

**Practice Patient
Questionnaire
Report
July 2011**

**Woodend Health
Centre**

This report reviews the patients' view of the practice looking at the receptionists, nurses and doctors. Questions were asked in MCQ form as well as an additional comments box. The total number of patients surveyed was 181. The questions included:

In the last year, how many times have you been seen by a doctor from your practice?

How well are you treated by receptionists at your practice?

How would you rate the hours that your practice is open for appointments?

Are there any other hours that you would like the practice to be open? (mark all that apply)

With regards to being seen by a particular doctor, when do you usually get to see them and how would you rate this service

With regards to being seen by any doctor, how quickly do you usually get seen by them and how would you rate this service?

When needing an urgent appointment, can you normally be seen on the same day?

What is the usual waiting time before your consultation starts and how would you rate this service?

With regards to phoning the practice, how would you rate the following?

The ease of getting through to the practice on the phone?

The ease of speaking directly to a doctor when you require medical advice

With regards to the doctor that you usually see, how often are you seen by the same doctor and how would you rate this service?

With regards to the consultation with your usual doctor, how would you rate the following:

How much detail the doctor asks about your symptoms and well being?

How well the doctor listens to what you say?

How well you are put at ease during the physical examination?

How much you are involved in the decisions regarding your case?

How well the doctor explains your problems or necessary treatments?

*The time spent with the doctor?
 The doctor's patience with any of your questions or worries?
 The doctor's caring and concern for you?*

Have you been seen by a nurse from your practice within the last year?

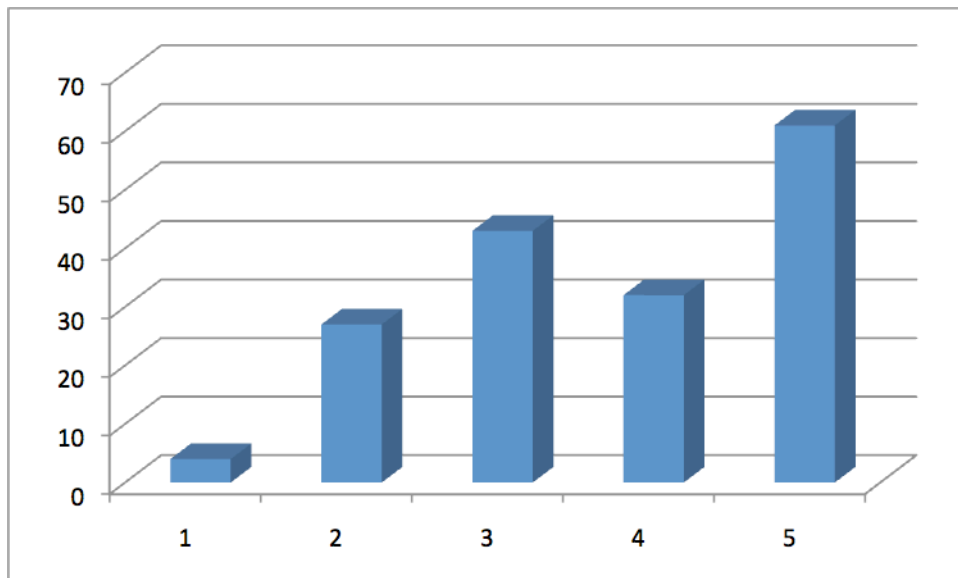
With regards to the nurse(s) you have seen, how would you rate the following:

*How well they listen to what you say?
 The quality of care that they provide?
 How well they explain your health problems and necessary treatment?*

Overall How satisfied are you with the service provided by your practice

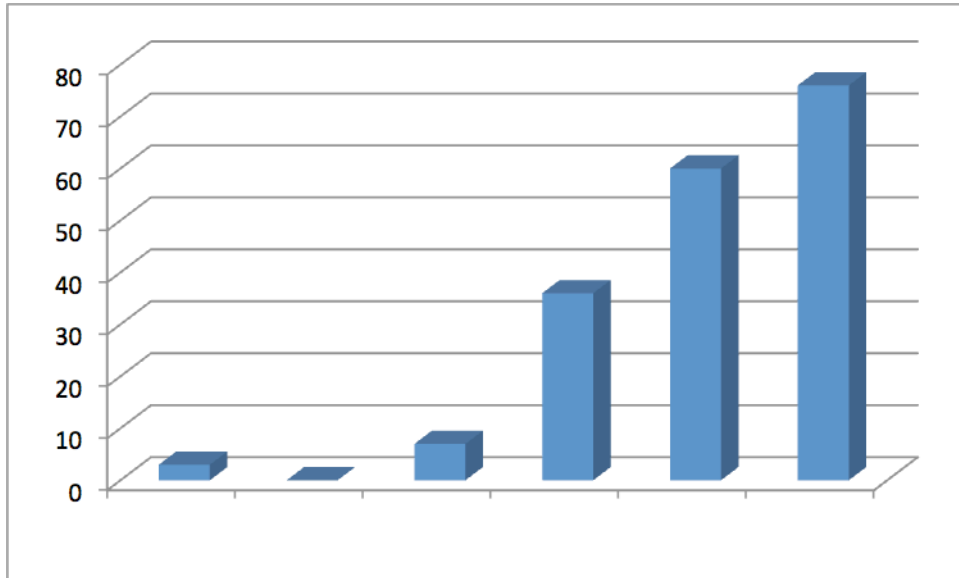
Question 1: In the last year, how many times have you been seen by a doctor from your practice?

None	Once or twice	Three or four times	Five or six times	Seven or more times
4	27	43	32	61
2%	16%	26%	19%	37%



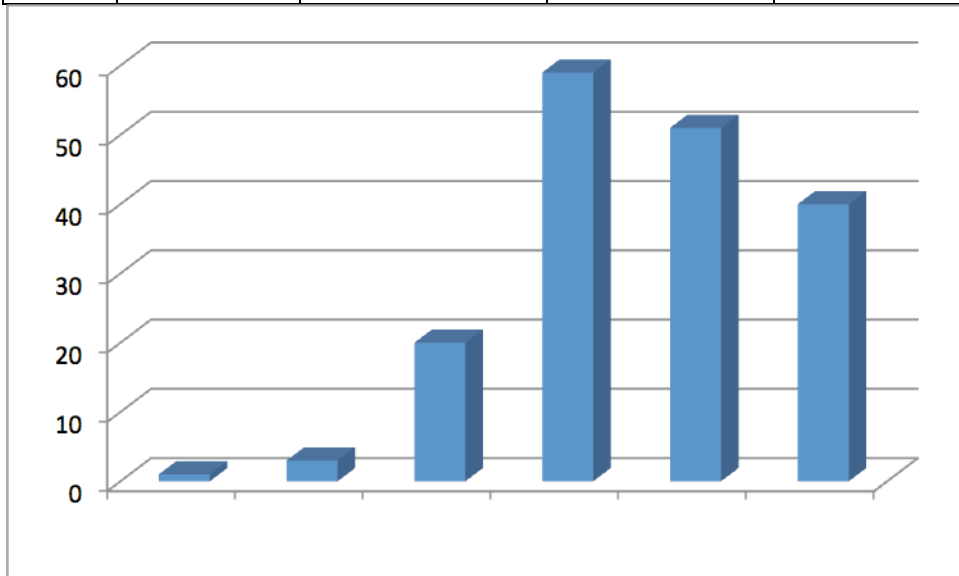
Question 2: How well are you treated by receptionists at your practice?

Very poor	Poor	Fair	Good	Very good	Excellent
3	0	7	36	60	76
2%	0%	4%	20%	33%	42%



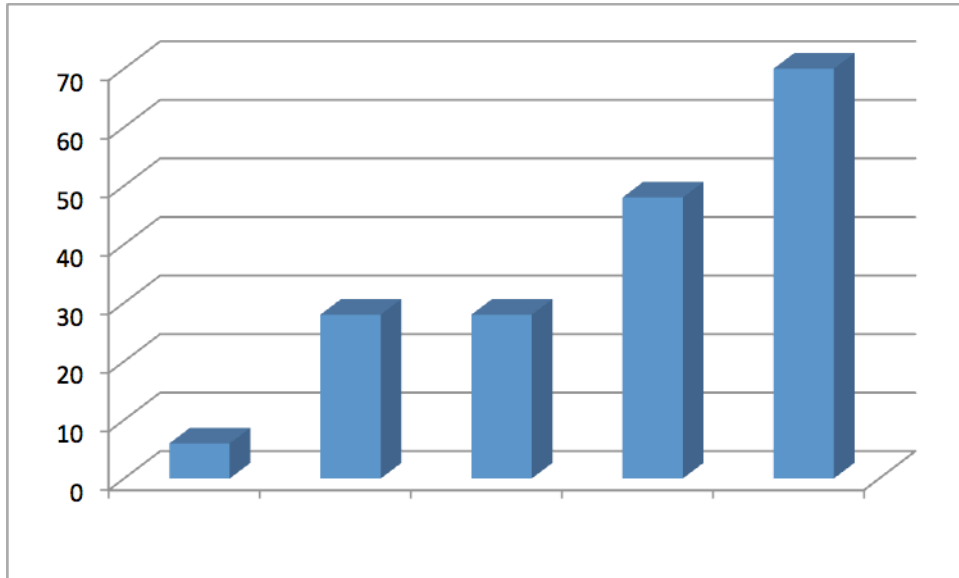
Question 3a: How would you rate the hours that your practice is open for appointments?

Very poor	Poor	Fair	Good	Very good	Excellent
1	3	20	59	51	40
1%	2%	11%	34%	29%	23%



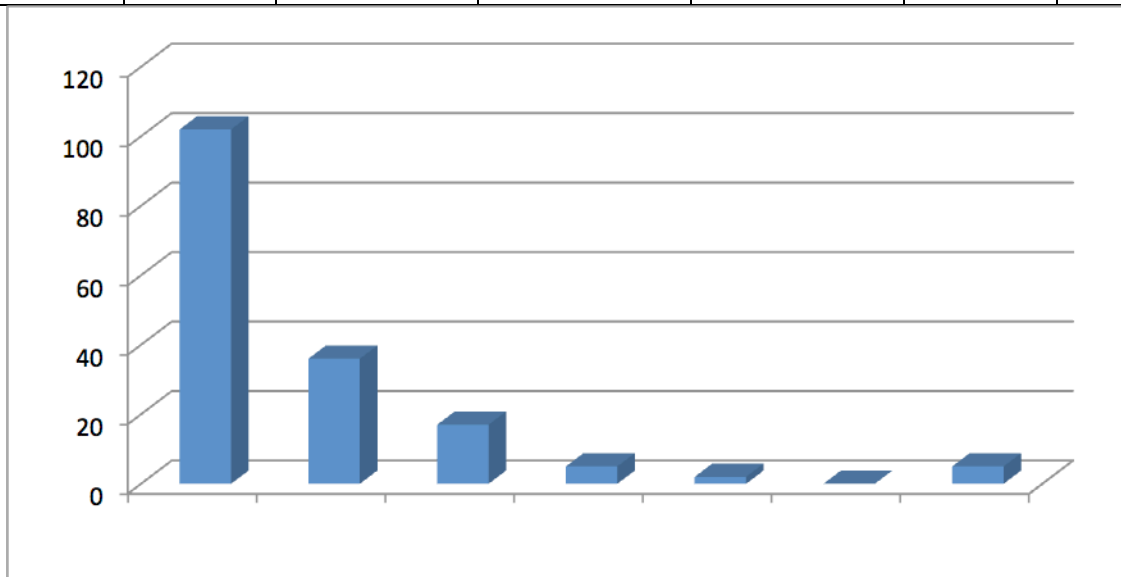
Question 3b Are there any other hours that you would like the practice to be open? (mark all that apply)

Early morning	Lunch times	Evenings	Weekends	None, I am satisfied
6	28	28	48	70
3%	16%	16%	27%	39%



Question 4a: With regards to being seen by a particular doctor, when do you usually get to see them?

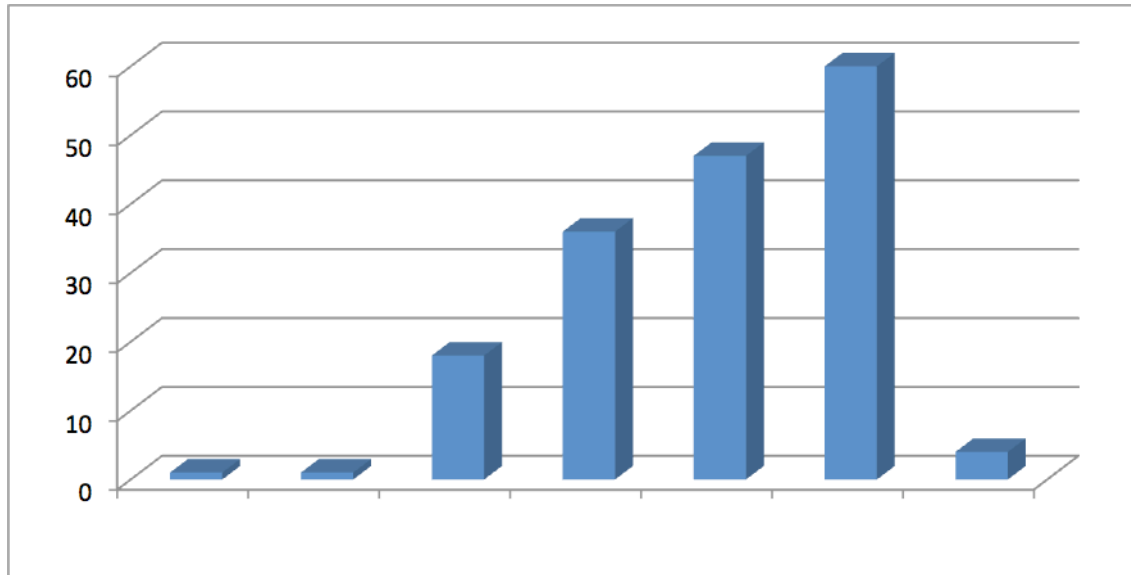
Same day	Next working day	Within two working days	Within three working days	Within four working days	Five or more working days	Does not apply
102	36	17	5	2	0	5
61%	22%	10%	3%	1%	0%	3%



Very	Poor	Fair	Good	Very good	Excellent	Does
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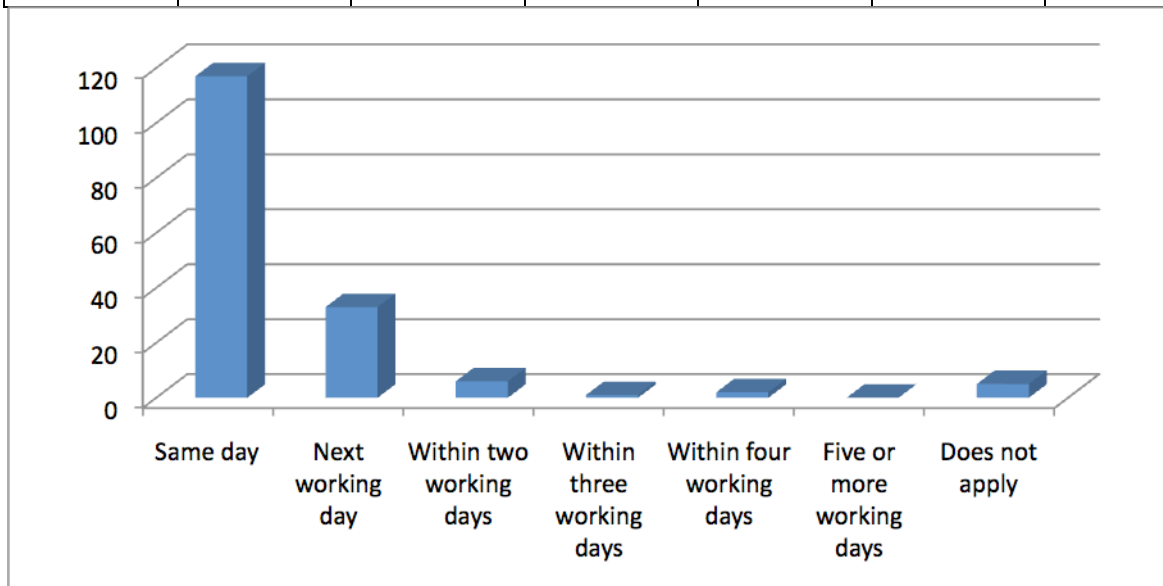
Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
1	1	18	36	47	60	4

Question 4b: How would you rate this service?



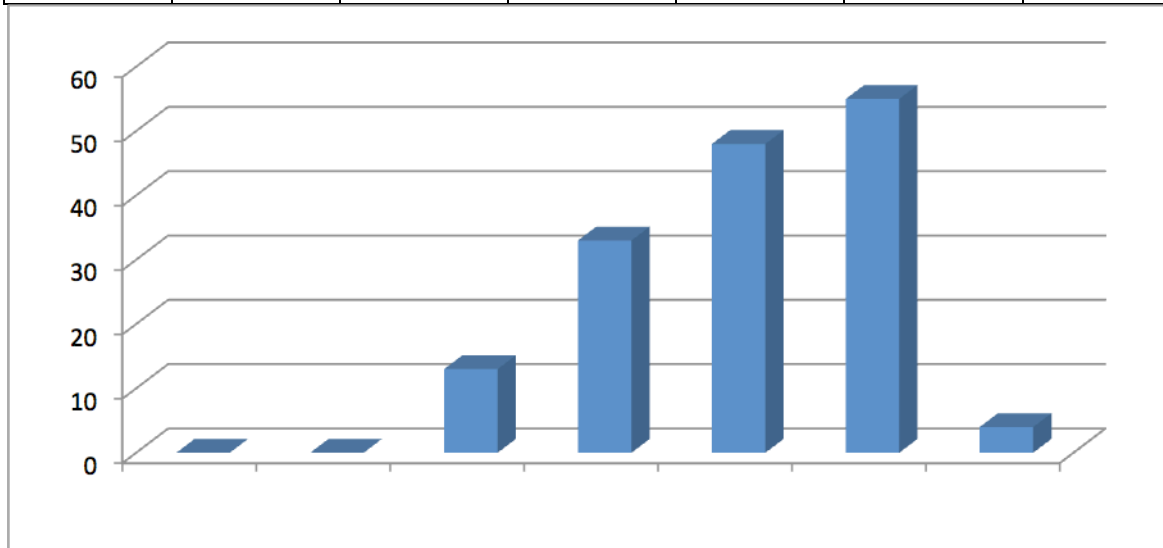
Question 5a: With regards to being seen by any doctor, how quickly do you usually get seen by them?

Same day	Next working day	Within two working days	Within three working days	Within four working days	Five or more working days	Does not apply
117	33	6	1	2	0	5
71%	20%	4%	1%	1%	0%	3%



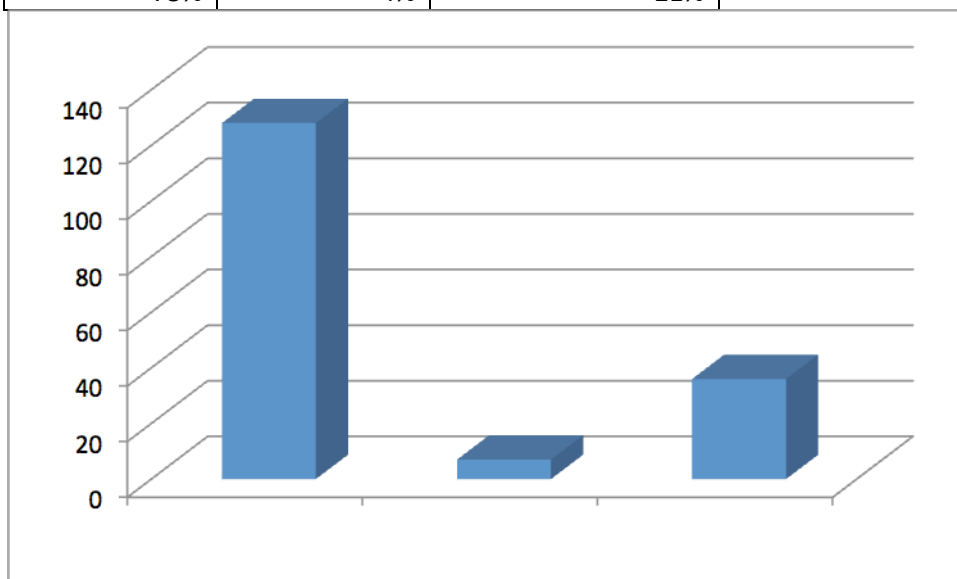
Question 5b: How would you rate this service?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
0	0	13	33	48	55	4
0%	0%	8%	22%	31%	36%	3%



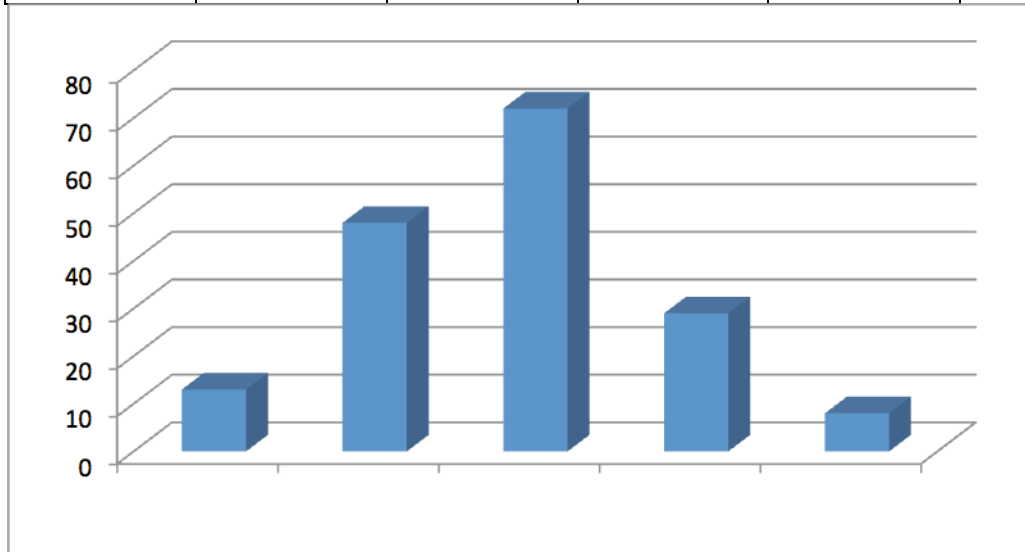
Question 6: When needing an urgent appointment, can you normally be seen on the same day?

Yes	No	Don't know/never needed to
128	7	36
75%	4%	21%



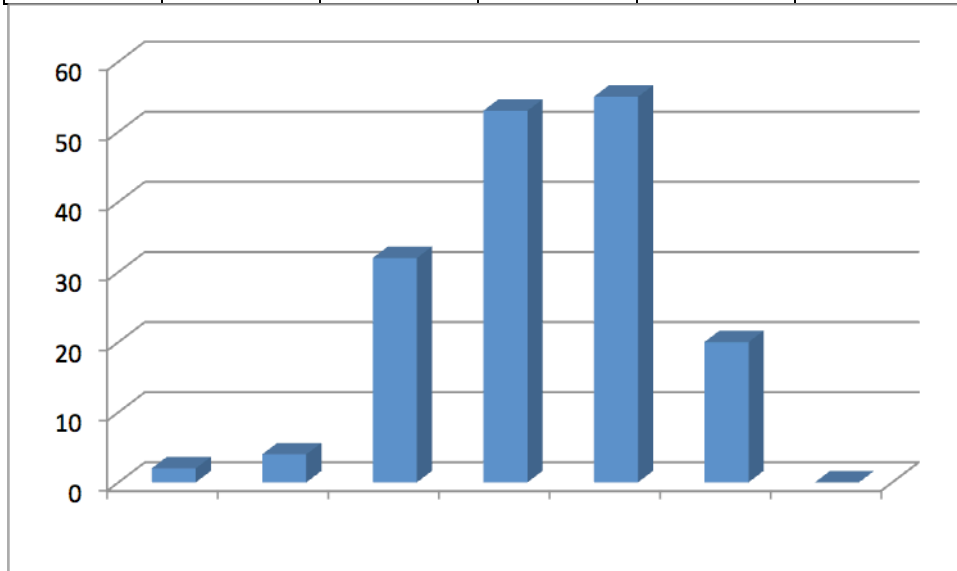
Question 7a: What is the usual waiting time before your consultation starts?

5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes
13	48	72	29	8
8%	28%	42%	17%	5%



Question 7b: How would you rate this service?

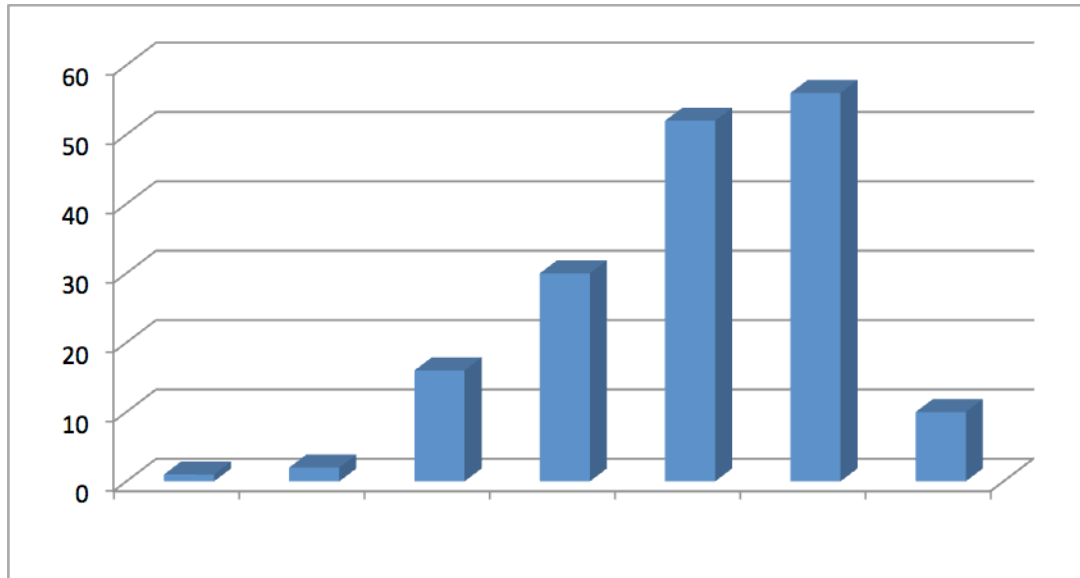
Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
2	4	32	53	55	20	0
1%	2%	19%	32%	33%	13%	0%



Question 8a/b: With regards to phoning the practice, how would you rate the following?

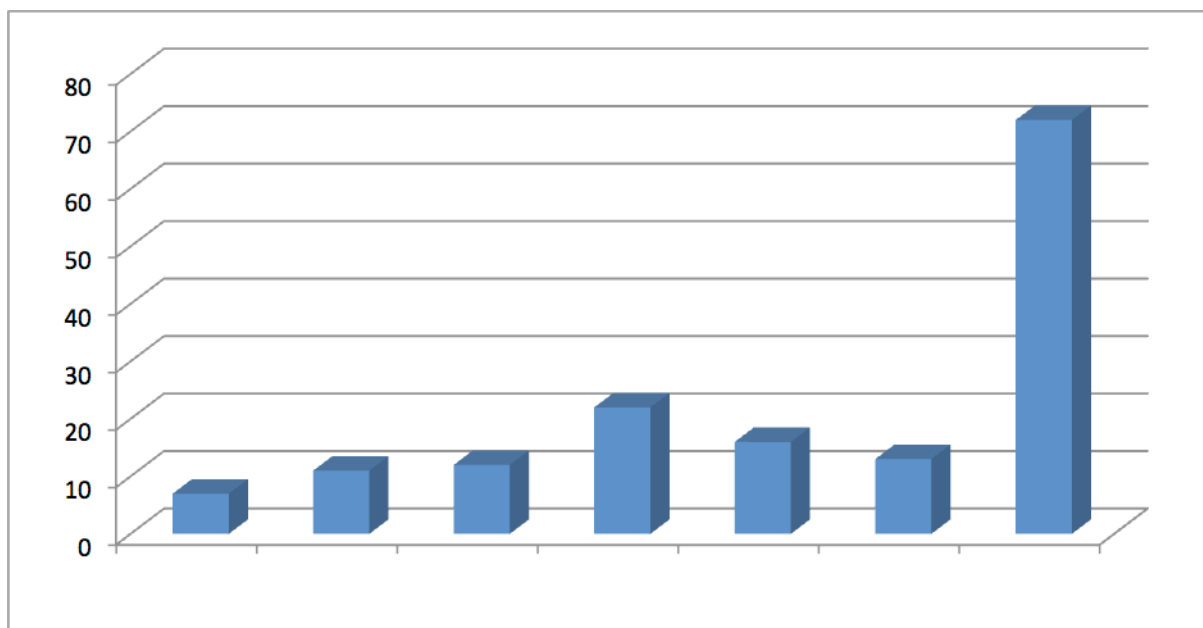
A: The ease of getting through to the practice on the phone?

Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
1	2	16	30	52	56	10
1%	1%	10%	18%	31%	34%	5%



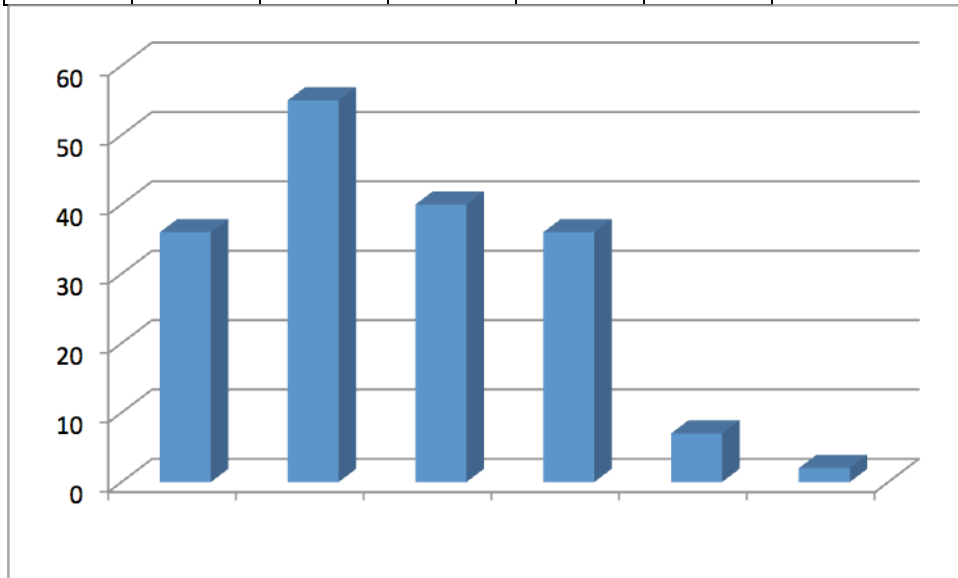
B: The ease of speaking directly to a doctor when you require medical advice

Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never tried
7	11	12	22	16	13	72
5%	7%	8%	14%	11%	8%	47%



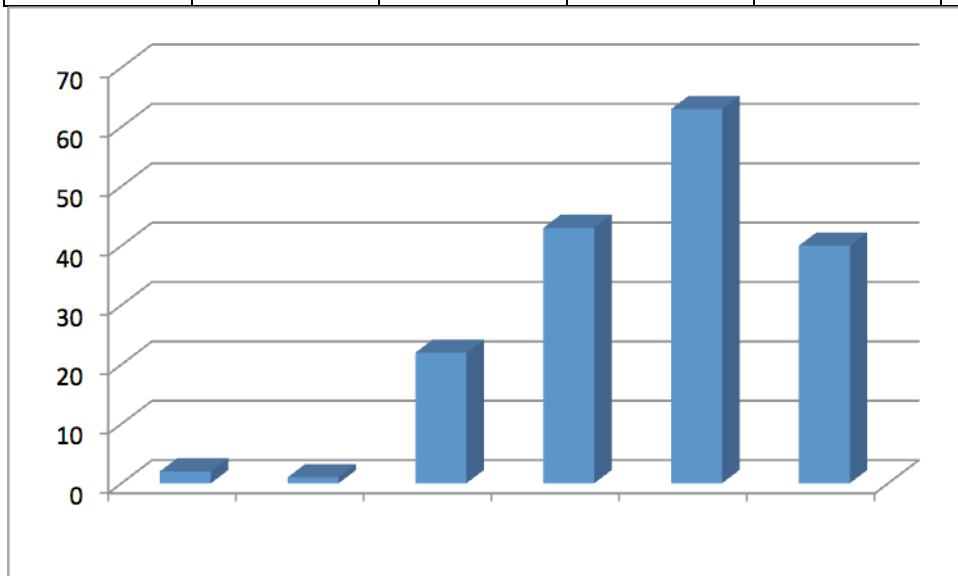
Question 9a: With regards to the doctor that you usually seen by, how often are seen by the same doctor?

Always	Almost always	A lot of the time	Some of the time	Almost never	Never
36	55	40	36	7	2
20%	32%	23%	20%	4%	1%



Question 9b: How would you rate this service?

Very poor	Poor	Fair	Good	Very good	Excellent
2	1	22	43	63	40
1%	1%	13%	25%	36%	24%

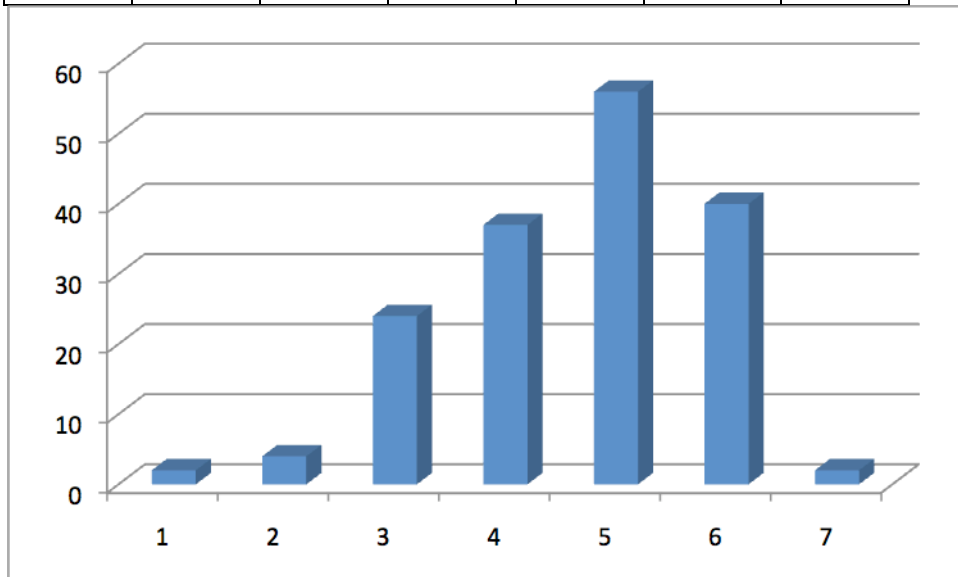


Question 10

With regards to the consultation with your usual doctor, how would you rate the following:

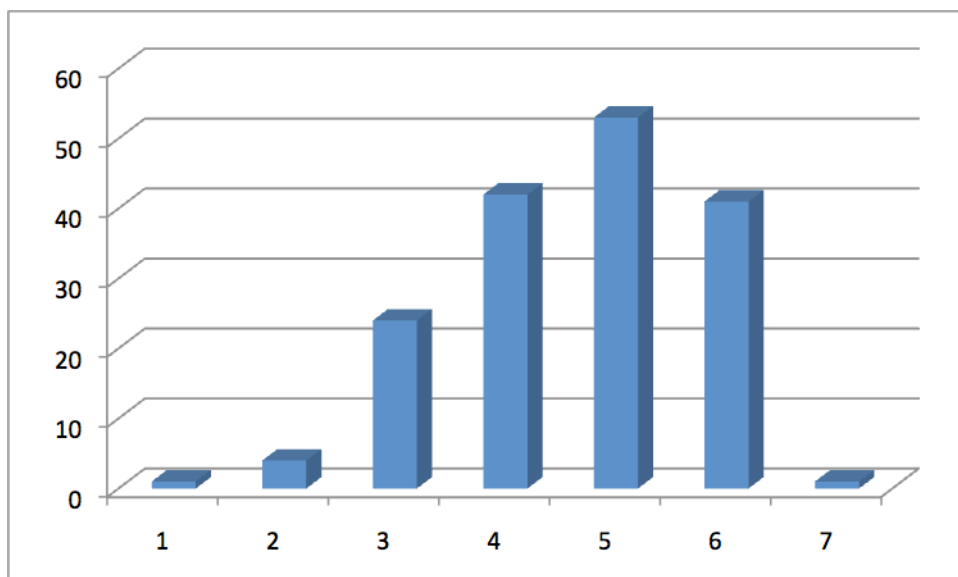
a. How much detail the doctor asks about your symptoms and well being?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
2	4	24	37	56	40	2
1%	2%	15%	22%	34%	24%	1%



B: How well the doctor listens to what you say?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
1	4	24	42	53	41	1
1%	2%	14%	25%	32%	25%	1%



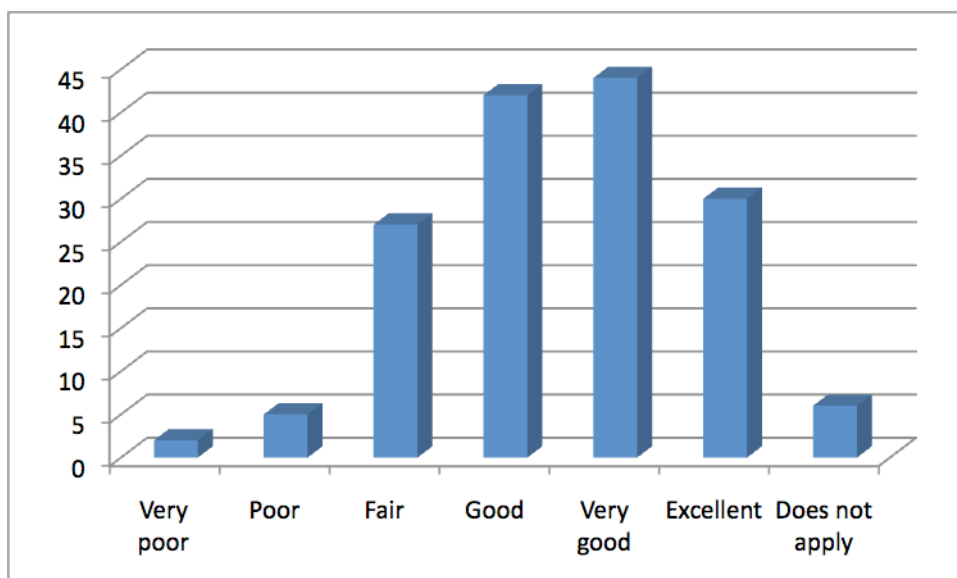
C: How well you are put at ease during the physical examination?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
1	3	23	39	47	40	4
1%	2%	15%	25%	30%	25%	3%



D: How much you are involved in the decisions regarding your case?

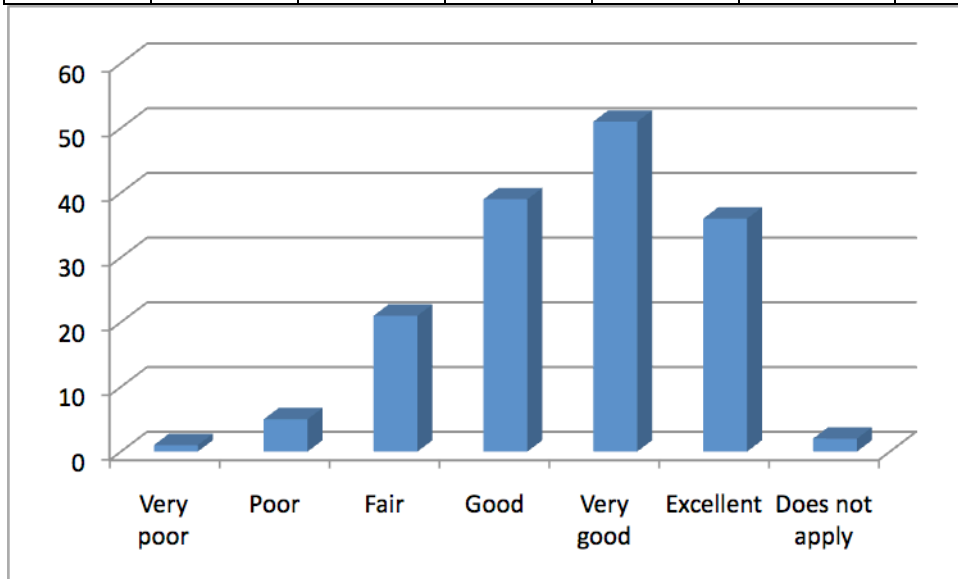
Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
2	5	27	42	44	30	6
1%	3%	2%	27%	28%	19%	4%



E: How well the doctor explains your problems or necessary treatments?

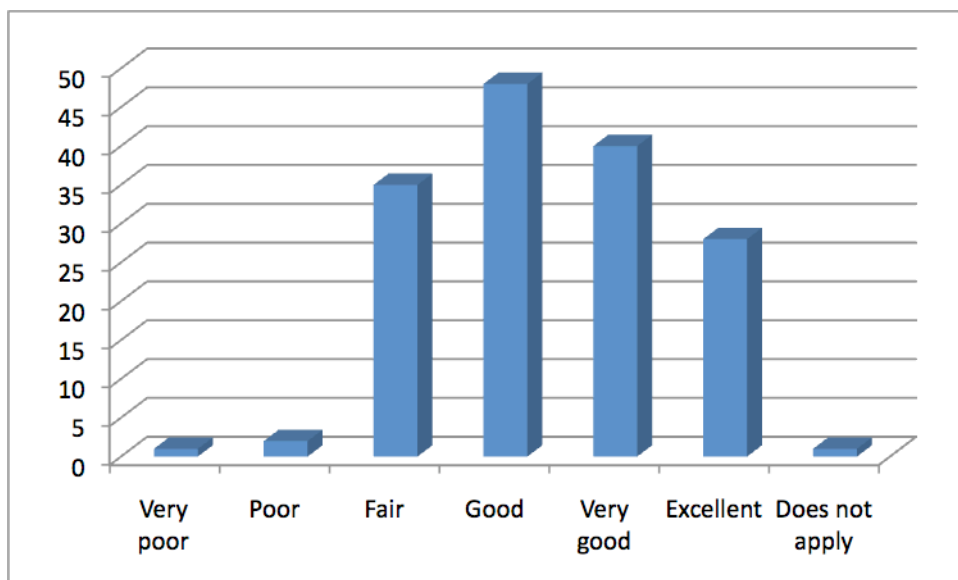
Very poor	Poor	Fair	Good	Very	Excellent	Does not
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				good		apply
1	5	21	39	51	36	2
1%	3%	14%	25%	33%	23%	1%



F: The time spent with the doctor?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
1	2	35	48	40	28	1
1%	1%	23%	31%	26%	18%	1%



G: The doctor's patience with any of your questions or worries?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
1	5	23	42	47	37	2
1%	3%	15%	27%	30%	19%	1%



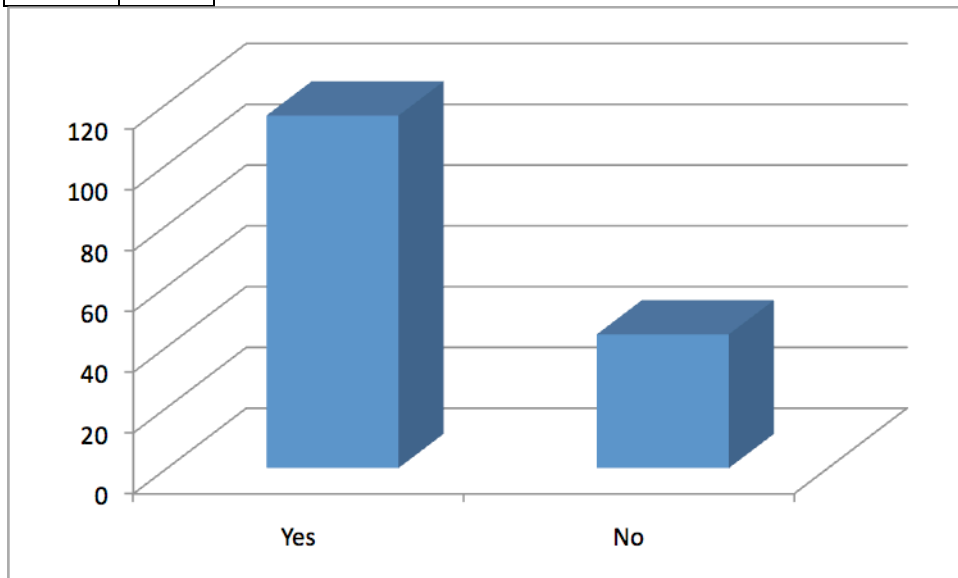
H: The doctor's caring and concern for you?

Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
3	2	26	43	44	38	1
2%	1%	17%	27%	28%	24%	1%



11: Have you been seen by a nurse from your practice within the last year?

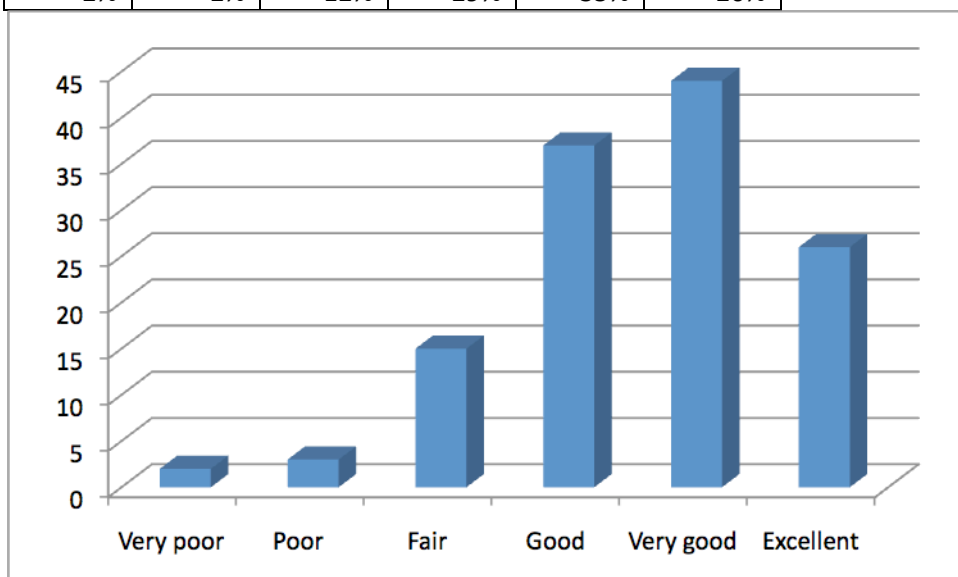
Yes	No
116	44
73%	27%



12 With regards to the nurse(s) you have seen, how would you rate the following:

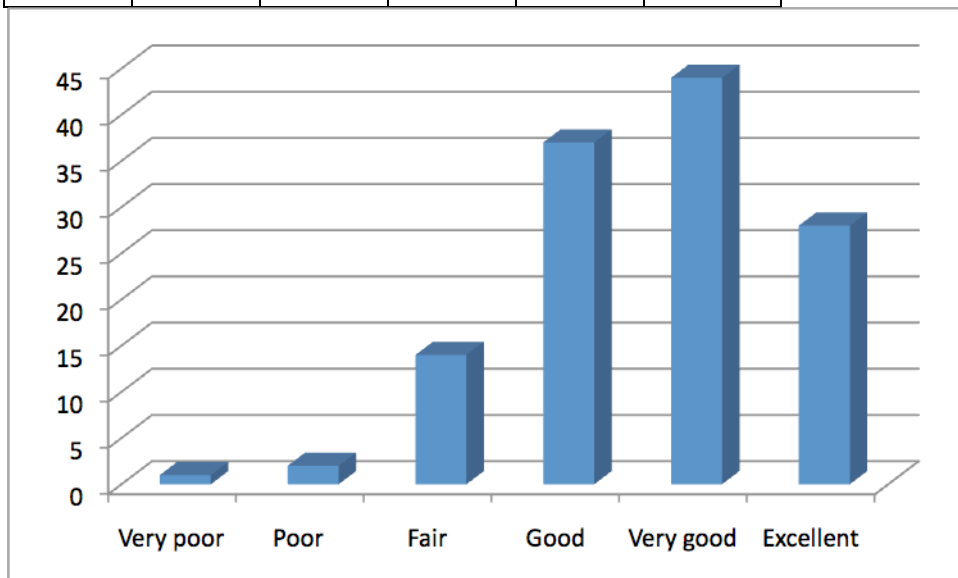
A: How well they listen to what you say?

Very poor	Poor	Fair	Good	Very good	Excellent
2	3	15	37	44	26
2%	2%	12%	29%	35%	20%



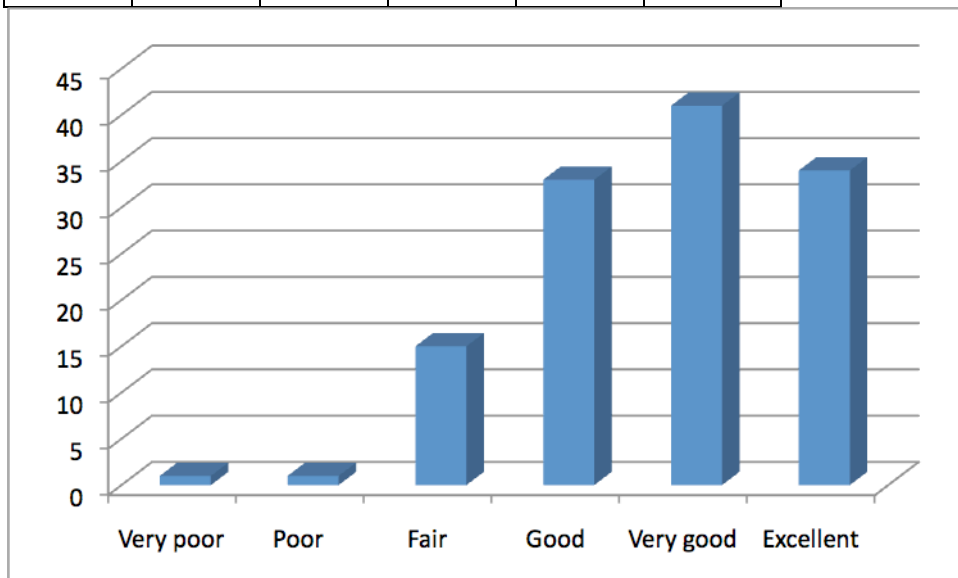
B: The quality of care that they provide?

Very poor	Poor	Fair	Good	Very good	Excellent
1	2	14	37	44	28
1%	2%	11%	29%	35%	22%



C: How well they explain your health problems and necessary treatment?

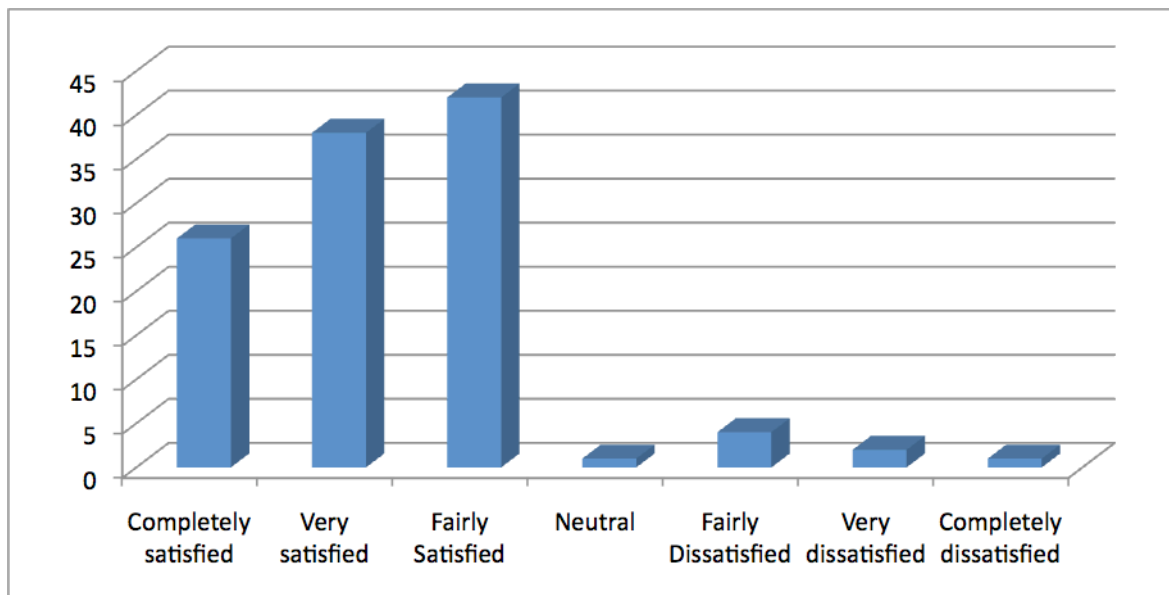
Very poor	Poor	Fair	Good	Very good	Excellent
1	1	15	33	41	34
1%	1%	12%	26%	33%	27%



13: Overall, how satisfied are you with the service provided by your practice?

Completely	Very	Fairly	Neutral	Fairly	Very	Completely
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satisfied	satisfied	Satisfied		Dissatisfied	dissatisfied	dissatisfied
26	38	42	1	4	2	1
23%	34%	37%	1%	4%	2%	1%



Additional Comments:

It is good you get to see a doctor on the day you need to

Now Dr Dunn has left and Dr Sarin is only here a small amount of time another regular GP is required

I would like to be able to see my family doctor who I have had since I was a baby (Dr Sarin) who know my family history instead of seeing someone difference every time and explaining things from the beginning

I would like to phone for repeat prescriptions (maybe given a code number to do so etc) Due to illness I become a recluse/stay in long periods

Receptionists contradict the doctors

We should be able to ring and order repeat prescriptions

Appointment available if required but good that you can see a doctor when needed

I think that the receptionists at this practice are excellent they deserve a lot of praise

On the whole, very satisfied

All doctors are great, same day service is outstanding, not available at any other surgery that I know of.

Surgery is great, offers outstanding service and opening times to suite needs

An improvement is required in the doctors listening skills

Excellent care throughout the whole surgery practice

Absolutely satisfied with the system at the surgery- it is second to none

I like the fact I can walk into the surgery and see a doctor when I need to, many surgeries operate an appointment system in which you have to predict when your going to be ill to ensure an appointment

Brilliant back room staff and reception, top call reception.

Perhaps a bit of background music and some anti germ gel should be made available

Dr Kalu – top man. Overall the best doctors surgery in Coventry

Open for longer same day appointments would be good.

Everyone is so pleasant, friendly and very helpfull

An improvement is required with the loudspeaker – hard to hear

The service is excellent

Health care is very good indeed

My doctor is brill

Being able to see a doctor on the same day is great

The nurses listen more than others

Doctors should listen more. It would help if you sometimes could understand what i'm saying

Friendly on reception

If needed, I'm able to see a doctor on the same day

Would like some kind of weekend service, due to working hours

It's good that you can be seen quickly

All staff are helpful, and service is great

Please open at weekends

A coffee machine in the waiting room would be good

Please open the practice a bit earlier in the afternoon

I am completely satisfied with the care I receive from the doctors and staff at the surgery

This surgery is based on the care and attention I receive from Dr A Bryce

Staff are working very hard and welcoming

The opening hours of the clinic could be longer

Surgery always phones for your 6 month blood pressure tests on time

Everything is very good except for waiting for so long before you see a doctor

My doctor always helps me with all my needs. I am very satisfied with my doctor

The doctors really don't seem to care about their patients, they just go through motions to get paid.
Apart from that everything is good with the surgery

Excellent team

I am fairly satisfied with the treatment I receive in this practice

Patients should be seen on time

I would like the waiting times for emergencies to be reduced

An excellent medical centre

Fantastic practice doctors, all staff excellent

Home visits would help if one could not get to the surgery

Just like to say since seeing Dr Sarin everything is so much better, thank you

Sorry they stopped pathfinder for medication