

**NORTHGATE MEDICAL CENTRE, PONTEFRACT**  
**PATIENT QUESTIONNAIRE 2016**  
**RESULTS SUMMARY**

This summary only relates to those persons that **completed that question** in the Questionnaire.

**ABOUT YOU**

**Are You?**                      Male 36%                                      Female 64%

**When did you last see a Doctor here at the surgery?**

Last week 26%                      Last Month 47%                                      Last Year 27%

**Which age group do you belong to?**

Under 18 2%    18-24 3%    25-34 6%    35-49 14%    50-64 23%    65-74 27%    over 75 15%    No Answer 10%

**Do you have any of the following conditions? (Please tick **all** the boxes that apply to you)**

Deafness or severe hearing impairment	28%
Blindness or severe visual impairment	3%
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	49%
A learning difficulty	4%
A long-standing psychological or emotional condition	16%

**Are you looking after anyone in your household who has long-standing health problems?**

Yes 11%    No 89%

**ARRANGING TO BE SEEN / SPOKEN TO ABOUT YOUR MEDICAL CONDITION**

**1a How easy is it to be seen or spoken to about your medical condition ?**

(A rating between 1 (very poor) and 5 (excellent) was requested.)

*The average rating for each question is shown.*

<b>Getting through to the practice on the phone</b>	3.6
<b>Booking an appointment on-line</b>	3.5
<b>Easily obtaining an appointment with the doctor or nurse</b>	3.4
<b>Seeing a doctor of your choice</b>	3.2
<i>AND If you felt that your condition required urgent attention....</i>	
<b>Speaking to a Doctor on the phone for medical advice</b>	3.7
<b>Seeing a doctor on the same day</b>	3.1
<b>Seeing a doctor in the next 2 days that the surgery was open</b>	3.2
<b>Appropriate referral through the Triage System</b>	3.7

**If you have not been happy about getting seen or spoken to about your medical condition, let's find out why. Please tick to select any of the following reasons.**

**1b Why could you not be seen or spoken to about your medical condition?**

No appointments were available	49%
Times offered were not suitable	13%

Appointment was with a Doctor that I did not want to see	18%
The Nurse Practitioner was free but I wanted to see a Doctor	14%
I never got a call from the Triage Nurse	3%
The Triage Nurse didn't think it was necessary	3%

**1c In the past 6 months have you tried to book an appointment with a Doctor more than 2 weekdays in advance?**

**If you have Did you get an appointment?** Yes 73% No 27%

**1d How often do you see the Doctor of your choice?**

Never/Almost Never 4% Mostly 52% Always/Nearly Always 28% No Response 16%

**1e How happy are you with the opening hours?**

Unhappy 1% Fairly Happy 37% Very Happy 62%

**1f What is the best time of day for you?**

Early-am 28% am 29% pm 16% Early-eve 13% Any time 8% No Response 6%

**1g IF in the past 6 months you have telephoned for an appointment and been contacted by the (Triage) Nurse**

**1h What action was taken or recommend?**

The Nurse made an appointment for me with a Doctor	69%
The Nurse made an appointment for me with a Nurse	18%
The Nurse advised me to go to the Hospital A & E	6%
The Nurse recommended medication	7%

**1i Were you happy with the service that you received from the (Triage) Nurse?**

Yes 92% No 8%

**1j Do you have any suggestions how we can improve the way our patients get to be seen or spoken to about their medical conditions? Please also use this space to provide more information about any of the answers you have given above.**

*There were some patients who would like:-  
evening surgeries  
week end surgeries  
improved same day access to Doctors*

*however, the great majority of patients were happy with the access to services provided by the Surgery.*



*In general the scores that were entered were 3 or 4 or 5 with a reasonably even spread.*

	1 Very Poor	2 Poor	3 Average	4 Good	5 Very Good
Giving you enough time					
Asking about your symptoms					
Listening					
Explaining tests and treatments					
Involving you in decisions about your care					
Treating you with care and concern					
Taking your problems seriously					

**2h Please rate the level of confidence and trust you felt in the Nurse that you saw?**  
**(1 is very low . . . 5 is very high)**                      1 2 3 4 5      **Would you be happy to**  
**see the Nurse next time?**                      Yes    No

*NOTE It is not possible to provide more than a general summary.*  
*In general the scores that were entered were 3 or 4 or 5 with a reasonably even spread.*  
*Three patients would NOT be happy to see the Nurse next time.*

Do you want to give us any more information that might help us?
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**3 Please add any general information you would like us to know.**

Is there anything particularly good about your health care experience here at Northgate Medical Centre? <i>There were many comments about a high level of general satisfaction with the Practice</i>
Is there anything at Northgate Medical Centre and its services that could be improved? <i>There were some requests for more Doctors and Appointment availability.</i> <i>There were some concerns about the reception area including privacy, air conditioning and visibility of the announcement screen.</i>
Any other comments?

**AFTERCARE AND OTHER SERVICES AT NORTHGATE MEDICAL CENTRE**

<p align="center"><b>SERVICES PROVIDED DIRECTLY BY THIS PRACTICE</b></p>	<p align="center"><b>Please tick any of the following services that you have used within the last 6 months</b></p>	<p align="center"><b>Please indicate with a cross if you were unhappy with your experience of the service(s)</b></p>
<p>REPEAT PRESCRIPTIONS (Please Circle how) Online Chemist    Surgery    Unspecified 3%            10%            6%            9%</p>	<p align="center">28%</p>	
<p>TEST RESULTS</p>	<p align="center">20%</p>	
<p>PHLEBOTOMY (TAKING BLOOD)</p>	<p align="center">20%</p>	
<p>MINOR OPERATIONS eg Removal of Cysts, Joint Injections, Biopsies etc....</p>	<p align="center">3%</p>	
<p>CERVICAL SMEARS</p>	<p align="center">2%</p>	
<p>NHS HEALTH CHECK (AGES 45-74 by invitation)</p>	<p align="center">3%</p>	
<p>IMMUNISATIONS</p>	<p align="center">5%</p>	
<p>FLU AND/OR SHINGLES INJECTIONS</p>	<p align="center">15%</p>	
<p>FAMILY PLANNING</p>	<p align="center">1%</p>	
<p>FOREIGN TRAVEL INOCULATIONS</p>	<p align="center">1%</p>	
<p>IMMUNISATION</p>	<p align="center">1%</p>	
<p>MATERNITY SERVICES</p>	<p align="center">1%</p>	