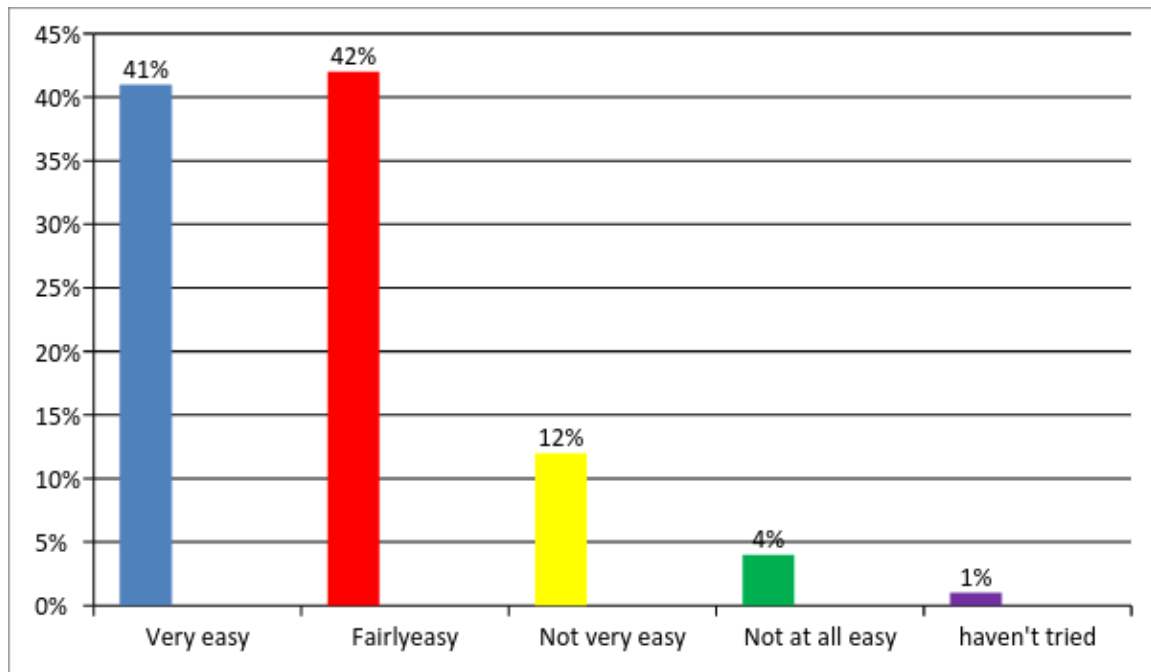


Western Avenue Medical Centre – Patient Survey Results May 2016

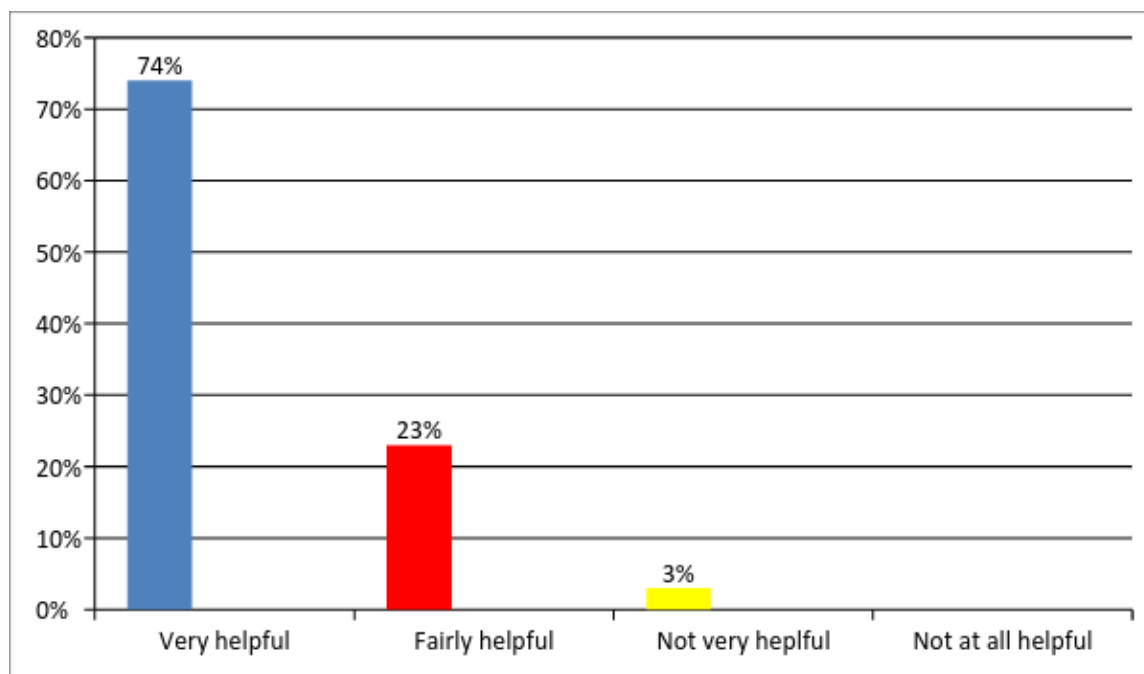
1. How easy is it to contact the surgery by phone?



Comments:

- Can get through easily
- Always get through
- Always engaged
- Can be busy at 8am

2. How helpful do you find the receptionists at the surgery?



Comments:

- Always pleasant and ready to put themselves out to help
- Friendly, ask the right questions and use their judgement and common sense
- Depends who you speak to
- Some are friendlier than others

3. Are you aware that you can book appointments and request prescriptions online?

Yes: 76% No: 24%

If your answer is 'Yes', do you use the service?

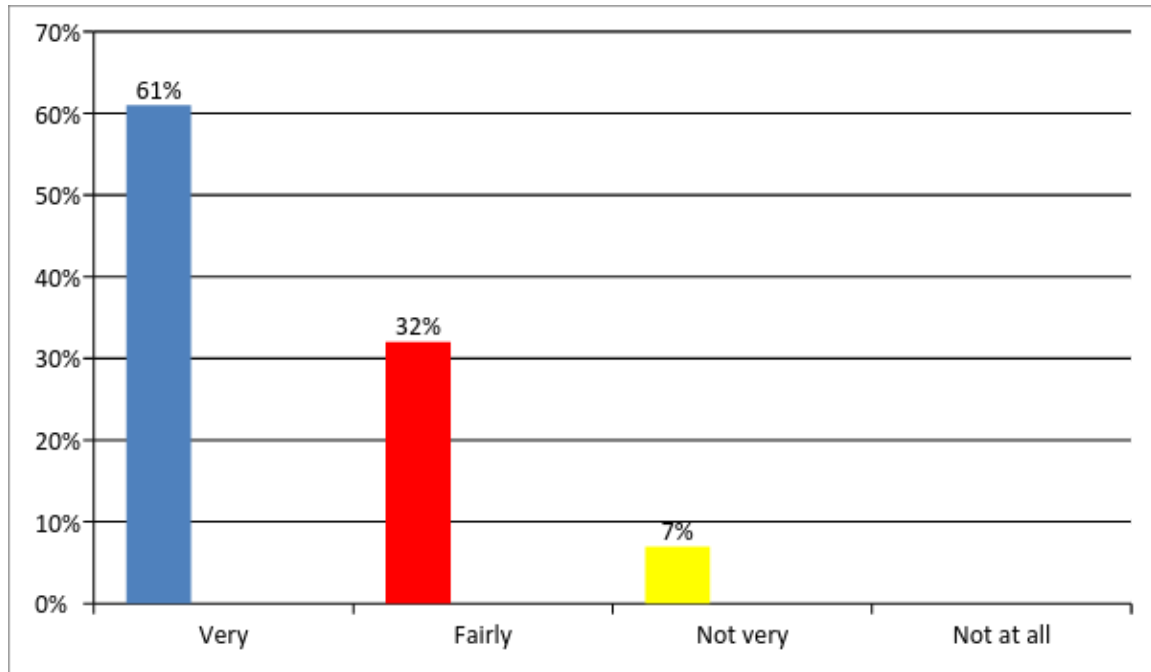
Yes: 16% No: 84%

If you are aware of online service but don't use them, why is this?

Main reasons:

- Can't/Don't use a computer
- Prefer personal touch
- No computer
- Easier to speak to reception
- Afraid the booking will go unseen
- No time to register
- Easier to walk over

4. Last time you wanted to see or speak to a GP or Nurse, how convenient was the appointment?



Comments:

- Got an appointment fairly quickly
- Got an appointment within 15 minutes
- Waiting times are ridiculous – up to 45 minutes
- I find they always try and get you to see a nurse rather than a doctor

5. If you weren't able to get an appointment, or the appointment you were offered wasn't convenient, why was that?

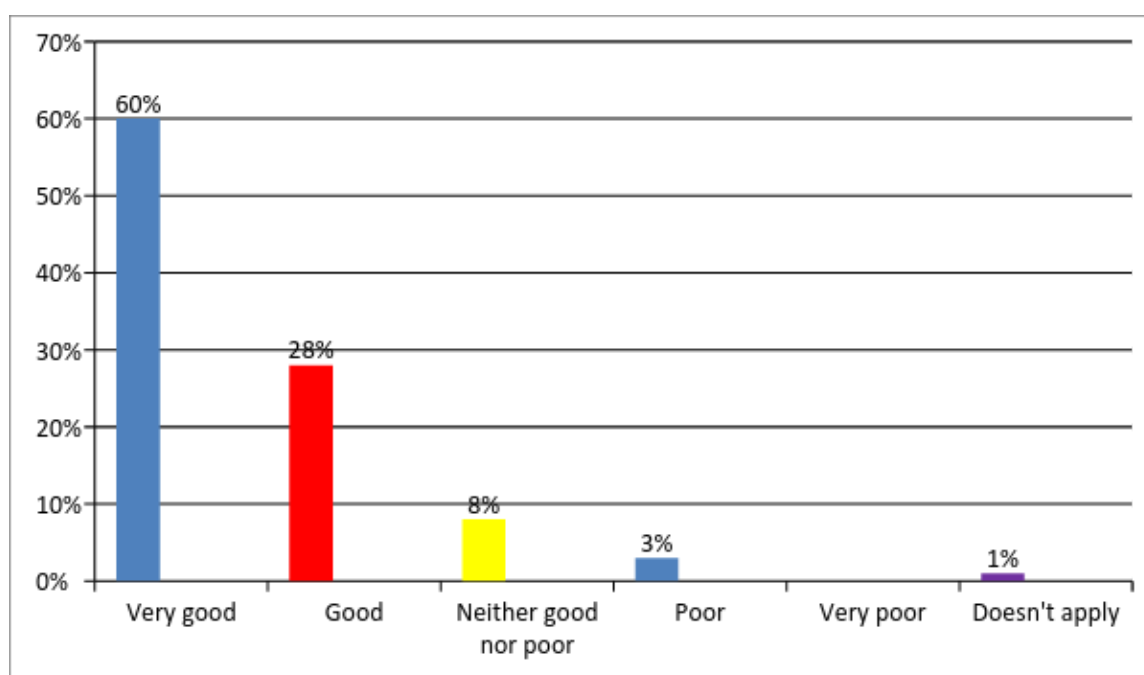
Main reasons/comments:

Had to wait 4 days for a sick note

Working on the appointments they had available

Wanted to book 1 week ahead to arrange cover for work

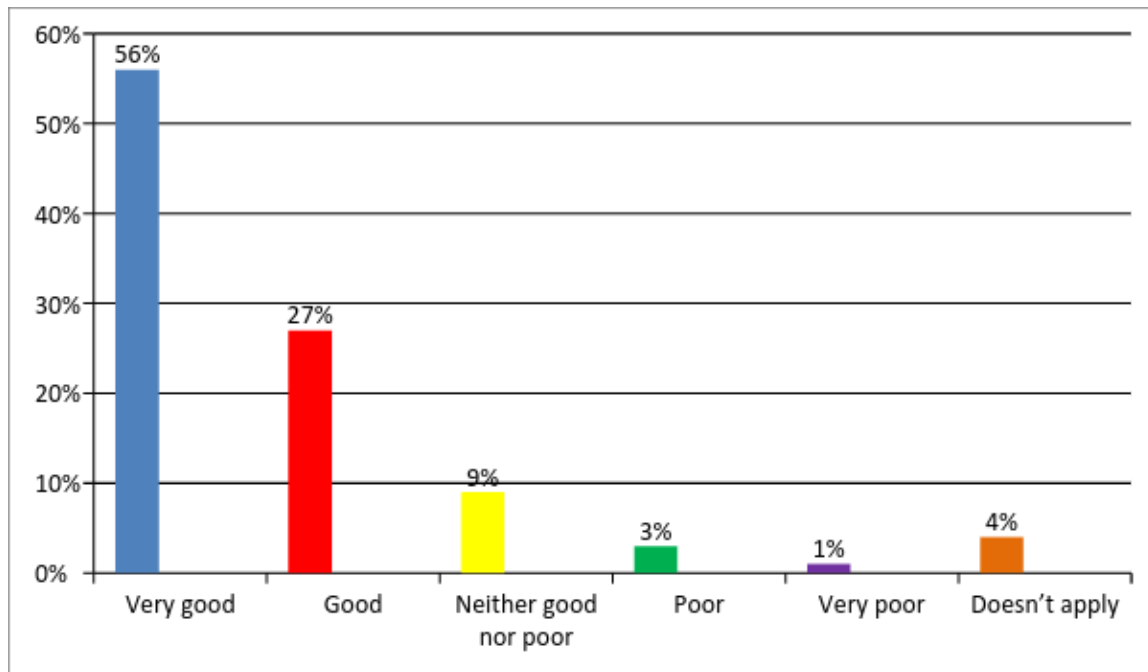
6. Last time you saw or spoke to a GP, how good was the GP at helping you to understand decisions about your care?



Comments:

- Good listener, attentive
- Very understanding and sympathetic to my problem
- Explained everything carefully and decision was made with my input
- Rushed appointment
- Never really explain what the problem is

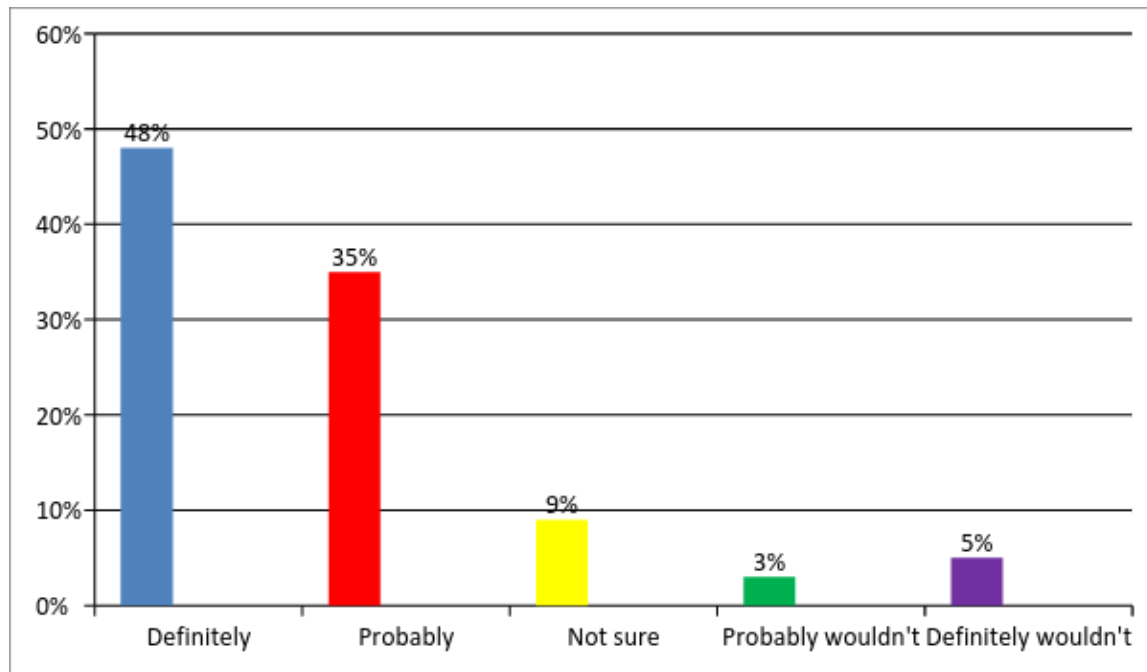
7. Last time you saw of spoke to a nurse, how good was the nurse at helping you to understand decisions about your care?



Comments:

- Good listener
- Friendly, listened, showed concern
- You are rushed in and out
- In a hurry

8. Would you recommend the surgery to friends or family?



Comments:

- Friendly and helpful staff
- Seen quickly
- Improving service
- Would recommend to people who don't work
- Can't always get appointments
- Long wait to be seen for appointment

9. What changes would you make to improve the service offered to patients?

Comments:

- Shorter waiting times
- Entertainment for children – books/cartoons etc
- Bigger car park
- More doctors
- Don't like receptionist asking questions when booking appointment
- Longer appointments for complex patients
- Later appointments for those who work
- Longer opening hours – evenings and weekends
- More phone lines
- Clock in waiting room
- Larger waiting area
- gPrivacy when booking in