

**Friar Gate Surgery
Agard Street
Derby
DE1 1DZ**

2015 Practice Patient Awareness Questionnaire

Tel: 01332 203787

Background: Friar Gate Surgery conducted a patient survey during March 2015. A number of 120 questionnaires were distributed, with a total of 69 being returned – a 58% success rate.

The results and a selection of ad hoc comments are detailed below. It is interesting to note the return and completion rate of the questionnaire is down on last year by 27%. There probably is a degree of questionnaire “fatigue”, with patients being asked to reflect upon the primary care experience following each encounter, ie Friends and Family Test. Early days, but the response from the Friends and Family Test is also showing a poor return rate.

However, as a result of this survey, the online appointment booking facility will be reinforced and an awareness campaign within the surgery newsletter of the online services now available to patients will be undertaken. In addition, the availability of pre 8.00am appointments with the practice nurse will again be promoted along with the day to day availability of specific GPs.

Many thanks to everyone for participating in this initiative.

RESULTS

Please take a moment to help us improve your experience at Friar Gate Surgery.

How important is it to you that you see a specific GP when coming to this practice?

- Not very important = 20%
- Fairly important = 47%
- Very important = 33%

Do you know which days of the week your GP is available?

- Yes = 38%
- No = 62%

Extended Hours Appointments:

Were you aware that the surgery offers additional nurse appointments outside the normal surgery hours for patients unable to visit the surgery during normal hours?

- Yes = 30%
- No = 70%

Have you visited the surgery for an extended hours appointment before?

- Yes = 17%
- No = 83%

Please comment on your experience in the box below:

“Perhaps a Saturday surgery would be of benefit to those working during the week”

“Seeing a GP as well as a nurse before 8.00am would be helpful”

“Appointment on time – excellent service”

Telephone and email services:

In the past 6 months how easy have you found being able to speak to a Doctor on the phone?

- Have not tried = 51%
- Very easy = 42%
- Fairly easy = 0%
- Not very easy = 4%
- Difficult = 3%

Did you know that you can order repeat prescriptions online?

- Yes = 71%
- No = 29%

Additional Comments:

Are there any particular comments you would like to make regarding your last visit to the surgery?

“Be good to make an appointment online” (Male 25-34)

“Excellent service, helpful staff in fitting appointment around work commitment”
(Female 45-54)

“No comments, but the staff are very friendly and make you welcome. Good Gals”
(Female 55-64)

“My family have used this practice for many years and the service just gets better, everyone down to the receptionists are fantastic. I get a really personal treatment here. Thank you”
(Female 45-54)

“Over many years I have found reception, pharmacist and all others (Drs, Nurses etc) to be efficient and obliging” (Male over 74)

“A clean, tidy and welcoming practice” (Female 55-64)

“Appointment with physio on time. Good service” (Male 35-44)

“The doctor is always considerate and gives you his time and attention” (Female 45-54)

“I think the recent CQC coverage is unfair, and in my personal opinion – that all staff at the surgery provide an excellent level of care – hasn’t changed. You all provide a great service to the community. In summary, keep up the great work” (Male 25-34)

“A very efficient practice and a big thank you” (Female over 74)

Was there anything that could be improved?

“Coffee machine in the waiting area” (Female 45-54)

“The issuing of prescriptions has been problematic lately” (Male 65-74)

“You don’t always get the emails” (Female 55-64)

“The telephone lines open before 8.00am sometimes and so I never know when to start ringing” (Female 35-44)

In general, how satisfied are you with the care you get at the Surgery?

- Very satisfied = 76%
- Fairly satisfied = 20%
- Neither satisfied nor dissatisfied = 4%
- Quite dissatisfied = 0%
- Dissatisfied = 0%

Some questions about you:

Are you male or female?

- Male = 38%
- Female = 62%

How old are you?

- Under 18 = 0%
- 18 to 24 = 3%
- 25 to 34 = 4%
- 35 to 44 = 21%
- 45 to 54 = 17%
- 55 to 64 = 17%
- 65 to 74 = 17%
- Over 74 = 21%

