

Wells Health Centre - Patient Survey Results 2017

During early 2017 we carried out our fourth survey, we handed out 100 survey forms and received 46 back (46%). The aim of this survey was to assess if patients were aware of some of the services on offer at the surgery. Survey below:

Wells Patient Survey – 2017

Question	Response (please circle/comment)	
1. Have you found it easy to book appointments by phone?	YES	NO
	UNSURE	
	If No, please comment	
2. Are you aware that you can book GP appointments and order repeat prescriptions online?	YES	NO
3. Are you aware that you can now view your detailed coded medical record online?	YES	NO
4. Are you aware that we offer extended appointments on Thursday mornings from 7.30 to 8am	YES	NO
5. Out of Hours - Are you aware that you can use 111 at any time - 24 hrs a day, 7 days a week, 365 days of the year for issues that require assistance but are not urgent enough for a 999 call?	YES	NO
6. Did you know that you can book a telephone consultation with a doctor or nurse?	YES	NO
7. Are you aware that a home visit should be requested before 10.30am?	YES	NO
8. Are you aware that the surgery is open at lunchtime?	YES	NO
	UNSURE	
9. Are you aware of our surgery website?	YES	NO
10. If you visit the website, do you find it helpful?	YES	NO
	DO NOT USE	

11. Have you found the new TV screen in the waiting room informative?	YES	NO	
12. Do you find the new Dispensary hatch useful?	YES	NO	
	DO NOT USE		
13. If you live in Wells, are you aware that your prescriptions can be sent straight to the chemist (once you have filled in a form)?	YES	NO	
14. Are you aware that you need to give 2 working days notice (48hrs) when submitting a repeat prescription as drugs need to be ordered in, dispensed and bagged up?	YES	NO	
15. Wells Health Centre is Dementia friendly. Did you know that you can request a free memory test if you have any concerns regarding your memory?	YES	NO	
16. Are you aware that Wells Health Centre offers a free NHS health check every five years if you are aged 40 or over	YES	NO	
17. Despite financial pressures on local GP services, are you satisfied with the service you receive from Wells Health Centre?	YES	NO	
	UNSURE		
	If No, please comment		
18. Do you have any constructive ideas on how to improve the health centre further, bearing in mind financial constraints?			
19. Do you have any other comments concerning your health care at the surgery?			
20. Are you?	Male	Female	
21. Your age range?	Under 25	25-40	41-55
	56-70	71-85	Over 85

Results

		YES	Didn't Use
Q1	Easy to book by phone	98%	
Q2	aware book and order online	74%	
Q3	aware view records online	38%	
Q4	aware thurs early surgery	58%	
Q5	aware 111 24hrs	100%	
Q6	aware could book tel consult with doctor/nurse	72%	
Q7	aware to book home visit before 10.30am	78%	
Q8	aware open lunchtime	98%	
Q9	aware of website	67%	
Q10	website helpful out of Q9	27%	64%
Q11	TV informative	95%	
Q12	dispensary hatch useful	40%	60%
Q13	aware prescn direct to chemist	79%	
Q14	aware 48 hrs for repeat prescn	96%	
Q15	aware free memory test	62%	
Q16	aware free NHS health every 5 yrs	68%	
Q17	satisfied service	100%	

Other question comments:

Q1 Easy to book by phone

If you are very ill, remembering to wake at 8am to phone to see if you can get an urgent appointment is tricky.

Q5 Out of hours

Not found it much help in the past

Q11 TV informative

Too many other notices though - too much info.

Q17 Satisfied with Wells Health Centre

Bit worried about pressure on local hospitals.

Q18 Constructive ideas

- Remove most of the notices in waiting room. People only process a maximum of 7 items. The room is too busy and can be detrimental to anyone with mental problems! The American magazine on Industrial Health had a very good article on this subject
- Directions to Doctors Rooms . Have to ask receptionist and if not there had to wait while everyone stared !!
- More 'triage' type questions on asking for an appointment to make sure only really urgent get seen that day.

- Reception should always ask for emails/ mobile numbers. I have never been asked for this and it would help to remind me of appointments etc
- Less emphasis on getting patient out of consultation room in 1 minute ! Some health issues can take more than 10 minutes to diagnose !
- happy with how it all works.
- The lack of a female doctor could be a problem with elderly patients. (from male aged 71-85)
- Of course we don't know what constraints there are but at face value the service is extremely good,

Q19 Other comments

- No - very happy
- Absolutely brilliant surgery !
- Very good service received
- Only good ones. They've always looked after me very well.
- All people most helpful& kind. Care is brilliant.
- From receptionists to doctors the service is second to none.
- An excellent facility providing all requirements
- Excellent

Sex of Respondents

Sex	Count	%
Male	16	35%
Female	29	63%
Not Answered	1	2%

Q21

Age Range of Respondents

Age	Count	%
Under 25	1	2%
25-40	3	6.5%
41-55	3	6.5%
56-70	20	45%
71-85	16	35.5%
Over 85	2	4.5%

Summary

- Lots of very nice comments and very few poor ones.
- 98% of respondents found it easy to book an appointment by telephone which is excellent.
- 74% were aware that appointments/repeat prescriptions could be done online.

- 58% were aware of the extended hours early on Thursday mornings.
- 78% were aware that a home visit should be requested before 10.30am.
- 98% were aware that the surgery was open at lunchtime.
- 67% were aware of our website.
- 79% of those that responded were aware that prescriptions could go straight to the chemist.
- 96% were aware that they had to leave 48hrs before picking up a repeat prescription.
- 62% were aware that we offered a memory test (45% unaware).
- 40% found the new dispensary hatch useful (60% didn't use).
- 95% found the new TV screen useful.
- 68% were aware that we offered a free NHS health check.
- 100% were satisfied with the service we provide
- One patient felt rushed during a GP appointment.
- One patient commented on the number of notices. Unfortunately most of our notices are mandatory and have to be displayed so we cant do anything about that. They also contain a lot of information which can be helpful to some patients.

Conclusion

This has been a very positive survey and we are very pleased that 100% of patients are happy with the service we provide.

Telephone booking, online booking and ordering, home visit requests, website awareness and prescription ordering were all working well. The new TV screen has proved very popular and the new dispensary hatch is being used.

Some patients were still not aware of the extended hours offered on Thursday mornings.

Action

Carry on being the friendly, helpful practice that we are!

Very few suggestions and we are unable to reduce the number of posters (those that are up are mandatory or provide very important information). We continue to try to collect mobile numbers and email addresses from patients and also encourage online access – please let us have any details if you have not already done so.

Many thanks to everyone who completed the questionnaires!