



**PATIENT REFERENCE GROUP
2013/2014**

RESULTS

- Getting an Appointment:
- Q1. How do you normally book your appointments to see a doctor or a nurse at the surgery?

○ In person	7
○ By phone	24
○ Online	0
○ Doesn't Apply	0
- Q2. Are there any other methods you would prefer to use to book an appointment at the surgery?
 - Patients requested online booking
- Q3. In the past 6 months have you tried to see a Doctor fairly quickly? (By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open)

○ Yes	15
○ No	7



- Q4. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?

- Yes 10
- No 15

- Q5. If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?

- Usual GP Partner – no appointments
- Wait over 1 week for female GP

- Q6. Were you aware that if an urgent appointment was required but not available, that patients have access to a GP led Telephone Triage service on a daily basis, and if the GP felt an urgent assessment was required a Rapid Access service is available every morning?

- Yes 17
- No 5



- Q7. In the past 6 months, have you been able to book ahead for an appointment with the doctor or nurse? (By 'book ahead' we mean booking an appointment more than two weekdays in advance)
 - Yes 20
 - No 2

- Q8. If you weren't able to book ahead for an appointment with the doctor or nurse, why was that?
 - Preferred GP not available

- Q9. How satisfied are you with the opening hours at the surgery?
 - Very Satisfied 9
 - Fairly Satisfied 7
 - Neither Satisfied or dissatisfied 5
 - Quite dissatisfied 2
 - Very Dissatisfied 0
 - Don't know the opening hours 1



○ Q10. Would you like the surgery open at different times?

○ Yes 14

○ No 7

○ Preferred opening times suggested by patients were:

○ Saturday AM 4

○ Sunday AM 2

○ 1 Late Night 3

○ Early Morning 1

○ All weekend 2

○ 6pm-8pm 1

○ Not closed for lunch 2

○ Q11. Due to limited resources, if the surgery was to open at different times, which hours during the day would you like to substitute to accommodate the changes?

○ Hours suggested by patients were:

○ 9am-10am

○ Part Morning



- **Reception/Building**

- Q12. How easy do you find getting into the building at the surgery?

- Very easy 19
- Fairly easy 4
- Not very easy 1
- Not at all easy 0

- Q13. How clean is the GP Surgery?

- Very clean 14
- Fairly clean 8
- Not very clean 1
- Not at all clean 0
- Don't know 1



○ Q14. In the Reception area, can other patients overhear what you say to the Receptionist?

- Yes but don't mind 12
- Yes and im not happy about it 12
- No other patient cannot overhear 0
- Don't know 0

○ Q15. How helpful do you find the receptionists at the surgery?

- Very 11
- Fairly 10
- Not very 3
- Not at all 0

○ Q16. How long after your appointment time do you normally wait to be seen?

- I don't normally have appointments at a specific time 0
- I am normally seen on time 3
- Less than 5 minutes 3
- 5-15 minutes 15
- 15-30 minutes 5
- More than 30 minutes 0
- Cant remember 0



- Q17. How do you feel about how long you normally have to wait?
- Comments from patients were:
- Excellent
- Satisfied
- Frustrated
- Understand
- Not bad
- Ambivalent
- Option to book double appointments for more complex problems



- Clinical Care

- Q18. The last time you saw a doctor at the surgery how good was the doctor at each of the following?

	Very Good	Good	Neither good nor poor	Poor	Very Poor	Doesn't Apply
Giving you enough time	16	6				
Asking about your symptoms	18	3				
Listening	18	3				
Explaining tests and treatments	18	1	1	1		
Involving you about your care	18	2	1			
Treating you with care and concern	18	1	2			
Taking your problems seriously	18	2	1			

-
- Q19. Did you have confidence and trust in the doctor you saw?
- Yes 23
- No 0



- Q20. The last time you saw a Practice Nurse at the surgery, how good did you find the Practice Nurse at each of the following?

	Very Good	Good	Neither good nor poor	Poor	Very Poor	Doesn't Apply
Giving you enough time	20	2	2	0	0	2
Asking about your symptoms	11	4	2	1	0	2
Listening	12	3	1	2	0	2
Explaining tests and treatments	12	3	3	0	1	2
Involving you about your care	10	2	2	0	1	4
Treating you with care and concern	12	4	1	2	0	2
Taking your problems seriously	12	3	1	2	0	3

- Q21. In the last 12 months have you required to get some blood tests taken?
- Yes 21
- No 1



○ Q22. If yes, where did you have these bloods taken?

- GP at the surgery 8
- Practice Nurse at surgery 3
- North Manchester General 16
- Outpatient Clinic 0

○ Q23. Were you happy with the service you were provided? If not, would you be happy with a blood taking service that is available at the surgery regularly?

○ There were many requests for this service to be available at the surgery



- **Your overall Satisfaction**

- Q24. In general, how satisfied are you with the care you get at the surgery?

- Very satisfied 15
- Fairly satisfied 4
- Neither satisfied or Dissatisfied 1
- Quite dissatisfied 2
- Very dissatisfied 0

- Q25. Would you recommend the surgery to someone who has just moved to your local area?

- Yes 16
- No 4



- **Additional Information**

- Q26. What is your age group and gender?

- Male 5

- Female 8

- Under 16 0

- 17-24 0

- 25-34 1

- 35-44 2

- 45-54 2

- 55-64 6

- 65-74 7

- 75-84 5

- Over 84 1



○ Any comments?



○ Q27. What is your ethnic group?

White		Asian or British Asian		Black or Black British		Mixed		Chinese or other ethnic group	
British	16	Indian		Caribbean	1	White & Black Caribbean		Chinese	
Irish	3	Pakistani		African		White & Black African		Any other ethnic group	1
Any other white background		Bangladeshi		Any other black background		White & Asian			
		Any other Asian background				Any other mixed background			



- Issues Raised
- Getting an appointment
- Emis Access – Online booking website
- Emergency Appointments/Triage
- Other opening hours
- Blood taking
- Access to preferred doctors

