

Marus Bridge Practice

Survey Results

Surveys were handed out to patients who attended surgery between 5th March-19th March 2012
Results are based on replies from 103 patients

A. About the practice

| | poor | fair | good | Very good | excellent | Don't know |
|--|------|------|------|-----------|-----------|------------|
| Getting through on the phone | 8 | 25 | 36 | 23 | 10 | 1 |
| Satisfaction with the day and time arranged for your appointment | 5 | 9 | 29 | 36 | 24 | 0 |
| Chances of seeing a Doctor/Wendy within 48 hours | 3 | 15 | 31 | 26 | 24 | 4 |
| Chances of seeing a clinician of your choice | 15 | 18 | 24 | 21 | 4 | 21 |
| Speaking to a Doctor on the phone | 0 | 7 | 27 | 13 | 9 | 47 |
| Speaking to a Nurse on the phone | 0 | 3 | 24 | 13 | 4 | 59 |
| Length of time waiting in the practice | 8 | 20 | 36 | 22 | 7 | 10 |

How helpful do you find the receptionists at the Surgery?

| | |
|------------|----|
| Very | 85 |
| Fairly | 15 |
| Not very | 3 |
| Not at all | 0 |

B. Opening Hours

Do you know the practice opening hours?

| | |
|-----|----|
| Yes | 63 |
| No | 40 |

How satisfied are you with the opening hours at the surgery?

| | |
|------------------------------------|----|
| Very | 56 |
| Fairly | 23 |
| Neither satisfied nor dissatisfied | 22 |
| Quite dissatisfied | 1 |
| Very dissatisfied | 1 |

C. About the Doctor or Nurse you have just seen

| CLINICIANS (includes Wendy) | Excellent | Very Good | Good | Fair | poor |
|---|-----------|-----------|------|------|------|
| Overall satisfaction with this visit | 52 | 27 | 11 | 1 | 0 |
| Confidence in this doctor's/nurse's ability | 57 | 21 | 11 | 2 | 0 |
| Giving you enough time | 58 | 22 | 10 | 1 | 0 |
| Asking about your symptoms | 58 | 24 | 6 | 3 | 0 |
| Doctor/nurse ability to listen to me | 60 | 23 | 6 | 2 | 0 |
| Explaining tests and treatments | 57 | 20 | 12 | 2 | 0 |
| Involving you in decisions about your care | 53 | 24 | 13 | 1 | 0 |
| Treating you with care and concern | 59 | 23 | 8 | 1 | 0 |
| Taking your problems seriously | 64 | 17 | 9 | 1 | 0 |

| NURSES / HCA | Excellent | Very Good | Good | Fair | poor |
|---|------------------|------------------|-------------|-------------|-------------|
| Overall satisfaction with this visit | 10 | 1 | 1 | 0 | 0 |
| Confidence in this doctor's/nurse's ability | 10 | 1 | 1 | 0 | 0 |
| Giving you enough time | 9 | 2 | 1 | 0 | 0 |
| Asking about your symptoms | 8 | 3 | 1 | 0 | 0 |
| Doctor/nurse ability to listen to me | 8 | 3 | 1 | 0 | 0 |
| Explaining tests and treatments | 8 | 2 | 2 | 0 | 0 |
| Involving you in decisions about your care | 8 | 2 | 2 | 0 | 0 |
| Treating you with care and concern | 8 | 3 | 1 | 0 | 0 |
| Taking your problems seriously | 9 | 2 | 1 | 0 | 0 |

D. Your Overall Satisfaction

In general, how satisfied are you with the care you get at the Surgery?

| | |
|------------------------------------|----|
| Very | 77 |
| Fairly | 19 |
| Neither satisfied nor dissatisfied | 3 |
| Quite dissatisfied | 2 |
| Very dissatisfied | 2 |

Would you recommend the Surgery to someone who has just moved to your local area?

| | |
|----------------|----|
| Yes | 88 |
| Might | 5 |
| Not sure | 6 |
| Probably not | 2 |
| Definitely not | 0 |
| Don't know | 2 |

Selection of comments for improvement

- Phone line is also always a busy tone, it's ridiculous.
- Maybe have more than one person answering the phones.
- My only problem is the time waiting to see the Dr. We waited 50mins before we were seen, to which is not good when your appt is for a child.
- If I am late for an appt I would like some understanding as I give when I have to wait for over half an hour for my appt.
- Less waiting times. I would recommend Dr Gerlach to anyone, he listens and explains and sympathises.
- I would like to see a Dr of my choice instead of explaining to different Dr's all the time. The wait to see a Dr of your choice seems very long.
- To have regular Dr's. Except Dr's McClelland & Gerlach my son very rarely sees a familiar face.
- When booking an appt to see a Dr/Nurse, we should stay with only one Dr/Nurse instead of seeing a variety.
- The only thing I don't like is the lack of privacy at the reception. Asking to speak in private is in itself embarrassing.

- Move the digital noticeboard to front in position with the chairs.
- Door leading to Dr's consultation room is on a security lock which is released by receptionist. If receptionist is busy/away from her desk there can be a delay before being allowed through. Can be stressful in a busy surgery because of the delay which might be taken by GP is non-attendance.

Selection of compliments

- Overall very good and always consideration is shown by everyone you see.
- I find the practice does all things well. I have never had any cause for complaint. The staff throughout are excellent.
- I recently came from Sherwood Drive and I wasn't happy with the service there. I find these Dr's very good. Extremely satisfied.
- Everyone approachable. Repeat script times could start before 2pm. Otherwise all Ok.
- Listening and concern are two of the major things that I find important and they are always used here at this surgery. Nothing is too much trouble also.
- Nice and quiet.
- Happy with the practice. Never had any problems, very happy with the service, can always get an appt everytime I have phoned. They don't need to change anything and staff are very helpful and always smiling and pleasant. Very happy.
- Dr was lovely, very kind and helpful.
- The practice has helped me through some very hard times. Don't know what I would have done without Dr Jacks.
- The practice is excellent in all areas, Dr Kirk is a gem.
- Need more time to consider this question: The practice does very well indeed.
- It does well with appts, it always finds someone you can see or speak to.

E. Some questions about you

Are you male or female ?

| | |
|--------|----|
| Male | 26 |
| Female | 77 |

How old are you?

| | |
|----------|----|
| Under 25 | 17 |
| 25-59 | 53 |
| 60+ | 33 |

How many years have you been registered with this practice?

| | |
|--------------------|----|
| Less than 5 years | 18 |
| 5-10 years | 14 |
| More than 10 years | 71 |