**McKenzie Group Practice**

**Local Patient Questionnaire Report 2013/14.**

**Are you Male or Female?**

|  |  |
| --- | --- |
| **Male** | **Female** |
| **92** | **179** |

**What Age group are you?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **<20** | **21-40** | **41-60** | **61-80** | **81-100** |
| **20** | **89** | **101** | **49** | **5** |

**Which Ethnic Group do you belong to?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **White** | **Black/ Black British** | **Asian/Asian British** | **Mixed** | **Chinese** | **Other ethnic group** |
| **261** |  | **2** |  |  | **2** |

1. **Have you had telephone consultation with a GP in the last 3months**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **233** | **40** |

* **If yes, how many times?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1-2 times** | **3-4 times** | **5-6 times** | **7-8 times** | **8+ times** |
| **125** | **56** | **10** | **2** | **2** |

* **How satisfied were you with the telephone consultation**

|  |  |  |
| --- | --- | --- |
| **Very satisfied** | **Satisfied** | **Not satisfied** |
| **111** | **109** | **14** |

**Any Comments…**

* **Some phone calls I found not very thorough & Doctors did not listen**
* **Find new system 100% better**
* **On 1st occasion the call was for my 8 year old daughter. I had to ring back & have call made again as I missed it. It took 2 days to speak to GP.**
* **Impersonal**
* **Do not like system. Not convenient when you have caring responsibilities or work and you need to plan time & arrange childcare/cover.**
* **Found the service much better. Only problem is waiting for call back & not being able to book convenient appointment to suit.**
* **Dr I saw didn’t know me so I was not very happy.**
* **Not happy with system for booking appointments to have to discuss with Dr before seeing him/her.**
* **A good idea if you need advice on whether over-the-counter medicine will effect prescription medications.**
* **Doctors very polite- gave good advice**
* **Don’t like detailing medical condition, if I am on a mobile away from home, in a public place.**
* **Quick response times**
* **Really happy with the service**
* **Rang at 3pm and was able to get same day appointment**
* **Mainly for children, I think it is a really good way of doing appointments**
* **Most staff are outstanding, but some are abrupt**
* **No real diagnosis – passed straight to locum GP**
* **I get to control myself when speaking on phone, where I get confused speaking direct**
* **When new system came in I phoned at 9am and didn’t get call back until 5pm. Very impressed today as call returned with 35minutes.**
* **New system has worked out very well**
* **How can people diagnose over phone?**
* **Lovely staff**
* **Only 1 GP I wish to speak to and satisfied every time**
* **Sometimes it’s hard to answer call as Dr can ring at any time. If you miss the call the Dr doesn’t call back.**
* **I feel I should have seen a Dr as I had chest problem but didn’t feel as if I could ask.**
* **Poor eyesight, hard of hearing and do not remember very well. Daughter has to ring sometimes to ask about conversation.**
* **Rather have face 2 face appointment**
* **Dr asked me to come to surgery immediately and was able to see me**
* **Good system**
* **Easier to speak in person. Waiting for call back can be inconvenient**
* **Dr rang back after 8pm so I couldn’t be seen the same day.**
* **Not sure how illnesses can be diagnosed over the phone or tablets issued**
* **Not the same as speaking to GP face to face.**
* **Prefer to speak to GP. Find discussing matters over phone impersonal and may get misdiagnosed.**
* **Quicker call backs**
* **Doctors are often rude and seem like they don’t have time**
* **Very pleased overall.**
1. **Have you had a surgery consultation with a GP in the last 3months?**

|  |  |
| --- | --- |
| **Yes** | **NO** |
| **136** | **116** |

* **If yes, how many times?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1-2 times** | **3-4 times** | **5-6 times** | **7-8 times** | **8+ times** |
| **86** | **27** | **2** | **1** | **2** |

1. **Have you visited the practice nurse in the last year?**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **158** | **100** |

* **How satisfied were you with your consultation with the nurse**

|  |  |  |
| --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Not Satisfied** |
| **114** | **53** | **1** |

**Any Comments…**

* **Practice nurses always put me at ease and are very helpful**
* **Helpful & friendly**
* **Practice nurses have always been good**
* **Friendly & caring**
* **Very satisfied – always helpful**
* **Outstanding and friendly**
* **Nurse understanding to older people**
* **Nurse was very helpful and put me at ease**
* **Lovely staff**
* **Helped me with my BP and made future appointment**
* **Nurses are very good**
* **Extremely helpful and polite**
1. **The last time you telephoned the surgery for a consultation how many times did you telephone before you got an answer.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1 -2 times** | **3-4 times** | **5-6 times** | **6-7 times** | **8+ times** |
| **161** | **40** | **5** | **8** | **11** |

1. **The last time you telephoned the surgery for a consultation how long did you wait for the doctor to return your call**

|  |  |  |  |
| --- | --- | --- | --- |
| **Less than 1 hour** | **Less than 3 hours** | **Less than 5 hours** | **More than 5 hours** |
| **109** | **94** | **27** | **9** |

1. **Has the new telephone number improved getting through to the surgery**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **185** | **48** |

1. **How do you rate the times the practice is open for appointment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| **6** | **35** | **16** | **84** | **22** |

1. **What additional times would you like the practice to open? (tick all that apply)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Early Morning** | **Lunch Time** | **Evenings** | **Weekends** |
| **31** | **34** | **115** | **128** |

**If the practice had the following services available would you access them?**

* **Ability to receive text messages**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **141** | **58** |

* **Ability to book appointments online**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **149** | **63** |

* **Ability to order prescriptions online**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **153** | **63** |

**The surgery provides the following services:**

|  |
| --- |
| **Same day appointment** |
| **Late evening appointments** |
| **Prescribing nurse appointments** |
| **Repeat prescription via telephone** |

* **Were you aware of the services?**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **150** | **58** |

* **If No which services were you not aware of**

|  |  |
| --- | --- |
| **Same day appointment** | **15** |
| **Late evening appointments** | **44** |
| **Prescribing nurse appointments** | **14** |
| **Repeat prescription via telephone**  | **19** |

**Any other comments**

* **New appointment system is a big improvement**
* **It would be useful if when you request appointment with a GP, that you get to see that GP and not a locum**
* **Very happy with Doctors**
* **Weekend surgery would be great for people that work & text for prescriptions would be good**
* **The only problem I have is sometimes I have to travel to McKenzie House when I live so close to Throston Medical Centre. It’s more of a problem now I have a baby.**
* **Inconsistent care between Gp’s.**
* **I think Face to Face consultation with Doctors is best. I don’t care to tell the receptionist or anyone else listening. Also telephone consultations at home can be uncomfortable with friends/family there.**
* **Sometimes talking to the Dr over the phone is not convenient and sometimes find it hard to explain problem & details of medical problem.**
* **Staff on reception are very calm and helpful. Not the would-be sergeant majors often depicted in the media.**
* **Very helpful receptionists as well as repeat prescription staff. Always happy with Dr’s appointments.**
* **I would just like to say all receptionists at Mck House & TMC are most helpful.**
* **Sometimes feel patient/doctor relationship is non-existent**
* **New arrangement is a great improvement**
* **Harder to get appointments. Less efficient.**
* **Happy with service**
* **I think current practice is unacceptable. I ring the Dr for an appointment not to be diagnosed via the telephone. Don’t like explaining what is wrong with me to the receptionist. I am hoping to move to a new doctor’s surgery after being in this practice all my life.**
* **Not sure new system in working for everyone – especially the elderly.**
* **Now number has changed it seems to be a lot better and easier to remember.**
* **Could you not introduce a system to show patients waiting when Dr is ready for them? Sometimes not clear over tannoy systems.**
* **Difficult to get a doctor to phone you back if you do early shifts and don’t get home on the afternoon.**
* **At times I think it’s wrong that you have to wait to speak to GP before you can see anybody**
* **When calling appointment line, wanting a prescription, the enquiry should still be able to be dealt with, without having to call back.**