

	DO NOT USE		
11. Have you found the TV screen in the waiting room informative?	YES	NO	
12. If you live in Wells, are you aware that your prescriptions can be sent straight to the chemist?	YES	NO	
13. 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	
14. 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	
15. 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	
16. Are you aware that a missed NHS appointment, on average, costs the NHS in the region of £160? (no we cannot name and shame or fine people who do this)	YES	NO	
17. Despite financial pressures on local GP services, are you satisfied with the service you receive from Wells Health Centre?	YES UNSURE If No, please comment	NO	
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	%
Q1	Recommend to Friends		
	Extremely likely	64	74%
	Likely	19	22%
	Neither	2	2%
	Extremely unlikely	0	0%
	Don't know	2	2%
Q2	Easy to book by phone	84	99%
Q3	aware book and order online	69	84%
Q4	aware view records online	48	58%
Q5	aware tues early	51	59%
Q6	aware 111 24hrs	86	98%
Q7	book tel consult with doctor/nurse	53	60%
Q8	book home visit before 10.30am	79	91%
Q9	aware of website	46	58%
Q10	website helpful	16	20%
Q11	TV informative	74	91%
Q12	aware prescn direct to chemist	71	99%
Q13	aware 48 hrs for repeat prescn	87	100%
Q14	aware free memory test	48	56%
Q15	aware free NHS health every 5 yrs	57	66%
Q16	aware missed appointments cost £160	70	81%
Q17	satisfied with Wells Health Centre	88	100%

Sex of Respondents

Sex	Count	%
Male	41	48%
Female	45	52%
Not Answered	1	

Age Range of Respondents

Age	Count	%
Under 25	0	0%
25-40	0	0%
41-55	1	1%
56-70	23	27%
71-85	49	57%
Over 85	14	15%

Additional Comments

- Q2** **easy to book appointments by phone**
It is sometimes difficult to persuade reception to give a sooner appointment if it is serious
All appointments to date have been made at reception, very easily
- Q3** **Aware book appointments and repeat prescriptions online**
10 patients put that they do not use a computer
- Q4** **aware view code medical records online**
3 put they do not use a computer
- Q5** **Out of hours**
One put 'I do now'
- Q7** **Know book telephone consultation with doctor or nurse**
Two put 'I do now'
- Q9** **Aware of surgery website**
6 put they do not use a computer
- Q10** **If you visit website , is it helpful**
6 put they do not use a computer
- Q11** **TV informative**
One said irritating, one said nice photographs
- Q12** **If live in Wells, aware prescription sent directly to the chemist**
One said aware now
- Q14** **Aware request memory test**
One said aware now
- Q15** **aware free NHS check over 40 years old**
Two said aware now
No, but I found out a week ago and booked it this morning
- Q16** **Aware missed appointments cost £160**

One put 'Did not know it cost that much. You should be able to fine people for missed appointments'

Q17 Satisfied with Wells Health Centre

One put 'but sometimes the GP is fully booked, sometimes for days making the visit very stressful.etc.'

Q18 Constructive ideas

No. I think its great

Very important to inform waiting patients if waiting time will exceed 30 minutes or more

I have moved around the country a lot. This is the best Health Centre I have ever been to. I am glad I moved here.

I think we are lucky to have the service we get. Excellent

Penalty system for missed appointment. (After 3 non refund deposit if they miss again)

I think there are too many notices on display. I dislike those in block caps and underlining. It is like shouting at people

Please make sure that announcements (eg name of next patient to attend doctor) are "loud and clear"

Please bear in mind that not everyone has a computer

Would it be possible to have three GP's instead of two ?

A private room so we could talk, without every one listening in, I have wanted this twice since you altered the reception

It would be nice to have someone come once a year for hearing aids. Charge for missed appointments

Keep doing what you are already doing. Our experience to date has been first class. Thank you.

Yes, give all the ladies a medal , double their pay, and send on a free cruise twice a year.

The information board shows how much it allows the patient funds per year. This makes me uncomfortable, am I a liability?

No, I really can't imagine how it can improve, bearing in mind the financial position

Charge people who miss appointments, like dentists do. £5

I think you do an excellent job, so no

No, keep up the good work

Q19 Other comments

Thankyou **all**

Wonderful doctor. Amazing staff. You feel an individual. Nothing is like too much trouble. I feel so well cared for. Dr Mcansh is a wondrful doctor. He is like doctors used to be.

Everything excellent

O.K. so far. Thank you all!

I've always found everyone really helpful

Simple keep doing the great job you are doing. Super well done

It doesn't really bother me but I know a number of women miss having a female doctor available

No, very satisfied. Thank you
No, I have always been very happy with the care I get
very happy with Wells health centre
All the staff are very caring and helpful
better understanding of the things that the nurses can do
I am very lucky to be with your practice
I think we are very fortunate to have such a well run and helpful surgery

Summary

- Lots of very nice comments and very, very few poor ones.
- 99% of respondents found it easy to book an appointment by telephone which is excellent.
- Awareness of our website, booking online and requesting home visits before 10.30am had improved.
- 99% of those that responded were aware that prescriptions could go straight to the chemist.
- 100% were aware that they had to leave 48hrs before picking up a repeat prescription.
- 91% found the new TV screen useful.
- 100% were satisfied with the service we provide.
- Several patients commented on the number of missed appointments.
- One patient commented on the number of notices.
- One commented that patients should be informed if the GP was running late.

Conclusion

This has again been a very positive survey and we are very pleased that 100% of patients are happy with the service we provide. Some really lovely comments from many patients.

Telephone booking, online booking and ordering, home visit requests, website awareness and prescription ordering were all working well. The TV screen has proved very popular.

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.

One patient suggested that waiting patients should be informed if the waiting time was long, we now display a board for this and the check in screen now tells patients how many people are in front of them.

Several patients suggested fining people who missed appointments, unfortunately we are not allowed to do that.

Someone suggested a private room if they want a private conversation at reception. There is a notice at reception stating that you can ask for privacy and someone would take you to a room so please ask.

A couple asked if we could have a female GP – unfortunately funding would not enable us to pay for another full time GP and female GPs seem very sparse. We do have a vacancy for a GP for one day a week so remain hopefully that we might find one. We also occasionally use a female locum GP during school holidays.

Many thanks to everyone who completed the questionnaires!