

Montgomery-House Surgery Patient Survey Results

A total of 100

surveys were

completed.

2012/2013

Age & Gender	Female	Male
Under 18	1	
18-30	9	4
31-45	14	6
46-60	8	7
61-75	20	11
76 +	11	9
N/A		

Nationality	Other	N/A
British National		
97	3	

Ethnic Group	Irish	Other White	W&B Caribbean	W&B African	White & Asian
British					
94					
Other Mixed	Indian Mixed	Indian/ British	Pakistan/ British	Bangladesh/ British	Bangladesh
	1	2			
Other Asian	Caribbean	African	Other Black	Chinese	N/A
1					1

If other:

Thai

Portugese

How often have you visited this surgery in the last 12 months?					
Never	Once	2-3 times	4-5 times	6+ times	N/A
1	8	18	25	48	

Appointments

A1 How do you normally book your appointments to see a doctor or nurse at the surgery?

In Person	By Phone	Online	N/A
26	77	7	2

12 people circled more than one

A2 If there is a delay to get an appointment with the doctor of your choice is the delay:

1-2 days	3-4 days	5+ days	N/A
7	35	42	16

A3 If there is a delay to get an appointment with any doctor is the delay:

A short delay	A longer delay but acceptable	Too long a delay	N/A
45	26	15	14

A4 If you have considered that you need to see a doctor or nurse urgently, have you been referred to the Urgent List?

Yes	No	N/A
64	17	19

A5 If you have answered Yes to A4, was time for a call back acceptable?

Yes	No	N/A
59	2	39

A6 Are you aware that this surgery offers appointments to 8pm on Tuesdays & Thursdays?

Yes	No	N/A

Please add any helpful comments regarding the appointment process.
Speaking to a doctor can sometimes sort out the problem without seeing anyone and wasting both doctor's time and my own.
All staff helpful, polite and pleasant.
The triage nurse is too quick to categorise you as a worried parent than listen fully to symptoms of your child.
It is very good. (4 people said this).
Yes, it's as good as it can be.
Sometimes it takes a while to get an appointment, I generally know what is wrong when I'm ill and know the medicine that I need, which isn't available over the counter hence the need to see a Dr.
Waiting period for an apptmt shouldn't be more than a week.

**Reception/
Waiting Area**

B1 How do you check in when arriving for your appointment?

Check in screen	Receptionist	N/A
41	62	2

5 people circled more than one

B2 If you don't use the check in screen, why is this?

Not aware it is there	Not sure how to use it	Other	N/A
4	29	19	48

If other:
7 people did not complete this

It's not always working.
Takes too long to load, quicker to stand and wait at reception.
My parent is a member of staff
Only found out about it today.
Prefer to confirm arrival.
Not quick enough.
I thought you needed a password.
Sometimes out of order.
Because once it was not registered and had to wait over 2 hours.
If not busy prefer to speak to someone.
Wrong date of birth.
It goes wrong now and again.

B3 How often do you have to wait more than 30 minutes after your appointment time to see the doctor/nurse?

Frequently	Occasionally	Rarely	N/A
21	55	20	4

B4 Do you have any problems in knowing when the doctor is calling you to your appointment?

Yes	No	Occasionally	N/A
6	74	16	4

If you have any other helpful comments, please add them in this box:
It does seem that the tannoy system isn't very clear.
Hard of hearing as speaker not too clear when it is noisy in the waiting room.
The waiting room can get very noisy - need to ask at reception sometimes.
Classical music would be more relaxing than some of the noise on the radio!
Quiet voiced doctors defeat me (hearing loss). This is worse when there is too much noise in the waiting room.
Usually have problems hearing due to noise.
The announcement isn't always easy to hear.
Sometimes if there are a lot of people in the clinic that are talking all over the place, then I struggle.

GP

C1 In your opinion, did you feel that you were given the right amount of time with the doctor?				
Right amount	Too little	Too much	Don't know	N/A
80	14	1	2	3

C2 Was this visit for?				
A new problem	A chronic recurring problem	A follow up / review of treatment	Other	N/A
27	21	41	8	6
If other: <i>Blood test and ECG</i> <i>1 person did not NHS Health check</i> <i>complete Several issues, some old some new.</i> <i>Blood test Injection</i>				

3 people circled more than 1

C3 Do you know who your usual doctor is?		
Yes	No	N/A
79	21	

C4 Do you see your usual doctor for the majority of your visits?		
Yes	No	N/A
60	29	11

C5 Thinking of when you consult your usual doctor, how do you rate the following?					
How thoroughly the doctor asked about your symptoms and how you were feeling:					
Very poor	Fair	Good	Excellent	Don't know	N/A
	15	30	45	3	7

In the consultation, did you feel able to share all information, even if it was considered irrelevant / embarrassing?		
Yes	No	N/A
86	11	3

How well the doctor explained your diagnosis and any treatment that you need?					
Very poor	Fair	Good	Excellent	Don't know	N/A
2	11	45	40		2

If you have any other helpful comments, please add them in this box:
At times between making appointment with Dr other queries arise thus feeling 10 minutes is not long enough.
Too easy to brush you off with cold / sickness when it's more serious.
When seeing my 'usual' Dr they have had to answer their phone on both occasions, so now we choose to see other doctors when available.
It can be frustrating to be sent to a different Dr each time.
You must get your point across so the Dr knows your symptoms.
The service you give is very good. We are lucky in this country.
Never rushed, always listened to properly.

Nurse

D1 In your opinion, did you feel that you were given the right amount of time with the nurse?			
Right amount	Too little	Too much	N/A
81	2		17

D2 Was this visit:

Instead of seeing doctor	A referral from doctor for tests	A follow up / treatment after hospitalisation	Regular check up (blood pressure, blood test etc)	Chronic disease/diabetes/asthma monitoring	Other	N/A
5	20	7	38	11	12	22
<p>If other: <i>Nurse was very short as instead of just taking blood she gave flu jab, then made me feel guilty app ran long, even though it was her choice.</i> <i>Baby jabs. (2 people said this)</i> <i>Extraction of stitches in arm and injections for holiday.</i> <i>NHS Health Check</i></p> <p style="text-align: right;"><i>13 people circled more than one</i></p>						

D3 Was the nurse able to answer any questions you had?

Yes	No	Partly	N/A
63	1	7	29

If you answered No to D3, what solutions were offered?

D4 Thinking of when you last consulted a Practice Nurse, how do you rate the following:
 In the consultation, did you feel able to share all information, even if it was considered irrelevant / embarrassing?

Yes	No	N/A
71	5	24

How well the Nurse listened to what you had to say:

Very poor	Fair	Good	Excellent	Don't know	N/A
1	5	44	32		18

How well the Nurse put you at your ease during any physical examination:

Very poor	Fair	Good	Excellent	Don't know	N/A
1	4	42	31		22

How well the Nurse explained any treatment that you need:

Very poor	Fair	Good	Excellent	Don't know	N/A
1	5	44	28	1	21

How much the nurse involved you in decisions about your care:

Very poor	Fair	Good	Excellent	Don't know	N/A
1	5	43	22	2	27

Out of Hours

E1 Have you needed to use the new Out of Hours service?

Yes	No	N/A
32	56	12

E2 Were you satisfied with the service provided by the new Out of Hours call?

Very satisfied	Satisfied	Fairly satisfied	Dissatisfied (please give reason below)	N/A
12	12	4	4	37

If dissatisfied please give reason:
Poor to react.
Number didn't work and gave another number which wasn't available in our area.
On the 111 service, they are not qualified and are being screen prompted. I was on the line for 5 minutes answering yes/no questions that were not relevant to how I was feeling.
Not seen quick enough.

Repeat Prescriptions

If you use the repeat prescription system, how would you rate the service?					
Excellent	Good	Average	Poor	Very Poor	N/A
33	35	7			25

Do you get repeat prescriptions through...		
Practice	High Street Chemist	N/A
24	49	28

one person circled more than one

Comments on overall service:
Could be a quicker turnaround of prescriptions.
The pharmacy service is exceptionally good.
Good. (3 people said this).
Can't get pill on repeat.
Very good. (2 people said this).
Excellent.
Overall I'm happy with the Doctors and the service.
Have not experienced problems - all good.
Very helpful.

Practice Information

F1 Where do you find out information about the Practice

Website	Newsletters in Reception	Leaflets in Reception	Notice Boards	Do not get information	N/A
7	13	19	8	32	26

5 people circled more than one

F2 Are you aware that the Practice has / give:

Family Planning Clinic	Access to Health Visitors	Immunisation Advice	Travel Health Advice	Chronic Disease Clinic (for management of diabetes, asthma, heart disease, hypertension etc)	N/A or unanswered
14	14	13	18	30	58

F3 During severe weather (particularly snow and ice) would you be able to help with an emergency access plan by providing a 4x4 and transporting medical staff to local villages if necessary?

Yes	No	Possibly	N/A
2	72	3	23

If you answered Yes to F3, please provide your contact details below:
2 people answered yes but gave no contact details
3 people answered possibly, but gave no details

Changes Happening

G1 Are you aware that you are able to request a copy of a majority of your medical records?

Yes	No	Not answered
33	59	8

G2 In the future it may be possible to view a majority of your medical notes on-line. Do you think this would be beneficial?

Yes	No	Not answered
58	34	8

Overall Satisfaction

H1 Please give us your overall satisfaction rating of Montgomery-House Surgery where 1 = Very Poor and 10 = Excellent

1	2	3	4	5	6	7
1		2	1	4	4	13

8	9	10	Not answered
25	15	25	10

Are there any additional comments that the Practice would find helpful?

Request for longer appointments and talking to a doctor instead of a visit.

Dislike the background music in waiting area.

Obtaining an appointment with the more popular doctors can be difficult, usually a delay of several weeks.

Reception - Great. I feel Dr and Nurse are too quick to dismiss people as time wasters (I know Bicester has a lot), however when you've waited a considerable amount of time to book app and then brushed off and still ill, it's very frustrating.

When told to see Dr again in perhaps 4 weeks, can't always get app and have to see another Dr - (maybe original Dr on holiday!!).

Very friendly and helpful.

*Very lovely staff and doctors, A**

More punctual with apptmts.

A doctor refused to see my husband who was 5 mins late (traffic). Many times we have sat in the surgery for 45 mins to see a doctor. My husband refuses to see him now. That could be improved.

All staff are friendly and supportive.

