

**HUDDERSFIELD ROAD SURGERY
PATIENT SURVEY**

Below are the results from 71 completed patient survey questionnaires distributed in the practice over a 3 week period in February/March 2015. The accompanying letter explains the areas we have prioritised for 2015/16.

ABOUT YOUR VISIT TO THE GP TODAY

	No	%		No	%
How good was the GP at: Q1 Putting you at ease? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	68 4 2	96 5.6 2.8	Q2 Being polite and considerate? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	71 2	100 2.8
Q3 Listening to you? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	70 5	98.6 7	Q4 Giving you enough time? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	59 13	83.1 18.3
Q5 Assessing your medical condition? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	64 10	90.1 14	Q6 Explaining your condition and treatment? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	68 6 3 1	95.8 8.5 4.2 1.4
How good was the GP at: Q7 Involving you in decisions about your care? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	63 7	88.7 9.9	Q8 Providing or arranging treatment for you? O Very good O Good O Satisfactory O Poor O Very Poor O Does not apply	70 5 1	93 7 1.4
Q9 Did you have confidence that the GP is honest and trustworthy? O Yes, definitely O Yes, to some extent O No, not at all O Don't know, can't say	71 2	100 2.8	Q10 Did you have confidence that the doctor will keep your information confidential? O Yes, definitely O Yes, to some extent O No, not at all O Don't know, can't say	70 1	93 1.4
Q11 Would you be completely happy to see this GP again? O Yes O No	71	100	PLEASE SEE OVER		

Please add any comments about the GP

“Very helpful”

“Dr X is a brilliant Doctor who listens and explains things and puts you at ease”

“I find my GP and Surgery very understanding of my condition and go out of their way to make sure I get to see my own GP because of my condition”

“Seen this GP 3 times and had 2 referrals to hospital for things I have had for many years without results. I am over the moon with the care I have received. Thanks”

“Fantastic GP”

“The Doctor I had an appointment was very good, listened with care and understanding. I would be pleased to see him again if and when necessary. He also explained in detail anything I wanted to know”

“This GP has been very kind and understanding to my health and well-being. He has been very caring and supportive and follow-up with my treatment. Professional manner and so do other GPs. I am very grateful and lucky to have them as my Doctors”

“I have finally found a Doctor that listens, takes his time and understands”

“Dr X is an excellent GP who I have high regard for”

“As an emergency appointment, this was a new GP. I felt completely relaxed and very confident in his extremely thorough diagnosis and treatment plan”

“Dr X makes me feel very at ease, I’m comfortable with him”

“Dr X has a very caring and sensitive approach. He explains conditions etc well and allows you to be fully engaged in choices about care and treatment. Thank you. It really is a great help having a supportive GP”

“Could not fault any aspect of my appointment today with Dr X”

“She was lovely”

“Bubbly and genuine”

“Offered me a chaperone due to the nature of my problems. This was very good and appreciated”

ABOUT RECEPTIONISTS AND APPOINTMENTS

<p>Q12 How helpful do you find the Receptionists at the Surgery?</p> <p><input type="radio"/> Very helpful</p> <p><input type="radio"/> Fairly helpful</p> <p><input type="radio"/> Not very helpful</p> <p><input type="radio"/> Not at all helpful</p> <p><input type="radio"/> Don't know</p>	54	76	<p>Q13 How easy is it to get through to someone at the practice on the phone?</p> <p><input type="radio"/> Very easy</p> <p><input type="radio"/> Fairly easy</p> <p><input type="radio"/> Not very easy</p> <p><input type="radio"/> Not at all easy</p> <p><input type="radio"/> Don't know</p> <p><input type="radio"/> Haven't tried</p>	5	7
	15	21.1		29	40.8
				21	30
				12	17
<p>Q14 How easy is it to speak to a doctor or nurse on the phone?</p> <p><input type="radio"/> Very easy</p> <p><input type="radio"/> Fairly easy</p> <p><input type="radio"/> Not very easy</p> <p><input type="radio"/> Not at all easy</p> <p><input type="radio"/> Don't know</p> <p><input type="radio"/> Haven't tried</p>	14	20	<p>Q15 If you need to see a GP urgently, can you normally get seen on the same day?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know/never need to</p>	44	62
	21	30		16	22.5
	11	15		8	11.3
	6	8.5			
	22	31			
<p>Q16 How important is it to you to be able to book appointments ahead of time?</p> <p><input type="radio"/> Important</p> <p><input type="radio"/> Not important</p>	60	85	<p>Q17 How easy is it to book ahead in the surgery?</p> <p><input type="radio"/> Very easy</p> <p><input type="radio"/> Fairly easy</p> <p><input type="radio"/> Not very easy</p> <p><input type="radio"/> Not at all easy</p> <p><input type="radio"/> Don't know</p> <p><input type="radio"/> Haven't tried</p>	21	30
	10	14		33	46.5
				15	21.1
				3	4.2

<p>Q18 How do you normally book your appointments with the practice? (please tick all boxes that apply)</p> <p><input type="radio"/> In person</p> <p><input type="radio"/> By phone</p> <p><input type="radio"/> Online</p> <p><input type="radio"/> Doesn't apply</p>	28	39	<p>Q19 Which of the following methods would you prefer to use to book appointments at the surgery? (please tick all boxes that apply)</p> <p><input type="radio"/> In person</p> <p><input type="radio"/> By phone</p> <p><input type="radio"/> Online</p> <p><input type="radio"/> Doesn't apply</p>	34	48
<p>Q20 How long did you wait for your consultation to start?</p> <p><input type="radio"/> Less than 5 minutes</p> <p><input type="radio"/> 5-10 minutes</p> <p><input type="radio"/> 11-20 minutes</p> <p><input type="radio"/> 21-30 minutes</p> <p><input type="radio"/> More than 30 minutes</p> <p><input type="radio"/> There was no set time for my consultation</p>	30	42	<p>Q21 How do you rate how long you waited?</p> <p><input type="radio"/> Excellent</p> <p><input type="radio"/> Very good</p> <p><input type="radio"/> Good</p> <p><input type="radio"/> Satisfactory</p> <p><input type="radio"/> Poor</p> <p><input type="radio"/> Very Poor</p> <p><input type="radio"/> Does not apply</p>	23	32
<p>Q22 Is the surgery currently open at time that are convenient to you?</p> <p><input type="radio"/> Yes Go to Q24</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know</p>	62	87	<p>Q23 Which of the following additional opening hours would make it easier for you to see or speak to someone?</p> <p><input type="radio"/> Before 7.30 am</p> <p><input type="radio"/> At lunchtime</p> <p><input type="radio"/> On a Saturday</p> <p><input type="radio"/> On a Sunday</p> <p><input type="radio"/> None of these</p>	6	8.5
<p>Q24 Is there a particular GP you usually prefer to see or speak to?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No Go to Q26</p>	41	58	<p>Q25 How often do you see or speak to the GP you prefer?</p> <p><input type="radio"/> Always or almost always</p> <p><input type="radio"/> A lot of the time</p> <p><input type="radio"/> Some of the time</p> <p><input type="radio"/> Never or almost never</p> <p><input type="radio"/> Not tried</p>	13	18.3
	27	38		12	17
				10	14
				1	1.4
				4	5.6

ABOUT YOUR CONSULTATIONS WITH OUR NURSES AND HEALTH CARE ASSISTANTS

<p>How good was the Nurse/HCA you last saw at:</p> <p>Q26 Putting you at ease?</p> <p><input type="radio"/> Very good</p> <p><input type="radio"/> Good</p> <p><input type="radio"/> Satisfactory</p> <p><input type="radio"/> Poor</p> <p><input type="radio"/> Very Poor</p> <p><input type="radio"/> Does not apply</p>	45	63	<p>Q27 Giving you enough time?</p> <p><input type="radio"/> Very good</p> <p><input type="radio"/> Good</p> <p><input type="radio"/> Satisfactory</p> <p><input type="radio"/> Poor</p> <p><input type="radio"/> Very Poor</p> <p><input type="radio"/> Does not apply</p>	41	58
<p>Q28 Listening to you?</p> <p><input type="radio"/> Very good</p> <p><input type="radio"/> Good</p> <p><input type="radio"/> Satisfactory</p> <p><input type="radio"/> Poor</p> <p><input type="radio"/> Very Poor</p> <p><input type="radio"/> Does not apply</p>	33	46.5	<p>Q29 Explaining your condition and treatment?</p> <p><input type="radio"/> Very good</p> <p><input type="radio"/> Good</p> <p><input type="radio"/> Satisfactory</p> <p><input type="radio"/> Poor</p> <p><input type="radio"/> Very Poor</p> <p><input type="radio"/> Does not apply</p>	41	58
	10	14		12	17
	2	2.8		4	5.6
	1	1.4			
	3	4.2		4	5.6

Q30 Involving you in decisions about your care? <input type="radio"/> Very good <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Poor <input type="radio"/> Very Poor <input type="radio"/> Does not apply	38 13 3 7	54 18.3 4.2 9.8	Q31 Providing or arranging treatment for you? <input type="radio"/> Very good <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Poor <input type="radio"/> Very Poor <input type="radio"/> Does not apply	38 14 1 7	53 20 1.4 9.8
Q32 How long did you wait for your consultation to start? <input type="radio"/> Less than 5 minutes <input type="radio"/> 5-10 minutes <input type="radio"/> 11-20 minutes <input type="radio"/> 21-30 minutes <input type="radio"/> More than 30 minutes <input type="radio"/> There was no set time for my consultation	26 25 5 1 3	36.6 35 7 1.4 4.2	Q33 How do you rate how long you waited? <input type="radio"/> Excellent <input type="radio"/> Very good <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Poor <input type="radio"/> Very Poor	22 19 12 5 2	31 26.7 17 7 2.8
Q34 Would you be completely happy to see this nurse/ HCA again? <input type="radio"/> Yes <input type="radio"/> No	50	70			

THINKING ABOUT THE CARE YOU GET FROM THE DOCTORS AND NURSES OVERALL, HOW WELL DOES THE SURGERY HELP YOU TO:

Q35 Understand your health problems? <input type="radio"/> Very well <input type="radio"/> Unsure <input type="radio"/> Not very well <input type="radio"/> Does not apply	63 6	89 8.5	Q36 Cope with your health problems <input type="radio"/> Very well <input type="radio"/> Unsure <input type="radio"/> Not very well <input type="radio"/> Does not apply	62 4 1 1	87 5.6 1.4 1.4
Q37 Keep yourself healthy <input type="radio"/> Very well <input type="radio"/> Unsure <input type="radio"/> Not very well <input type="radio"/> Does not apply	52 10 1 3	73 14 1.4 4.2	Q38 Overall, how would you describe your experience of the surgery? <input type="radio"/> Excellent <input type="radio"/> Very good <input type="radio"/> Good <input type="radio"/> Satisfactory <input type="radio"/> Poor <input type="radio"/> Very Poor	36 21 9 1 1	51 30 12.6 1.4 1.4

We would like you to think about your recent experiences of our service.

39 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely (50) 70%
- Likely (16) 22%
- Neither likely nor unlikely (5) 7%
- Unlikely
- Extremely unlikely
- Don't know

If not can you please give a reason:

IT WOULD HELP US TO UNDERSTAND YOUR ANSWERS IF YOU COULD TELL US A LITTLE ABOUT YOURSELF

<p>Q40 Are you?</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p>	32	45	<p>Q41 How old are you?</p> <p><input type="radio"/> Under 16</p> <p><input type="radio"/> 16 – 44</p> <p><input type="radio"/> 45 – 64</p> <p><input type="radio"/> 65 to 74</p> <p><input type="radio"/> 75 or over</p>	22	31
	38	54		32	45
				8	11.2
				8	11.2
<p>Q42 Do you have a long-standing health condition?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't know/can't say</p>	46	65	<p>Q43 What is your ethnic group?</p> <p><input type="radio"/> White</p> <p><input type="radio"/> Black or Black British</p> <p><input type="radio"/> Asian or Asian British</p> <p><input type="radio"/> Mixed</p> <p><input type="radio"/> Chinese</p> <p><input type="radio"/> Other ethnic group</p>	69	97
	21	30		1	1.4
	4	5.6		1	1.4
<p>Q44 Which of the following best describes you?</p> <p><input type="radio"/> Employed (full or part-time, including self-employed)</p> <p><input type="radio"/> Unemployed/looking for work</p> <p><input type="radio"/> At school or in full time education</p> <p><input type="radio"/> Unable to work due to long term sickness</p> <p><input type="radio"/> Looking after home/family</p> <p><input type="radio"/> Retired from paid work</p> <p><input type="radio"/> Other</p>	33	46			
	1	1.4			
	8	11.2			
	23	32			
	1	1.4			

Finally please add any other comments you will like to make about the surgery:

"I have not been at this surgery very long but I am very comfortable with my GP and with any other member of staff I have seen"

"Find people helpful"

"Overall, an excellent service"

"Thank you to GPs for all the care and love for their patients, with understanding and willingness to listen. They make me feel I am not just one of the number but respect me as an individual. Huddersfield Road deserve a medal, the best in Barnsley. The staff are friendly and helpful."

"Keep up what you're doing as you are providing a good service"

"Dr X is a lifesaver with helping with my medical needs. All the Doctors should be given a thank you for the work they do as well as all the other staff at this practice"

"I have been a patient since I was 11 years old so have been coming here for 38 years. You can understand that the care that I have been given has been fantastic all the time. Thank you"

"The Surgery is totally transformed from the frankly inhospitable and often hostile atmosphere created by poor reception and practice management. The practice management has made remarkable progress so the service is now commensurate with the medical/health delivery side which is excellent"

"The Surgery is a really nice, friendly place where I can gain support for anything to do with my health from Nurses and Doctors. Appointments are not always easy to gain and sometimes have to wait a little, but often this is not an issue. A Wonderful service where they all try hard"

"I have always had excellent care. It can be difficult to get through to the Surgery on the phone at times. The GP I usually see is lovely. He is friendly and approachable and concerned for my well-being. Main difficulty can be parking, but I appreciate little can be done about this. The extra spaces have helped"

"I can be seen on the same day but have to work really hard to get through to reception to book"

it. Have had to dial 36 times on one occasion to get through. By the time it was answered all the appointments had gone”

“Very difficult to arrange appointment within a few days”

“As a general rule, most of your reception staff are really helpful. There are just a couple that let the side down”

“I know it can't be helped but the car parking is bad and everybody tends to get to the surgery early to find a space”

“Can always get an appointment in reasonable time. Reception staff helpful and friendly. Excellent team of GPs”

“Much improved lately in terms of getting appointments, availability of parking spaces and reception service. All Doctors and Nursing staff excellent”

“Sometimes long waits on telephone and reception. Delays in seeing certain Doctors due to many being part-time. Efficient and well managed practice that has still got the 'Family Doctor' feeling”

“Excellent service all round”

“Occasional long waits to collect prescriptions. I understand there is a system whereby the prescription can be ordered online and collected directly from a designated pharmacy.”

“The Doctor was excellent with me. A system to indicate how late the Doctor will be before seeing me would help to relieve the annoyance at the delay”

“I find the service experience of visiting the GP much improved from previous experiences. All staff being polite, helpful and courteous.”

“Very good Doctors and Nurses but it's a shame it's difficult to get through at busy times on the phone”

“At times it's difficult to get through at the designated time to book an emergency appointment as the line is permanently engaged. Then all the appointments have been taken.”