

PATIENT QUESTIONNAIRE 2016



RESULTS - 176 QUESTIONNAIRES COMPLETED

The Questions, the completion of the questionnaires and the final report was carried out by the practice patient group. Many thanks to them for their hard work. The practice is working with the patient group on comments and suggestions made. Thank you to those of you who completed the form.

Some questions were not answered by patients however overall the practice team was extremely happy with the results.

Q1 Which surgery do you usually attend

Shiney Row	163
Houghton	13


Q2 How easy is access to the surgery

Not very easy (shiney row)	25
Easy	151

Q3 Thinking about confidentiality, are you aware you can to speak to a member of staff away from the main waiting area

Yes	125
No	50

Q4 How helpful do you find the receptionists

2 patients 

173 patients



Q5 Are you aware of the opening time

Yes	135
No	39

Q6 How do you normally book your appointments

In person	35
By telephone	135
Online	5
Doesn't apply	0

Q7 Westbourne medical Group provides core opening hours (main Site) between 8am - 6pm with extended hours during the week (early mornings and late nights). How satisfied are you with the opening hours at the surgery.

27 patients



129 patients



Q8 Are you registered for 'on-line' access with the practice

Yes	23
No	150

Q9 If Yes, do you use this service for the following

Repeat Prescriptions	12
Booking an appointment	8
Other	40

Q10 Thinking of the previous problems with time patients wait to get through on the telephone, do you think stopping repeat prescriptions being ordered on the phone is a good idea

Yes	88
No	83

Q11 Thinking of your most recent consultation with the Doctor who were you last seen by

Dr Hand	26
Dr Middleton	27
Dr McKay	38
Dr Nair	20

Questions asked of each individual were as follows:

Giving you enough time
Listening to You
Explaining Tests & Treatment
Treating you with Care & Concern
Did you have confidence and trust in the person you saw and spoke to

Overall rating for all clinicians: 2 patients



165 patients



Q12 Thinking of your most recent consultation with the Nurse who were you last seen by

Lynn Muthu	63
Laura Bright	41
Lynn Dent	23
Other..	21

Questions asked of each individual were as follows:

Giving you enough time
Listening to You
Explaining Tests & Treatment
Treating you with Care & Concern
Did you have confidence and trust in the person you saw and spoke to

Overall rating or all Nurses/Health Care Assistants: 2 patients 🙄

167 patients 😊👍

Q13 Do you have a long standing condition

Yes	96
No	72

Q14 Are you a member of Wstbourne E' Forum'

Yes	21
No	150

Q15 If you could change anything about the practice what would it be

- allow repeat prescriptions at any hours during opening times i.e. lunch period
A patient can collect a prescription any time. Only pharmacies have times
- Being able to see some person who knows about background
We have a new team but your details are all recorded
- better advertising about online services
We have posters in Reception and on the website
- better parking
Workmen from the local school have been using the council carpark but hopefully this is resolved now the work is completed
- better telephone lines
This is our 5th system and we hope that by knowing where you are in the queue is of benefit. We are encouraging our patients to register for online service
- bigger waiting area
We have applied for funding to improve the reception area
- bigger waiting room and no television in reception area
The tv is on due to confidentiality at reception desk so patients sitting do not overhear patients conversation at the desk.
- I don't like that the receptionists ask what is the matter with you
*Not all nurses do the same
If its urgent we need some back ground so that we get you the best help you need*
- i have always been happy with the care I've received
Thankyou
- make it easier to make appointments in advance
We make appointments 4 weeks ahead. We are going to have to address this as we are fully booked ahead and a high number of FTA
- making appointments over the phone, if you don't ring early there aren't any left
Due to advance bookings
- more doctors so they can be dedicated to one site and not shared between shiney and Houghton
We have put forward a plan to close Houghton
- not being able to get results until after 1pm, would be easier if they could be emailed.
You can get results at any time
- Not to close the surgery on odd wednesday afternoons

All GP practices close so that everyone can find out what is happening in the NHS

- Nothing, my illness is treated well by all staff
Thankyou
- open earlier friday , open on weekends
Something to consider in the future
- Practice is excellent
Thankyou
- room upstairs difficult to access with pushchair
You can be seen downstairs you just need to ask.
- see the same doctor all of the time
Sometimes you have to see someone else due to holidays and all apointments going so fast
- Self check in at reception
If we get a new reception this will be available
- telephone for repeat prescription
We are encouraging patients to order online. Your mobile can do this.
- the telephone answering system is much improved I found since my experience this morning
Thankyou
- when the phone message says the surgery is shut but then its not when I have called in
The surgery is open every day but a Thursday the telephones go to an emergency line. It has been this way for 25 years.
- more toys to entertain young children, water dispenser
Due to the waiting area at present we can only have some

Q16 Do you know about Sunderland Commissioning Group

Yes 9
No 145

Q17 Would you be interested in joining the patient group

Yes 9
No 145

The Practice is pleased to announce 4 new members

Q18 Would you recommend the practice to others

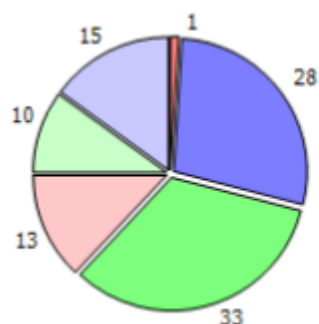
9 patients 

148 patients 

Q 19 If you had a wish list what would it be (only those that have not already been addressed)

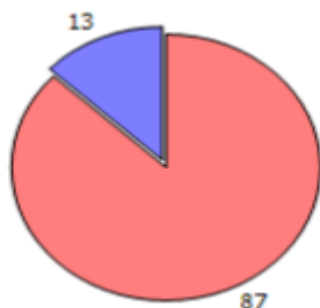
- dermatology, quicker blood tests <<
- faster turn around of information after hospitals referrals
- Foot care specialist
- mini operations
- physiotherapy, pain management, occupational therapy
- Quicker turn around of hospital letters and results of specimens
- smear tests for 20 plus not 25 plus <<

Q20 How Old are you



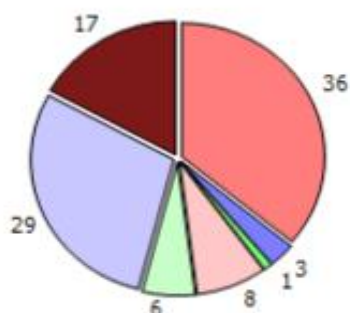
Under 16
16 to 44
45 to 64
65 to 74
75 or over
No response

Q21 What is your Ethnic group



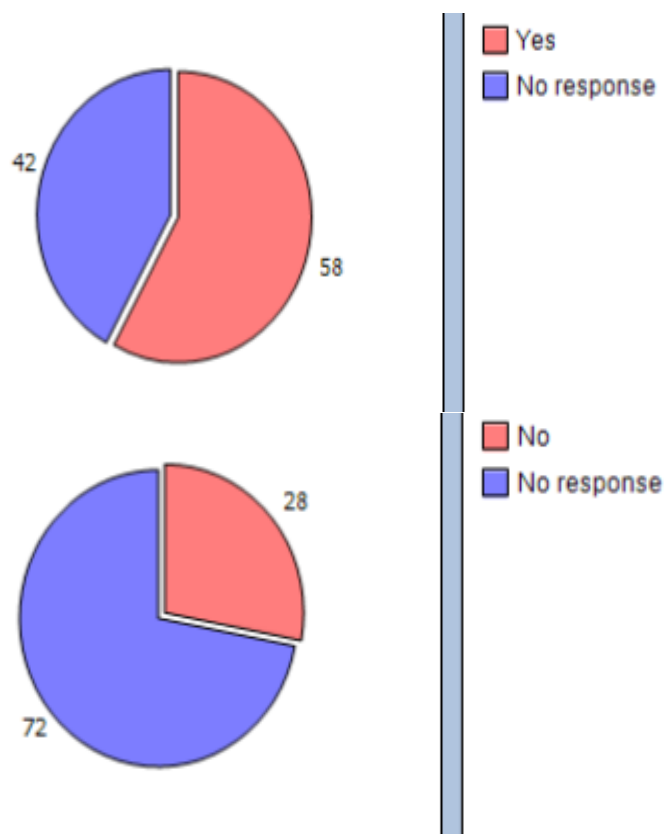
White
No response

Q22 Which group do you belong to



Employed (full or part time, including self-employed)
Unemployed / looking for work
At school or in full time education
Unable to work due to long term sickness
Looking after your home/family
Retired from paid work
No response

Q23 Do you know how to make a complaint



We have leaflets in the waiting room and online.

Thankyou again everyone.

Gloria Middleton on behalf of Westbourne Medical Group – June 16

Q20 How old are you?

Under 16

16 to 44

45 to 64

65 to 74

75 or over

Q21 What is your ethnic group?

White

Black or Black British

Asian or Asian British

Mixed

Chinese

Other ethnic group

Q22 Which of the following best describes you?

Employed (full or part time, including self-employed)

Unemployed / looking for work

At school or in full time education

Unable to work due to long term sickness

Looking after your home/family

Retired from paid work

Other

Q23 Are you aware of how to make a complaint/make a suggestion or give the practice a compliment?

Yes

No
