Highview Medical Centre Patient Survey

Quantitative Analysis Results

March 2013
Demographic Information

Question 8 (a): Are you male or female?

Of the 157 questionnaires completed in total, 155 people answered this question.

Question 8 (b) – Age?

Of the 157 questionnaires completed in total, 155 people answered this question.
Of the 157 questionnaires completed in total, 146 people answered this question.

General Questions

Question 1 – The last time you came to the surgery, what type of appointment were you given?

Of the 157 questionnaires completed in total, 157 people answered this question.
Question 2 (a) – Our booking system allows you to pre-book some of the Doctor’s appointments 2 weeks in advance and some on the day from 8am, are you happy with this system?

Of the 157 questionnaires completed in total, 155 people answered this question.

Question 2 (b) – Please tell us how you think we could improve our booking system? (Question answered only by those answering ‘No’ to question 2 (a))

Verbatim answers:

- “Make it from 9am, as getting to a phone can be problematic”
- “It means that the earliest emergency appointments only start at 9am, which is difficult if working”
- “Sometimes conditions a patient may be suffering from requires seeing your own GP more quickly and I have had this experience of having to wait”
- “Could appointments with a specific GP be booked either online or by phone 3-4 weeks in advance”
- “It’s very difficult to get through from 8am onwards (no reflection on the receptionists who are always extremely helpful) if possible more lines and more people manning them may help”
- “I think a patient should be able to pre-book whenever”
- “It is always difficult to see Dr Munro and Dr Elder, but that can’t be helped, they are popular doctors”
• “It would be helpful to be able to book an appointment more than 2 weeks time, I like to see a regular doctor each visit as they know my medical history”
• “Revive the old rota publication with the newsletter showing when doctors may be available”
• “Would be nice to know when the doctors are working”
• “Be able to pre-book during the day not just the early morning and late night ones”
• “Ringing first thing in the morning there are few appointments available, quite often you are told to phone the next morning”
• “To see when doctors work, a timetable maybe”
• “Book the night before like you used to be able to on the phone”

Question 3 (a) – We run extended hours surgeries on Monday evening and 2 Saturday mornings a month, both of the surgeries can be booked 2 weeks in advance. How do you rate this service?

Of the 157 questionnaires completed in total, 155 people answered this question.
Question 3 (b) – What additional hours would you like to see the surgery open?

Respondents were permitted to tick more than one answer – 165 responses in total

Question 4 (a) – Are you aware that we have an on-line booking system where you can order prescriptions and make/cancel appointments on-line?

Of the 157 questionnaires completed in total, 157 people answered this question.
Question 4 (b) – If you used this service, how do you rate it?

Of the 157 questionnaires completed in total, 106 people answered this question.

Question 4 (c) – How can we improve this service?

Verbatim answers:

- “My internet crashes – not your fault”
- “Could appointments be booked 3-4 weeks in advance”
- “Often a limited number of doctors available, trying to book Dr Munro or Dr Elder this way is very difficult”
- “Prescription request service is not working”
- “Do you have a specific number of appointments for on-line/phone? Do online appointments take up all the available spaces for the AM surgery? For older people hard to use”
- “Unable to use, do not have computer”
- “Not user friendly”
- “Have more appointments available with specific doctors”
Question 5 – We now have an automated text reminder service, if you have used this service how do you rate it?

![Bar chart showing satisfaction levels for the text reminder service]

- Not useful: 6%
- Satisfactory: 65%
- Extremely useful: 29%

Of the 157 questionnaires completed in total, 156 people answered this question.

Question 6 – Our new prescribing nurse practitioner runs a minor illness clinic (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?

![Pie chart showing awareness of the minor illness clinic]

- Yes: 71%
- No: 29%

Of the 157 questionnaires completed in total, 156 people 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 you to get through to a receptionist?

Monday:

Tuesday:
Any Other Comments?

Verbatim answers:

- “Got through fairly quickly but still told 2 weeks to see a GP unless I phone at 8am on the day”
- “Laura is a brilliant receptionist, friendly, helpful and empathetic, really necessary skills. She always smiles and is respectful to patients. Always feel cared for when she is on reception”
- “Can I suggest additional time/appointments for blood testing, have been told last 2 occasions wait for 2-3 weeks for blood tests at surgery, advised to travel to QE2 hospital, this is not always appropriate. Also long waits in surgery, usually 1-1½ hours. Can appointments be longer so that they can run to schedule and do not have to overrun at such an overdue length, perhaps patients need longer to discuss problems? Otherwise committed surgery and excellent staff”