

Results of Patient Survey 2012

1. When did you last visit the surgery?

- in the last 6 months = 53%
- last 2-6 months = 37%
- more than 6 months ago = 10%

2. Who did you see at the surgery or did you come just come in to collect something?

- GP = 100 responses
- Nurse = 25 responses
- HCA = 2 responses
- Midwife = 2 responses
- podiatrist = 2 responses
- Counsellor
- To collect something = 5 responses

(Some of the appointments were for both GP and nurse hence the higher reply rate)

3. We appreciate that at 8am the telephone lines into the surgery are very busy. Would you prefer to get an engaged tone when the lines are busy or would you like to see a call waiting system introduced (we would still retain our existing number)

- Remain with engaged tone = 46%
- Call waiting queue = 54%

4. Each month we have a number of appointments that are wasted due to patients not attending and/or failing to cancel them. In January 2012 we lost 80 appointments. Would you be interested in the surgery having a text messaging system to remind you of your appointment?

- Yes = 69%
- No = 31%

5. The surgery is open from 8am to 6.30pm Monday to Friday (we do not close for lunch), with additional early hours on Wednesday and Thursday starting at 7am. Did you know these were the surgery's opening hours?

- Yes = 51%
- No = 49%

6. Did you know that you can book appointments up to 3 months in advance for all GPs and nurses?

- Yes = 39%

- No = 61%

7. If the GP requests that you have a blood test, where do you usually go for this?

- Ryde Outpatients = 82%
- St Mary's Hospital = 18%

8. If you are on repeat medication, how do you request more medication when the time is due?

- Drop request off at surgery = 40%
- Drop request off at pharmacy = 20%
- Post your request to the surgery = 1%
- Pharmacy handle all that on your behalf = 24%

9. Are you aware that Argyll House Surgery is now qualified as a training practice for doctors wishing to specialise in general practice and what is required of the practice for us to be able to do this?

- Yes = 43%
- No = 18%
- Would like more information = 12%

10. In what ways do you think the waiting room area could be improved?

Most popular responses were -

- Water cooler
- Music
- Brighter colour
- Newer magazines
- Play area for children
- Coat hooks
- Plants

Ethnic origin of the patients who completed the survey was predominantly white British, but with a mix of male and female from the ages of 19 upward, extending right across to 80+.

For the coming year we have agreed to look into the telephone system to see what improvements can be made.

Will list opening times in more places - sign outside the surgery, more posters in the surgery, on appointment cards, again in our newsletter and open to discussion as to other suggestions. The same goes for booking appointments ahead. We already have posters in the surgery and have previously put it into our newsletter - PPG group to help with promoting these points.

Use a notice board within the waiting room to explain how a training practice works and the levels on F1,- GPSTR3.

To discuss with partners general improvement ideas for the waiting room