

## NORTHGATE SURGERY PATIENT QUESTIONNAIRE 2013-2014

Dear Patient

We would be grateful if you would complete this survey about our Practice. The Doctors here want to provide the highest standard of care, and feedback from this survey will enable them to identify any areas that may need improvement. Your opinions are therefore very valuable.

Please answer all the questions that apply to you. There are no right or wrong answers and your Doctor will not be able to identify any individual responses: this information will be kept confidential. Please put a tick in the box of the answer you choose.

Thank you

**Q1. When did you last see a Doctor here at the surgery? %**

In the past 3 months	67
Between 3 and 6 months ago	17
More than 6 months ago	14
I have never been seen here	1

**Q2. Thinking of times when you have phoned the Practice how do you rate the following?**

**a) ability to get through to the practice on the phone**

Poor	21
Fair	29
Good	28
Very good	14
Excellent	7
Don't know never tried	2

**b) ability to speak to a Doctor on the phone for medical advice**

Poor	5
Fair	14
Good	20
Very Good	9
Excellent	7
Don't know never tried	45

**Q3. During the past 6 months if you wanted to see a Doctor urgently?**

**a) were you able to see a Doctor on the same day**

Yes	67
No	33

**b) were you able to see a Doctor in the next 2 days that the surgery was open**

Yes	74
No	26

**Q4. If you were unable to be seen during the next 2 days that the surgery was open why was that?**

Please tick

No appointments were available	64
Times offered were not suitable	15
Appointment was with a Dr who I did not want to see	16
The Nurse Practitioner was free but I wanted to see a Doctor	3
Any other reason please specify A doctor asked me to follow up with her – impossible to get appointment. Only Dr xxx was available and I don't want to see her. The current method of phoning in to see if you can see your doctor does not work. Was at hospital when they were able to fit me in. Did not need to	

**Q5. In the past 6 months have you tried to book an appointment with a Doctor more than 2 weekdays in advance?**

Yes	46
No	54

**Q6. Last time you tried to book an appointment with a Doctor more than 2 weekdays in advance were you able to get an appointment ?**

Yes	63
No	37

**Q7. How often do you see the Doctor of your choice?**

Always or most of the time	39
A lot of the time	20
Some of the time	33
Never or almost never	8

**Q8. How helpful do you find the receptionists at the surgery?**

Very	77
Fairly	22
Not very	1
Not at all	0

**Q9. When attending an appointment how long after the appointment time do you normally have to wait before you are seen?**

I am normally seen on time	14
I am waiting for less than 5 minutes	22
I am waiting for 5 to 15 minutes	51
I am waiting for 15 to 30 minutes	10
I am waiting for more than 30 minutes	2

**Q10. How satisfied are you with the opening hours?**

Very	48
Fairly	35
Neither satisfied or dissatisfied	13
Dissatisfied	5

If you are dissatisfied what opening hours are most convenient to suit your needs?

**Q11. As far as you know is the surgery open?** Yes No Sometimes Don't know

Before 8.00am	31	37	11	22
After 6.30pm	31	26	20	24
On Saturdays	5	74	3	18
On Sundays	2	81	0	17

**Q12. How good was the Doctor at each of the following the last time you saw them at the surgery?**

(Please put a tick in one box for **each** row)

Please name the Doctor that you saw Dr.....

	Very good	Good	Neither good nor poor	Poor	Very poor	Does not apply
Giving you enough time	67	27	5	1	0	0
Asking about your symptoms	66	26	4	2	0	1
Listening	66	26	5	2	0	1
Explaining tests and treatments	62	24	9	1	0	5
Involving you in decisions about your care	60	23	9	1	1	6
Treating you with care and concern	65	24	7	2	0	1
Taking your problems seriously	68	23	5	2	1	1

Any other comments about your consultation with the Doctor

Excellent service.

Dr Riddett - caring and concerned.

Usually see Dr Patel who is always excellent with my care, but on the occasions I can't get appointment with him.

Dr Eccles - always checking on my welfare.

Dr Glover - great doctor.

**Q13. Did you have confidence and trust in the Doctor that you saw?**

Yes, definitely	81
Yes to some extent	15
No, not at all	2
Do not know, cannot say	2

**Q14. After seeing the Doctor how do you feel?**

	Much more than before	A little more than before	The same or less than before	Does not apply
Able to <b>understand</b> your problem or illness	52	25	14	9
Able to <b>cope</b> with your problem or illness	44	27	19	10
Able to <b>keep yourself</b> healthy	43	25	19	13

**Q15. When seeing a Practice Nurse at the surgery how easy is it to get an appointment?**

Very easy	35
Fairly easy	47
Not very easy	10
Not at all easy	2
I have not tried	7

**Q16. How good was the Practice Nurse at each of the following the last time you saw them at the surgery?**

(Please put a tick in one box for **each** row)

	Very good	Good	Neither good nor bad	Poor	Very poor	Does not apply
Giving you enough time	65	28	3	1	0	3
Asking about your symptoms	58	27	6	1	0	7
Listening	60	30	4	1	0	5
Explaining tests and treatments	57	29	6	1	0	7
Involving you in decisions about your care	52	28	7	1	0	13
Treating you with care and concern	58	31	4	1	1	6
Taking your problems seriously	58	28	5	1	0	9
Any other comments about your meeting with the Nurse I have only had to see the blood test nurse but appointment was on time and very efficient. I felt the nurse was highly professional. All the nurses are very pleasant and helpful. Absolutely first class in all areas and very pleasant.						

**Q17. In general, how satisfied are you with the care you get at the surgery?**

Very	67
Fairly	29
Neither satisfied or dissatisfied	3
Dissatisfied	1
If you are dissatisfied how can the surgery improve to meet your needs  To get appointments on the day but that can't be easy so understand. More of the doctors need to take symptoms seriously and deal with them quickly. Having to ring on day for an appointment from 8.15am is not the best time as I am at work and my break isn't until 10.30 – most appointments gone. Needs to be easier to get through on the phone and get same day or next day appointments.	

**Q18. Are you**

Male	39
Female	61

**Q19. Which age group do you belong to?**

Under 18	1	55 - 64 years	16
18 – 24 years	5	65 – 74 years	28
25 – 34 years	9	75 – 84 years	17
35 – 44 years	9	85 years and over	2
45 – 54 years	14		

**Q20. Do you have any of the following conditions? Please include all problems.**

(Please tick **all** the boxes that apply to you)

Deafness or severe hearing impairment	6
Blindness or severe visual impairment	1
A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying	18
A learning difficulty	0
A long-standing psychological or emotional condition	3
Other, including any long standing illness	19

**Q21. Do you have carer responsibilities for anyone in your household with long-standing health problems?**

Yes	11
No	89

**We are interested in any other comments you may have. Please write them here.**

Is there anything particularly good about your health care?

Generally very happy with practice

Very pleased with everything

Overall pleased with the care I have received

Very happy with the way I am treated

Thank you all for the excellent service

I have found reception staff; nursing staff and Doctors always treated me with kindness and respect

Is there anything that could be improved?

To be able to book appointments online

Car park is terrible

Some GPs ALWAYS run late. Others are punctual – why the difference?

Ringling for appointment from 8.15am, when finally get through unable to have appointment that day as they have all gone and cannot book in advance

Open longer hours for workers

Any other comments?

Best surgery in Pontefract

I find it a pleasure to visit the practice and all my worries about my health are dealt with fully

The staff are very pleasant and helpful. They seem a good team

Thank you for a good service

Not being able to book an appointment in advance is often annoying

Going in late after appointment time. Should be arranged so this does not happen so other appointments in other places can be arranged for

**Thank you for taking time to complete this questionnaire. The results will be made available and displayed on the notice board in the waiting area.**