

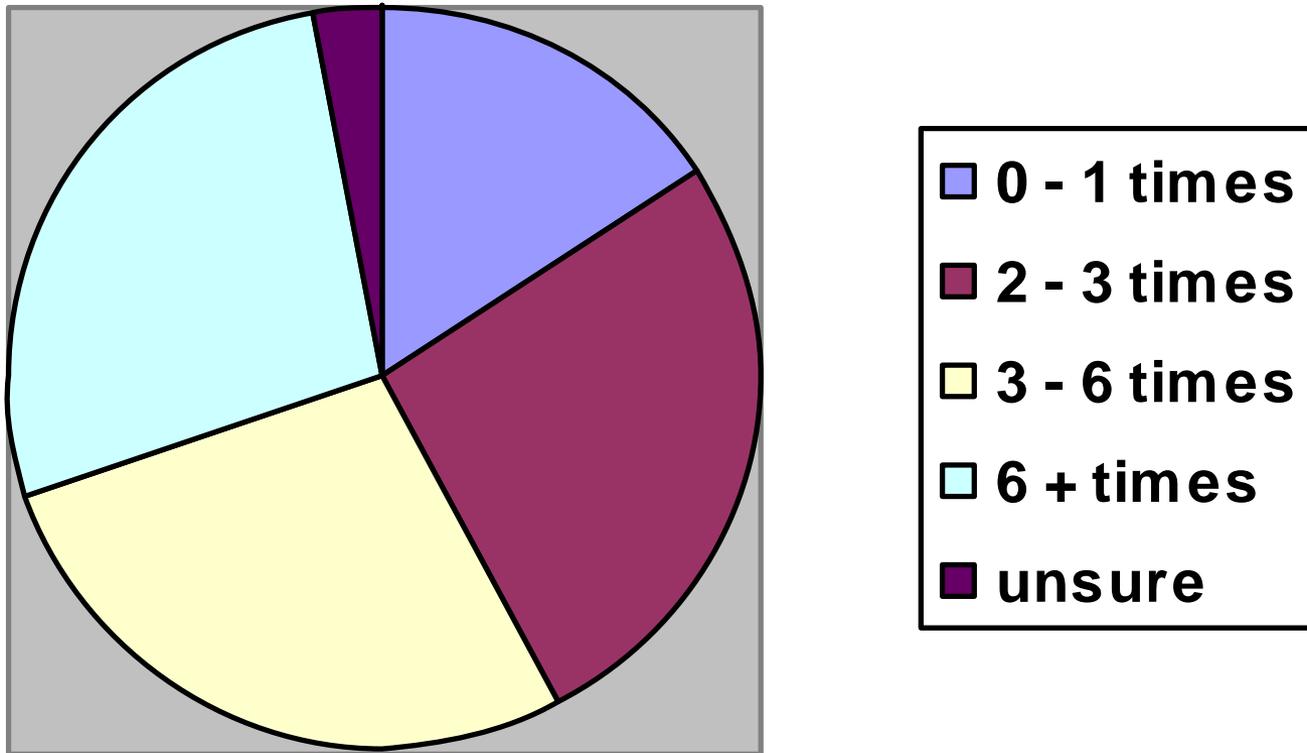
# **Marazion Surgery**

Patient Participation Group

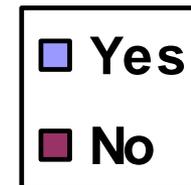
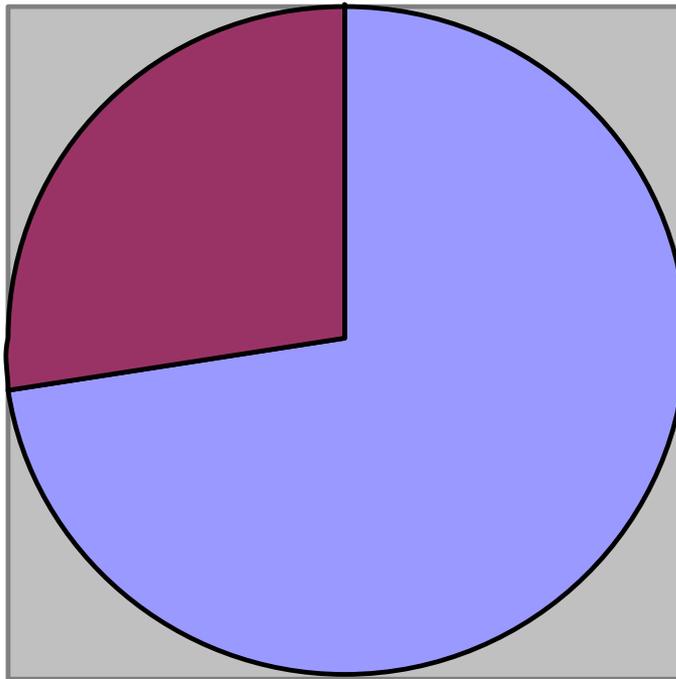
**Patient Survey – February 2012**

- A Patient Survey was undertaken during week commencing Monday 27th February 2012.
- A total of 166 survey forms were handed out to patients; only 7 were not completed and returned.
- A total of 159 patients' were surveyed and the results follow....

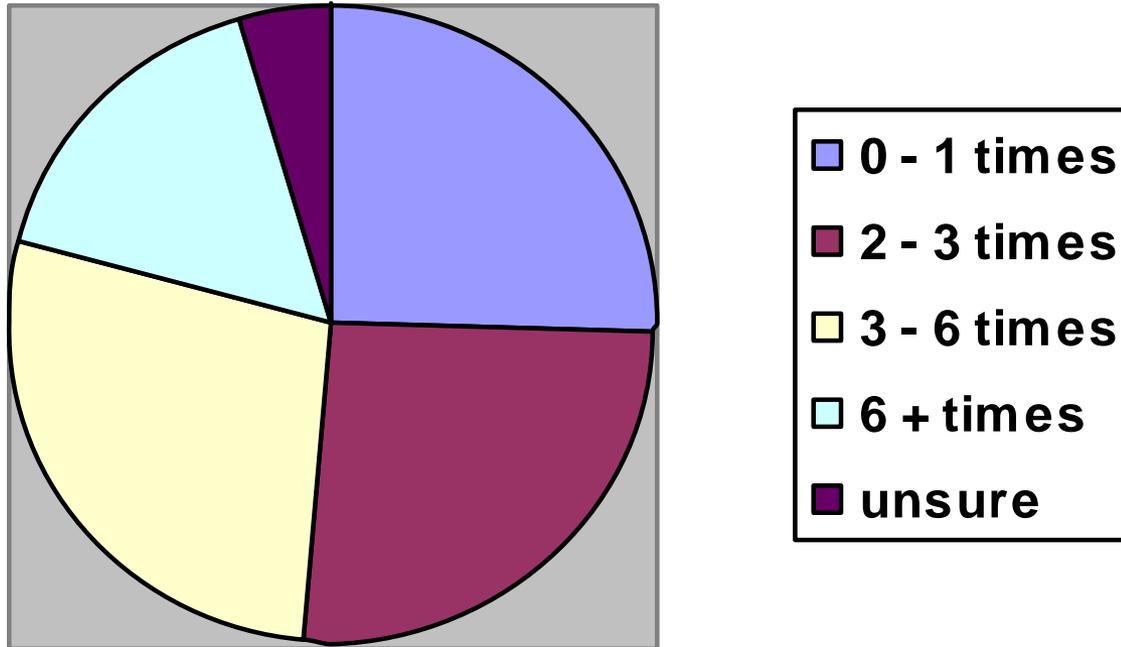
The number of times patients had visited the surgery in last 6 months:



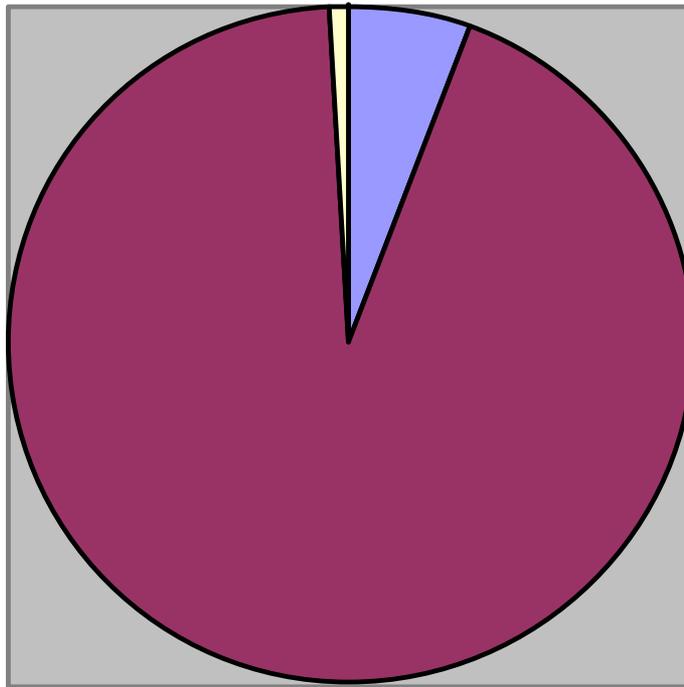
Are you aware that we offer booked appointments with the doctor once a week from 7.30am to 8.00am, and twice a week from 6.30pm to 8.00pm?



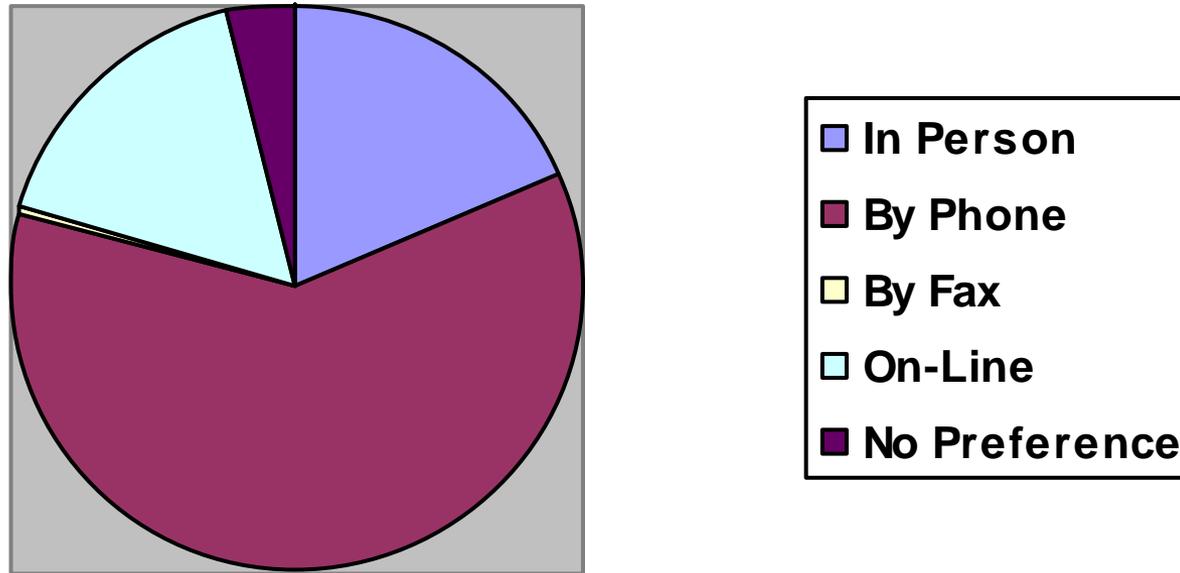
A breakdown of how many times the patients who were NOT aware of extended hours, had attended the surgery in the last six months:



How do you normally book your appointments to see a doctor, nurse or health care assistant at the surgery? *Please tick all that apply:*

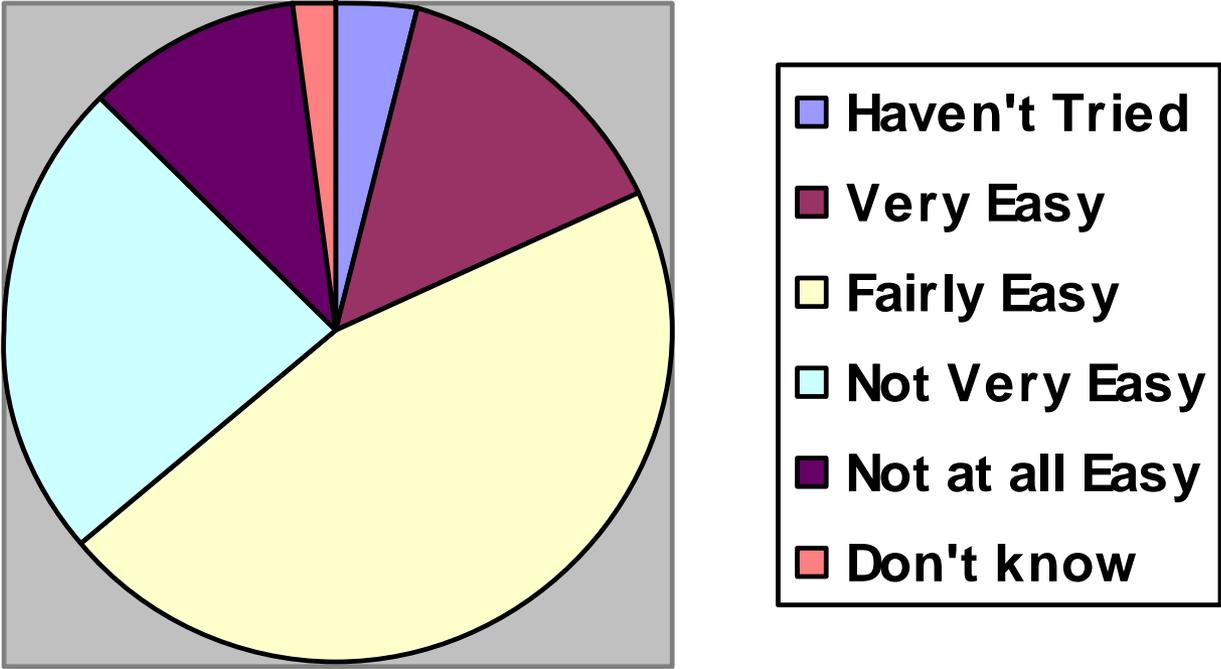


Which of the following methods would you prefer to use to book an appointment at the surgery?

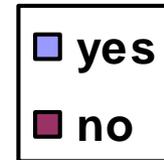
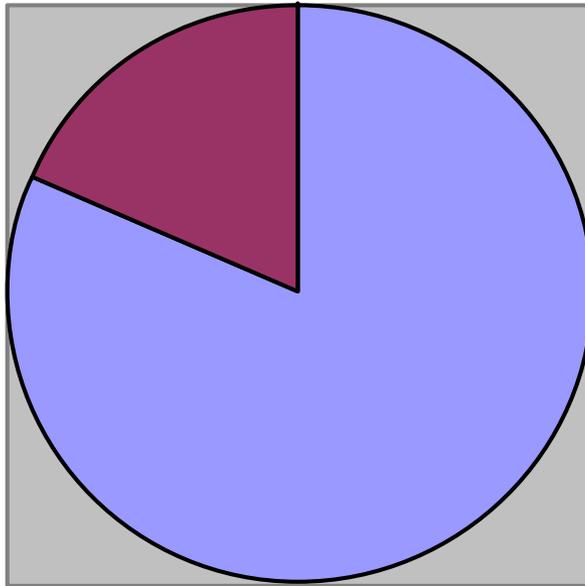


*In Summary: The majority of patients wished to book appointments by telephone, however there was a great deal of interest in the use of an on-line booking system.*

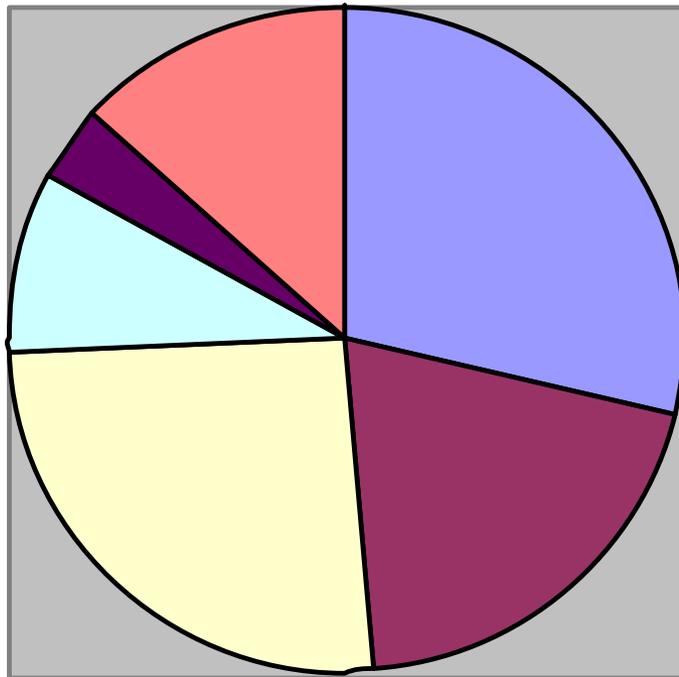
In the past six months how easy have you found getting through on the telephone?



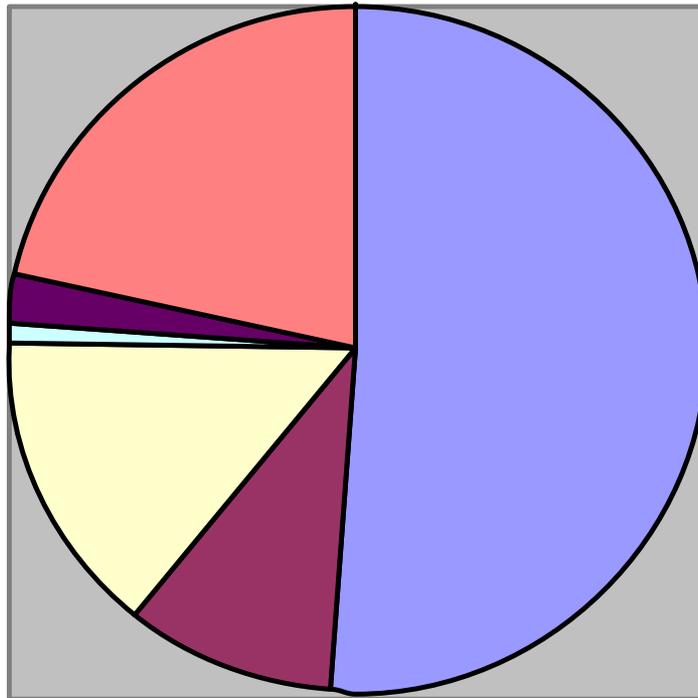
Are you aware that we offer telephone consultations with the doctor for problems that can be discussed over the telephone?



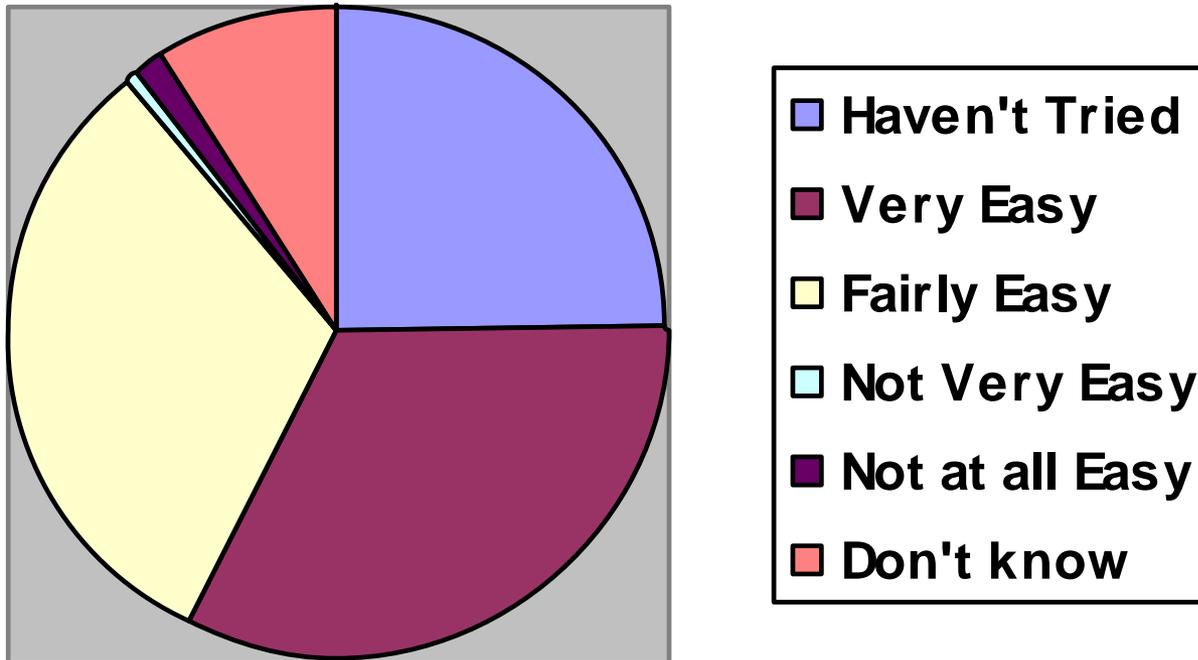
In the past six months how easy have you found speaking to a Doctor on the telephone?



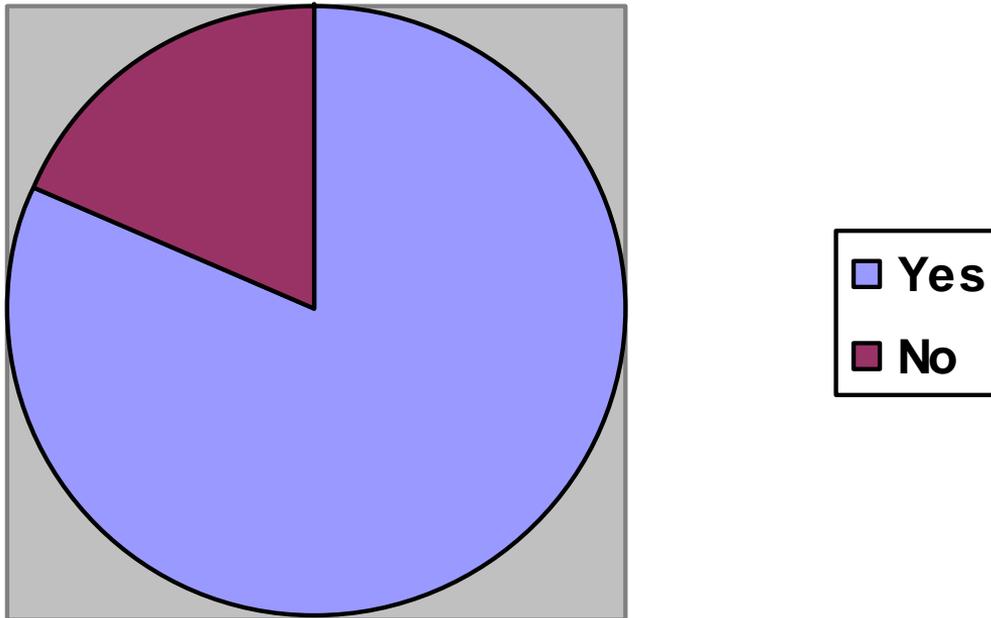
In the past six months how easy have you found speaking to a Nurse on the telephone?



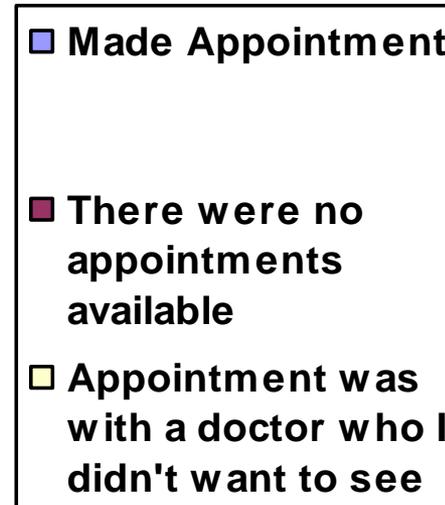
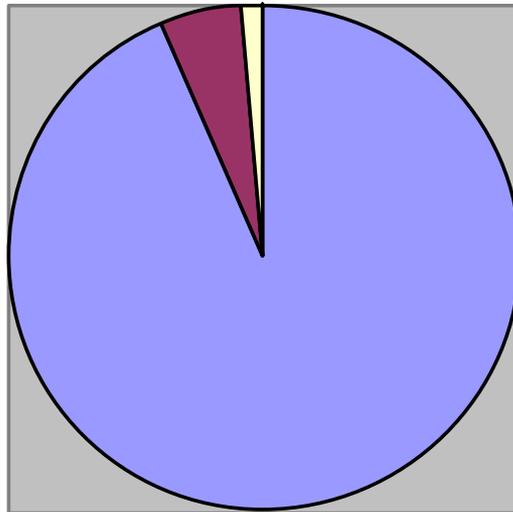
In the past six months how easy have you found obtaining test results by telephone?



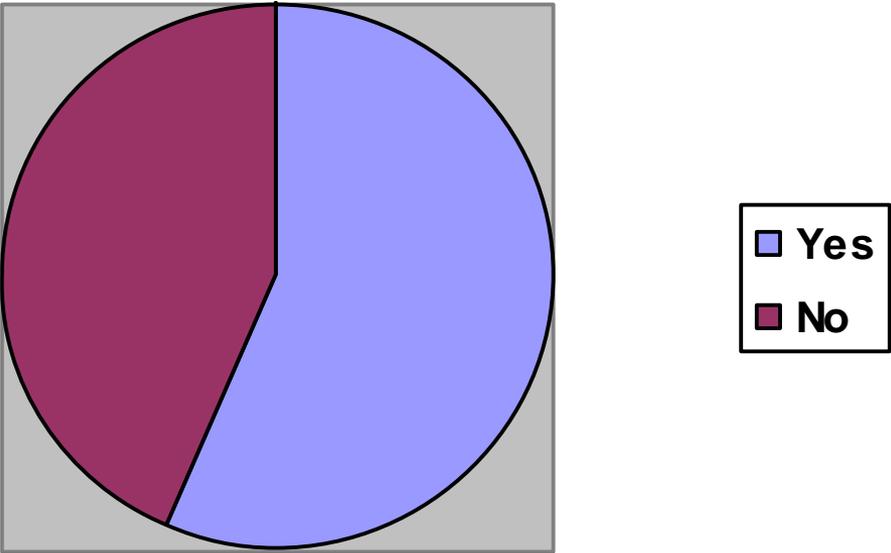
In the past six months have you tried to see a doctor fairly quickly? *By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open.*



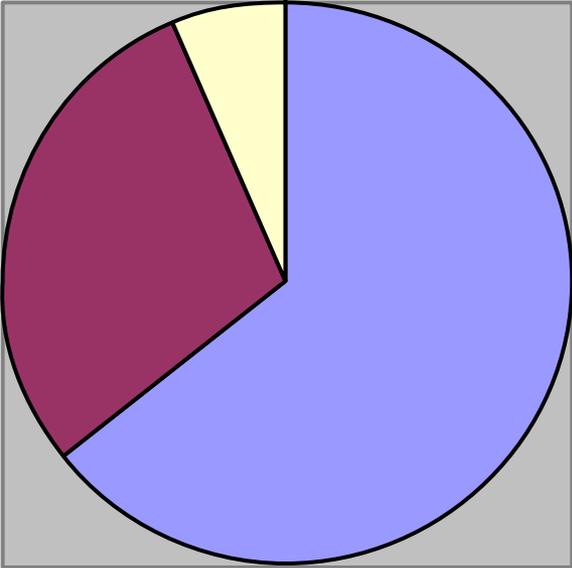
Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open? If you weren't able to be seen during the next two weekdays that the surgery was open, why was that?



In the last six months, have you tried to book ahead for an appointment with a doctor? *By 'booking ahead' we mean booking an appointment for more than two weekdays in advance.*

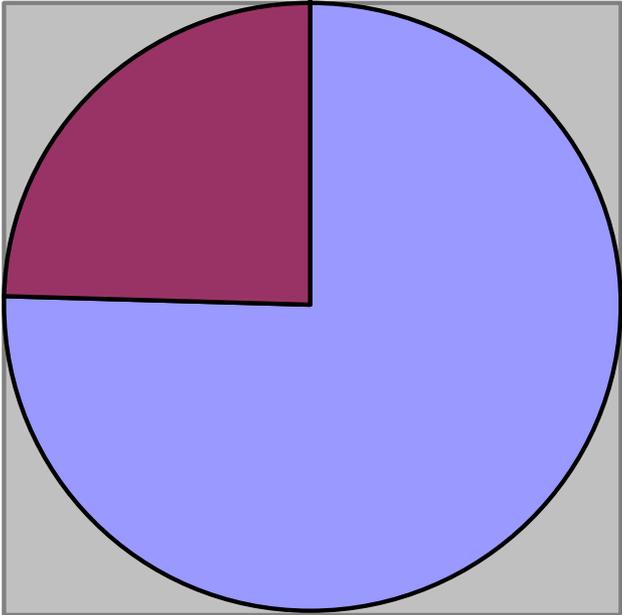


Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?

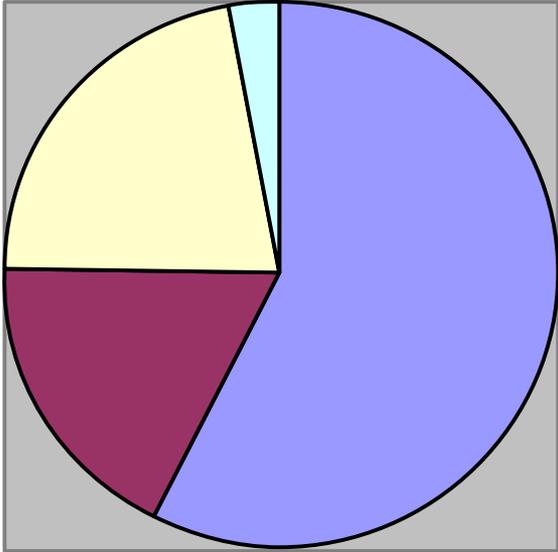


- Booked an appointment
- Did not book an appointment
- Can't Remember

Is there a particular doctor you prefer to see at the surgery?

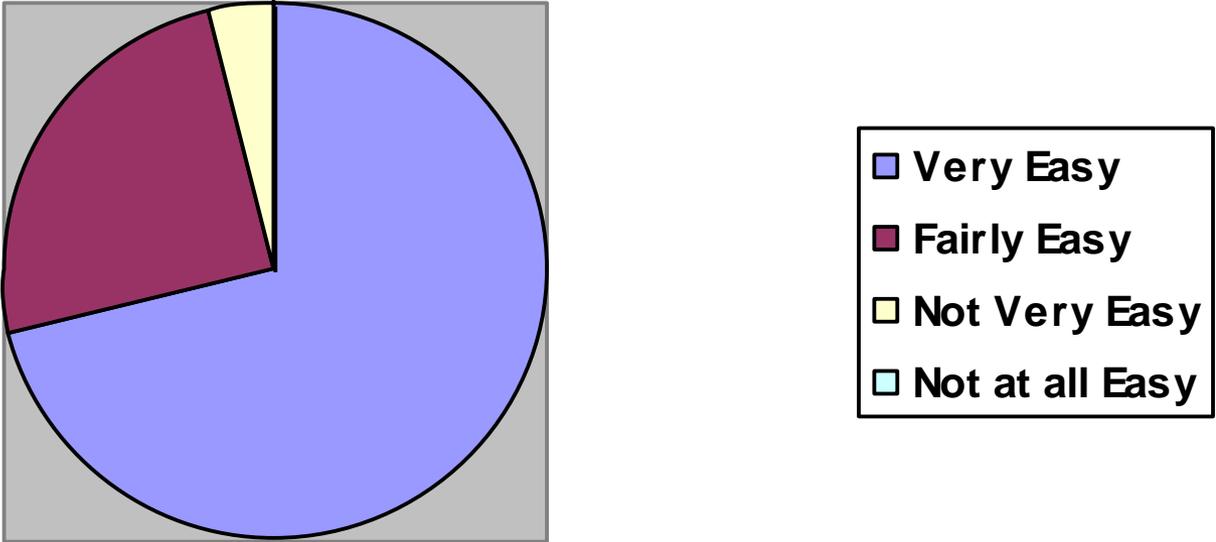


How often do you see the doctor you prefer?

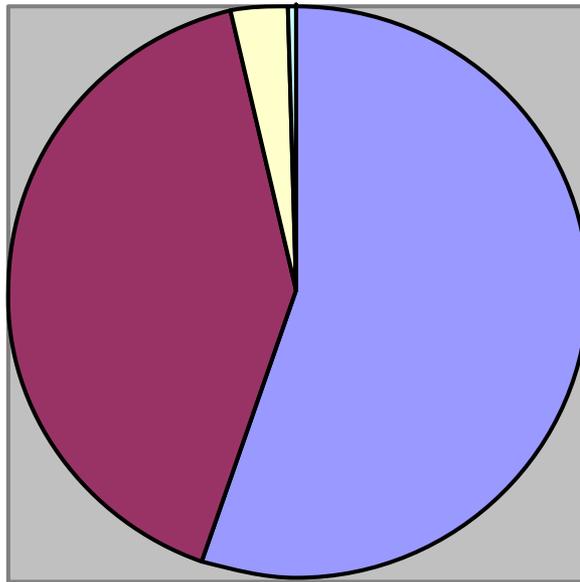


- Always or most of the time
- A lot of the time
- Some of the time
- Never or Almost Never

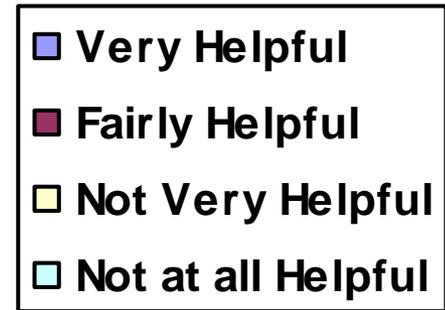
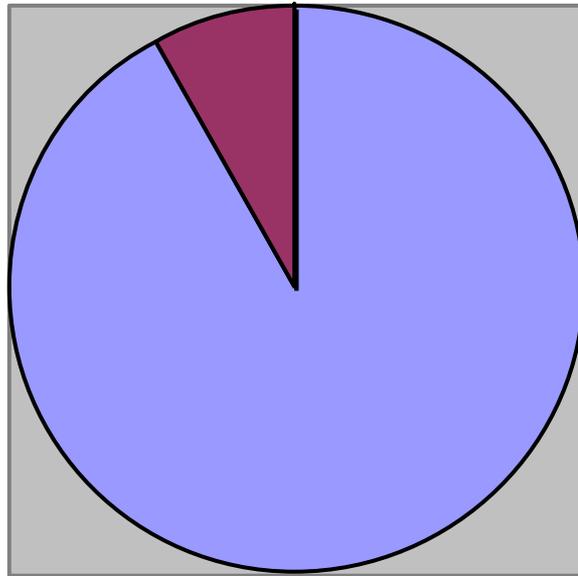
How easy was it for you to get an appointment with a Nurse or Health Care Assistant at the surgery?



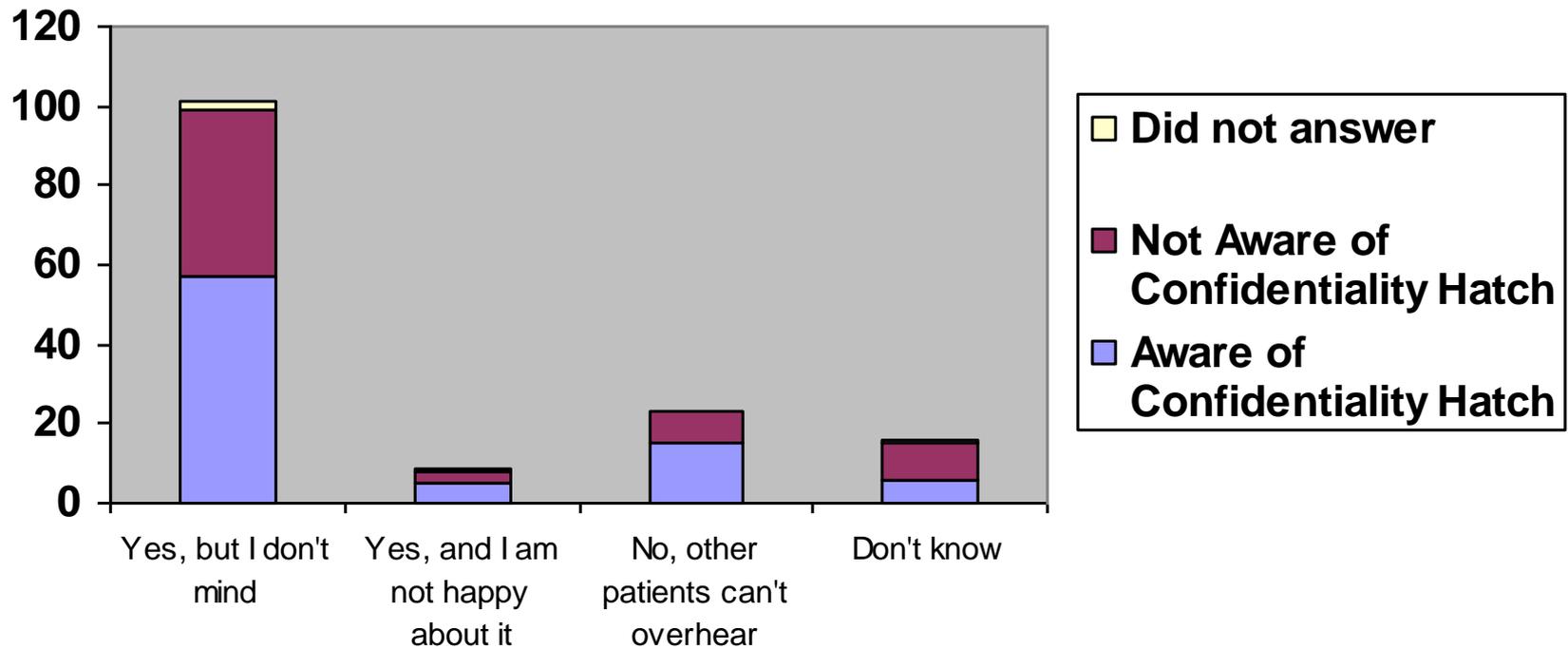
How easy do you find parking and access to the surgery building?



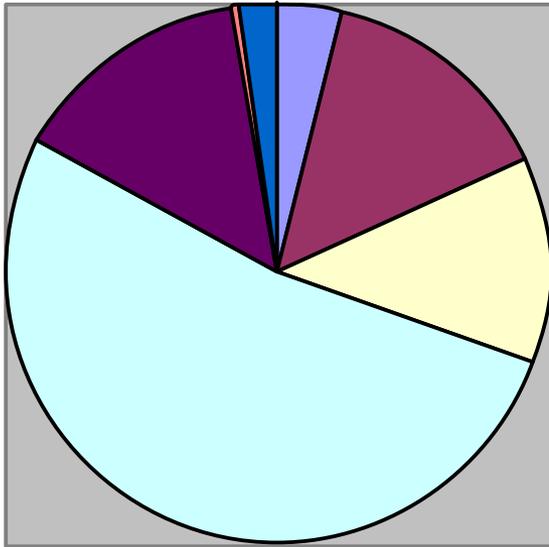
How helpful do you find the receptionists at the surgery?



In the Reception area, can other patients overhear what you say to the receptionist?

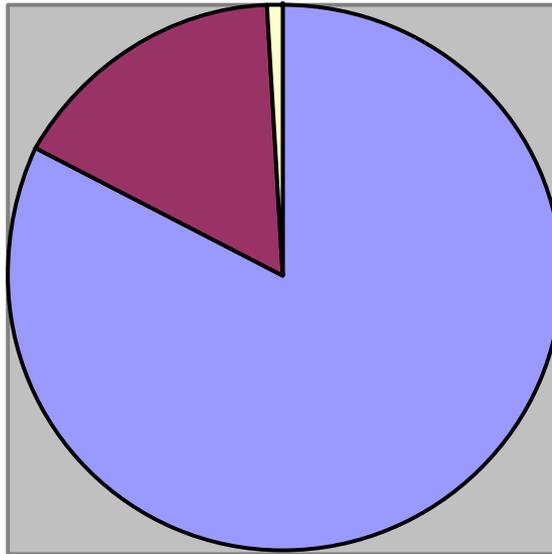


How long after your appointment time do you normally have to wait?

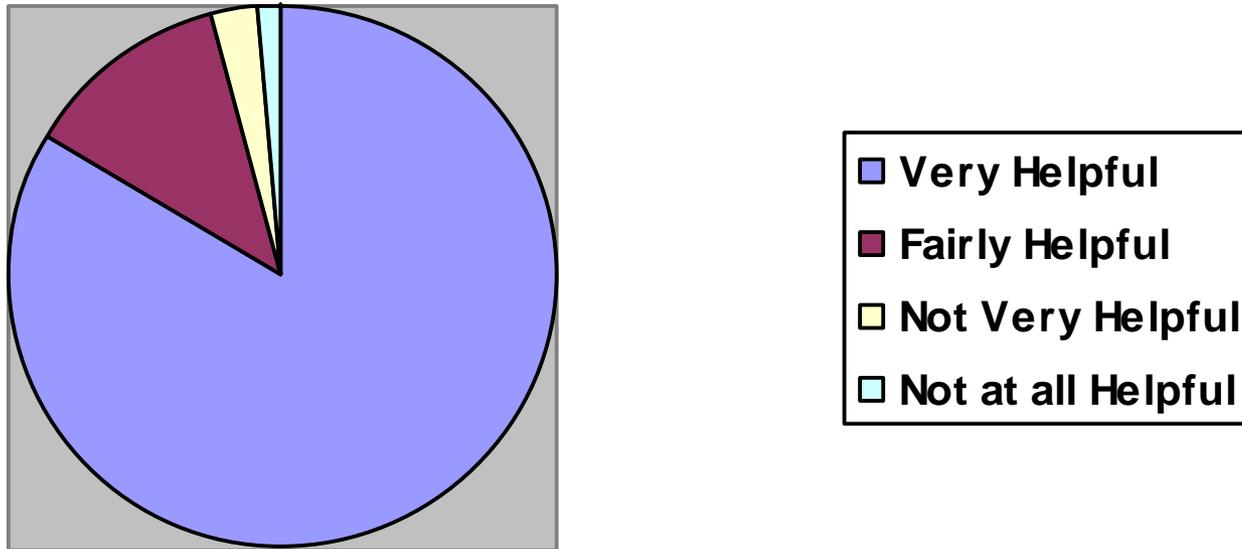


- I don't normally have appointments at a specific time
- I am normally seen on time
- Less than 5 mins
- 5-15 mins
- 15-30 mins
- 30+ mins
- can't remember

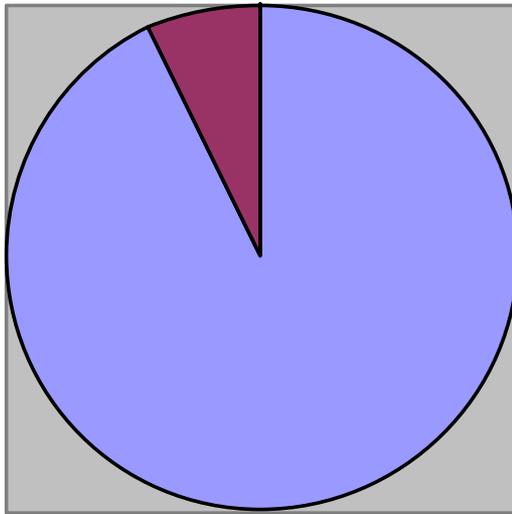
How do you feel about how long you have to wait?



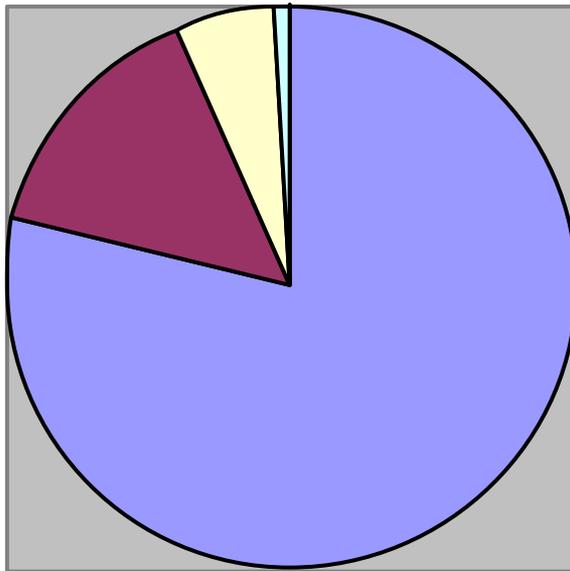
How helpful are the Dispensers at the surgery?



Are you aware that you should give *at least* two working days notice when requesting a repeat prescription?

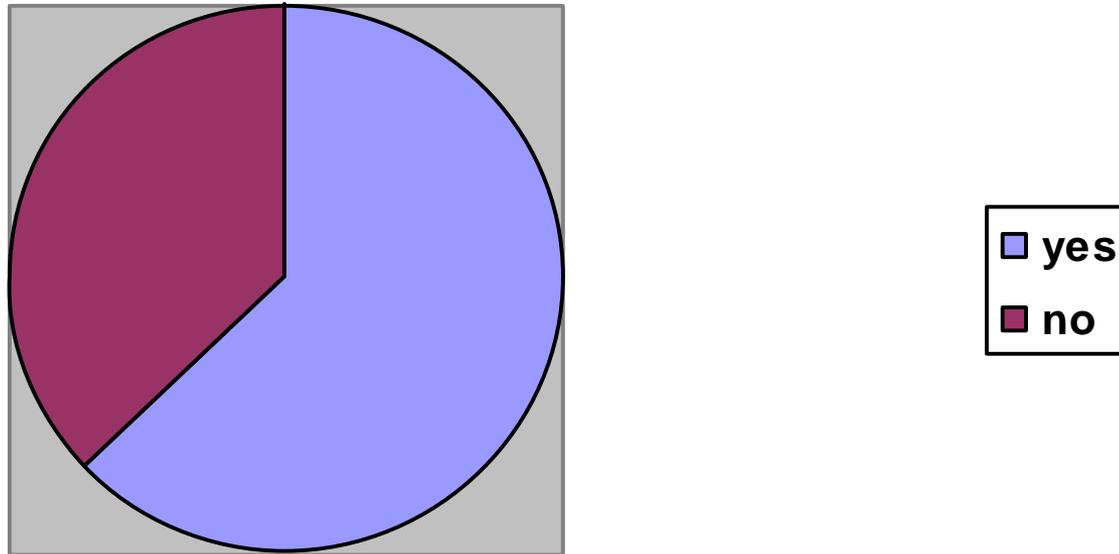


When you have given the *minimum notice of two working* days, how often is your prescription ready for collection when you return?

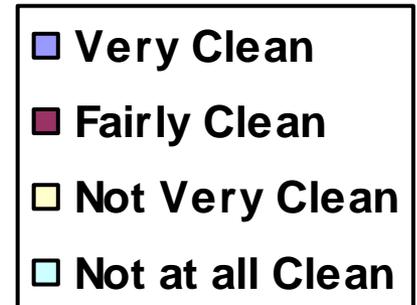
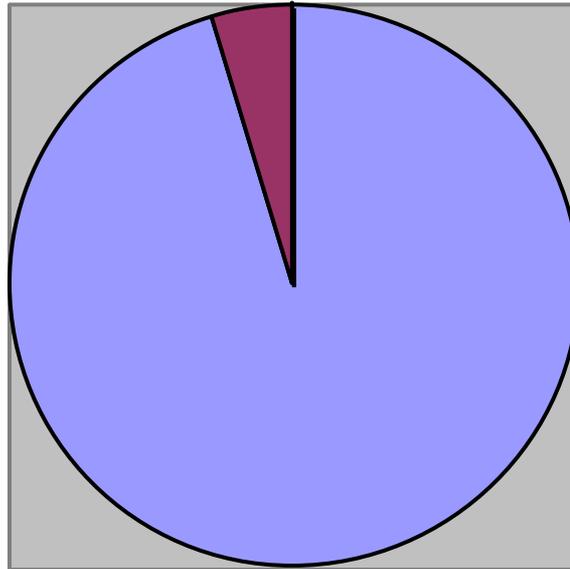


- Always or most of the time
- A lot of the time
- Some of the time
- Never or Almost Never

Are you aware that the surgery provides a delivery service for patients who are housebound and patients who have particular difficulty in collecting their medication?



How clean is the surgery?



## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- Telephone appointments still need looking at
- A good surgery
- All services work well
- I don't find the 'waiting room' website very user friendly
- Can be difficult to get through on the telephone in the mornings when lines open, to book a same day appointment.  
Staff always very friendly
- Please get your appointment computer accurate
- It is fine
- More phone lines!
- Very good

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- Very happy with the present set up at the surgery
- One word: Excellent!
- Very pleasant premises
- Happy with the way the surgery is run – staff always helpful and cheerful, so no comments about changing anything
- Could do with a visual form of letting us know when we are called for those who are heard of hearing
- I have been very impressed with the service the surgery provides.
- Can't comment, everything good
- Very satisfactory

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- Very happy with this surgery. One point I appreciate that space is limited, but some toys in the waiting area for kids would help with the wait – build in, static ones etc. This is the first surgery I have been to in years where the receptionists are pleasant and helpful! Thank you.
- I phoned last Friday to ask for an appointment with the nurse this week. I could come at any time except 11am Wednesday. Told there were no appointments available. I said that wasn't good enough and then got one at 1020. Shouldn't have to do that.
- I sometimes think that too many patients are registered and the staff overworked.
- Fine
- Satisfied

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- I'm happy with the services and the opening hours that are given
- I have been extremely happy with the whole surgery and staff's specific roles and interaction with me. I only joined the surgery in December but have been really impressed by their empathy and professionalism. Thank you.
- Can't fault what you provide. You are all very friend, approachable and I'm always satisfied with your services. Thank you so much for your help and support throughout the years.
- I do find it difficult to get through on the phone to book a same-day doctors appointment, but I do appreciate that this is a tough problem to resolve.
- I am aware of a number of routine tests offered to people of my age at one of the other surgeries. I would welcome the availability of such tests at Marazion.

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- Surgery very good, opening hours very good. Sometimes wait to see a doctor a long time, or seems a long time.
- I would like it to be easier for working people to get an appointment with the doctor, very hard to ring and book an appointment, always very busy, end up coming up to the surgery to get one then they are all gone on that day
- Very happy with opening hours, the cleanliness and with all aspects.
- All very good
- Have been a patient for over 20 years, disappointed that recently there 'appear' to be lots of locum docs. Great thing about this surgery was/is seeing a doctor who knows you and your history and really cares about you. Quality of attention from locums varies – lets down high standard of main doctors.

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- Weekend opening would be more helpful as most of the time people are ill at weekends.
- I am satisfied with the surgery, but can't always see my doctor of choice.
- Always constructive and helpful
- New website is good, at least the phone numbers are the right way around (wrong on old site); online appointments would be good; a better speaker in the waiting room louder and clearer
- Very good
- I think everything here is perfect, so no complaints
- I have no suggestions, I find the service very good
- All satisfactory

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- All very good
- I think that the telephone lines should be open at 8am
- This is a really friendly, responsive surgery and I, and my children, have always felt well looked after. It is very different to my experience of surgeries in London/South East where I previously lived – like it's a completely different better level of service and care.
- Everything is well organised – we think we are very lucky with the staff and the building
- We consider the facilities more than adequate
- Excellent
- Premises good and clean. Would like it to be easier to book appointment (non-urgent) in time ahead with doctor of choice

## PATIENT COMMENTS:

(In no particular order)

The following comments were handwritten by patients:

- Please make it easier to book appointments with doctors ahead of day ringing etc
- Everything is very good; we are quite satisfied
- It would be nice to have a Saturday/Weekend surgery available as I work long weekdays and do not always have the opportunity to meet early/late weekday opening times.
- Every time my husband has tried to pre-book appointments for himself there are never any available, this makes it quite difficult as not always able to ring in the morning as not allowed to use the phone at work
- Very good service
- Still find problems with getting through on the phone to book an appointment. Not always but sometimes, and when you get a reply the appointments to see your doctor have gone 'try again tomorrow'.

## PATIENT COMMENTS:

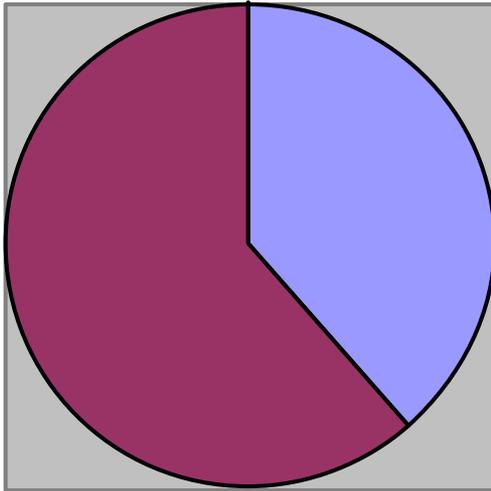
(In no particular order)

The following comments were handwritten by patients:

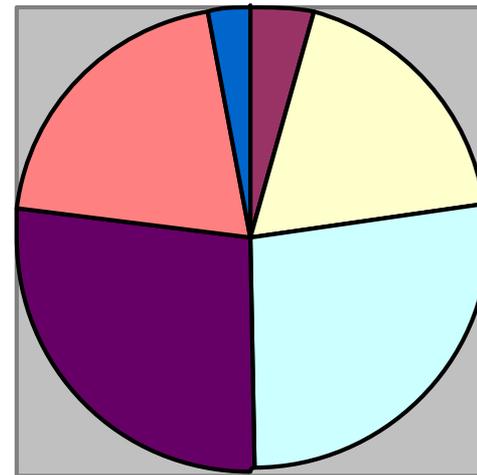
- I am more than happy with the surgery
- Happy with everything; excellent service
- It is sometimes impossible to get through on the phone to make an appointment in time for that day, but you will now allow an appointment to be made for the next day. I do not understand why. Might it be possible to notify patients on the priority list by Email of the availability of the annual 'flu injection please?
- Forward bookable appointments always seem fully booked. It no same day appointment is available only option offered is to phone back next day.
- I'm generally happy with current arrangements.
- Excellent

## Demographics:

Of the patients surveyed, 2 had learning disabilities, 27 noted a physical impairment/disability and 4 noted a sensory impairment/disability.  
Religion and Ethnicity were also recorded.



■ Male ■ Female



■ 0 - 17 years ■ 18 - 24 years  
■ 25 - 49 years ■ 50 - 64 years  
■ 65 - 74 years ■ 75 - 84 years  
■ 85 + years