

WORDEN MEDICAL CENTRE

PATIENT OPINION SURVEY 2016/2017

Survey Results

Number of Responses: **58**

The information that you provide is completely confidential and anonymous.

We are interested in your views and we will look more closely into any specific issues that arise from the questionnaire.

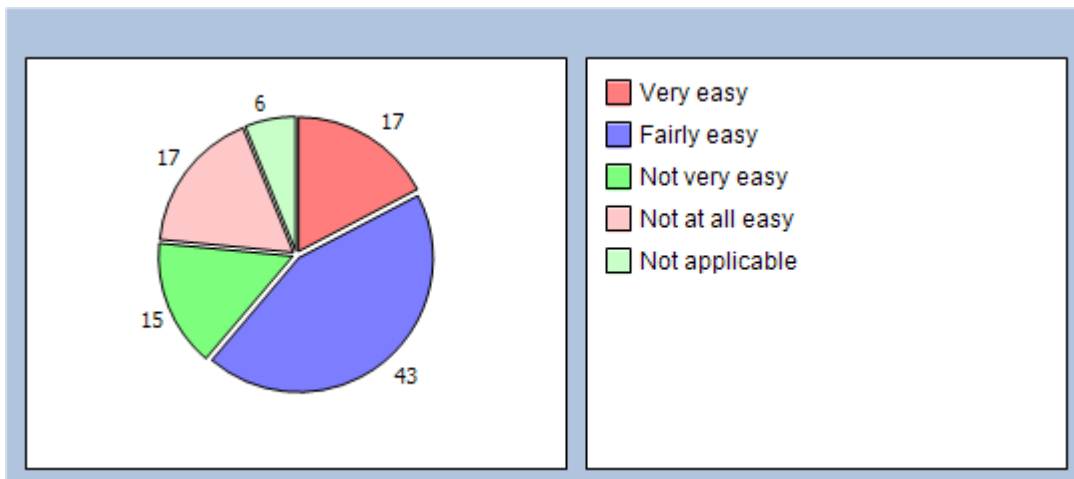
If you would like to be more involved we have a Patient Representation Group so that you can have your say. If you are happy for us to contact you regarding this please register via our website, or leave your contact details at reception.

Survey closed: 10th March 2017

REGARDING APPOINTMENTS

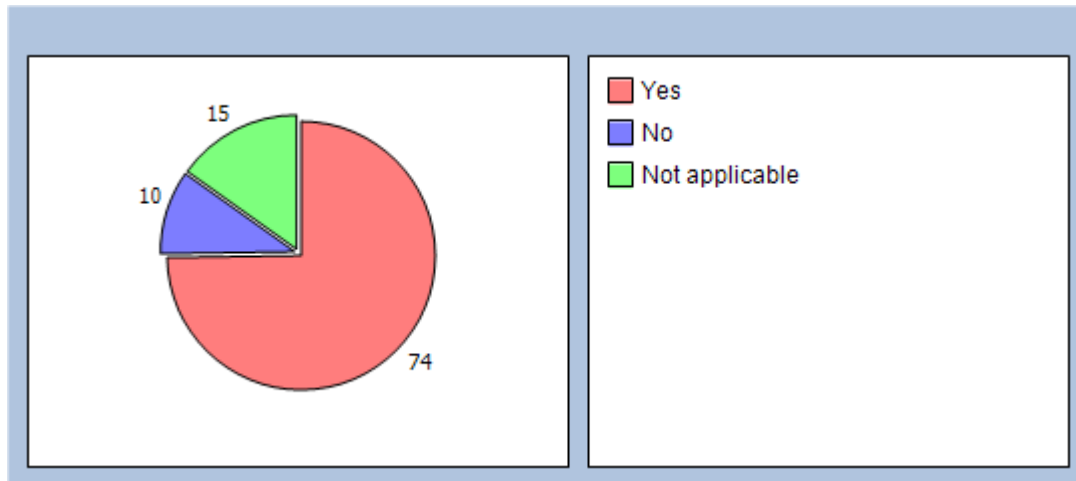
Q1 How easy is it for you to book an appointment more than 2 full days in advance with ANY GP?

Very easy 17%
Fairly easy 43%
Not very easy 15%
Not at all easy 17%
Not applicable 6%



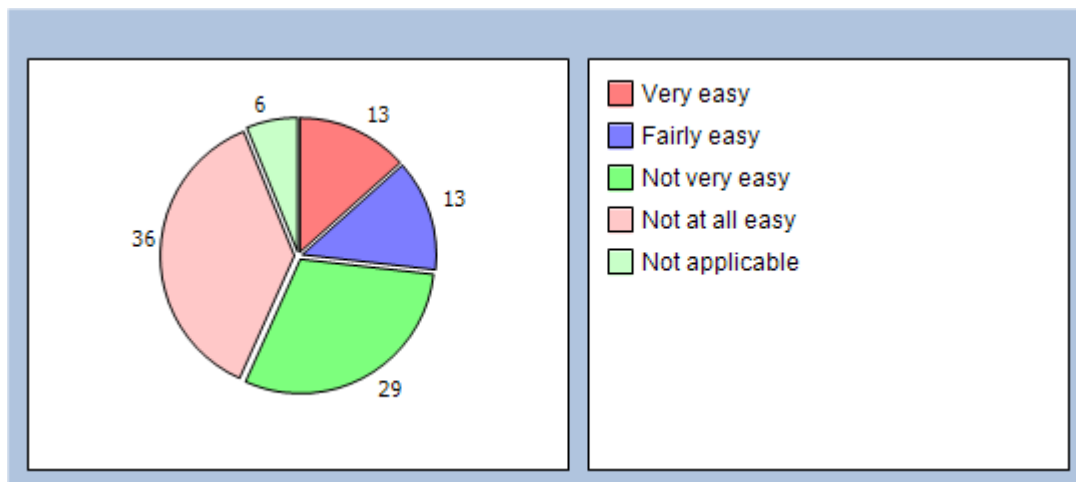
Q2 When you need to see a GP urgently, are you normally seen or spoken to within 48 hours?

Yes 74%
No 10%
Not applicable 15%



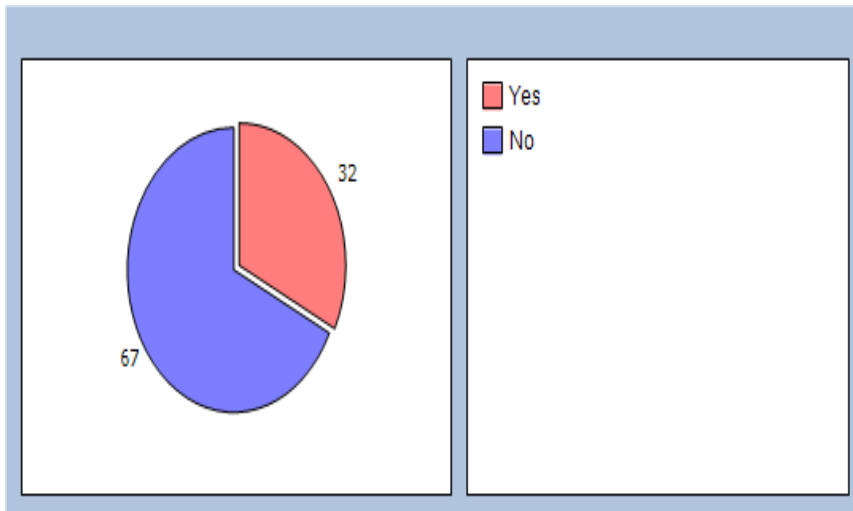
Q3 How easy is it to book more than 2 days in advance with your USUAL GP?

Very easy 13%
Fairly easy 13%
Not very easy 29%
Not at all easy 36%
Not applicable 6%



Q4 Do you use the Online Repeat Prescription, Appointment Booking Service or Medical Records Access?

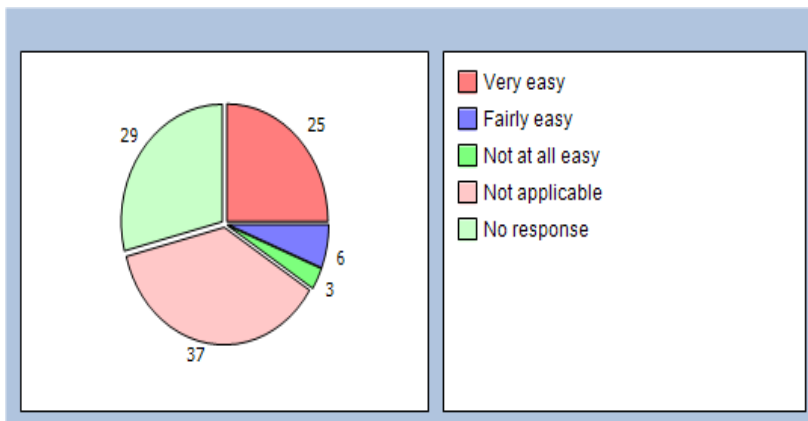
Yes 32%
No 67%



If you wish to register for this service, please contact the surgery or go to the website www.wordenmc.net and on right hand side go into Patient Online Services.

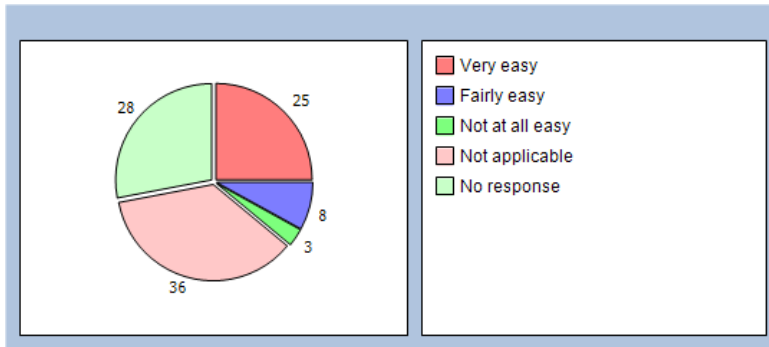
Q4a If you answered yes to Q4 - how do you find the Online Repeat Prescription Service?

Very easy 25%
Fairly easy 6%
Not very easy 0%
Not at all easy 3%
Not applicable 37%
No response 29%



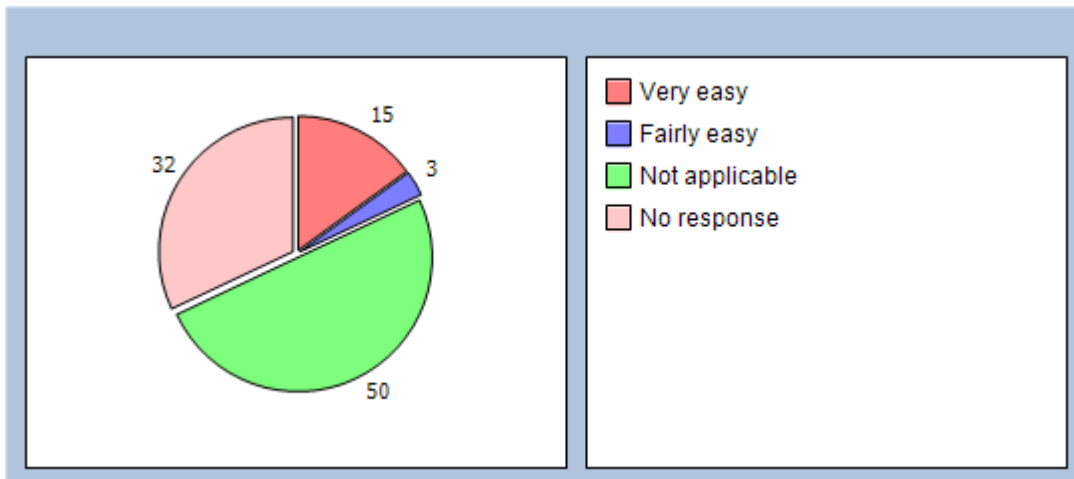
Q4b If you answered yes to Q4 - how do you find the Online Appointment Booking Service?

Very easy 25%
Fairly easy 8%
Not very easy 0%
Not at all easy 3%
Not applicable 36%
No response 28%



Q4c If you answered yes to Q4 - how do you find the Online Appointment Booking Service?

Very easy 15%
Fairly easy 3%
Not very easy 0%
Not at all easy 0%
Not applicable 50%
No response 32%



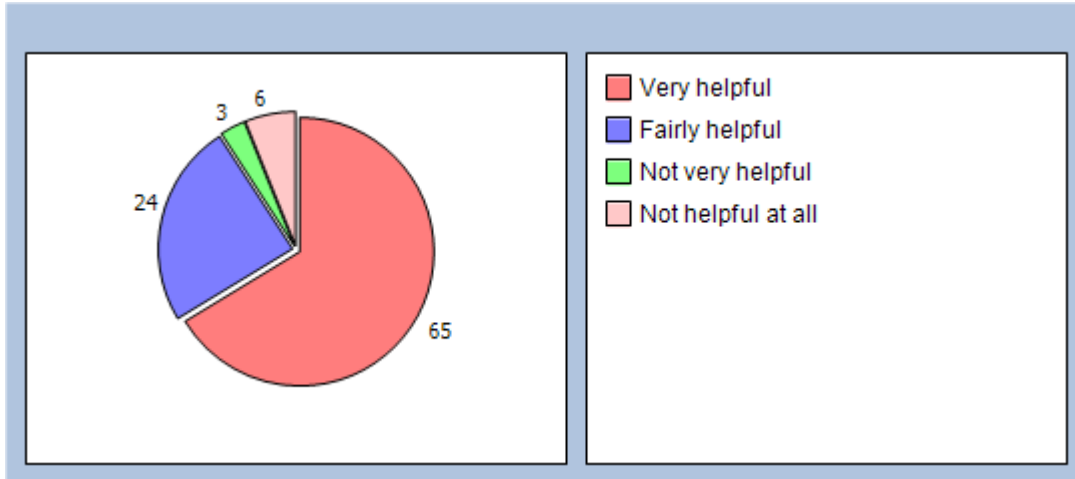
Any further comments on APPOINTMENTS? Please let us know of any good or bad experiences you have had.

- **Appointments with my usual GP usually always run late**
- I find all the receptionists are more than helpful regarding appointments. I have not had any bad experiences regarding appointments.
- **I prefer to see Dr Warner but it is very difficult to get an appointment with her for usually two weeks at least, in advance.**
- It is a while since I used the online repeat prescriptions forgotten user name and ID
- **It is impossible to see the Practice Manager. Every time I phone she is unavailable and every time I call into the Practice she conveniently seems to be busy. How the hell do you get in contact with her. She does not even seem to return your phone calls**
- It would be good to also have appointments between 2 days and 10 days available. It seems it either has to be urgent or can wait for a long time. Nothing in between. I would really want 15 min for an appointment.
- **My www signal poor keep being locked out when I try it. Easier to phone and hold on**
- No bad experiences
- **PRESCRIPTIONS: ALWAYS repeat prescriptions are not done efficiently resulting in a further 2 days wait and trip to collect, before getting to a chemist. This system is a shambles - those making the errors NEVER seem to get anymore reliable**
- The least time I have waited to see the Doctor at the surgery has been 20minutes over the appointment time given to me & the longest I have waited has been 40 minutes.
- **Very good - when an urgent appointment is required when staff couldn't be more helpful and kind**
- When making appointments and you get to the surgery a few minutes late it seems very unfair that the receptionist tells you there is a big possibility you will have to wait til the end of surgery or re-book your appointment. My feeling is that most of the time surgery appointments don't run on time and for someone to be 6 minutes late seems very unfair that they have to re-book when even though they were 6 minutes late more than likely would still be sat in surgery waiting to be seen by the doctor. I am in agreement that when the surgery is running on time then fair enough a person has missed their appointment but when the surgery is running late there should still be some leaway given as they would be sat in surgery still waiting to be seen.

RECEPTION AND TELEPHONE ISSUES

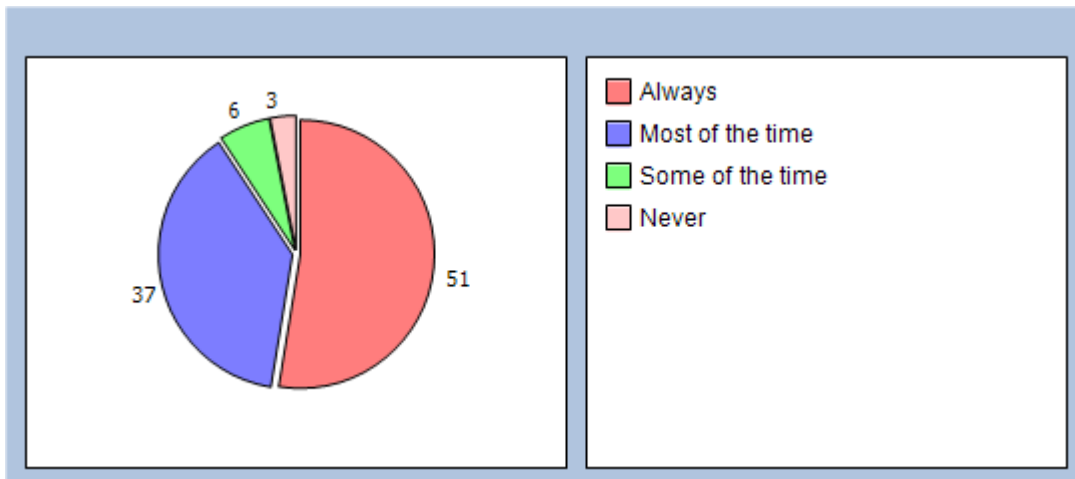
Q5 On the whole how helpful do you find the receptionists at the surgery?

Very helpful 65%
Fairly helpful 24%
Not very helpful 3%
Not helpful at all 6%



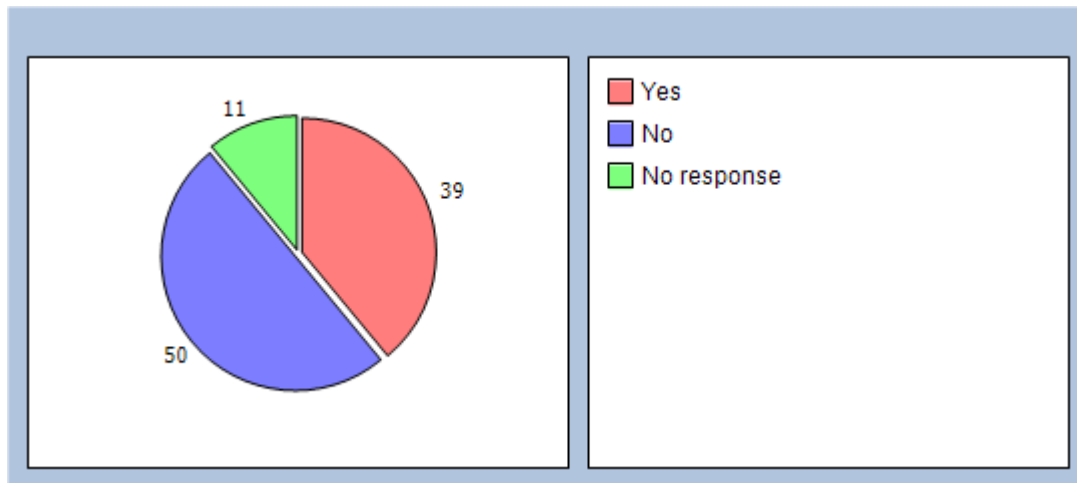
Q6 Do you think the reception staff behave in a professional manner?

Always 51%
Most of the time 37%
Some of the time 6%
Never 3%



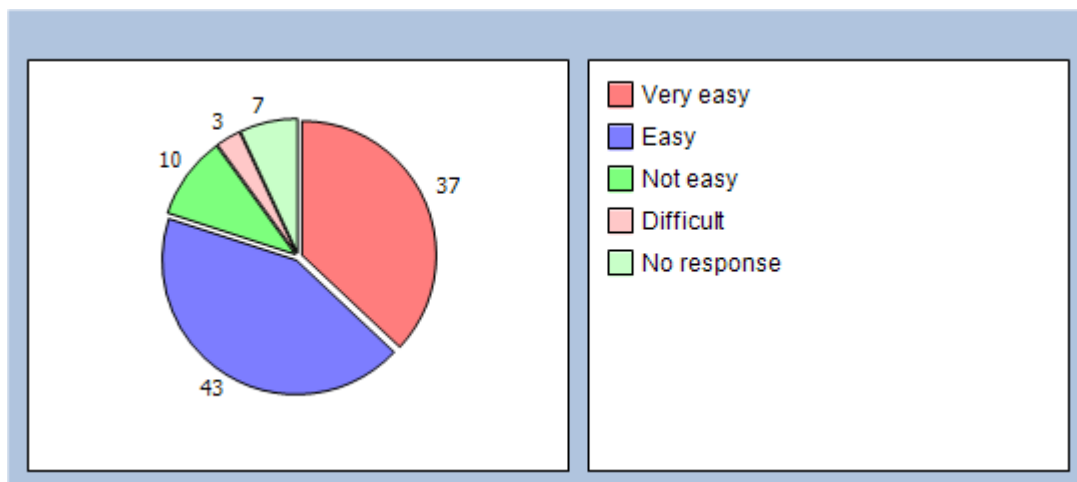
Q7 Do you think patient confidentiality is a problem in the reception area?

Yes 39%
No 50%
No response 11%



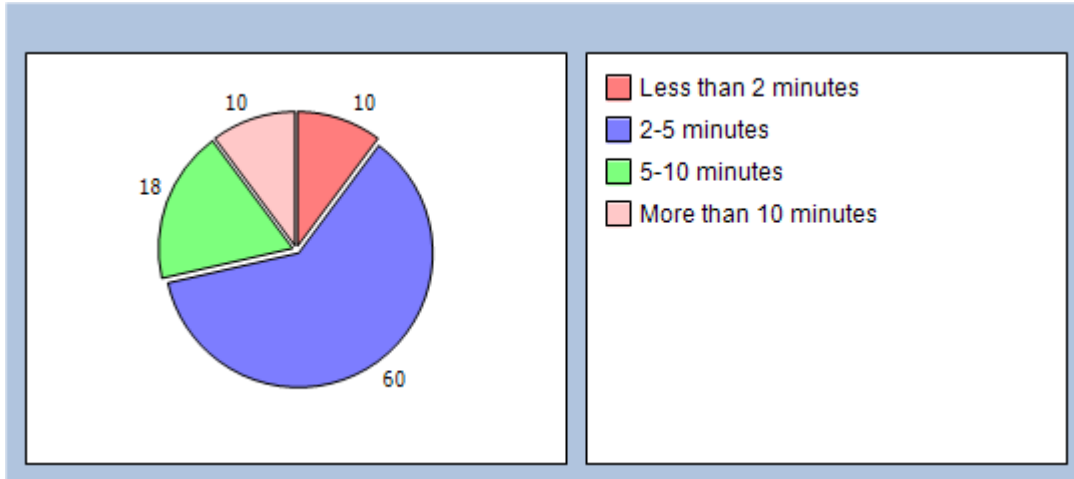
Q8 Following the installation of our new telephone system, how do you find contacting the surgery?

Very easy 37%
Easy 43%
Not easy 10%
Difficult 3%
No response 7%



Q9 Thinking about the last time you called the surgery, what was the length of time you were on hold before your call was answered?

Less than 2 minutes 10%
2-5 minutes 60%
5-10 minutes 18%
More than 10 minutes 10%



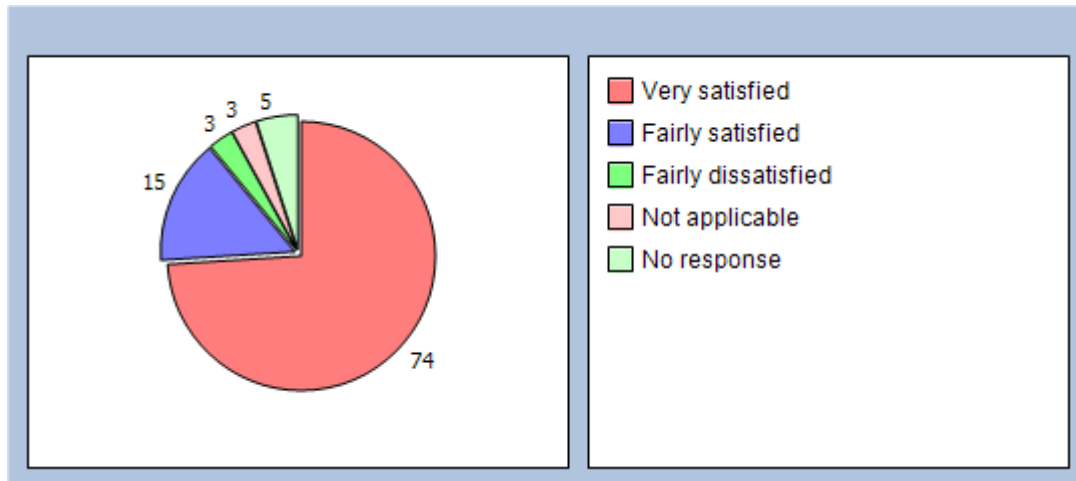
Any further comments on RECEPTION or TELEPHONE ISSUES? Please let us know of any good or bad experiences you have had.

- **Had lots of health problems last year but can honestly say the receptionist and GP have been fantastic! have always found all the staff very helpful both at the counter and by phone**
- I like that you now get told what number you are, so you can choose to hang on and wait or call back later. The receptionists are more than helpful, checking if prescriptions are ready to pick up or when they will be
- **It depends on which receptionist you get. Some are lovely, sadly not all. Some are gormless, some are very snooty and inflexible.**
- It would be helpful to have a private area where you can talk to the receptionist away from the reception area - to discuss confidential issues/concerns which you may have
- **It's slightly different if you try calling at 8am, you can be on hold a while**
- Not recently tried, as using online service. Used to be very long waits.
- **Reception staff ? all the time even though they are often swamped with phones, people delivering, patients. Helpful, very good in an emergency always pleasant and professional. Cath in my opinion the best employee - reception. Even when there is some discussions going on in the office Cath focuses her attention on patients so no one waits when she is on the front desk.**
- Waiting at reception would be much more pleasant without continuous pop music playing. I find this very stressful and totally unnecessary. Please could we have this stopped.
- **Yes I want to know how to contact the Practice Manager. She does not seem to be wanted to be contacted either in person or by telephone.**

REGARDING CLINICAL CARE

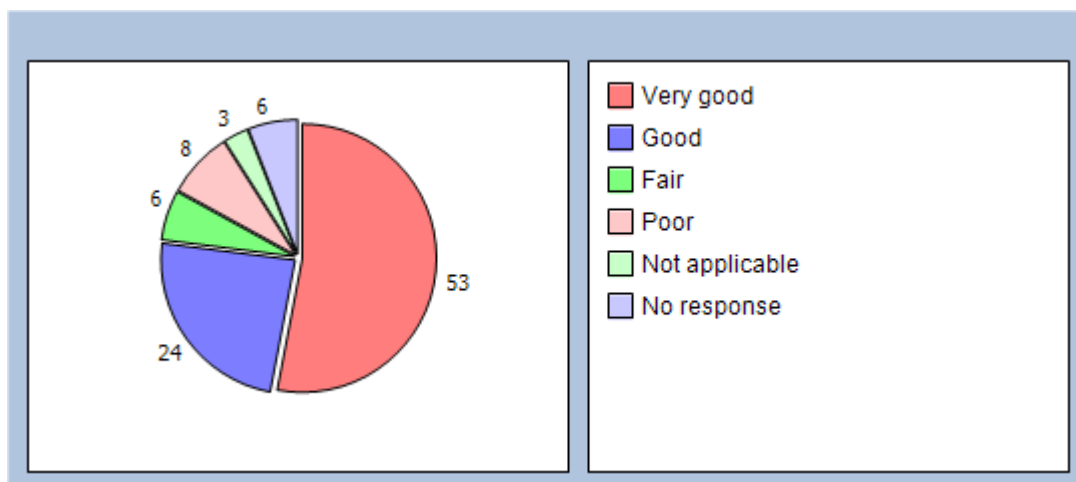
Q11 How satisfied are you with the service you received from the GP/Nurse today or at your last consultation?

Very satisfied 74%
Fairly satisfied 15%
Neither satisfied nor dissatisfied 0%
Fairly dissatisfied 3%
Very dissatisfied 0%
Not applicable 3%
No response 5%



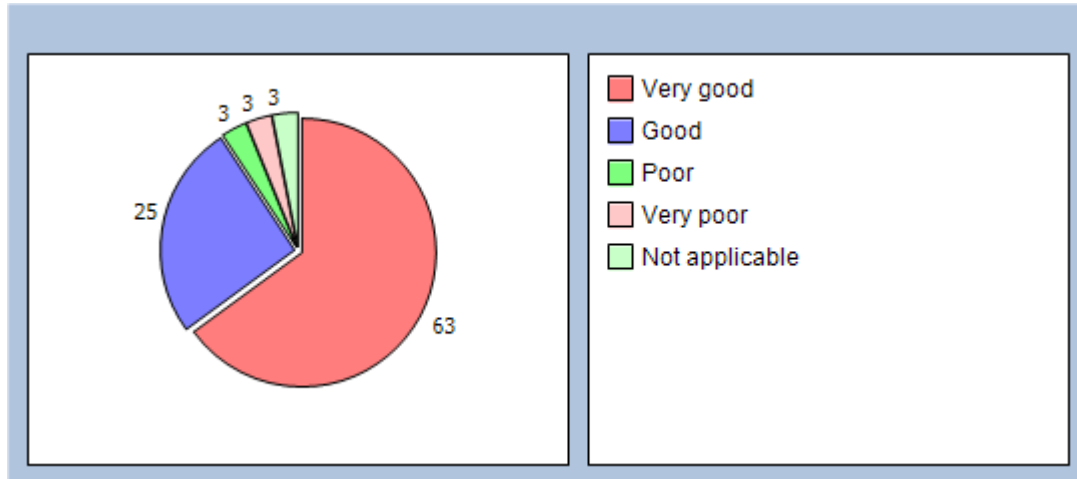
Q12 (1) Concerning your last consultation, how do you rate the time allowed for your consultation?

Very good 53%
Good 24%
Fair 6%
Poor 8%
Very poor 0%
Not applicable 3%
No response 6%



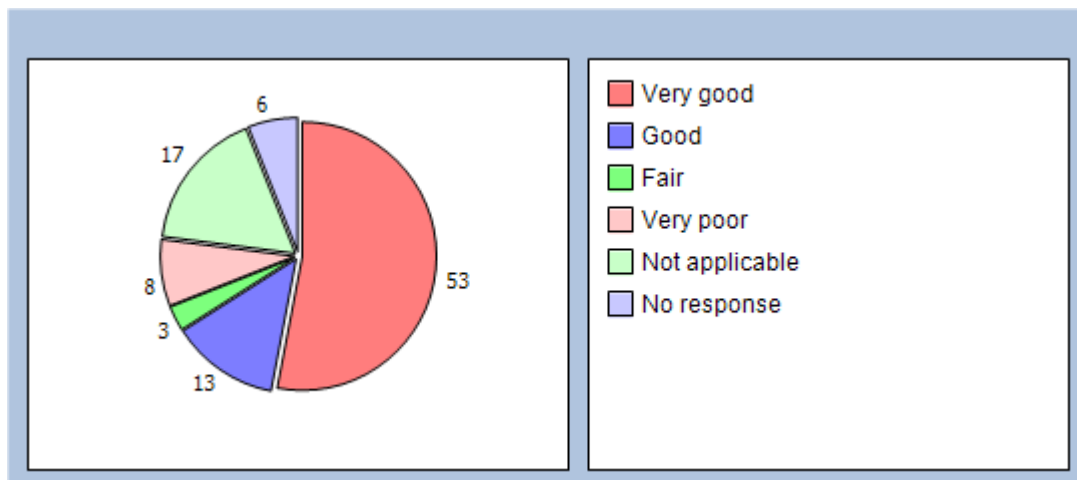
Q12 (2) Concerning your last consultation, how do you rate how well you were listened to?

Very good 63%
Good 25%
Fair 0%
Poor 3%
Very poor 3%
Not applicable 3%



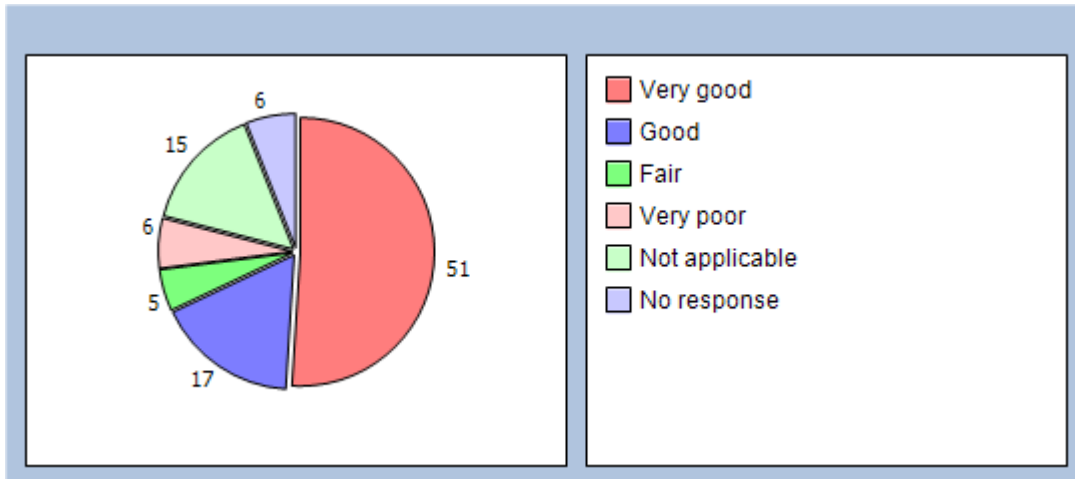
Q12 (3) Concerning your last consultation, how do you rate explanation of tests and treatments?

Very good 53%
Good 13%
Fair 3%
Poor 0%
Very poor 8%
Not applicable 17%
No response 6%



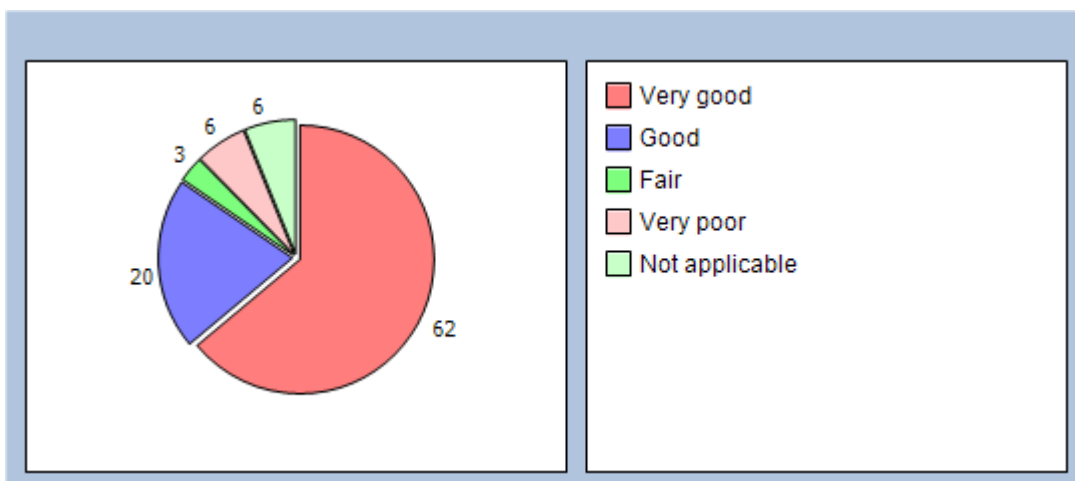
Q12 (4) Concerning your last consultation, how do you rate our involving you in decisions made?

Very good 51%
Good 17%
Fair 5%
Poor 0%
Very poor 6%
Not applicable 15%
No response 6%



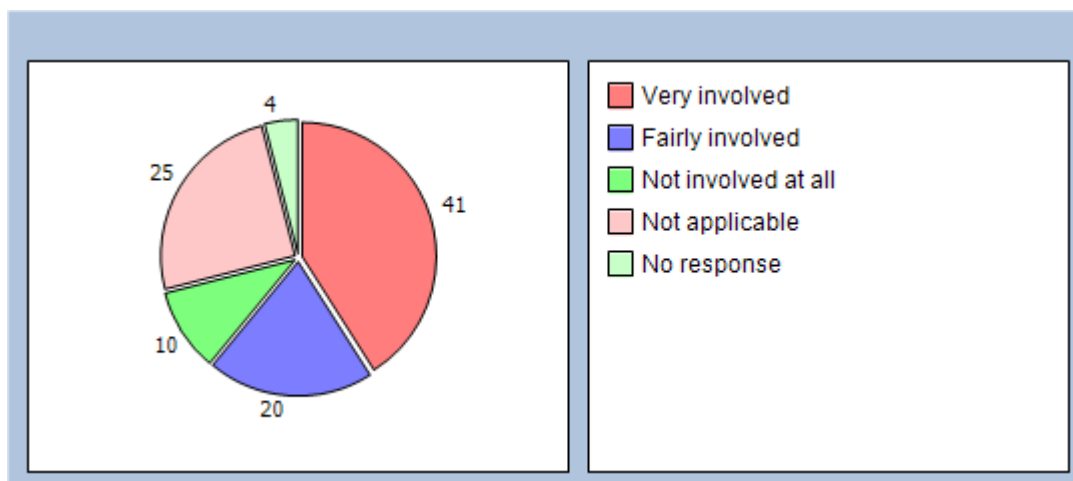
Q12 (5) Concerning your last consultation, how do you rate your trust and confidence in the care you were given?

Very good 62%
Good 20%
Fair 3%
Poor 0%
Very poor 6%
Not applicable 6%



Q13 If your GP has referred you for further treatment/secondary care, how much did he or she involve you in your choice or place of treatment?

Very involved 41%
Fairly involved 20%
I didn't want to be involved 0%
Not involved at all 10%
Not applicable 25%
No response 4%



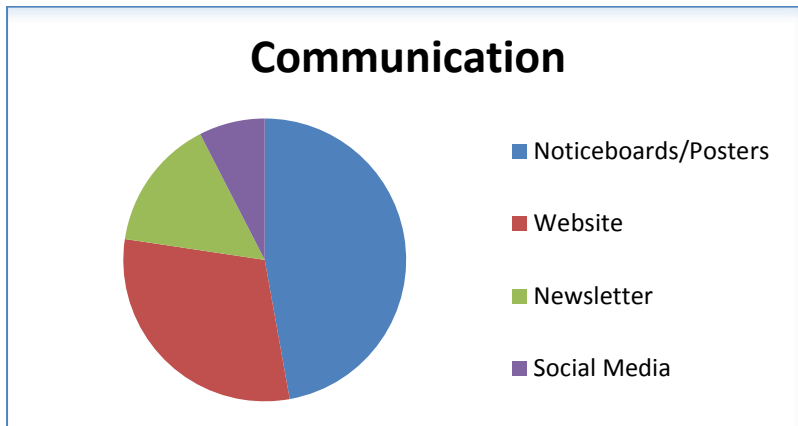
Any further comments on CLINICAL CARE? Please let us know of any good or bad experiences you have had.

- **Dr Campbell is a wonderful GP. I trust him completely. He is irreplaceable**
- Dr Pretswell has given me excellent care. I have a chronic complicated health condition and she has proved to be extremely efficient in her clinical care. She is also approachable and sensitive to my needs
- **Excellent care, but always rushed. I would really like 15 min for an appointment.**
- I am very disappointed that some medicines which used to be prescribed (eg cough linctus) have been withdrawn from this service
- **I have blood tests every six months and am given the results by Dr Warner on the phone, which is much better than having to go to the surgery.**
- If you need a blood test you have to wait a few days to get one or travel to Chorley Hospital to get one when you should be able to get a blood test as soon as you have seen a doctor which should save a lot of time to get your results
- **My care with Nurse Ford was always very good and I was sorry to hear she had left**
- No bad comments. Always treated very well
- **Superb service thank you**
- They need to improve the clinical care urgently

COMMUNICATION AND OVERALL SATISFACTION

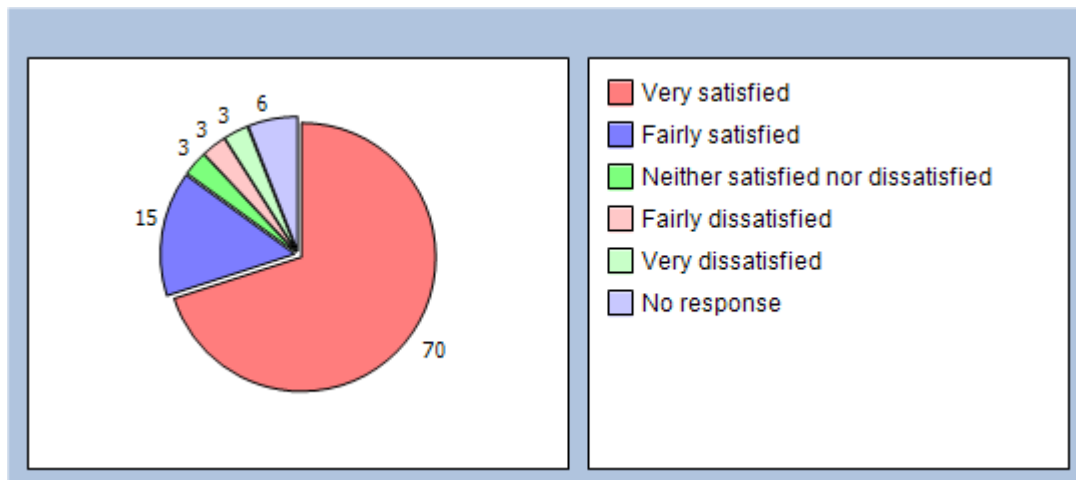
Q14 Please tick below the ways you would like the surgery to communicate general information with patients. You can tick more than one.

Noticeboards/Posters 75%
Website 48%
Newsletter 24%
Social Media - eg Facebook 12%



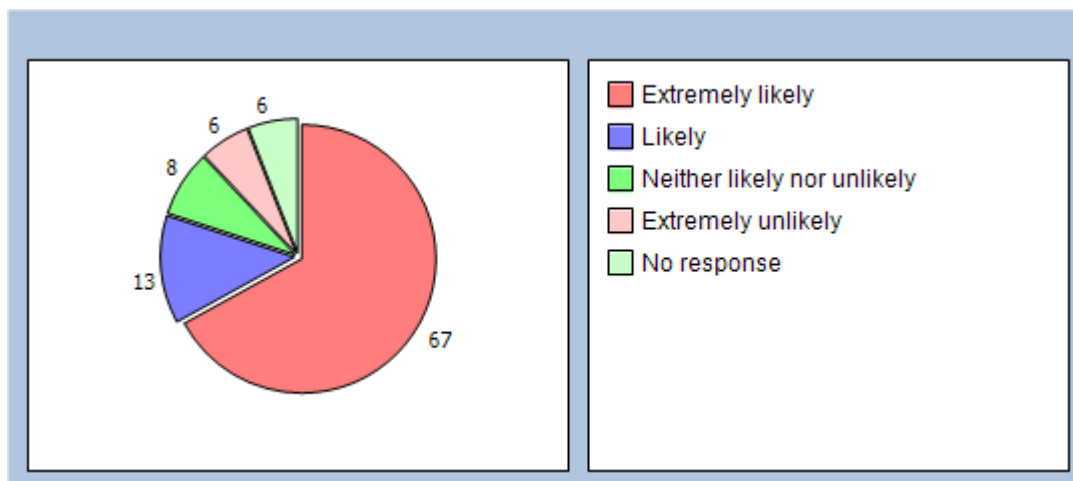
Q15 In general how satisfied are you with the care you receive at the surgery?

Very satisfied 70%
Fairly satisfied 15%
Neither satisfied nor dissatisfied 3%
Fairly dissatisfied 3%
Very dissatisfied 3%
No response 6%



Q16 How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?

Extremely likely 67%
 Likely 13%
 Neither likely nor unlikely 8%
 Unlikely 0%
 Extremely unlikely 6%
 Don't know 0%
 No response 6%



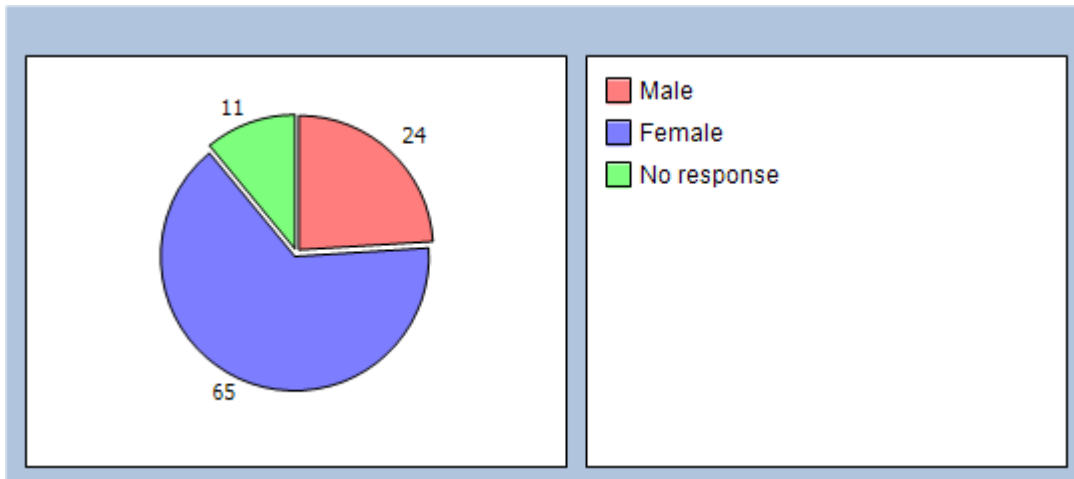
If we could change one thing about your care or treatment to improve your experience, what would it be?

- **15 min appointments.**
- Access to appointments within a few days.
- **Arrange for an exit on the car park**
- Get more nurses to be able to do blood tests on the same day so that patients don't have to travel all the way to Chorley Hospital
- **I would like to see a doctor for a non-urgent appointment within a week**
- It would be nice to be seen when you want an appointment with the Practice Manager. Even though I called in with the people who wanted a meeting with her was told she was unavailable. Struggle to walk down to the doctors because on crutches and have a bad leg. Telephone and told she will call back when she doesn't. Totally unacceptable
- **Longer opening hours - start at 7.30am or 8am , late appointments at least once a week until 8pm**
- More staff, better standard of training and performance. Some windows that open and most of all NO noisy intrusive jangling pop music. Those that do like it probably have earphones. To those that don't its a hideous very stressful din - don't we get any choice.
- **Nothing at all**
- Only about me - for me to get to my appointment on time, every time. Even when I am slightly late I still get seen ASAP
- **Reduce the time period to see the doctor I wish to see**
- Reduction of waiting time to see Dr Kilgour
- **To be able to make an appointment sooner with Dr Warrner, but I do appreciate the fact that she can only work so many hours each day. Also Worden Medical Centre will have to adopt the policy that other surgeries have adopted and refuse an appointment to patients who could get their treatment and advice from the chemist.**

ABOUT YOU

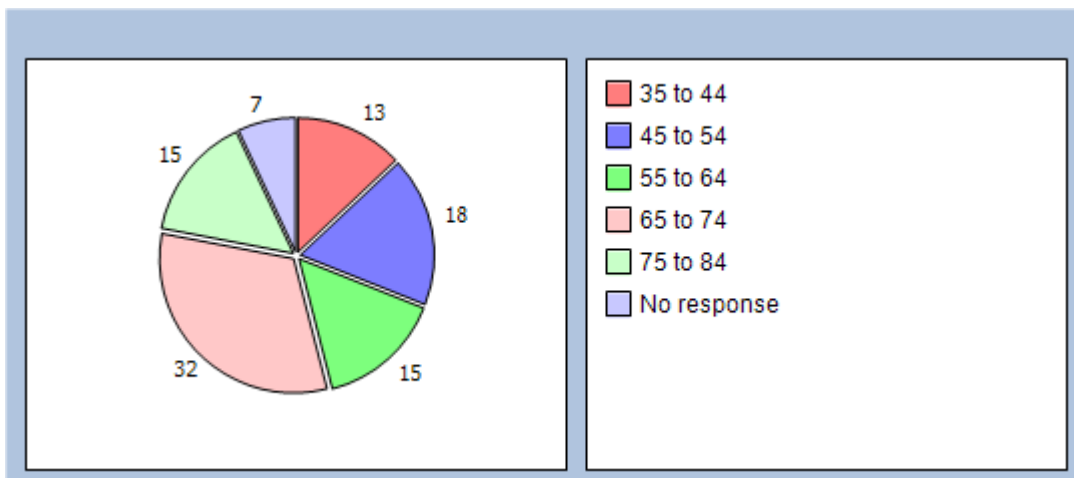
Q17 Are you male or female?

Male 24%
Female 65%
Other (including Transgender) 0%
No response 11%



Q18 Your age

Under 18 0%
18 to 24 0%
25 to 34 0%
35 to 44 13%
45 to 54 18%
55 to 64 15%
65 to 74 32%
75 to 84 15%
85 or over 0%
No response 7%

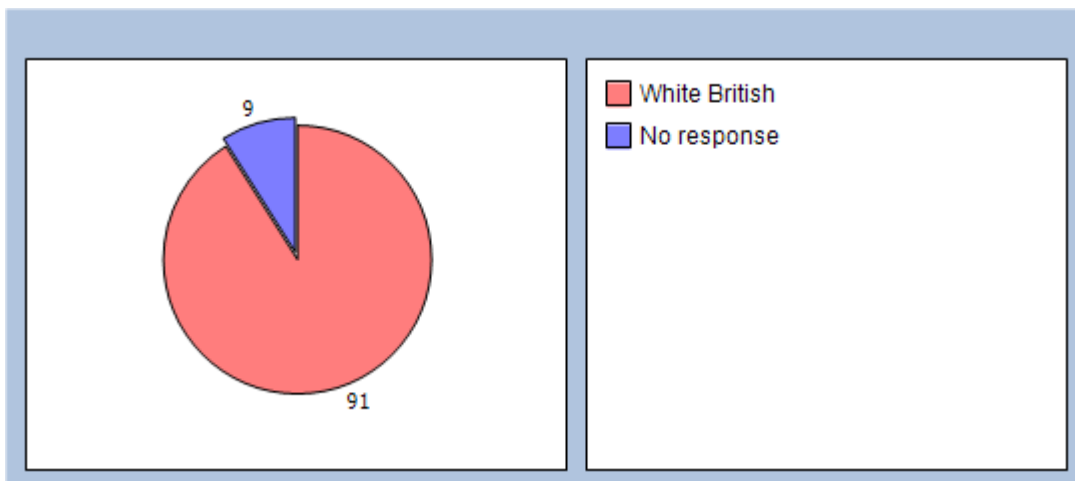


Q19 Do you have a disability and /or a long-term health concern? (tick all that apply)

Yes, I have a physical or mental impairment 8%
No, I do not have a physical or mental impairment 6%
Yes, I have a long-term health condition 60%
No, I do not have a long-term health condition 6%
I prefer not to answer the question 3%

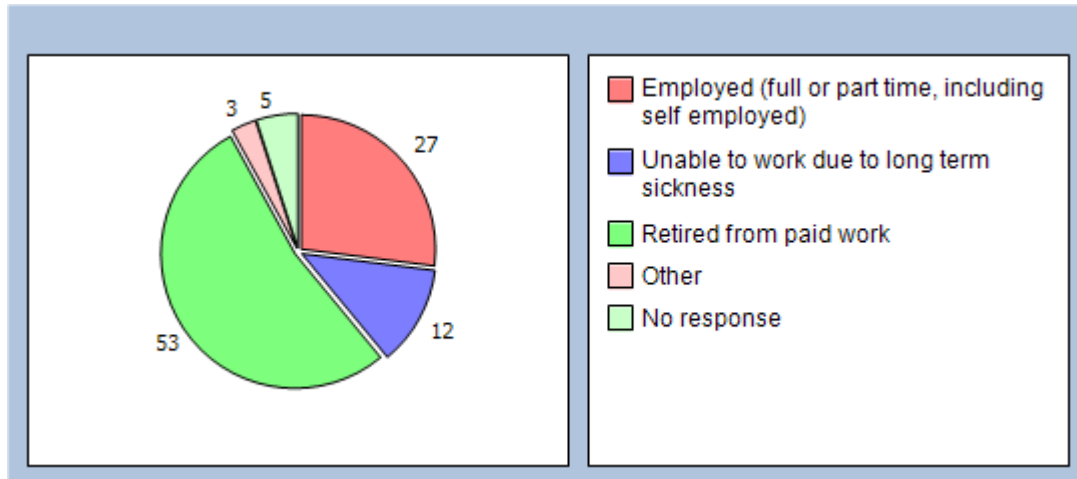
Q20 Your ethnic group

White British 91%
White Irish 0%
White Other 0%
Mixed White/Black African 0%
Mixed White/Black Carribbean 0%
Mixed White/Asian 0%
Mixed Other 0%
Asian or Asian British - Indian 0%
Asian or Asian British - Pakistani 0%
Asian or Asian British - Bangladeshi 0%
Asian or Asian British - Other 0%
Black or Black British - Carribbean 0%
Black or Black British - African 0%
Black or Black British - Other 0%
Chinese 0%
Any other ethnic group 0%
No response 9%



Q21 Which of the following best describes you?

Employed (full or part time, including self employed) 27%
Unemployed/looking for work 0%
At school or in full time education 0%
Unable to work due to long term sickness 12%
Looking after your home/family 0%
Retired from paid work 53%
Other 3%
No response 5%



Thank you for taking the time to fill in this questionnaire.

Your views will help improve services at Worden Medical Centre