

# PRACTICE QUESTIONNAIRE

## EVELYN MEDICAL CENTRE

The aim of this questionnaire is to ask for your opinions on your experiences of our surgery and how it might work better for you. We also aim to share with you information about our surgery and the way it works.

Since 2006 we have had a Practice Support Group where some of our patients get together for presentations and discussions about the surgery. When we want to make changes we take our proposals to that group for their thoughts and opinions. This group have decided their priorities for the coming year and have helped design this questionnaire.

It would be very helpful if you would answer the final questions about your personal details as we need to make sure the questionnaire represents the views of all our patients. If you feel comfortable please leave contact details so that we can answer any questions you may have.

### **Hope Surgery Times**

Evelyn Medical Centre, Marsh Avenue, Hope S33 6RJ

#### **Doctors Surgeries**

Monday:	9.00-11.50am	3.00-7.00pm
Tuesday:	9.00-11.30am	3.10-5.40pm
Wednesday:	9.00-11.10am	2.30-5.40pm
Thursday:	9.00-11.20am	3.30-5.50pm
Friday:	9.00-11.20am	3.30-5.00pm

#### **Practice Nurse Surgeries**

Monday:	9.00-12.00pm	2.30-7.00pm
Tuesday:	9.00-12.00pm	2.30-5.45pm
Wednesday:	8.30-12.00pm	2.30-5.45pm
Thursday:	8.30-12.00pm	1.30-5.45pm
Friday:	9.00-12.00pm	2.30-5.15pm

#### **Phlebotomy**

Tuesday:	8.30-12.30pm
Wednesday:	9.00-11.10am
Thursday:	8.40-11.10am
Friday:	9.00-11.10am

### **Hathersage Surgery Times**

5A Hathersage Park, Station Road, Hathersage S32 1DP

#### **Doctors Surgery**

Monday:	9.00-11.20am
Tuesday:	8.30-10.50am
Wednesday:	9.00-11.20am
Thursday:	9.00-11.50am
Friday:	9.00-11.20am

#### **Practice Nurse or Health Care Assistant Surgeries**

Monday:	9.10-11.10am
Tuesday:	8.30-11.15am
Wednesday:	9.10-11.10am
Thursday:	9.00-12.00pm
Friday:	9.00-12.00pm

The surgery is currently open from 08.00 on Monday to Friday and closes at 18.30 on those days with the exception of Monday when we are open until 19.30. We do not close for lunch.

On the back of the opening page you can see the times we are open for appointment surgeries.

The average day for a doctor will be as follows:-

08.30 – 9.00 Administration or surgeries.

09.00 – 11.30 Appointment surgeries

11.30 – 13.00 Visiting patients

13.00 – 14.00 Meeting with colleagues, discussing the messages taken, phone calls, queries and any other matters arising

14.00 – 15.30 Making phone calls to patients, dealing with incoming post, checking outgoing information, medical reports, checking and commenting on lab results, dealing with medication queries, and other practice administrative tasks.

15.30 – 18.00 Appointment surgeries and then to finish the day's work, usually around 19.00.

Planning regulations in Hathersage require us to offer appointment surgeries there to minimise parking problems. In Hope we only have 12 parking spaces (the rest belong to Caroline Court). Therefore it is not possible for us to offer open or drop-in surgeries as we cannot offer sufficient parking.

Given the above information -

**Q1. How satisfied are you with the opening hours at the surgery?**

Very	58%
Fairly	33%
Neither satisfied nor dissatisfied	7%
Quite dissatisfied	2%
Very dissatisfied	0%

**Q2. Would you like the surgery open at additional times?**

Yes	31%
No	66%
Blank	3%

If you have answered yes to the above question please tell us when you would like us to open at additional times and why.

Please see additional document with text answers

### Booking an Appointment

**Q3. How do you normally book your appointments to see a doctor or nurse at the Surgery?** *Please tick all the circles that apply*

In person	27%
By phone	66%
By fax	0%
Online	7%

**Q4. Would you prefer to use an alternative way to book an appointment at the Surgery? Please tell us**

Please see additional document with text answers

### Getting through on the phone

**Q5. In the past 6 months how easy have you found the following?** *Please put a tick in one circle for each row*

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Blank
Getting through on the phone	8%	42%	38%	9%	1%	2%
Speaking to a Doctor on the phone	47%	16%	21%	7%	0%	9%
Speaking to a Nurse on the phone	60%	13%	14%	2%	2%	9%
Obtaining test results by phone	50%	26%	12%	2%	1%	9%

We have six incoming lines on our telephone system, if you get an engaged tone they are all busy. You can ring to speak to a doctor or nurse preferably between 12.30 and 13.30. If they are in surgery or not available, we will offer to take your details so that they can ring you back.

## Seeing a Doctor

**Q6. 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 following two weekdays that the surgery was open.*

Yes	67%
No	32%
Blank	1%

**Q7. 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	64%
No	28%
Blank	8%

**Q8. If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that?** *Please tick all the circles that apply*

There weren't any appointments	45 people
Times offered didn't suit	34 people
Appointment was with a Dr who I didn't want to see	13 people
A nurse was free but I wanted to see a Dr	0
Was offered an appointment at a difference branch of my surgery	3 people
Another reason	19 people
Blank	170 people

**Q9. In the past 6 months, have you tried to book ahead for an appointment with a Dr?** *By 'booking ahead' we mean booking an appointment more than two weekdays in advance.*

Yes	50%
No	43%
Blank	7%

**Q10. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?**

Yes	55%
No	27%
Blank	18%

## Arriving for your appointment

**Q11. How easy do you find getting into the building at the surgery?**

Very easy	92%
Fairly easy	8%
Not very easy	0%
Not at all easy	0%

**Q12. How clean is the GP surgery?**

Very clean	86%
Fairly clean	14%
Not very clean	0%
Not at all clean	0%
Don't know	0%

**Q13. In the Reception Area, can other patients overhear what you say to the Receptionist?**

Yes, but don't mind	78%
Yes and am not happy about it	7%
No, other patients can't overhear	7%
Don't know	8%

Did you know that we have a confidential area you can ask to use if necessary?

Yes	39%
No	51%
Blank	10%

**Q14. How helpful do you find the receptionists at the Surgery?**

Very	84%
Fairly	15%
Not very	1%
Not at all	0%

**Q15. How respectful were the receptionists at the Surgery?**

Very	86%
Fairly	12%
Not very	0%
Not at all	0%
Blank	2%

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

I am normally seen on time	9%
Less than 5 minutes	9%
5 to 15 minutes	41%
15-30 minutes	28%
More than 30 minutes	12%
Blank	1%

**Q17. How do you feel about how long you normally have to wait?**

I don't normally have to wait long	48%
I have to wait a bit too long	35%
I have to wait far too long	5%
No opinion/doesn't apply	12%

**Q18. Is the waiting room comfortable?**

	Excellent	Very Good	Fairly Good	Poor	Blank
Chairs	26%	43%	24%	4%	3%
Displays/Information provided	27%	37%	18%	3%	15%
Magazines	23%	25%	29%	11%	12%
Temperature	28%	42%	17%	3%	10%
Music	23%	24%	29%	11%	13%

**Suggestions for making it better?**

Please see additional document with text answers

**Seeing the Doctor you prefer**

**Q19. Is there a particular Dr you prefer to see?**

Yes	48%
No	46%
Blank	6%

**Q20. How often do you see the Dr you prefer?**

Always or most of the time	31%
A lot of the time	20%
Some of the time	14%
Never or almost never	2%
Not tried at this surgery	7%
Blank	26%

**Seeing a Doctor**

**Q21. The last time you saw a Dr at the surgery how good was the Dr at each of the following? Please put a tick in one box for each row**

	Very good	Good	Neither good nor poor	Poor	Very poor	Does not apply
Giving you enough time	60%	32%	3%	0%	0%	5%
Asking about your symptoms	59%	32%	3%	0%	0%	6%
Listening	60%	30%	3%	0%	0%	7%
Explaining tests and treatments	60%	27%	4%	0%	1%	8%
Involving you in decisions about your care	56%	25%	8%	0%	0%	10%
Treating you with care and concern	61%	29%	3%	1%	0%	6%
Taking your problems seriously	63%	27%	3%	0%	0%	7%
Your opinion overall	64%	26%	3%	0%	0%	7%

**Q22. Did you have confidence and trust in the doctor you saw?**

Yes, definitely	79%
Yes, to some extent	15%
No, not at all	0%
Don't know/can't say	6%



## Seeing a Practice Nurse

**Q23. How easy is it for you get an appointment with a Practice Nurse at the surgery?**

Haven't tried	32%
Very	54%
Fairly	13%
Not very	1%
Not at all	0%

**Q24. Last time you saw a Practice Nurse at the surgery, how good did you find the Practice Nurse at each of the following?**  
*Please put a tick in one box for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Does Not apply
Giving you enough time	53%	25%	3%	0%	0%	19%
Asking about your symptoms	46%	19%	5%	0%	1%	29%
Listening	48%	25%	2%	0%	0%	25%
Explaining tests and treatments	48%	21%	5%	0%	0%	26%
Involving you in decisions about your care	43%	21%	7%	0%	0%	29%
Treating you with care and concern	50%	24%	3%	0%	0%	23%
Taking your problems seriously	49%	20%	4%	0%	0%	27%

**Q25. If you have a long-term condition that requires regular attendance at the practice and/or hospital, what do you feel could be done to improve the overall management of your care?**

Please see additional document with text answers

## Your Overall Satisfaction

**Q26. In general, how satisfied are you with the care you get at the surgery?**

Very	78%
Fairly	19%
Neither satisfied nor dissatisfied	0%
Quite dissatisfied	0%
Very dissatisfied	0%
Blank	3%

**Q27. Would you recommend the surgery to someone who has just moved to your local area?**

Yes	87%
Might	9%
Not sure	0%
Probably not	0%
Definitely not	0%
Don't know/Blank	4%

**Q28. What do you think the surgery does best?**

Please see additional document with text answers

**Q29. Where do you think we can most improve?**

Please see additional document with text answers

**Q32. How would you describe your cultural background ?**

White British/English	83%
White Irish	1%
White Other	7%
Other	1%
Blank	8%

**Q34. Which of the following best describes how you think of yourself ?**

Heterosexual/straight	84%
Gay/Lesbian	0.5%
Bisexual	1%
Other	3.5%
I would prefer not to say	11%

**Q35. Do you have any further comments you wish to make?**

Please see additional document with text answers

We will be displaying the results of this survey in the surgeries and on our website: [www.evelynmedicalcentre.co.uk](http://www.evelynmedicalcentre.co.uk)

If you wish us respond to you personally, please leave your name and address overleaf.

Would you like to join our Practice Support Group? Please contact the Practice Manager on 01433 621557, or leave us a message and we will add your details to our distribution list for members.

**Thank you very much for taking the time and trouble to complete the questionnaire.**