

Holland Park Surgery Patient Representative Group Patient Survey 2016-17

You can help this general practice improve its service

- This practice would welcome your honest feedback
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the questionnaire like this with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

If you answer no to any of the questions please feel free to add your reasons in the comment boxes at the end of the survey.

About our Practice

		YES	NO	UNDECIDED BOX	N/A
1	Are you happy with our practice's opening hours?	93	6	1	
2	Are you happy with the ease of contacting our practice on the telephone?	92	7	1	
3	Are you happy with the availability of seeing a Doctor/Nurse of your choice?	84	12	3	1
4	Were you satisfied with the length of time you had to wait for your appointment today?	83	10	6	1

About our Doctor/Nurse (whom you have just seen)

		YES	NO	UNDECIDED BOX	N/A
5	Are you overall satisfied with your visit to our doctor/nurse today?	90	4	5	1
6	Were you happy with the information you received from our doctor/nurse today?	94	1	4	1
7	Were you satisfied with the amount of time given to you in your appointment today?	94	2	3	1
8	Were you satisfied with the length of time you had to wait for your appointment in surgery today?	89	6	4	1
9	If you required an examination at your appointment today were you offered a chaperone?	50	6	9	35

About our staff

		YES	NO	UNDECIDED BOX	N/A
10	Are you happy with the manner in which you were treated by our reception staff?	95	2	1	2
11	Are you happy with the amount of privacy and confidentiality you were treated with today?	95	2	2	1

How you book your appointments

		In Person	By Phone	Online	Undecided Box	N/A
12	How do you normally book your appointments to see a Doctor/Nurse at the practice?	43	54	2	1	
13	Which of the methods would you prefer to use to book appointments at your practice?	29	55	10	3	3

		YES	NO	UNDECIDED BOX	N/A
14	Are you aware the surgery has a website?	80	13	6	1
15	Do you know we have a text reminder service for appointments?	81	11	7	1

About our Premises

		YES	NO	UNDECIDED BOX	N/A
16	Are you satisfied with the cleanliness and hygiene of our Premises?	85	7	8	
17	Were you aware we had a privacy room? E.g. used for breast feeding, contagious disease etc	58	29	5	8

Student Question

		YES	NO	UNDECIDED BOX	N/A
18	As we are a teaching practice, would you mind a student being present at your consultation?	23	58	14	5

Why have you chosen this box? - **Please see page 3 for comments. Thank you**

Future ideas

		Yes	No	Undecided Box	N/A
19	All calls both incoming and outgoing at the surgery are recorded for training and medico-legal purposes. Were you aware of this?	71	24	5	
20	Are aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable)	87	9	4	
21	Were you aware the surgery has a Facebook Page?	67	28	5	
22	If the surgery was to hold an awareness day, would you attend and what medical topic would you be interested in?*	51	18	29	2

Patient Representative Group

		Yes	No	Undecided Box	N/A
23	Are you aware the surgery has a Patient Representative Group who have regular meetings	73	21	6	
24	Are you aware of any of the members of the surgery's Patient Representative Group?	46	47	7	
25	Are you aware of how to contact a member of the PRG should you have a question or suggestion about the surgery?	45	46	9	

- Please see page 3 for comments. Thank you

The following questions provide us with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years?	Are you	Was this visit your usual Doctor/Nurse?	How long have you been attending this practice?
Under 25 [10]	Female [55]	Yes [54]	Less than 5 years [31]
25-59 [28]	Male [37]	No [29]	5 – 10 year [27]
60+ [56]			More than 10 year [28]
If left blank [6]	If left blank [8]	If left blank [17]	If left blank [14]

Comments: Drs or Nurse

- Very good service already
- Be more aware & explain medical conditions even if bad
- Telephone rubbish info
- I am very happy with the doctors or nurse
- Nil all excellent
- No all fine
- Very good
- As lovely as it is to hear the lovely Dr Stevens voice (pre recorder) and it is very important information, however it's a bit time consuming
- Very happy with Dr Stevens
- No, everyone is helpful
- Try to keep to time of appointments
- I suggest that stop that man giving out information about phoning 999 by the time you have listened to this you could be in trouble
- Both work well for me
- They are absolutely excellent
- No always found the service efficient
- Pleased; all services are great

Comments: Practice

- Always ready to help In the practice
- Better tracking of prescriptions
- Excellent - great receptionist
- Cleanliness is only issue - aware outside CCG contract
- Works well for us.
- In general I am pleased with the surgery, doctors, receptionists + how it operates
- Mom & Baby parking space
- When you need a sick note, you should be able to get one when you need it
- Answer phone immediately, without having to listen to that ridiculous heart attack message every time
- Reception. I was told quite rudely that I couldn't make an appointment for my partner, when asked why she said, because you cant
- Works well for me
- Stop having to listen to blather when phoning for an appointment
- Quite satisfied thank you

*Medical Topic =

- Older people's illnesses
- Diet/diabetes
- COPD
- Diabetes, chronic disease, asthma
- Osteoarthritis - diabetes diet
- Water infection in older men
- Heart problems
- Back management

Q18 Why have you chosen this box?

- They have to learn. Had them in with me at other app
- Students have to learn
- The more experience the young doctors have, the better.
- Because students have to witness one to one consultation to build for the future
- People have to learn
- They have got to learn
- Everyone has to learn
- I have chosen this because it is privacy between your doctor and you
- Had student before, no problem, they have to learn.
- Poor question - happy to have student present
- I volunteer for student training
- Privacy
- Everyone has to learn