unemployed	3
Sick or disabled	1

Retired	27
Looking after the home	10
Doing something else	0
Declined to answer	5
<b>Total</b>	<b>100</b>

**In general, would you say your health is?**

	%
Excellent	0
Very good	34
Good	46
Fair	14
Poor	1
Declined to answer	5
<b>Total</b>	<b>100</b>

**Which ethnic group do you belong to?**

	%
White	84
Black or Black British	0
Asian or Asian British	10
Mixed	1
Chinese	0
Other ethnic group	0
Declined to answer	5
<b>Total</b>	<b>100</b>