DR BARNWELL AND PARTNERS PATIENT SURVEY RESULTS JANUARY 2014

NUMBER OF RESPONDENTS FOR LEPTON AND KIRKHEATON - 1030

The results below are given in a percentage of respondents to each question, and in brackets is the number of people who gave a particular answer. The exceptions to this are those questions to which clients were invited for a written response where the top answers are recorded here.

APPOINTMENTS

**Q1. Is it considered too difficult to get an urgent same day appointment?**

YES NO SOMETIMES DON’T KNOW

23% (229) 24% (244) 45% (468) 8% (89)

**Q2. Is it considered too difficult to get a non-urgent appointment?**

YES NO SOMETIMES DON’T KNOW

16% (169) 43% (440) 36% (367) 5% (54)

**Q3. Are you able to obtain an appointment within a reasonable time period of your request?**

YES NO SOMETIMES

58% (596) 6% (59) 36% (374)

**Q4. Would you be interested in a telephone triage system where you get a call back the same day?**

YES NO DON’T KNOW

61% (616) 17% (172) 22% (222)

**Q5. Please explain why you answered “Yes” or “No” to Q4.**

TRIAGE YES

1. Problem dealt with and you might not need an appointment 66

2. Stress relief/ peace of mind 33

3. Easier than trying to get through on the phone 28

4. Useful/ helpful 24

5. Sensible time saving 11

6. If urgent you will be treated 10

7. Can’t get an appointment 9

TRIAGE NO

1. Face to face preferred 58
2. Not available for the call back 31
3. Current system fine 14

**Q6. Are you able to see the GP you wanted to see?**

YES NO SOMETIMES

37% (378) 8% (84) 54% (548)

**Q7. Is it important for you to see a specific GP?**

YES NO SOMETIMES

39% (400) 33% (332) 28% (286)

**Q8. Do you know which days of the week your own GP is available?**

YES NO DON’T MIND

17% (169) 67% (686) 16% (160)

**Q9. Have you ever missed an appointment with the nurse or doctor in the last year?**

YES NO

10% (107) 90% (916)

**Q10. If yes, can you remember the reason for this?**

1. Forgetting 23

2. Too sick 11

3. Cancelled by the surgery 10

4. Work commitments 6

5. Had incorrect date on the calendar 6

6. Delayed in traffic 5

**Q11. If the surgery has your mobile number, an appointment reminder text can be sent. Do you think this is a good idea to help reduce the number of patients that forget to attend a booked appointment?**

YES NO DON’T KNOW

90% (897) 5% (52) 5% (53)

**Q12. Missed appointments are a problem for the practice. Can you easily contact the surgery when you wish to cancel the appointment?**

YES NO SOMETIMES DON’T KNOW

91% (830) 1% (10) 7% (63) 1% (14)

**Q13. If you answered “No” please explain why.**

1. Forgetting 23

2. Too sick 11

3. Work Commitments 6

4. Had incorrect date on the calendar 6

5. Delayed in traffic 5

**Q14. Are you aware that you can make an appointment and order repeat prescriptions online?**

YES NO

54% (517) 46% (446)

**Q15. Would you be prepared to order repeat prescriptions online?**

YES NO DON’T KNOW

68% (674) 20% (199) 12% (123)

COMMUNICATION

**Q16. Are you satisfied with the way the receptionists handle your telephone call?**

YES NO SOMETIMES DON’T KNOW

78% (752) 2% (24) 18% (177) <1% (9)

**Q17. Do you think the receptionists have improved in the last year with their telephone manner?**

YES NO DON’T KNOW NOT A PROBLEM

48% (459) 6% (54) 17% (165) 29% (284)

**Q18. Generally speaking, do the receptionists have the information you need?**

YES NO SOMETIMES

75% (706) 2% (23) 23% (217)

**Q19. Are you aware the practice has a website?**

YES NO

61% (575) 39% (370)

**Q20. Do you have any suggestions on further information you would like to see there?**

NO DON’T KNOW

807 46

COMMENTS

1. More information the better

2. Nurses appointments

3. More in depth midwife details

4. Weight management

5. The information that goes in the Yetton News or Lepton Life

**Q21. Do you read the surgery news in the Yetton News or Lepton Life?**

YES NO

46% (449) 54% (527)

**Q22. If you answered “No” can you explain why you do not read the article?**

1. Not delivered 258

2. No time 19

3. Don’t read local magazines. I have a life 12

4. No need to read it 6

**Q23. Are you happy with the information the surgery provide with the website, posters, leaflets, Lepton Life, Yetton News and TV screen?**

YES NO DON’T KNOW

64% (606) 2% (16) 34% (318)

**Q24. If “No” how would you like the surgery to communicate with you?**

1. E-mail a newsletter on a regular basis 8

2. Telephone 4

3. Text 2

**Q25. Do you know about the Patient Participation Group?**

YES NO

35% (310) 65% (581)

**Q26. If “Yes” how did you hear about it?**

1. Surgery 193

2. Friends 19

3. Website 16

WALKING GROUP

**Q27. Would you be interested in a walking group being set up by the Patient Participation Group in the spring 2014?**

YES NO

28% (251) 72% (634)

**Q28. Do you like the new reception area at Lepton?**

YES NO DON’T KNOW

59% (540) 5% (46) 36% (333)

**Q29. If “No” please explain why not?**

1. Not private enough 26

2. Not enough seats 11

3. Too open 10

4. Much more difficult to get receptionists attention, especially in the back 10

5. Needs pictures, plants, looks bare and unfinished 9

**Q30. Do you like the refurbishments at Kirkheaton?**

YES NO DON’T KNOW

31% (270) 3% (27) 66% (588)

**Q31. If “No” please explain why not?**

1. What’s changed? 64

2. Its basic, old and needs modernising 3

3. Something for children to do 2

Please add any comments you would like to make, positive or negative, about your GP surgery.

POSITIVE

1. Our surgery, doctors, nurses, and reception staff are excellent.

2. The surgery has always provided a good experience and I can see a great deal of effort is being made to make it better.

3. The surgery has made strides to improve in the last 18 months despite the obvious challenges.

4. Receptionists are always lovely and really happy. They are very professional and caring towards patients.

5. We have been with the practice 12 months and we are very pleased with the service by everyone

6. There are great staff with a wonderful and marvellous rapport with all clients.

7. New layout of the surgery is very good and more interactive.

NEGATIVE

1. Improving the ability to book appointments and it not being a lottery.

2. Time management. Appointments always run late and clients should be kept informed.

3. It would be good to have settled doctors to help with continuity of care and also to know if they have any areas of interest.

4. The website needs to be kept up to date and with more information

5. It is too difficult to get through on the telephone at busy times

YOUR DETAILS

**Q33. What sex are you?**

MALE FEMALE OTHER

42% (314) 58% (428) <1 (1)

**Q34 How old are you?**

UNDER 18 18-24 25-34 35-44 45-54

1% (13) 4% (34) 9% (87) 16% (145) 19% (174)

55-64 65-74 75-84 85 or over

17% (164) 18% (169) 14% (130) 2% (19)