

# EVELYN MEDICAL CENTRE

## PRACTICE QUESTIONNAIRE 2012-13

Q5. How should the practice communicate our services? Any other suggestions.

5-16

Note on the door (F)

Emails (F)

A separate number for ordering prescriptions (F)

35-44

Email (M)

Maybe have an active online time thing to tell you how long the surgery has fallen behind (F)

45-54

No service is excellent (M)

Email any changes (M)

Email (F)

Text messages (F)

55-64

Place practice leaflet in one stop shops and local garages (M)

Email (M)

Email newsletter (F)

Better recorded message on phone (F)

Email newsletter (F)

65-74

Parish Noticeboards (M)

I found the report on customer/patient feedback very interesting (M)

Websites are ok but human touch is better websites crash (F)

Tell people that if they wish to discuss more than one problem they must make a double appointment (F)

75-84

I am very satisfied with Evelyn Medical Centre (M)

No very satisfied with the practice (F)

Q6. Our last survey identified that our patients feel we could do better with our choice of magazines. Please give us your suggestions ?

5-16

You could ask people to donate their old ones. (M)  
I think they are fine (M)  
I don't read them (M)  
Youth Magazines (M)  
Childrens Books – Train/Car Magazines (M)  
Childrens Books (M)  
If they are that bothered, why don't they bring their own! (M)  
Football, Top Gear (M)  
More for the younger generations (F)  
Some kids magazines (F)  
Some that are more for younger readers (F)

17-24

OK Magazine, Good Home etc (F)  
OK Magazine, Men's Health, Look Magazine (F)

25-34

Economist, New scientist, Time (M)  
GQ (M)  
Good Housekeeping, Fashion Magazine, Top Gear (F)  
CBeebies (F)  
Outdoors (F)  
Chat, That's Life (F)  
Homes & Gardens, Natural World (F) – just content suggestions  
Variety for all ages & for men & women (F)  
Music Magazines? NME might appeal to younger patients? (F)

35-44

Tell them to bring their own! (M) x 2  
MBR Climber (M)  
Not important (M)  
RSPB Birds Magazine, RSPCA Animal Life (M)  
I do hope NHS money isn't being spent on this! If all patients have to complain about is poor choice of magazines maybe they should bring their own. I do agree with the childrens area to keep them amused whilst waiting. Adults should look after themselves. (M)  
Empire, National Geographic (M)  
Don't mind – ask if people will bring in old magazines (F)  
I think your selection is ok – I have 3 children so wouldn't really have time to look at them anyway (F)  
I've always thought they were fine (F)  
Hello, Red Magazine (F)  
Magazines fine (F)

#### 45-54

Top Gear! Ask patients to bring their read ones in (M)  
Don't read them (M)  
More Cycling & Outdoor Magazines (M)  
Sometimes a shortage of male focussed magazines (M)  
Dispose of older copies (M)  
Sports Mags (M )  
Daily papers, Peak District magazines (M)  
Car, Autocar, Top Gear, House Magazines (M)  
Seems fine to me (M) Golf (M)  
Bring their own (M)  
I tend not to read magazines as I bring books with me (M)  
Yes, better range of mags to suit a wider range of interests (F)  
Parish Magazines (F)  
Hello, Closer (F)  
Health, Parenting, Healthy Eating (F)  
Hello (F)  
Don't really bother with Magazines (F)  
Provide a range of ages Male and Female should cover it (F)  
Woman & Home, Good Housekeeping, Spirit & Destiny (F)  
Last time I looked at the available magazines they were all car magazines. I appreciate that men like that kind of thing and think they could be offered alongside women's mags (F)  
Weekly ones eg Womens Own, Woman, Bella etc

#### 55-64

Newspapers perhaps? (M)  
Not a priority (M)  
Gardening, Outdoors e.g. TGO (M)  
I never read magazine at The Evelyn Medical Centre (M)  
Don't read them (M)  
OK with what's there (M)  
There is a very minor issue Readers Digest was always popular (M)  
Nothing much wrong here (M)  
I try not to use them, I may catch something! (F)  
Up to date ones (F)  
Free peak advertiser – perhaps 2 or 3 copies, Gardening/Cooking type mags (F)  
National Geographic (F)  
The magazines are fine. You are running a doctors surgery not a newsagent! (F)  
They are all ok (F)  
Country Living (F)  
They should be grateful to have some to read (F)  
Usually bring my own (F)

#### 65-74

Wider range (M)  
Ok by me (M)  
I'm happy as it is (M)  
Not interested (M)  
Let them bring their own (M)

Definitely, A wider range would be good, technology such as “how things work” Not just those aimed at fashion, gossip and OAPs. (M)  
Newspapers or news magazine (M)  
Magazines are unhygienic (F)  
Easy Living, walking magazines (F)  
Seem ok to me – I would bring a book! (F)

#### 75-84

Very satisfied with what’s there (M)  
Ask patients to bring in any unwanted copies of eg Derbyshire times, womans magazines etc (M)  
Any clean up to date magazine is acceptable (M)  
Would you like gardening magazines? People can always bring their own back (M)  
Ideal home, Home and Country (M)  
I think they are fine – people can always bring their Kindle (M)  
Old readers digest (F)  
Derbyshire Life (recent dates!) (F)

#### 85-89

Ask all persons to give you the magazines as soon as they are finished with them (M)  
Satisfied (M)  
Gardening/farming (F)

Q7. Do you have any further comments you wish to make?

#### 5-16

It would be good if you could have some soothing/chill music as some patients may be worried (M)  
More disabled parking needed for blue badge holders. Regularly clean toys for hygiene. Water machine. (M)

#### 25-34

Sometimes difficult to get an appointment, continuity with a particular doctor (M)  
Think you do a brilliant job – Can’t beat a smile (F)

#### 35-44

Fan in toilets needs cleaning (M)  
Grade urgency at this time appointment are either A Emergency or B Non emergency. What about A Emergency, B Urgent Medical Attention, C Urgent, D Non-urgent, E Routine. Allowing easier prioritising of appointments, examples could be given on the website (B. Bad Back, D. Veruca (M)  
I have always been very satisfied with the service at this surgery and have always managed to get an appointment promptly for myself and children always have managed to get an appointment on the day.

#### 45-54

This is the best Doctors Practice in the World! (M)  
The wait for a non-emergency appointment is too long (M)

Frankly, this is the best practice I've ever been to including London, Sheffield & Dronfield (M)

The receptionists have access to patients notes, and, increasingly, ask what it is we need to see a doctor about if we ring for a phone consultation later in the day. What happened to patient confidentiality? No one but my GP should be able to view my medical notes, and I feel very strongly about this. Also (re sexuality) But this is none of your business and how can it have any bearing on this survey – outrageous! (M)  
We are lucky to have such a good practice. Only criticism is that doctors run very late on a regular basis, last time 50 mins, today 30 mins (F)

#### 55-64

Being able to book appointment with doctor further ahead would be of enormous benefit to people who work (M)

Schedule longer appointments – because once appointments have run over everything runs late! (M)

Lack of diabetic specialist care – thinking of going private as nobody here seems interested! (M)

Would enormously value early (7-7:30) or late (after 7:30pm) and or Saturday services. 9: something is really bad! (M)

The main difficulty for me is getting through on the phone at 8am. I am a regular internet user so this may resolve the difficulty. (M)

This surgery runs an excellent service in comparison to others I have experience with. Thank you (F)

If TV is on perhaps have subtitles up for those hard of hearing (F)

Please check your recorded phone messages to ensure you have the correct relevant one – e.g. Christmas surgery times etc. (F)

Ringling up at 8:00am for an appointment that day is still difficult. In sept I called at 8:30 and all appointments had gone. Other than that the practice is excellent. (F)

The staff are always very friendly thank you (F)

I do understand that life must move on and reflect progress (!! ) however, I would NOT want to see too much dependence on internet/electronic communications!!

Internet connections/slow running computers/non computer households all mitigate against an over – reliance on technology (Sorry!) (F)

#### 65-74

This practice is very good doctors listen and act (M)

I have never had cause to complain about the service provided (M)

I feel we have an excellent service (M)

Not everyone has a computer or wishes to have one (F)

No, very happy with service you provide (F)

No I have found the services offered at these surgeries excellent and should just like to express my appreciation (F)

Very satisfied (F)

Centre is welcoming, never crowded, staff helpful (F)

Not happy with appointment booking system when have to phone at 8am on day appointment is needed. This system does not work when trying to make an appointment for a relative in my care (who is elderly infirm with a multiple of health problems including Alzheimer's) who has a carer coming in to make sure is up, get dressed and given breakfast and medication and who also goes to a daycentre for 10:30am. Hence a very small window for a Doctors appointment with the doctor who

has continuing care of my relative. It is not possible to arrange for a carers visit to be changed at such short notice by booking in advance in the past I have been able to arrange a suitable time to bring my relative to see the doctor. This proved impossible 2 weeks ago. (F)

Parking at Hathersage can be difficult – as I know to my cost (F)

#### 75-84

We feel the practice is run very efficiently (M)

Very satisfied with service (M)

I think this practice is excellent – it offers a good standard of practice and seems to really care what patients think (M)

I believe that this is a well run local practice (F)

I find all the staff, doctors and nurses extremely helpful and we are lucky to have you all (F)

I do not use the internet to order medication but could do quite easily. Quick access to password would be a key factor. (F)

Doing a very good job. Keep it up! (F)

#### 85-89

I have no complaints with the practice only accolades (M)

I think the staff at the centre give excellent service in all departments (F)

### Q 7a Comments on Out of Hours Provision

#### 5-16

How about having a doctor on call from the practice (F)

Never used it. NGH is a long way away. Have taken children to A&E Out of Hours just to get drugs for eye infections or ear infections (F)

#### 35-44

Only (no strong view) - if the Buxton clinic was open the same hours as the Sheffield one. Chesterfield is further to travel (F)

#### 45-54

Leave it to you to judge which will offer patients the most effective service. I am not qualified to know. Sheffield always seems to have worked to date (M)

I don't think the NGH is an option. Buxton would be good, but Chesterfield as bad as NGH. Out of hours care is appalling. GPs work hard, but an emergency clinic on a Saturday morning should be considered (M)

#### 55-64

Don't know enough to comment but you must have gone with the Sheffield because you thought it was good idea. Is there reason to reconsider this decision? How? (M)

We have never had the need to use the out of hours service and hence cannot comment (F)

As long as there is still a choice of which hospital I go to e.g Chesterfield or Hallamshire preferred to Northern General but if had to go then would do. (F)

Sheffield GP collaborative far too large an area – we've had poor experience with it. Though I know nothing about them (DHU) but at least they're closer. (F)

65-74

This is a very important question in the light of recent failures of GP out of hours services, in places such as Cornwall. For someone who hasn't yet had to use Evelyn out of hours service, far more info is needed to give an informed opinion (M)  
Have never had occasion to use it so unable to comment (M)  
No experience of the service, but if Sheffield service works why change? (F)  
I, like many others I have spoken to, would prefer to see one of the GPs in the PRACTICE for the out of hours service. (F)

75-84

I have heard some horror stories about the out of hours service, but I'm not sure the alternative would be any different. The only apparent plus would be not having to go to NGH, but I don't think Buxton and Whitworth would offer the same kind of service that NGH can offer (expertise and standard of specialities on site) (M)  
Not impressed with this arrangement but is there any better? (F)