

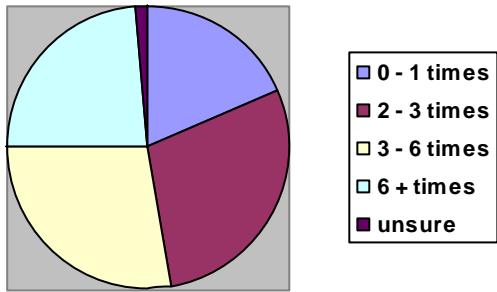
# *Marazion Surgery*

## Patient Satisfaction Survey February 2014

A total of 150 survey forms were handed out to patients; only 4 were not completed and returned. A total of 146 patients' were surveyed and the results are summarised below:

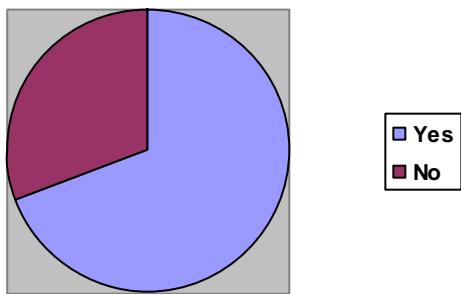
COMMENT: The survey in previous years was four pages long and it was felt that this had deterred some patients from completing the survey. It was agreed with the PPG that a shorter survey picking out the main points would be appropriate. These could still be compared with previous years.

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



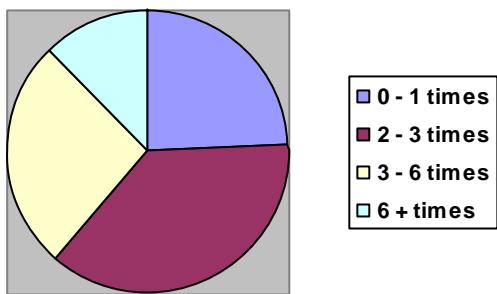
COMMENT: Patients who visited the surgery often, infrequently and rarely were all represented in the survey.

2. 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?



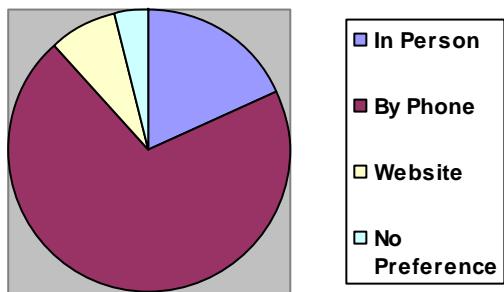
COMMENT: The majority of patients were aware of the early morning and evening clinics. This had shown a small improvement since the previous survey; however despite advertising the clinics in the surgery literature, electronic notice board and website, some patients were still not aware of these clinics. It should be noted that these clinics were always fully booked.

2b. A breakdown of how many times the patients who were NOT aware of extended hours, had attended the surgery in the last six months:



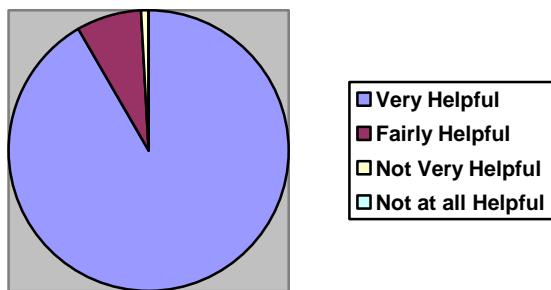
COMMENT: The majority of patients who were not aware of extended hours had attended the surgery less than three times in the last six months. Patients who attended more often were more likely to be aware of them and this had improved since the previous survey.

3. Which of the following methods would you prefer to use to book an appointment at the surgery?  
*Please tick all that apply:*



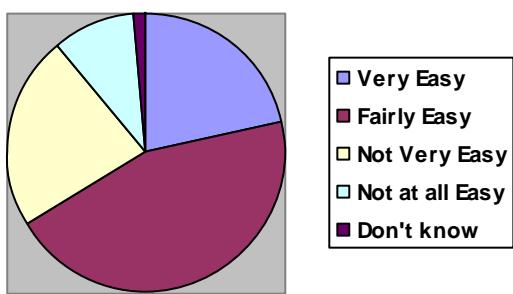
COMMENT: The vast majority of patients telephoned the surgery to make appointments. Booking appointments via the surgery website using a system called 'The Waiting Room' was now possible but despite interest in previous surveys patients had not embraced this as yet.

4. How helpful do you find the receptionists at the surgery?



COMMENT: Patients found the Receptionists very helpful.

5a. In the past six months how easy have you found getting through on the telephone?



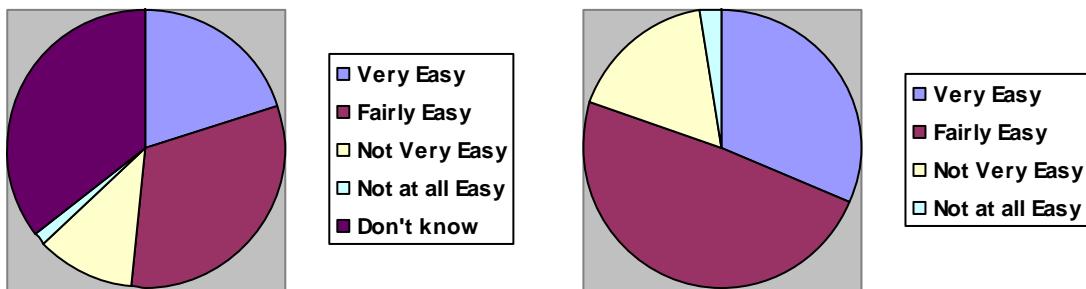
COMMENT: Two thirds of patients surveyed felt that getting through to the surgery on the phone was very easy or fairly easy. This was approximately the same as previous survey results.

The Practice was aware that patients had difficulty getting through on the phone when they rang at 8.15am when the lines first opened, though this very busy period usually eased quite quickly. There was one telephone number for appointments, with the ability to answer four calls at once by four staff simultaneously. Staff dealt with calls quickly and efficiently in order to deal with demand. Patients were encouraged to ring after 10am for routine appointments (not on the day) and this was included in routine recall letters; test results were given out after 2pm as calls could be lengthy and the number of incoming calls was less in the afternoon.

Emergencies and other queries were dealt with on the main number, which was never congested.

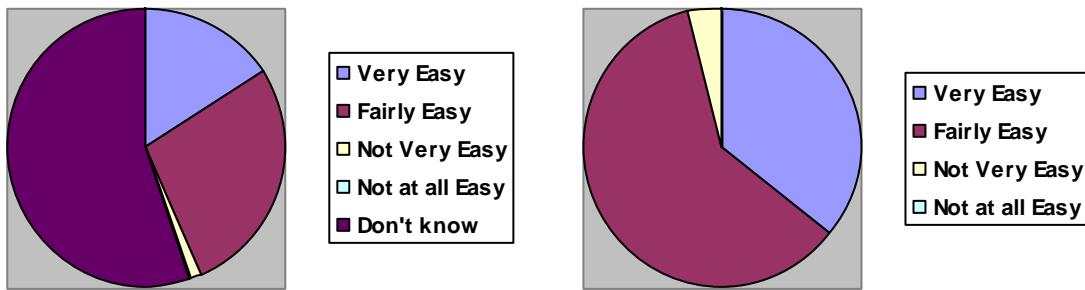
A full review and upgrade of the telephone system is in hand, however it may not be possible to increase the number of staff available to answer calls at 8.15am when lines are busy.

5b. In the past six months how easy have you found speaking to a Doctor on the telephone?



COMMENT: Discounting the patients who did not know, the majority of patients found it very easy or fairly easy to speak to a doctor on the phone.

5c. In the past six months how easy have you found speaking to a Nurse on the telephone?



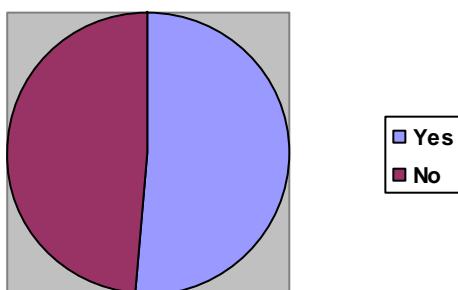
COMMENT: Discounting the patients who did not know, the majority of patients found it very easy or fairly easy to speak to a nurse on the phone.

5d. In the past six months how easy have you found obtaining test results by telephone?



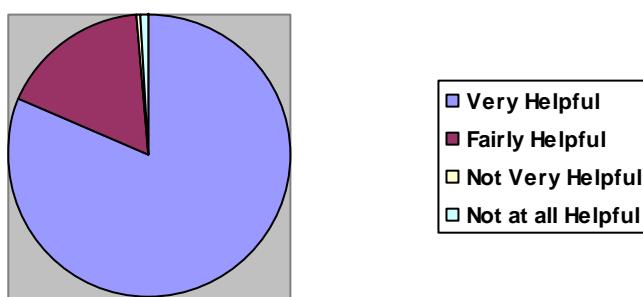
COMMENT: Discounting the patients who did not know, the majority of patients found it very easy or fairly easy to obtain test results by telephone.

6. We have a separate window to the right of the main reception desk if you wish to talk about confidential matters more privately with a Receptionist or Dispenser. Were you aware of this?



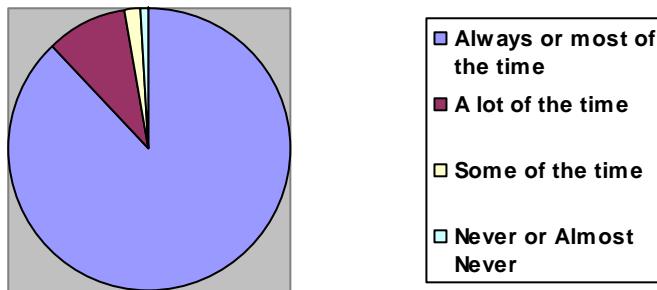
COMMENT: The reception front desk was open; however a freestanding sign was displayed asking for patients to stand back from the desk to give patients more space and confidentiality. The telephones at the front desk are for making appointments, more confidential matters are dealt with at the back desks which cannot be overheard. Disappointingly a similar percentage of patients surveyed (compared to the previous year) were aware of the separate window.

7. How helpful are the Dispensers at the surgery?



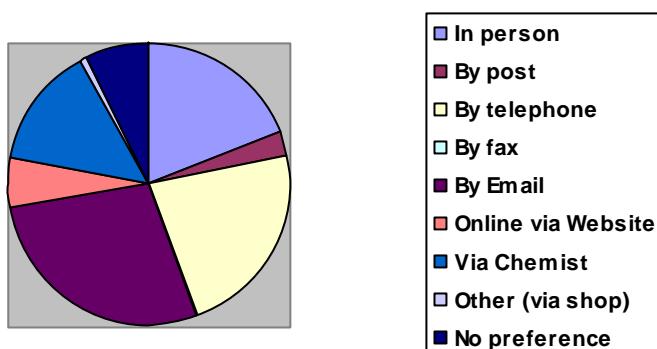
COMMENT: Patients found the Dispensers very helpful.

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



COMMENT: Patients were aware that they should give at least two working days notice for prescription requests and nearly all patients said that their prescription was always ready or ready a lot of the time.

9. Which of the following methods do you prefer to use to request a repeat prescription? *Please tick all that apply:*



COMMENT: Patients were aware of the all the various methods available to them to request repeat prescriptions. No patient used the fax machine, but other methods were all used according to patient preference.

10. We would like to invite you to comment on our premises, opening hours and the services that we offer. We welcome constructive criticism and any suggestions you would like to make:

PATIENT COMMENT	PRACTICE COMMENT
<b>WAITING ROOM:</b>	
Reception area remains inadequate, can be very crowded and difficult to pass through. No privacy for discussion including right hand window space. Needs remodelling entirely.	We feel the entrance is quite an open welcoming space, however when it is busy we are more than happy to provide extra seating if requested.
Please get rid of TV - I always sit out by door if possible to avoid it	Although this patient has asked for it to be removed another patient (in praise section) specifically mentions that they like the TV! The television helps to ensure that patients in the adjoining HCA room are not overheard and thus privacy is maintained.
<b>DISPENSARY:</b>	
Still upset that cannot use Dispensary at surgery because of living too close	This is unfortunately outside of our control.
I would be happy to use dispensary but live close by so not permitted	This is unfortunately outside of our control.
My only comment is that I have an ongoing prescription that is only issued as a monthly amount. As the sale by date are at least 2 years hence on packet it would save a lot of time for pharmacy if I was able to get say 3 months at a time.	It would not be safe to give prescription medication so far in advance. We follow national and local guidelines to prescribe medications on a monthly basis.
It would be much better for people to walk around and put repeat scripts in an outside box	There IS a post box outside for patients to post their requests. This is by the back door. There is also one inside the front door so that patients do not have to come in and queue for dispensary.
<b>APPOINTMENTS:</b>	
I was asked by a doctor to book an appointment in 3 weeks time, but the booking system only books 2 weeks in advance. When I phoned 2 weeks before my doctor requested appointment date the slots had already gone.	Appointments are released every day, so that on any day appointments can be booked up to two weeks in advance. We are sorry that you had difficulty on this occasion.
Would like more appointments available to book in advance and not on the day	The number of appointments that can be prebooked compared with the number available on the day is a difficult balancing act, of being able to meet patient expectations. We constantly monitor this and adapt our system accordingly.
Opening Saturday morning? Increasing average time with GP/nurse with patient?!	We do not currently open on Saturday mornings, though this may change in the future. It is worth noting that some years ago when we were open on Saturdays they tended to be very quiet. The length of appointments is agreed nationally. However, if a patient needs more time, such as in an emergency this will be provided. If a standard appointment was longer the doctor would be able to see less patients during the day; we do not feel that this would be in patients' best interests. Nurses appointments vary in length depending upon what task they need to do during the appointment.
Booked appointments run late	We endeavour to keep patients informed when clinics run late and offer our apologies. If the doctor you are due to see is on call for emergencies you

	will be informed of this when you book an appointment, in case they are called away. If you are unable to wait for a doctor or nurse running very late we will do our best to rebook you at another time.
I find that it is extremely difficult to see my preferred doctor. Even when trying to use the advanced booking option I am not successful. I tried today for a same day appointment and it took 20mins constantly dialling the number to get through. Luckily there was an appointment left otherwise back to square one.	All patients have equal opportunity to see their preferred doctor; this may have been caused by a period of annual leave around that time. If your preferred doctor is not available you would be offered an appointment with another doctor.
Difficult at times to get an appointment especially as work is a problem, recently had to wait 3 weeks before seeing a doctor and being told when ringing at 8.15 all the appointments had been taken and all the appointments for the evenings and mornings had been taken up as well.	We are aware that the lines are busy first thing in the morning and try to encourage patients not to ring at that time for routine or non-urgent appointments. This is explained in letters sent to patients to remind them about routine health checks.
At times I find it very difficult to get through on the telephone early in the morning to make an appointment for that day. Even frustrating when I eventually get through and all appointments have gone. I'm usually driving to work between 8.20-8.45.	It is possible to book appointments online, via our Website at any time of the day or night. Please ask at Reception for more information as this may be more convenient for you.
A great improvement could be made when telephoning for an appointment. To ring it is usually non-stop telephoning for at least 20mins.	A review of our telephone system is in hand.
Difficult when phone for doctor and already booked at 8.15	We have had problems with our computer and telephone systems recently due to power failures and stormy weather; thank you to all our patients for their patience and understanding during this time.
When wishing to book an appointment to see a doctor (which can be made from 8.15am) it is extremely difficult most mornings and have in some instances had to try repeatedly for over 15minutes before speaking to the receptionist. Apart from this all other aspects are dealt with very efficiently.	
Have had difficulty on occasion making an appointment, being told to ring the next day at 8.30am and then having a repeat performance	

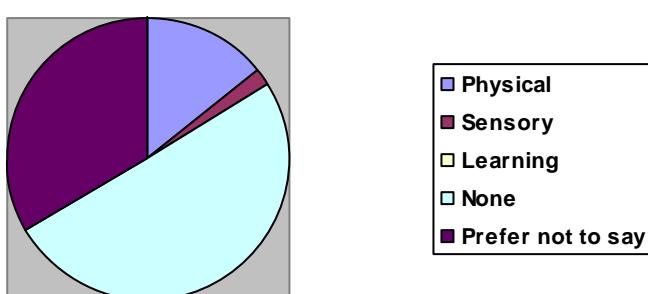
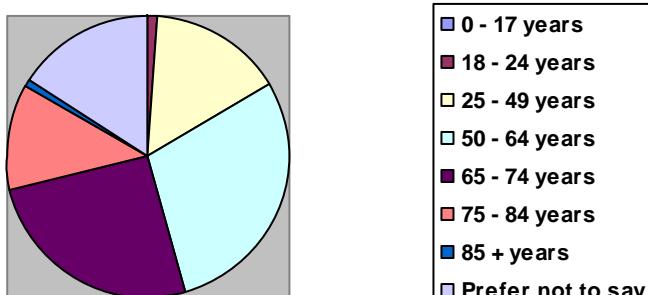
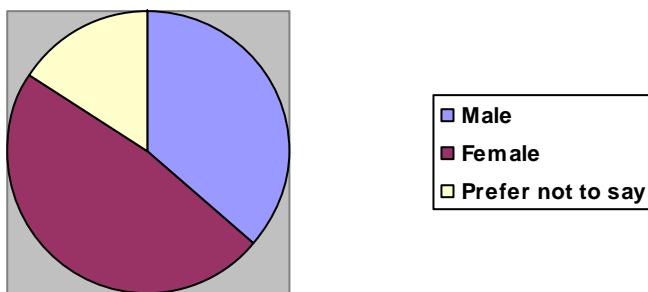
PRAISE:	
Nice clean doctors. Opening hours are good.	
Excellent location and service	
Well run surgery	
I have no complaints whatsoever! Well run surgery.	Thank you for your kind words, we value your feedback, suggestions and comments.
All the staff are really helpful and I can't think of any criticism!! All good.	
I have always found the staff very helpful and considerate to the condition they find you in	
Very good general service	
Overall very happy with surgery	
I have to say that Marazion Surgery is well functioned doctors. As busy as it gets I find everyone tries their best. Well done.	

All very good	
I'm overall very happy with the surgery, all the staff, doctors are very friendly	
I have only been at this surgery for a short time but have found all staff to be pleasant and very helpful, thank you	
Perfectly happy with things as they are	
Having moved to this area last June I have found this surgery to be much more professional and helpful than my previous one. I have received nothing but good service from all sectors of the surgery. My one criticism would be that when the waiting room is busy the tannoy system cannot always be heard clearly.	
All's well with me - couldn't be happier!	
Very helpful surgery, a credit to the staff and doctors.	
Services very good	Thank you for your kind words, we value your feedback, suggestions and comments.
Always clean and tidy, pleasant. All the staff are helpful. I have nothing to complain about.	
I am very happy with the service provided at the surgery	
Very good - don't change anything	
We are, as a family with various needs, so lucky to have such a caring and helpful surgery.	
I am always happy with the service I receive at Marazion Surgery - The staff are always helpful and friendly and the doctors are always attentive and kind. Thank you Marazion Surgery!	
Very good	
Find no problems. Service always first class.	
I have used this surgery for the last thirty years and have found all staff in every department excellent at all times.	
No complaints	
Keep doing what you are doing. Standards are often easier to reach than maintain: you have good standards, just keep them going.	
I am happy with the service provided	
Quite happy as it is	
Always spotless and comfortable	
I find the waiting room comfortable and appointment times ok	
All is very good	
Very very good	

I think the service you provide - which I use regularly - is superb and I feel very lucky to be a patient at Marazion Surgery. The service is extremely efficient and I get an impression always that the staff do the best they can to help. Thank you. You are all appreciated.	
I find everything very good, most important is the peoples skill given by all departments from reception to the doctors	
For over 30+ years my wife and I have had a first class service from this surgery	
Great services - always very helpful at reception, useful information on screen in waiting room, relaxing to watch TV!	
Fine	
Brilliant surgery - lovely staff	
I am very impressed by the service provided by the surgery. I have ALWAYS been able to see a doctor on the day I need to and they are to be congratulated on offering great patient care despite time and other pressures.	Thank you for your kind words, we value your feedback, suggestions and comments.
All the receptionists are friendly and always helpful. The surgery is well organised and I have no criticisms at all.	
I find all staff helpful and friendly and have never had a problem making an appointment.	
Premises good. Opening hours good. Only difficulty in getting an appointment after sitting on the phone from 8.15.	
I have no problems with the premises, opening hours or services	
Premises are very good. Opening hours are very good. Services are very good. The staff are very helpful and friendly.	
All in order	
Can't fault premises and the friendly staff who man it	
I find everyone at the surgery very friendly and helpful	
Satisfactory	
No complaints - services usually remarkably punctual, text reminder on mobile good idea	
On the whole very good	
Always suits us very well	
Very satisfied with the service I receive	
Ok, no problems	
Premises are always very clean, opening hours good, services good	
Didn't know I could book online. Opening hours are good. Didn't know the exact times I could book out of normal hours. I'm short-sighted so don't read the	

information screen. Staff very helpful, doctors amazing!	
I have no criticism of this surgery at all. Both of us have always been looked after very well.	Thank you for your kind words, we value your feedback, suggestions and comments.
Emergency appointment accepted very easily, on loan down here from Devon	

## Demographics:



Religion and Ethnicity were also recorded.

COMMENT: The surgery has an high elderly population and this is reflected in the breakdown of demographics, of patients surveyed, however groups of patients were represented in the survey.