

## Results of Survey carried out in July 2016

### 68 The Drive Surgery

		No of forms	%age	
No. of Questionnaire forms give out		100		
No. of completed Questionnaire forms received		100	100.00%	
<b><u>Replies to Questions</u></b>				
Personal:				
a. Gender				
	Male	43	43.00%	
	Female	57	57.00%	
	Left blank	0	0.00%	
b. Age Group				
	Under 18	7	7.00%	
	18-50	59	59.00%	
	51-80	31	31.00%	
	81 & Over	3	3.00%	
	Left blank	0	0.00%	
Q1	How easy is it to get through to someone at your GP surgery on the phone?	Fairly easy	45	45.00%
		Not very easy	52	52.00%
		Haven't tried	3	3.00%
		Left blank	0	0.00%
Q2.	How helpful do you find the receptionists at your GP surgery?	Very helpful	45	45.00%
		Not very helpful	39	39.00%
		Don't know	5	5.00%
		other	5	5.00%
Q3	Do you know that telephone consultations with a doctor are available?	yes	66	66.00%
		No	34	34.00%
		Left blank	0	0.00%
Q4	Are you aware of the Emergency Appointment system?	yes	68	68.00%
		No	32	32.00%
		Left blank	0	0.00%
Q5	In general, how satisfied GP are you with the care you receive at the Surgery from:-	Fully satisfied	90	90.00%
		Not satisfied	0	0.00%
		Partially satisfied	9	9.00%
		other	1	1.00%
	Receptionist	Fully satisfied	64	64.00%
		Not satisfied	0	0.00%
		Partially satisfied	28	28.00%
		Left blank	8	8.00%
	Nurse	Fully satisfied	70	70.00%
		Not satisfied	2	2.00%
		Partially satisfied	6	6.00%
		Left blank	22	22.00%
Q6	Are you aware of the Patient Participation Group (PPG)?	yes	31	31.00%
		No	57	57.00%
		Left blank	12	12.00%
Q7	What important change would you like to see in the surgery?	Suggestions	56	56.00%
		No suggestions	44	44.00%

#### **Summary of Main suggestions Please see analysis for detailed and individual suggestions**

- 1 Appointments; more, quicker, pre-booking and emergency.
- 2 Telephone too busy, so more telephone lines.
- 3 Better service, more consistency and customer focus from Receptionist.
- 4 Repeat prescriptions by electronic media.
- 5 No changes required, happy with the service.
- 6 Reduce waiting times.

- 7 Have a nurse who is more mobile, professional and proficient.
- 8 Privacy in the reception area
- 9 Larger premises, refurbish waiting room, entertainment in the waiting area
- 10 Longer opening hours.
- 11 More staff, more doctors required.

**E-mails**

Out of a total of <b>100</b> Questionnaires received only <b>18</b> patients supplied their e-mails
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