

Burbage Surgery Patient Participation Group
Survey results March 2012

1						
When you last saw a nurse/doctor at the surgery how good was he/she at:						
	V poor	Fairly poor	Neither good/bad	Fairly good	Excellent	Total answers
Giving you enough time	0	3	5	82	138	228
Asking about symptoms	0	2	8	97	119	226
Listening	0	0	10	87	133	230
Explaining tests/treatments	0	3	18	79	123	223
Involving you in decisions	0	3	31	82	108	224

Treating you with care and concern	0	2	10	81	131	224
Taking your problems seriously	0	4	16	71	130	221
2	In general, how satisfied are you with the care you get at the surgery					
	Very satisfied	Fairly satisfied	Neither	Quite dissatisfied	Very dissatisfied	
	127	74	8	3	2	214

						Total answers
3	How do you normally book appointments to a doctor/nurse?					
	In person		By phone		Online	
	68		169		12	249
4	Which method would you prefer?					
	In person		By phone		Online	
	60		135		45	240
5	At busy times, what would you prefer an 0844 system or an 01455 number?					
	0844				01455	
	101				101	202
6	In the past six months, how easy have you found the following?					
	Very easy	Fairly easy	Fairly difficult	Very difficult		
Getting through by phone	21	69	76	48		214
Speaking to a doctor by phone	47	107	32	6		192

									Total Answers
	Question 6 continues								
	Very easy	Faily easy	Fairly difficult	Very difficult					
Speaking to a nurse by phone	30	68	18	10					126
Obtaining test results by phone	25	72	33	16					148
8	If you were not able to be seen on the next two weekdays that the surgery was, why?								
	No appointments available	Times offered did not suit	Appointment was with a doctor I didn't want	Nurse available but i wanted to see a doctor	Offered appointment at different surgery	Other reason			
	96	15	30	0	8	5			154
9	If you weren't able to be seen on the next two weekdays, what did you do?								
	Saw a doctor later	Saw Doctor at out of hours service	Went to A&E	Went to NHS walk-in centre	Visited a pharmacy	Called NHS direct	Treated myself	Other	
	100	5	2	0	5	2	10	9	133
10	In the last six months have you tried to book ahead (more than two weekdays in advance) for an appointment?								
	Yes		No		Can't remember				202

			140		57		5			
										Total answers
11	Would you prefer?									
	More pre-bookable appointments				More on-the-day appointments					
			122				92			214
12	How clean is the surgery?									
	Very clean	Fairly clean	Not very clean	Not at all clean	Don't know					
	110	112	2	1	0					225
13	In reception, can other patients overhear what you say to the receptionist?									
	Yes but I don't mind		Yes and im not happy about it		No, other patients can't over hear	Don't know				
	147		54		5	18				224
14	Would you like hand-sanitisers in the surgery?									
	Yes		No							
	190		26							216
15	How easy is it to find your way around the surgery building?									
	Very easy	Fairly easy	Fairly difficult	Very difficult						
	84	119	12	5						220

	* Five hundred survey forms were handed out and 245 were returned.							
	** Not every respondent answered every question and some respondents circled more than one answer - for example booking appointments by phone and in person.							
	*** Answers to questions which also invited comments are included in the summary.							

Summary of comments made on Burbage Surgery survey forms.

Phones

Even split between patients preferring 0844 number or 01455 number.

Many of those preferring the 01455 number felt the 0844 number was too expensive.

- * Other comments included requests for more phone lines and more staff at peak times.
 - * Staggered phone system to avoid 8am bottleneck
 - * Free phone calls
 - * A call-back system

Appointments

Requests included the:

- * Ability to book appointments ahead (Several respondents mentioned difficulty in booking ahead for a non-urgent appointment)
 - * Blood test appointments on line
 - * Continuity in seeing a doctor who knows your history
- * Extended hours to help people who work - more evening appointments and/ or Saturday appointments
 - * Ability to book appointment when leaving surgery if doctor had asked to see patient in perhaps a week or two weeks
 - * Automated check-in (ie as Station View)
 - * Appointment reminders sent by text.

Welcome by staff

Varied response. Several Individual comments flagged for the attention of the surgery

General improvement/suggestions

Requests for:

Podiatry/chiroprody service

Minor ops facility

Massage/physiotherapy

Improved toilets

Pharmacy

Water dispenser

Coffee/tea machine

Breast check clinic

Separate waiting area for people with infectious conditions

Some higher seats for patients who need them

Larger car park

Music in waiting room

More toys for children

Information about doctors on duty

Dentist

Improved signs to direct patients to doctors

Baby-changing facilities

Improved ventilation in waiting room

Automatic doors

Interactive computer to check well-being

Drop-in facility to see nurse

Comments also included the need to:

Trim hedges alongside the entrance.

Separate vehicle exit and access

Some patients said the building is not big enough to cope with growing population

One also said there are too many posters in the waiting room.