

Basildon Road Surgery Patient Satisfaction Survey 2023 – RESULTS

(Please tick appropriate box or add comments if you feel necessary)

This survey was given to 50 random patients. Please note that some questions/pages were missed.

TELEPHONE CONTACT

Question:	Excellent	Very Good	Average	Poor	Very Poor
Was your call answered within a reasonable time?	22	15	3	0	0
How was the attitude of the member of staff?	28	15	1	0	0

APPOINTMENTS

Question:	Yes	No	Comments	
Were you offered an appointment within 2 weeks?	38	5	Not always	
Were you able to get an appointment with the Dr/Nurse of your choice?	23	4	<ul style="list-style-type: none"> • Didn't ask as I got on the day app. • Didn't ask • Didn't know there was a choice 	
Were you able to get an appointment at a time that suited you?	22	2	<ul style="list-style-type: none"> • Not quite! • Some times • Some times 	
How did you book your appointment?	In person at reception	Telephone	Online	Mobile Phone Link (if this was available)
	10	34	1	

RECEPTIONISTS

Question:	Excellent	Very Good	Good	Poor	Very Poor
How would you rate your wait at the reception desk on arrival?	26	15	6	0	0
Did you find the receptionist who dealt with you, helpful and polite?	Yes	No	Comments		
	43	0	<ul style="list-style-type: none"> • Some-times good and some-times bad • Always really helpful • Reasonable good • Need more staff on phones • All the receptionists are really helpful, friendly, approachable and lovely! • Always really helpful 		

SURGERY PREMISES

Question:	Excellent	Very Good	Good	Poor	Very Poor
Do you find the surgery to be clean and tidy?	24	18	7	0	0
Do you feel the surgery has adequate public notices and leaflets?	26	14	5	0	0
Does the surgery have adequate opening times to suit your needs?	Yes 38	No 3	Comments <ul style="list-style-type: none"> • Used out of hours hub – very good • Would like Saturday appointments • Can't get Drs appointment • Late night use and weekend at hub handy • Late night use and weekend at hub useful 		
Do you think that the opening of the surgery later hours or weekends is a good idea?	Yes 34	No 3	Comments <ul style="list-style-type: none"> • Definitely • We use late night services and weekend at hub 		

CONSULTATIONS

Question:	Yes	No	Comments
Were you seen within an acceptable time of your booked appointment?	37	3	<ul style="list-style-type: none"> • Not always • Well pleased
Did you feel you had ample opportunity to explain your problems to the Dr/Nurse?	39	1	<ul style="list-style-type: none"> • Not with the Dr no • Was not able to discuss outstanding concerns from my last appointment. • Dr Jo always listens to me. • Well pleased
Did you feel that the Dr/Nurse explained any information to you, clearly and in full?	37	0	<ul style="list-style-type: none"> • Well pleased

DIGITAL SERVICES

Question:	Yes	No	Comments
Have you used the e-consultation option on our website?,if so how did you find it?	12	25	<ul style="list-style-type: none"> • Very Good • Easy • I find this a good service although sometimes it doesn't let you explain it all. • Very good • Don't use
Are you registered with the online services?	13	22	

POST CONSULTATION

Question:	Yes	No	Comments		
Did you leave the surgery feeling satisfied that the Dr/Nurse has listened/explained about your condition/problem?	36	1	<ul style="list-style-type: none"> • Not always • I am always grateful to be able to sort some prescription needs by phone. • Excellent service 		
Were you clear on any action/s you had to take following your consultation?	34	0	<ul style="list-style-type: none"> • Excellent service 		
How would you rate your overall impression of the service you received from the Dr/Nurse?	Excellent	Very Good	Good	Poor	Very Poor
	25	9	2	0	0

OPENING TIMES

Question:	Excellent	Very Good	Good	Poor	Very Poor
How is your knowledge on our opening times?	20	13	7	1	0
Do you think that the opening hours of the surgery late night Wednesdays and day time on Saturdays is a good idea?	Yes	No	Not sure	Comments	
	35	0	3	<ul style="list-style-type: none"> • This is really helpful • In case of urgency 	

COMPLAINTS

Question:	Excellent	Very Good	Good	Poor	Very Poor
If you have had to make a complaint, has it been dealt with promptly?	6	6	2	1	0
If you have had to make a complaint, was it dealt with in a friendly and sympathetic manner?	3	3	6	0	0
If you have had to make a complaint, did you feel that the outcome was acceptable and to your satisfaction?	Yes	No	Comments		
	13	1			

SERVICES

Question:	Yes	No	Comments
Does the surgery offer good services?	36	1	<ul style="list-style-type: none"> • Basic as it's small • Will try and suit patient
Do you feel the surgery could offer more services?	11	13	<ul style="list-style-type: none"> • Not Sure • Not Sure • Not enough room • Don't know • Yes regarding weight • It has all the services I need at the moment
Has the surgery always informed you clearly of the services that may be relevant to you?	25	2	<ul style="list-style-type: none"> • Not Sure • Not Sure • Asthma Clinic • Referral to live well???

OVERALL VIEW OF SERVICE OFFERED AT THE SURGERY

Question:	Yes	No	Comments
Do you feel that the staff at the surgery are approachable and sympathetic to your individual needs at each visit?	36	0	<ul style="list-style-type: none"> • Always helpful • Very good • Wil try to help all patients
Do you agree that ALL staff members give good service and information when required from you?	32	1	<ul style="list-style-type: none"> • One GP is near retirement
Would you recommend the surgery to anyone in the area looking to join a new GP surgery?	32	1	<ul style="list-style-type: none"> • No – on the basis that I've had a complaint re my children's treatment from a specific Dr.

If you have any further comments you would like to make about the surgery, then please use this space to do so.

Dance for wellbeing live well classes are at times of service are disadvantaging to people of working age, but over 50s that can benefit from such support. Can evening or weekend classes/support be considered? Thank you!

Surgery Staff are always busy but will help at any time. GP's and Nurses are very good.

Had a great experience with Nurse Leena. She explained everything precisely about my test and went through a painless sample. Thank you!

Have no trouble anytime with staff – Very Good.

A big thank you to all the staff for excellent service, mostly Drs Admin and Nursing. Also special thanks to nurse Leena for all the efforts on me, you are a darling. God bless you all.

This is one of the best surgeries – thank you all so much!

I realise that it is because there are so many people, however, it would be nice to be able to get an appointment rather than leaving it until it's an emergency appointment.