

Abbey Medical Practice 2012 Patient Survey

We Asked:

"Abbey Medical Practice strives to offer the very best service to our patients. Thank you for taking a few minutes to complete our online survey to help us to continually improve our performance. The following questions should take approximately 5 minutes to answer and all answers are anonymous."

Which doctor do you usually see?

Option:	TOTAL
	(302)
Dr Henry	30%
Dr Grant	26%
Dr Lloyd	22%
Dr Perkins	22%

Base: 302 out of 304 people answered this question

Are you:

Option:	TOTAL
	(301)
Male	37%
Female	63%

Base: 301 out of 304 people answered this question

How old are you?

Option:	TOTAL
	(302)
Under 21	10%
21 - 44	28%
45 - 65	38%
66 - 85	21%
Over 85	2%

Base: 302 out of 304 people answered this question

Do you have any long-standing illness, disability or infirmity?

Option:	TOTAL
	(300)
Yes	50%
No	50%

Base: 300 out of 304 people answered this question

Which ethnic group do you belong to?

Option:	TOTAL
	(300)
White	96%
Black or Black British	2%
Asian or Asian British	0
Mixed	2%
Chinese	0
Other	0

Base: 300 out of 304 people answered this question

How easy was it to get through on the telephone to book an appointment?

Option:	TOTAL
	(302)
Very Easy	23%
Fairly Easy	44%
Quite Difficult	28%
Very Difficult	5%
Do not know/never tried	0%

Base: 302 out of 304 people answered this question

How would you rate the service that you receive from the receptionists at the surgery?

Option:	TOTAL
	(302)
Very helpful and courteous	75%
Fairly helpful	24%
Unhelpful	0%
Very unhelpful	0
Rude/discourteous	1%

Base: 302 out of 304 people answered this question

How easy was it to make an appointment with a doctor at the time you wanted?

Option:	TOTAL
	(300)
Very easy	24%
Fairly easy	49%
Quite difficult	22%
Very difficult	5%
Do not know/never tried	0%

Base: 300 out of 304 people answered this question

How quickly do you usually get to see a doctor?

Option:	TOTAL
	(303)
Same day	45%
Next working day	16%
Within 2 working days	20%
Up to 4 working days	11%
5 working days or more	8%

Base: 303 out of 304 people answered this question

How would you rate this?

Option:	TOTAL
	(301)
Very Good	39%
Good	36%
Average	18%
Poor	6%
Very Poor	1%

Base: 301 out of 304 people answered this question

How important is it to you that you see the doctor of your choice when coming to the surgery?

Option:	TOTAL
	(300)
Very Important	55%
Fairly Important	30%
Not Very Important	8%
I do not mind who I see	7%

Base: 300 out of 304 people answered this question

If you need to see a doctor urgently, can you normally get an appointment on the same day?

Option:	TOTAL
	(295)
Yes	87%
No	13%

Base: 295 out of 304 people answered this question

When you come to your appointment, how long do you normally have to wait to be seen by the doctor?

Option:	TOTAL
	(301)

Option:	TOTAL
	(301)
5 minutes or less	20%
6 - 10 minutes	59%
11-20 minutes	10%
21 - 30 minutes	11%
More than 30 minutes	0

Base: 301 out of 304 people answered this question

How well did your doctor explain your condition or any treatment that you needed?

Option:	TOTAL
	(298)
Very Well	70%
Good	26%
Average	4%
Poor	0%
Very Poor	0

Base: 298 out of 304 people answered this question

How do you feel about the amount of time the doctor spend with you?

Option:	TOTAL
	(300)
Excellent	43%
Very Good	41%
Average	15%
Poor	1%
Very Poor	0%

Base: 300 out of 304 people answered this question

How would you rate the amount of care and concern that your doctor gave you?

Option:	TOTAL
	(303)
Excellent	58%
Very Good	36%
Average	6%
Poor	0%
Very Poor	0%

Base: 303 out of 304 people answered this question

How much did the doctor involve you in decisions about your healthcare?

Option:	TOTAL
	(302)

Option:	TOTAL
	(302)
Excellent	51%
Very Good	39%
Average	10%
Poor	0%
Very Poor	0%

Base: 302 out of 304 people answered this question

The Practice offers telephone consultations so that you are able to speak to a doctor when you have a question or need advice. If you have used this service, how do you rate it?

Option:	TOTAL
	(276)
Excellent	65%
Very Good	34%
Average	1%
Poor	0
Very Poor	0

Base: 276 out of 304 people answered this question

The surgery is open from 8am to 6.30pm, Monday to Friday. How do you rate these opening hours?

Option:	TOTAL
	(301)
Very Good	62%
Good	28%
Neither Good or Bad	7%
Poor	3%
Very Poor	0%

Base: 301 out of 304 people answered this question

What additional hours, if any, would you like to see the surgery open?

Option:	TOTAL
	(303)
Lunchtimes	3%
Evenings	14%
Weekends	27%
None, I am satisfied	56%

Base: 303 out of 304 people answered this question

How easy is it to find out about the opening hours and services offered by our surgery?

Option:	TOTAL
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	(301)
Very Easy	65%
Fairly Easy	27%
Quite Difficult	2%
Very Difficult	0
Do not know/never tried	6%

Base: 301 out of 304 people answered this question

Are you aware of the practice brochure which gives you information about these services provided by the practice?

Option:	TOTAL
	(300)
Yes	64%
No	36%

Base: 300 out of 304 people answered this question

Are you aware of the surgery website and how to access it?

Option:	TOTAL
	(303)
Yes	66%
No	11%
Yes, but never tried to access it	23%

Base: 303 out of 304 people answered this question

If you answered YES to the question above is there any other information that you would like to see included? Please give your answer in the box below.

Option:	TOTAL
	(13)
Comments:	<p>Information about alternative health therapies, such as acupuncture, chiropractor, etc.</p> <p>When access is changed notify users eg Repeat Prescriptions now require ID and Password. I only found out when trying to re order and could not as it was now linked to patient access.</p> <p>You never plan to be ill. When you are ill, it is the expectation of the Receptionist that you plan for it, never can be on the day.</p> <p>Yes, some help with specific conditions as ME/CFS</p> <p>As I would use the online facility to order a repeat prescription, the change to telephone ordering is not an issue. However, I think that simple statement advising that telephone ordering has been withdrawn for patient safety is not very informative - what does it really mean? I think there should be an easy to understand explanation of when a GP appointment should be requested on an urgent basis. I have</p>

Option:	TOTAL
	(13)
	<p>before now phoned on 4 successive days to get an appointment without success (finally getting through at 08:08 on average) and when I have commented how hard it is to get an appointment, I have been asked if my reason for needing to consult is urgent - but what type of conditions/severity of condition is urgent?</p> <p>Only two appointments allowed. If I have blood tests, I cant book online</p> <p>Because of constant changes, it is sometimes difficult to access the page that is needed. (Like today, I cannot get into prescriptions!!)</p> <p>I would like to receive a quicker response to prescriptions than at present. If one orders prescriptions on-line, we then have to log-on again to know whether the drug has been authorised or not. Surely this reply could be sent by email or text message?</p> <p>It would be very helpful if there were direct links to both national and local charities, also links to patient information from charities</p> <p>being able to book telephone consultations online</p> <p>Untill today when i registered. It was not so easy to find the page to register on and I have used computers in excess of 20 years. It may be easier if this were more noticeable on main page .</p> <p>There are some photos, but it would be good to be able to put a face to a name in all cases.</p> <p>I would like a better response to prescriptions ordered on line; either a follow up email or text message to confirm that the order has been authorised. Currently I have to log in again at a later time to find this information.</p>

Base: 23 out of 304 people answered this question

If you have your medicines dispensed by us, how satisfied are you with the service given to you by our dispensing staff?

Option:	TOTAL
	(301)
Very Satisfied	66%
Fairly Satisfied	18%
Not Satisfied	2%
Very Unsatisfied	0%
I dont have my medication dispensed by the practice	14%

Base: 301 out of 304 people answered this question

How satisfied are you with the service you receive at the surgery?

Option:	TOTAL
	(300)
Very Satisfied	80%
Fairly Satisfied	19%
Not Satisfied	0%
Very Unsatisfied	1%

Base: 300 out of 304 people answered this question

Would you recommend the surgery to someone who has just moved into the local area?

Option:	TOTAL
	(298)
Yes	97%
No	3%

Base: 298 out of 304 people answered this question

If you would not recommend the surgery to someone who has just moved into the local area, can you tell us your reason?

Option:	TOTAL
	(14)
Comments:	<p>I would make sure that I advised that getting an appointment isn't always easy but I think that is often the case with other practices too.</p> <p>Doctors work to a time slot , they do not ask you your symptoms .They only ask what is wrong with you , they dont try to see if you have a related illness or that there is something that maybe causing your ailment .You are made to feel like you are intruding . Automated phone answer message , cuts you off sometimes . Some of the receptionists think they are doctorswhen sitting in reception you can hear their conversation , asking and then repeating the patients details ; address,name and sometimes the ailment ..breach of confidentiality i feel . I have called surgery and been asked why i want to see doctor and for my symptoms . Also its annoying when doc asks you to make an apt to come back and you cant cos they are booked .The appointment system is a joke anyhow</p> <p>First point of call - receptionists. Make you stressed before youve even seen the doctor</p> <p>Receptionists, very rude, unhelpful, puts you off going at all</p> <p>My GP has been extremely helpful and helped sort a problem that has been ignored for 10 years. I highly advise my GP to anyone.</p> <p>Difficult to be seen when you are ill.</p> <p>The surgery is very well run with good doctors. However my condition as with most GP surgeries offers no help for people with ME/CFS</p>

Option:	TOTAL
	(14)
	<p>easy access and helpful staff</p> <p>i would for every reason, the only thing that would make me differ is the fact i find it difficult to order my prescriptions. For someone who works alot of hours, and cant always get into the practice and doesnt have constant access to a computer,its hard to order my prscriptions and get them on time. It was alot easier to just give a quick phone call.</p> <p>(2 comments were removed due to confidentiality issues)</p>

Base: 14 out of 304 people answered this question

Did you complete this survey online?

Option:	TOTAL
	(301)
Yes	49%
No	50%

Base: 301 out of 304 people answered this question