

MOOR GRANGE SURGERY – ANNUAL SURVEY RESULTS 2014

		RESPONSE
Number of responses		87
Male		34%
Female		66%
Details about yourself:		
Under 16		0%
17-24		9%
25-34		10%
35-44		12%
45-54		14%
55-64		23%
65-74		20%
75-84		10%
85+		2%
No response		0%
Assessment of GP services:		
Do you find it easy to communicate with your GP	YES NO	95.5% 4.5%
Is (s)he polite/friendly/listening?	YES NO	99% 1%
Does s/he give you clear & sufficient information about your condition & treatment?	YES NO	99% 1%
Does s/he involve you in decisions about your care?	YES NO	98% 2%
Are you generally satisfied with the way s/he is treating you?	YES NO	99% 1%
Assessment of other medical staff:		
Are you satisfied with the way the nurse treats you?	YES NO	99% 1%
Are you satisfied with the way the health care assistant treats you?	YES NO n/a	86% 0 14%
Do the nursing team involve you in decisions about your care?	YES NO	95.5% 4.5%
Assessment of the reception staff & the practice:		
Are the admin/reception staff understanding, polite & helpful?	YES NO	91% 9%
Do you find it easy to contact the surgery:	by phone online in person	Yes 71% No 29% Yes 30% No 13% n/a 57% Yes 61% No 7% n/a 32%
Is it easy to make an appointment with the medical staff?	YES NO	65% 35%
On average, are you happy with the time you wait in the surgery before you are seen for your appointment?	YES NO	85% 15%

<p>Are you happy with the opening hours of the surgery?</p> <p style="text-align: right;">YES NO</p> <p>Comments: 5 people would like appointments late nights & weekends 3 people would like appointments late nights 2 people would like appointments on Saturdays 2 people would like early morning appointments</p> <p>Do you prefer to always see the same GP or do you not mind?</p> <p style="text-align: right;">SAME GP ALWAYS DO NOT MIND DO NOT MIND IF URGENT</p>	<p>80% 20%</p> <p>42% 25% 33%</p>
<p>General: Would you recommend this surgery to family, friends or someone who has just moved into the area?</p> <p style="text-align: right;">YES NO</p>	<p>98% 2%</p>
<p>What is the one best thing about the practice:</p> <p>The GP has treated me since birth – personal touch & peace of mind x 3 Easy to get to/convenient x 12 Positive approach of the medical staff regarding sensitive issues Friendly x 16 Friendliness of Dr Patel Friendliness of Dr Ogden, she does not make you feel trivial Nurses Polite & helpful x 12 If your child is ill there is always an appointment x 2 Homely Appointment always available if urgent or a telephone call offered x 4 Doctors x 7 Small & personal x 2 Professionalism x 3 Cleanliness x 2 Standard of care x 3 Late night surgery Many years of friendly hands on care Understanding doctors Recall system for reviews</p>	

<p>What is the one thing about the practice you would like to see changed/improved?</p> <p>Opening hours x 11 Remove the tv To be able to phone for repeat scripts x 3 To be able to get an appt sooner with a specified GP x 7 Online repeat script service Parking More polite staff x 2 Waiting time (in the surgery) x 5 More doctors available daily Bigger waiting room The reception staff More health promotion services – weight loss clinic Online services Improved telephone service x 2 Music in the waiting room More nurse appointments</p>	
<p>Other comments:</p> <p>Unhelpful reception staff Sometimes difficult to get the appointment you would like x 5 Telephone lines always busy 1 Difficult to get appointments outside working hours x 7 The reception staff spoil the patient experience, they never smile The reception desk is not customer friendly Message service on phone (to cancel appts) Would like a baby changing room Better variety of magazines in the waiting room More toys & books in the waiting room x 3</p>	