

Montgomery-House Surgery Patient Survey Results

Age & Gender		
	Female	Male
Under 18	1	
18-30	3	4
31-45	15	4
46-60	19	8
61-75	21	5
76 +	15	5
N/A		

Total Surveys: **100**

Nationality		
British National	Other	N/A
85	5	2

8 people didn't answer this

Ethnic Group					
British	Irish	Other White	W&B Caribbean	W&B African	White & Asian
88	3	3			
Other Mixed	Indian Mixed	Indian/ British	Pakistan/ British	Bangladesh/ British	Bangladesh
		1			
Other Asian	Caribbean	African	Other Black	Chinese	N/A
			1		

If other:

*British Caribbean
English*

2 people didn't answer this

Appointments

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

In Person	By Phone	Online	Phone App
18	80	9	3

7 people circled more than one

A2 Are you aware that there is a new smart phone App to allow you to book your appointments?

Yes	No	N/A
19	60	22

1 person circled more than one

A3 Did you receive a text message reminder before your appointment?

Yes	No	N/A
38	45	17

A4 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	23	49	17

*1 person circled more than one
5 person didn't answer this*

A5 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
41	24	17	15

2 person didn't answer this

A6 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
71	16	10

3 people didn't answer this

A7 If you have answered Yes to A4, was time for a call back acceptable?

Yes	No	N/A
65	8	17

8 people didn't answer this

Please add any helpful comments regarding the appointment p
<i>Very happy with online bookings, much more concerns for emergencies</i>
<i>Earlier would have been better</i>
<i>Call back time was good however I was denied an appointment for a week</i>
<i>Very rarely visit the doctor but do find that if it is non-urgent you have to wait quite a few days</i>
<i>A most helpful staff</i>
<i>Wanting to visit your own GP takes too long to see</i>
<i>All best help given</i>
<i>Excellent</i>
<i>The telephone consultation appointment with own doctor is very helpful, please continue</i>
<i>I don't feel that Urgent/Triage list is an acceptable method for appointments for children</i>
<i>Information re alternative opening (after 5pm) Monday - Friday and weekends</i>
<i>All seems to be a good service</i>
<i>I sometimes find it hard to get through by phone but have been impressed with the online service</i>

**Reception/
Waiting Area**

2 person didn't answer this section

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

Check in screen	Receptionist	N/A
51	56	

9 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
2	27	12	49

8 people didn't answer this

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
17	36	38	5

3 people didn't answer this section

If you have any other helpful comments, please add them in this box:

Evertime I come for an appointment I have to wait for more than an hour, sometimes even more
Sometimes the radio is too loud
Get a new receptionist and a new Triage Nurse
The check in screen doesn't work half the time
I don't like machines

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
70	19	1	4	

4 people didn't answer

C2 Do you know who your usual doctor is?

Yes	No	N/A
73	22	

3 people didn't answer this

C3 Do you see your usual doctor for the majority of your visits?

Yes	No	N/A
47	42	4

4 people didn't answer this

C4 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	
1	10	38	42	3	

4 people didn't answer this

C5 How well the doctor explained your diagnosis and any treatment that you need?					
Very poor	Fair	Good	Excellent	Don't know	
	10	49	34	3	

3 people didn't answer this

If you have any other helpful comments, please add them in this box:

Depends on why you are seeing a doctor

Completed form before my appointment

She is always smiling, cheerful, kind and interested

I very rarely visit the surgery, infact I'm not even sure who my usual doctor is as my original doctor reitred but from my last visit I found Dr Uberoi to be friendly, professional and put me at ease with my concerns

Quite often doctor not ready to answer more than 1-2 concerns/symptoms which means far more wait to address concens. It is important to address concerns when they are there not after months!

Sometimes we have been seen by locum doctors and can surely say they are one waste of time!

Would never want to see ever again!

Nurse

19 people didn't answer the Nurse section

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
72	9		

D2 Was the nurse able to answer any questions you had?			
Yes	No	Partly	N/A
67	7	5	

2 people didn't answer this

D3 How well the Nurse listened to what you had to say:					
Very poor	Fair	Good	Excellent	Don't know	
2	16	30	32		

1 person didn't answer this

D4 How well the Nurse put you at your ease during any physical examination:					
Very poor	Fair	Good	Excellent	Don't know	
2	11	36	27	3	

2 people didn't answer this

D5 How well the Nurse explained any treatment that you need:					
Very poor	Fair	Good	Excellent	Don't know	
4	6	37	28	2	

4 people didn't answer this

D6 How much the nurse involved you in decisions about your care:					
Very poor	Fair	Good	Excellent	Don't know	
3	10	34	23	8	

3 people didn't answer this

Repeat Prescriptions

If you use the repeat prescription system, how would you rate this service?					
Excellent	Good	Average	Poor	Very Poor	N/A
35	29	7	2		24

2 people didn't answer this

Commnets on overall service when requesting repeats:

All usually ok

Prescriptions are never ready and you have to wait

Length of time from medication being prescribed by hospital to being actioned by surgery far too slow.
 Often letters from hospitals remain unread - 3 days on one occasion
 Good service
 The service is second to none
 Most times very good
 Have started to use dosset system, very good chemist, very helpful
 I have no problems with any Montgomery staff at all
 Why this surgery do not provide 2 months prescriptions together... seems like NHS likes to rip off people actually pay for prescriptions!
 Good

Practice Information

E1 Where do you find out information about the Practice

Website	Newsletters in Reception	Leaflets in Reception	The Plasma Screen	Do not get information	N/A
11	18	26	15	20	13

8 people circled more than one
 12 people didn't answer

Changes Happening

F1 Are you aware that you are able to request a copy of a majority of your medical records?

Yes	No	Not answered
43	49	7

1 person did not answer

F2 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
50	37	12

1 person did not answer

Overall Satisfaction

G1 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	1	2	1	7	7	11

8	9	10	Not answered
23	14	26	7

1 person circled more than one
 1 person did not answer

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

Other staff and Dispensary are 8/10, Nurses, Receptionists and Own Dr are 10/10
 The Receptionists at Montgomery House Practict are polite, helpful and cannot be better
 Frustrating to get results of blood test back because GP hasn't sanctioned them, better feed back needs
 Having lived in Bicester for over 20 years we have found Montgomery House Surgery always offering an
 New reception staff appear to be helpful
 Best wishes
 Chris Smith is excellent
 Waiting time is very poor
 Seems I never see my doctor
 Never on the time of appointment
 It would be good if there were not so many changes of GP as continuity is usually more successful

<i>Excellent service from all staff but waiting time for appointment with own doctor can sometimes get you down</i>
<i>Please could you increase medication requests? Sometimes prescriptions are given with small quantities</i>
<i>b) it is more time consuming to keep coming up to the surgery to get prescriptions</i>
<i>The service is 10+ as my dad is in palliative care and the surgery has been most helpful, cannot do enough</i>
<i>Too long to wait for appointments when you are feeling really ill</i>
<i>Details of Doctors areas of speciality, web profile @ Montgomeryhouse.com</i>
<i>Have been treated well with father in law. Problem since November and practice have made everything possible</i>
<i>daughter in law to be helpful</i>
<i>I have no problems with Montgomery House</i>
<i>Weekend surgeries, first aid access, quicker response to appointment requests</i>
<i>Nurses are always in a rush - don't know why</i>
<i>The nurses only mention standard words, don't actually mean.....again rushing in too much!</i>
<i>Quicker appointments</i>

