

## Survey Results - South Milford Surgery

### No. **Getting An Appointment**

1

#### Getting an appointment with a doctor

	Excellent	Good	Neutral	Fair	Poor
1 Getting an appointment on the same day	13.92%	20.25%	6.33%	21.52%	37.97%
2 Booking an appointment in the next 48-72 hrs	10.53%	18.42%	15.79%	22.37%	32.89%
3 Booking an appointment more than 72 hours ahead	9.33%	18.67%	17.33%	25.33%	29.33%
4 Booking an appointment with a dr of your choice	5.63%	32.39%	21.13%	8.45%	32.39%

#### Getting an Appointment with a nurse

	Excellent	Good	Neutral	Fair	Poor
5 Getting an appointment on the same day	2.90%	11.59%	24.64%	5.80%	55.07%
6 Booking an appointment in the next 48-72 hrs	7.94%	19.05%	19.05%	15.87%	38.10%
7 Booking an appointment more than 72 hours ahead	8.62%	27.59%	15.52%	18.97%	29.31%
8 Booking an appointment with a nurse of your choice	5.17%	17.24%	55.17%	12.07%	10.34%

#### Triage System

9 Have you used the triage system

Yes	No
47.06%	52.94%

10 How did you find using the triage system

Excellent	Good	Neutral	Fair	Poor
19.05%	28.57%	7.14%	40.48%	4.76%

11 Would you accept a receptionist asking for more information?

Yes	No
69.64%	30.36%

### **Communication with the Surgery**

12 How well do you think the surgery keeps patients informed of changes at the surgery

Excellent	Good	Neutral	Fair	Poor
8.05%	26.67%	33.33%	16.09%	21.84%

13 How would you like the surgery to keep you informed of changes at the surgery

Newsletter	Website	Texts	Posters	Other
19.70%	31.06%	18.94%	21.21%	9.09%

14 Would you be happy to receive text reminders

Tests	News	Scripts	Reviews	Flu	Smear
40.00%	36.25%	45.00%	47.50%	41.25%	30.00%

### **Telephoning the Surgery**

15 In the last 6 months have you had to telephone the surgery?

Yes	No
91.94%	8.06%

16 If the call was to book an appointment what time did you ring?

8am-10am	10am-1pm	2pm-4pm	4pm-6pm
55.07%	20.29%	18.84%	5.80%

17 If the call was not to book an appointment please indicate the time you rang?

8am-10am	10am-1pm	2pm-4pm	4pm-6pm
18	31	20	9
23.08%	39.74%	25.64%	11.54%

18 How did you find the time taken to answer

8am - 10am

10am - 1pm

2pm - 4pm

4pm - 6pm

Excellent	Good	Neutral	Fair	Poor
1.59%	19.05%	11.11%	23.81%	44.44%
8.33%	30.56%	16.67%	11.11%	33.33%
25.00%	35.00%	15.00%	10.00%	15.00%
11.76%	17.65%	35.29%	5.88%	29.41%

	Yes	No
19 Setting a specific time to ring for results - is this appropriate?	69.23%	30.77%

### **Surgery Staff & Premises**

How helpful & professional do you find surgery staff

	Excellent	Good	Neutral	Fair	Poor
20 Reception	27.14%	30.00%	5.71%	17.14%	20.00%
21 Telephone Answering Staff	30.36%	26.79%	3.57%	21.43%	17.86%
22 Dispensing	31.48%	24.07%	20.37%	14.81%	9.26%
23 Administration	17.65%	35.29%	27.45%	13.73%	5.88%
24 Doctors	44.83%	32.76%	22.41%	0.00%	0.00%
25 Nurses	40.68%	44.07%	10.17%	5.08%	0.00%

	Yes	No
26 Have you had any problems when dealing with surgery staff	24.59%	75.41%

How would you rate the following

#### South Milford

	Excellent	Good	Neutral	Fair	Poor
27 Cleanliness of Premises	37.29%	57.63%	5.08%	0.00%	0.00%
28 Waiting Area	28.81%	64.41%	5.08%	1.69%	0.00%
29 Cleanliness of Toilets	24.14%	48.28%	25.86%	1.72%	0.00%
30 Consulting Room facilities	33.93%	55.36%	8.93%	1.79%	0.00%
31 Dispensary	34.62%	44.23%	17.31%	3.85%	0.00%
32 Parking	6.25%	34.38%	21.88%	17.19%	20.31%

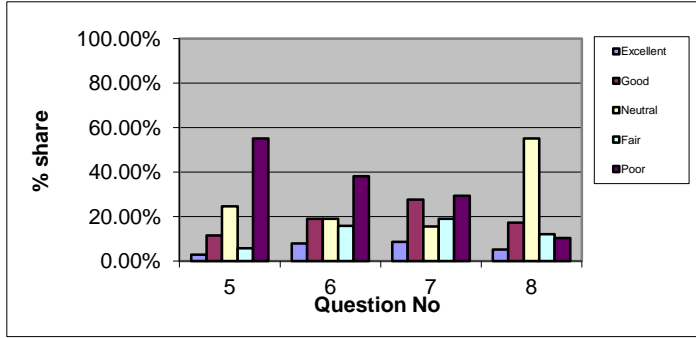
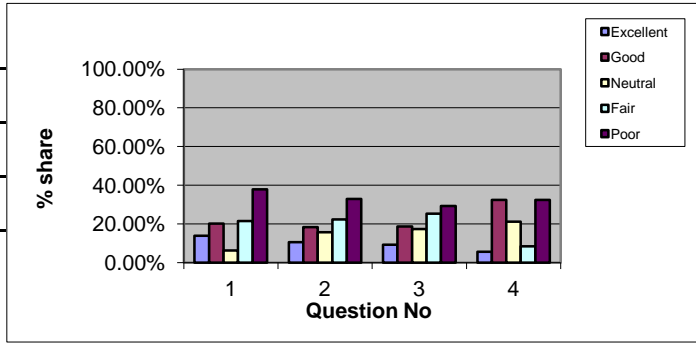
#### Micklefield

	Excellent	Good	Neutral	Fair	Poor
33 Cleanliness of Premises	19.05%	52.38%	9.52%	19.05%	0.00%
34 Waiting Area	14.29%	52.38%	9.52%	23.81%	0.00%
35 Cleanliness of Toilets	20.00%	45.00%	15.00%	20.00%	0.00%
36 Consulting Room facilities	20.00%	50.00%	10.00%	20.00%	0.00%
37 Dispensary	10.53%	42.11%	21.05%	0.00%	26.32%
38 Parking	5.56%	16.67%	27.78%	5.56%	44.44%

#### Thorpe Willoughby

	Excellent	Good	Neutral	Fair	Poor
39 Cleanliness of Premises	34.48%	60.00%	17.24%	0.00%	0.00%
40 Waiting Area	32.14%	66.67%	46.43%	0.00%	0.00%
41 Cleanliness of Toilets	35.29%	35.29%	29.41%	0.00%	0.00%
42 Consulting Room facilities	47.62%	38.10%	9.52%	4.76%	0.00%
43 Dispensary	35.00%	45.00%	20.00%	0.00%	0.00%
44 Parking	13.64%	50.00%	22.73%	9.09%	4.55%

Charts for 2012



Charts for 2011

