

Holland Park Patient Representative Group Patient Survey 2018-19

Number of responses: 109

About our Practice		YES	NO	UNDECIDED BOX	N/A
1	Are you happy with our practice's opening hours?	94%	1%	4%	1%
2	Are you happy with the new telephone message and option facility?	66%	19%	7%	7%
3	Are you happy with the availability of seeing a Doctor/Nurse of your choice?	84%	10%	2%	4%
4	Were you satisfied with the length of time you had to wait for your appointment today?	90%	3%	3%	5%

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/Clinical Pharmacist today?	98%	-	2%	-
6	Were you happy with the information you received from our doctor/nurse/Clinical Pharmacist today?	94%	1%	2%	3%
7	Were you satisfied with the amount of time given to you in your appointment today?	100%	-	-	-
8	Were you satisfied with the length of time you had to wait for your appointment in surgery today?	98%	1%	1%	-
9	If you required an examination at your appointment today were you offered a chaperone?	31%	6%	-	63%

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?	98%	2%	-	-
11	Are you happy with the amount of privacy and confidentiality you were treated with today?	94%	1%	2%	3%

How you book your appointments		In Person	By Phone	Online	Undecided	N/A
12	How do you normally book your appointments to see a Doctor/Nurse/Clinical Pharmacist at the practice?	41%	47%	12%	-	-
13	Which of the methods would you prefer to use to book appointments at your practice?	39%	39%	17%	1%	4%

About our Practice		YES	NO	UNDECIDED BOX	N/A
14	Are you aware the surgery has a website?	73%	17%	1%	9%
15	Do you know we have a text reminder service for appointments?	85%	9%	-	6%

About our Premises		YES	NO	UNDECIDED BOX	N/A
16	Are you satisfied with the cleanliness and hygiene of our Premises?	94%	1%	1%	4%
17	Were you aware we had a privacy room? E.g. used for breast feeding, contagious disease etc	52%	25%	3%	20%

Student Question		YES	NO	UNDECIDED BOX	N/A
18	As we are a teaching practice, would you mind a student being resent at your consultation?	17%	61%	8%	14%

Out of Hours		YES	NO	UNDECIDED BOX	N/A
19	Have you used the Out of Hours Service provided by WALDOC during our half day closing on Thursday afternoon?	17%	78%	-	5%

Future ideas		Yes	No	Undecided Box	N/A
20	All calls both incoming and outgoing at the surgery are recorded for training and medico-legal purposes. Were you aware of this?	70%	24%	2%	5%
21	Are aware that there is an Electronic Prescribing Service where you prescription is sent direct to the chemist of your choice (if applicable)	88%	6%	1%	6%
22	Were you aware the surgery has a Facebook Page?	48%	29%	2%	21%

Patient Representative Group		Yes	No	Undecided Box	N/A
23	Are you aware the surgery has a Patient Representative Group who have regular meetings	67%	24%	2%	7%
24	Are you aware of any of the members of the surgery's Patient Representative Group?	42%	50%	1%	7%
25	Are you aware of how to contact a member of the PRG should you have a question or suggestion about the surgery?	38%	53%	2%	7%

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	6%	Female	54%	Yes	49%	Less than 5 years	16%
25-59	32%	Male	38%	No	39%	5 – 10 year	33%
60+	52%					More than 10 year	40%
N/A	10%	N/A	8%	N/A	13%	N/A	11%

Out of Hours comments:

- Good
- Great
- Brilliant Service
- Reception passed on data, also on phone message

Doctor/Nurse/Clinical Pharmacist comments:

- Very good and nice people
- All Doctors and Nurses all lovely
- I love the practice
- Jenny very quick and easy giving flu jab! Thank you. Reception staff Friday very helpful, always smiling.
- Drs and Nurses very good, reception nice ladies
- Nice surgery and Drs
- Less waiting for GP appointments
- Prefer one named doctors continuity
- I cannot foresee any, its working well as I can see
- Prefer continuity without doctor: do not feel adequate follow up after commencing medication
- Shorter waiting times to see a doctor
- No improvements required

Practice comments:

- Very good service
- Better parking
- More doctors appointment available
- All good
- More GPs
- Have no comments about service to date
- Reception staff are very friendly and also GP and also nurse
- It's alright for me
- Waiting time to see doctor is too long