



# OLD FORGE SURGERY

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Patient Survey – Autumn 2012

# Headlines - Satisfaction

The survey contained 12 questions relating to patient satisfaction. An analysis of all 150 returns shows that:

- 75% felt waiting time between request for an appointment and availability was good, very good or excellent
- 30% felt the time spent waiting to see a doctor in open surgery was fair or worse
- 14% felt the time spent waiting to see a doctor in appointment surgery was fair or worse
- 92% felt time spent with Doctors was good, very good or excellent
- 91% felt time spent with Nurses was good, very good or excellent
- 92% felt telephone calls were answered promptly
- 91% felt respect shown for privacy and confidentiality was good, very good or excellent
- In total, 12 'poor' ratings were received, equating to 0.67%

# Headlines - Information

The survey contained 13 questions relating to patient awareness. An analysis of all 150 returns shows that:

- 38% did not know that they can suggest, when making an appointment, that they may need a longer appointment
- 51% did not know when checking in at Reception, that they can request a private word with the receptionist
- 32% did not know that there is a suggestion book
- 80% do not use online services / communications
- 33% did not know why there is music in the waiting room

# Demographic Summary

About you									
Your age	Nil	Under 30	30-40	40-50	50-60	60-70	70-80	80+	Total
Male	0	3	5	5	7	18	16	2	56
Female	0	7	7	8	8	13	15	3	61
Nil	4	0	1	4	2	8	9	5	29
<b>Totals</b>	4	10	13	17	17	39	40	10	
	61					89			

About you								
Your age	Nil	Under 30	30-40	40-50	50-60	60-70	70-80	80+
Male	0	2.0%	3.3%	3.3%	4.7%	12.0%	10.7%	1.3%
Female	0	4.7%	4.7%	5.3%	5.3%	8.7%	10.0%	2.0%
Nil	2.67%	0.0%	0.7%	2.7%	1.3%	5.3%	6.0%	3.3%
<b>Totals</b>	2.7%	6.7%	8.7%	11.3%	11.3%	26.0%	26.7%	6.7%
	40.7%					59.3%		

## Notes:

Total Number Of Questionnaires completed

150

# Results by Percentage

<b>Appointments with Doctors</b>	Nil	Poor	Fair	Good	Very good	Excl.
Waiting time between request for appointment and availability	4%	3%	17%	35%	29%	11%
Waiting time to see a doctor in open surgery	9%	7%	23%	34%	21%	6%
Waiting time to see a doctor in appointment surgery	5%	1%	13%	36%	32%	13%
Time with doctor in open surgery	5%	0%	2%	31%	37%	25%
Time with doctor in appointment surgery	5%	0%	3%	24%	36%	32%

<b>Appointments with Nurses</b>	Nil	Poor	Fair	Good	Very good	Excl.
Waiting time between request for appointment and availability	9%	1%	7%	35%	35%	13%
Time with nurse in appointment	7%	0%	1%	27%	37%	27%
Waiting time to see a nurse in appointment surgery	9%	1%	6%	34%	33%	17%

<b>General</b>	Nil	Poor	Fair	Good	Very good	Excl.
Are your telephone calls answered promptly?	7%	0%	1%	14%	41%	37%
Are you usually greeted warmly and professionally?	5%	0%	0%	16%	38%	41%
Is respect shown for your privacy and confidentiality?	7%	1%	2%	14%	38%	39%
Are you satisfied with information you have requested?	7%	1%	0%	19%	37%	37%

<b>Are you aware:</b>	Nil	Yes	No
Of the dedicated purposes of the surgery's opening hours?	12%	71%	17%
Of the 8.30 – 9.00am 5 min fasting blood test appointments?	7%	72%	21%
That you can suggest, when making your appointment, that you may need a longer appointment?	7%	55%	38%
When checking in at Reception, that you can request a private word with the receptionist?	8%	41%	51%
Of the notification time for repeat prescriptions (24 hours) and collection of medication (48 hours)?	7%	86%	7%
That there is a suggestion book?	9%	59%	32%
Of the Practice complaints procedure?	8%	43%	49%
Why there is music in the waiting room?	13%	55%	33%
Do you prefer an appointment over attending the open surgeries?	17%	59%	24%
Have you ever used the suggestion book?	7%	9%	85%
Would you prefer a suggestion box rather than suggestion book?	17%	39%	45%
Have you ever emailed the surgery?	7%	13%	79%
Have you ever visited the surgery web site?	7%	12%	81%

# Comments: Appointments with Doctors

Doctors always spend time needed and are very attentive and caring

Waiting times do seem excessive, it is possible to put a time limit on open surgery appointment?

Have not had an appointment with doctor for a long time

It would be helpful if reception staff announce a delay & the likely time of delay. An informed person is so much more likely to be sympathetic

I am very grateful for the open surgery system

Great service. If I put excellent you may get complacent

No further comments necessary

Excellent service from the Surgery, dispensary, nurses and reception

DRs always listen, consider carefully how to proceed

I still think open surgery system doesn't quite work. Better to have appointments that can only be booked on the day with a few advanced bookings

Although we have to wait to get an appointment we don't mind or care is so good when you see doc

The two poors were amended to read Very Poor

Doctors always very helpful with excellent attitude toward our needs and concerns

Have always found that the doctors give plenty of time and are prepared to discuss treatment

Any appointment should take as long as necessary

I have always been accommodated

Handling 2010 flu jab problems very poor. No yellow carding. No making record. No more flu jabbs without pressure. No following with manufacturer without pressure

Very rarely do I come for an open appt. so do not feel able to comment

I feel fortunate to be a patient at such a good surgery

Considering the pressure of time & patient numbers the surgery works very well

Best surgery I have ever been part of

An excellent service \* care

Generally OK

I have recently had 2 new problems. I was given 50 minutes to diagnose one disorder and encouraged to return to arrange ongoing treatment

Aren't there two of the same question? (1&3)

Excellent service throughout - although waiting times can be frustrating.

The important thing at Old Forge is that we know we can get help should we need it

# Comments: Appointments with Nurses

All nurses very pleasant and helpful

Absolutely brilliant surgery

Some nurses are better than others

I am very satisfied with the Middleton surgery doctors, nurses and staff

Excellent surgery

A warm comfortable family surgery

Perfect

No further comments necessary

Nurses are very kind and helpful

Excellent service, professional & friendly

They're a good lot all round can't be better. No complaints.

Not applicable

Nurses had taken flu jab previous problems sensitively and documented I might have avoided 2 years ????

All are very pleasant and professional

We are all very fortunate to have the care

Generally OK

Always well informed & friendly. Technically helpful

Medical and Reception staff are kind and attentive

Aren't there two of the same question? (1&3)

No. of occasions had a long wait 1 hr plus. Out of work 2 hours + for an appt. Due to emergencies?

Excellent doctors and surgery. I have no problem waiting in open surgery to see a doctor at such short notice. I am very grateful for bus service.

Thanks

# Comments: General

Fantastic service and lovely people

Name and D.O.B. should be asked for when arriving for appointments

Having to state date of birth at every visit to the desk is annoying. One receptionist is not very helpful - maybe she is not sure of what to do

I am very satisfied with the Middleton surgery doctors, nurses and staff

Perfect. Don't change

reception always very friendly & helpful

Dependent on who is working as to the warm greeting being professional and not always polite

Must we have that wretched radio on in the waiting room?!!

One member of the dispensary staff is less than friendly - the others are great

People outside of surgery are getting to know information which is confidential

OK

Never have problems getting through

People in waiting room can hear communications with receptionist

This comment applies to all NHS: better system or lay summaries for tests which are then shared with the patient



# Comments: Are you aware:

Music much better than the dreadful video loop

Generally the surgery is friendly and helpful - it's waiting time that is my problem.

I am very satisfied with the Middleton surgery doctors, nurses and staff

Very satisfied with all aspects of surgery. Staff very nice and very helpful. Will give you all 10/10+

I am now aware of the above services

Will now check out the web site. The music's much better than those awful adverts

What is the websire address?

First question above - sorry, don't undersatnd the question! Re 'music' - I'm glad there isn't any!

Open surgery is very good since you often don't know you need an appointment on the day - particularly with young children.

Excellent service & immense professional & personal care shown "??????"

I think this surgery is excellent overall

An excellent surgery. Everyone very helpful and friendly. Doctors excellent, ????? Pharmacy and reception

Seems to be some problem with emails for prescription repeats getting through. An automatic response email would at least confirm that the request

All staff are kind helpful & efficient

I am very satisfies with the care and communication between helpful staff & doctors. Music in waiting room not reallt understood / not really required

Being aware of some experiences people have with other sugeries we consider ourselves most fortunate. No complaints whatsoever.

An excellent service is provided in time of real need and very good on a regular basis

On two occasions called out two separate doctors home visit. Excl

Prescriptions are always ready early. Do you need any volunteers for your practice patient panel? June Wainwright 640052

I think we are very fortunate after hearing some of the problems that people in other areas have with their surgeries

Very good surgery and the staff and doctors are great

Very satisfied with service received

It is always a pleasure to visit everybody at the surgery. We are extremely fortunate to have such a fantastic group of professionals. Thank you all.

We are very grateful to have such a very efficient and helpful surgery - very many thanks to all concerned

It isn't necessary to visit the website because it is so easy to get hold of people