

**PENSHURST GARDENS SURGERY
PATIENT SURVEY 2013/14**

Please answer questions by putting a tick next to your rating. Your answers will be kept strictly confidential.

ACCESSING GP SERVICES

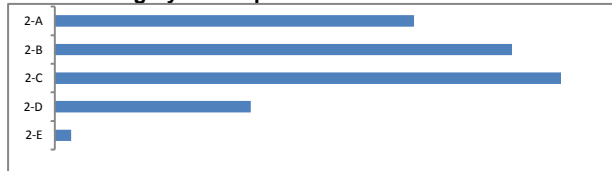
1. How do you rate the GP surgery opening hours (8am to 8.30pm Monday, 8am to 7.45pm Tuesday and 8am to 6.30pm on Wednesday to Friday)?

- A. Very good 55%
- B. Good 37%
- C. Neither good nor poor 7%
- D. Poor 0%
- E. Very poor 0%



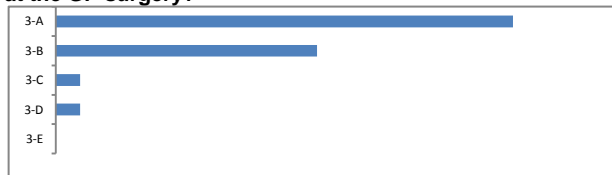
2. How easy is it to get through to someone at the GP surgery on the phone?

- A. Very easy 23%
- B. Fairly easy 30%
- C. Not very easy 33%
- D. Not at all easy 13%
- E. Haven't tried 1%



3. How helpful do you find the receptionists at the GP surgery?

- A. Very helpful 60%
- B. Fairly helpful 34%
- C. Not very helpful 3%
- D. Not at all helpful 3%
- E. Don't know 0%



MAKING AN APPOINTMENT

4. How long after initially contacting the surgery did you actually get to see a doctor or nurse or speak to them on the phone?

- A. On the same day 65%
- B. On the next working day 16%
- C. A few days later 8%
- D. A week or more later 5%
- E. Can't remember 5%



WAITING TIMES/ROOM

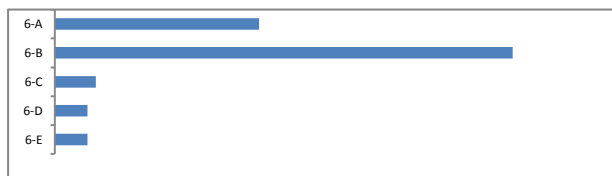
5. How long after your appointment time do you normally wait to be seen?

- A. Less than 5 minutes 5%
- B. 5-15 minutes 47%
- C. 15-30 minutes 34%
- D. More than 30 minutes 9%
- E. Can't remember 5%



6. How comfortable is our waiting room?

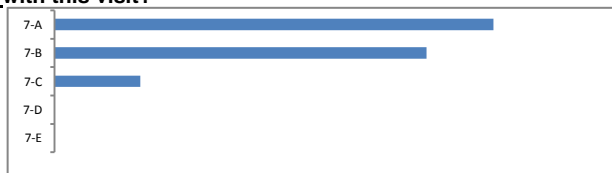
- A. Very comfortable 27%
- B. Fairly comfortable 60%
- C. Not very comfortable 5%
- D. Not at all comfortable 4%
- E. No opinion 4%



SEEING THE DOCTOR/NURSE

7. How do you rate your satisfaction overall with this visit?

- A. Very good 49%
- B. Good 41%
- C. Neither good nor poor 10%
- D. Poor 0%
- E. Very poor 0%



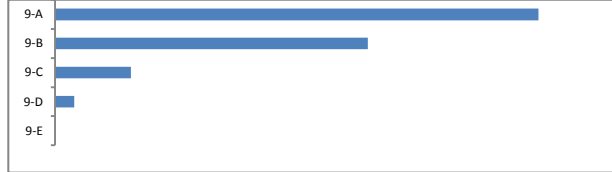
8. How good was the doctor/nurse at making you feel welcome?

A. Very good	55%
B. Good	39%
C. Neither good nor poor	5%
D. Poor	1%
E. Very poor	0%



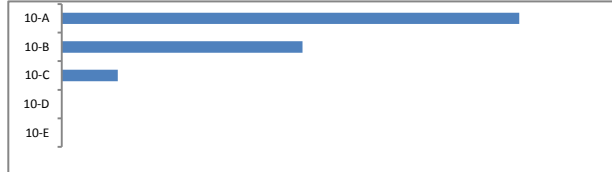
9. How good was the doctor/nurse at giving you enough time?

A. Very good	54%
B. Good	35%
C. Neither good nor poor	9%
D. Poor	2%
E. Very poor	0%



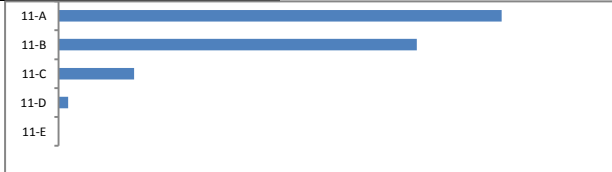
10. How good was the doctor/nurse at listening to you?

A. Very good	61%
B. Good	32%
C. Neither good nor poor	7%
D. Poor	0%
E. Very poor	0%



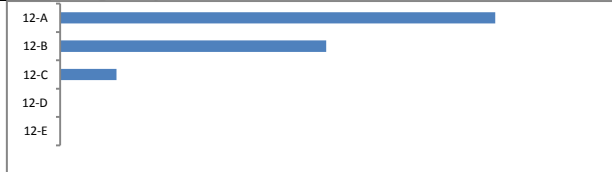
11. How good was the doctor/nurse at bringing out your concerns/fears?

A. Very good	50%
B. Good	40%
C. Neither good nor poor	9%
D. Poor	1%
E. Very poor	0%



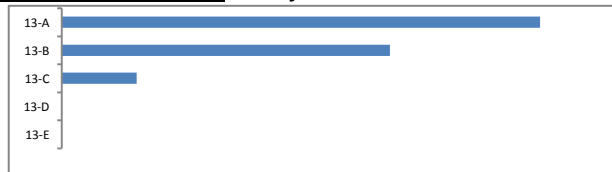
12. How good was the doctor/nurse at explaining things to you?

A. Very good	57%
B. Good	35%
C. Neither good nor poor	7%
D. Poor	0%
E. Very poor	0%



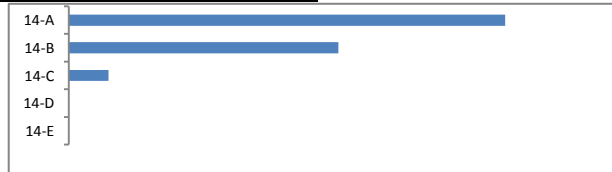
13. How good was the doctor/nurse at involving you in decisions about your care?

A. Very good	54%
B. Good	37%
C. Neither good nor poor	9%
D. Poor	0%
E. Very poor	0%



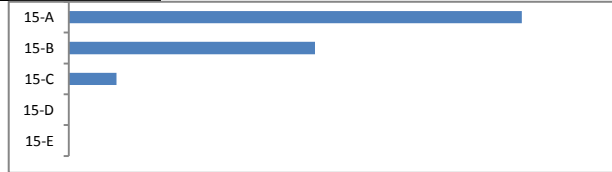
14. How good was the doctor/nurse at treating you with care and concern?

A. Very good	59%
B. Good	36%
C. Neither good nor poor	5%
D. Poor	0%
E. Very poor	0%



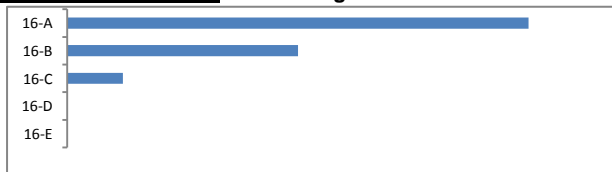
15. How would you rate your confidence in the competence of this doctor/nurse?

A. Very good	61%
B. Good	33%
C. Neither good nor poor	6%
D. Poor	0%
E. Very poor	0%



16. How good was the doctor/nurse at making you feel reassured after seeing them?

A. Very good	62%
B. Good	31%
C. Neither good nor poor	7%
D. Poor	0%
E. Very poor	0%



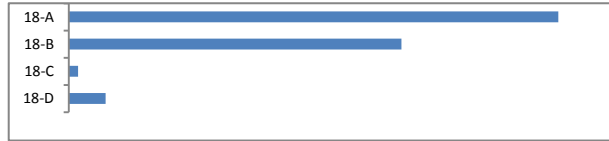
17. Did the doctor/nurse show respect for your privacy/confidentiality and dignity?

- A. Yes, definitely 89%
- B. Yes, to some extent 7%
- C. No, not at all 1%
- D. Don't know, can't say 2%



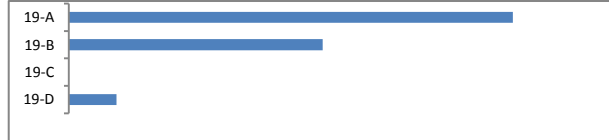
18. Did you feel empowered or more confident in managing your problem after seeing the doctor/nurse?

- A. Yes, definitely 56%
- B. Yes, to some extent 38%
- C. No, not at all 1%
- D. Don't know, can't say 4%



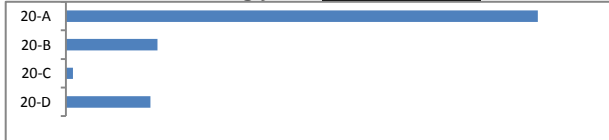
19. Did you feel that your health problem was adequately addressed after leaving the doctor or nurse?

- A. Yes, definitely 60%
- B. Yes, to some extent 34%
- C. No, not at all 0%
- D. Don't know, can't say 6%



20. Do you think the doctor/nurse would be comfortable with offering you a second opinion if needed?

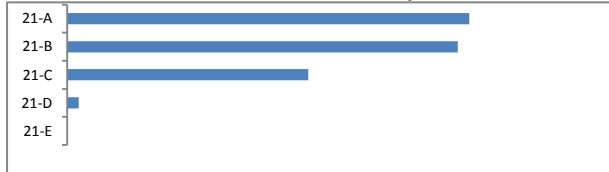
- A. Yes, definitely 72%
- B. Yes, to some extent 14%
- C. No, not at all 1%
- D. Don't know, can't say 13%



PRACTICE ISSUES

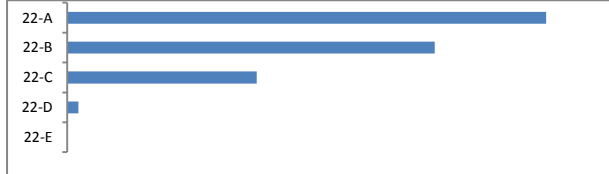
21. How do you rate the information in the Practice Leaflet/Website about the services provided?

- A. Very Good 38%
- B. Good 37%
- C. Neither good nor poor 23%
- D. Poor 1%
- E. Very poor 0%



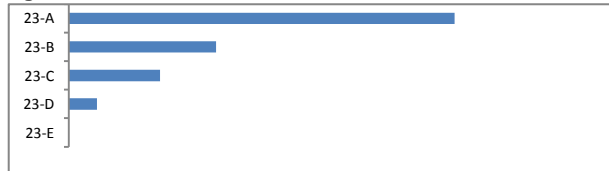
22. How would you rate Penshurst Garden Surgery's work towards promoting health?

- A. Very Good 46%
- B. Good 35%
- C. Neither good nor poor 18%
- D. Poor 1%
- E. Very poor 0%



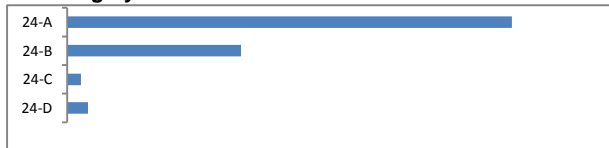
23. How do you rate the reminder systems at Penshurst Garden's Surgery eg. for medication reviews, flu jabs, blood monitoring test, annual reviews?

- A. Very Good 59%
- B. Good 23%
- C. Neither good nor poor 14%
- D. Poor 4%
- E. Very poor 0%



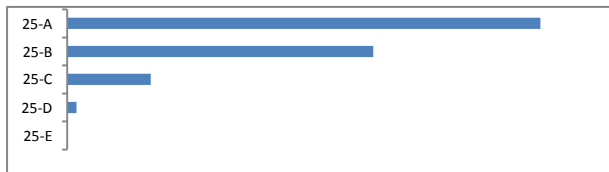
24. Would you recommend Penshurst Gardens Surgery to a friend?

- A. Yes, definitely 68%
- B. Yes, to some extent 27%
- C. No, not at all 2%
- D. Don't know, can't say 3%



25. How do you feel overall about the service at Penshurst Gardens Surgery?

- A. Very Good 54%
- B. Good 35%
- C. Neither good nor poor 10%
- D. Poor 1%
- E. Very poor 0%



26. Is there anything Penshurst Gardens Surgery could do to improve services?

Appointments should be kept better to time. Allocate more time to each time slot so that patients are not kept waiting too long after their allocated appointment time. Better telephone service. Greater ease getting through in the mornings. More phone lines and receptionists manning the desks at busier times. Telephone queuing system. Make appointments by telephone easier to get. More doctors and more staff. Longer time to ring through results line. Make it easier to obtain results and return calls promptly. Hire new administration staff.

One or two receptionists could do with more training with dealing with patients on the phone and be more polite. In my opinion, they are doing a very good job although there is always room for improvement. No, I think the service is good at the moment, you still get the appointment.

27. Is there anything you are particularly happy with at Penshurst Gardens Surgery?

Everyone very nice. Generally everyone is very pleasant and the fact you are able to get an appointment on the day is a definite plus. Blood tests can be done by the nurse. Happy with all. The staff are all nice. I am always given the time I need and what I need. The attention of the doctors who are up to date with what is happening in medicine.

I am particularly happy with the service provided to me by my GP who I cannot praise enough and I believe is a brilliant doctor and has always been kind to me and treats me with dignity and respect, is knowledgeable about my mental health problems and has given me practical advice. I also find the admin and reception very friendly and helpful. My nurse is lovely, warm and friendly, and highly skilled. A great asset. My nurse is caring and efficient and it will be difficult to find a nurse like her when she retires.

Lovely nurses and good doctors with a caring attitude towards their patients. Doctors are wonderful, up to date, excellent, hardworking and make you feel welcome.

All the doctors and nurses I've seen are always very nice to speak to and for the most part always listen carefully and help with my issues.

Nice girls at reception. All very helpful and pleasant at reception. The new team at reception are a vast improvement, they are friendly and helpful. Love the reception ladies. The reception staff are all lovely. Smiling receptionists. Receptionists are very good. Admin have definitely improved, more friendly approach.

