Highview Medical Centre
Patient survey

Quantitative Analysis
Result

March 2014
**Question 1**

The last time you came to the surgery, what type of appointment were you given?

<table>
<thead>
<tr>
<th>Appointment Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minor</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>20%</td>
</tr>
<tr>
<td>Unsure</td>
<td>1%</td>
</tr>
<tr>
<td>Counsellor/Physio</td>
<td>1%</td>
</tr>
<tr>
<td>Blood Test</td>
<td>20%</td>
</tr>
<tr>
<td>Routine</td>
<td>30%</td>
</tr>
<tr>
<td>Nurse/Health</td>
<td>11%</td>
</tr>
<tr>
<td>Emergency</td>
<td>17%</td>
</tr>
</tbody>
</table>

100% of respondents answered this question

**Question 2**

Our online booking system allows you to pre-book some of the Doctors’ appointments 2 weeks in advance, and some on the day from 8am, are you happy with this system?

- Yes: 64%
- No: 36%

100% of respondents answered this question
**Question 2b**

Please tell us how you think we could improve our booking system?

- Can you make minor illness appointments available on-line too?
- Make more available on-line to book
- V. useful if you cannot get through on the phone
- More appointments needed
- Calling at 8am means you cannot get through to get an on the day appointment. Perhaps appointments could be released the day before after 6pm or a few throughout the same day from 8-12 noon.
- I have no computer, so have to ring for appointments which takes more than 20 minutes to get through, by then most appointments are gone (normally try to see Dr Elder - need afternoon/evening. Everyone phones on Monday AM to book 2 week time as there aren't any available beforehand. Not told about evening appointments unless I ask reception.
- It's impossible to book an appointment with certain Doctors 2 week in advance, as all pre-bookable appointments have been taken even arriving when the surgery opens for the ones release on the day there are none available.
- Need much more flexibility on daily choice of Doctors, as don’t always know when you are going to be unwell and you would like continuity of care
- Whenever I try to pre-book an appointment with a Particular Doctor I can never get one.

**Question 3**

We run extended hours surgeries on Monday evenings and 2 Saturday mornings a month, both of the surgeries can be booked 2 weeks in advance. How do you rate this service?

![Bar chart showing feedback](chart.png)

**Excellent**: 38%
**Good**: 62%
**Poor**: 0%

99% of respondents answered this question
**Question 3b**

What additional hours would you like to see the surgery open?

- None, I am satisfied: 26%
- Every weekend: 19%
- More evenings a week: 30%
- Lunchtimes: 12%
- Early mornings: 13%

99% of respondents answered this question

**Question 4**

Are you aware that we have an on-line booking system where you can order prescriptions and make/cancel appointments on-line?

- Yes: 65%
- No: 35%

100% of respondents answered this question
**Question 4b**

If you used this service, how do you rate it?

91% of respondents answered this question

**Question 4c**

How do you think we could improve this service?

- Struggled to actually register but once in it works great
- Make routine nurse appointments on-line
- Nothing to improve, excellent service as always
- At the moment I don’t use on-line as I have no computer
- It’s obviously easier if you have the facility to book on-line but not everyone does.
**Question 5**

We now have an automated text reminder service, if you have used this service how do you rate it?

97% of respondents answered this question

**Question 6**

Our new prescribing nurse runs a minor illness clinic everyday (Minor illnesses cover problems such as respiratory infections, earache, urinary infections and cystitis, hay fever, diarrhoea and vomiting, conjunctivitis, infected wounds etc.) Were you aware of this clinic?

100% of respondents answered this question
Question 7

Our receptionists do their best to answer as many calls as possible, please can you tell us when you last called the surgery and how long it took for you to get through to a receptionist?

<table>
<thead>
<tr>
<th></th>
<th>1-2 min</th>
<th>3-4 mins</th>
<th>4-5 mins</th>
<th>6-10 mins</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>48</td>
<td>3</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>Tuesday</td>
<td>26</td>
<td>6</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Wednesday</td>
<td>33</td>
<td>4</td>
<td>6</td>
<td>13</td>
</tr>
<tr>
<td>Thursday</td>
<td>17</td>
<td>2</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Friday</td>
<td>19</td>
<td>2</td>
<td>8</td>
<td>3</td>
</tr>
</tbody>
</table>

100% of respondents answered this question

Question 8

Are you Male or Female?

[Pie chart showing 65% Male and 35% Female with a note: 100% of respondents answered this question]

[Bar chart showing responses for male and female across different time intervals]
How old are you?

100% of respondents answered this question

Which ethnic group do you belong to?

100% of respondents answered this question