



Patient Questionnaire 2013

At the Stennack Surgery we are always looking to improve the services we provide to patients. Your views matter to us. This Questionnaire has been compiled with the help of our Patient Group to help gain a mutual understanding of "the patient experience" and how we can work together to improve healthcare at the Stennack. We would value the opinions of as many patients as possible and invite you to complete the brief survey below. Your answers will be held in strict confidence.

1) Ease of contacting the Practice by phone

Fairly easy	Easy	Good	Excellent
14 (14%)	21 (21%)	40 (39%)	26 (26%)

2) In the past 6 months have you tried to see a Doctor fairly quickly? 79 responses

Yes- for the same day	53 (67%)	Go to Q3 79
Yes within 2 working days (Monday-Friday)	26 (33%)	Go to Q4

3) If you wanted to see a doctor "On the Day" were you offered an appointment with our "Same Day Service" team?

Yes	52 (66%)	Go to Q7
No	10 (13%)	
Can't remember	12 (15%)	
Able to book a GP appt on the day	5 (6%)	

4) Were you able to book an appointment with a doctor within 2 working days?

Yes	41 (69%)
No	18 (31%)

5) If, no, how long did you wait to be seen?

2+ but less than 5 working days	11
One week, but less than two weeks	6
More than two weeks	1

6) If you did not book an appointment with the Same Day Service team, please say why –

Was this because..

You wanted to see a specific doctor	25 (58%)
It wasn't urgent	18 (42%)

- Continuity of care is important to me
- Told I would have to wait
- Can't remember it being mentioned

7) If you attended the Same Day Service appointment, how did you rate the level of care you received?

Poor	Satisfactory	Good	Excellent
1 (1%)	5 (9%)	23 (38%)	31 (52%)

- Very helpful and empathic.
- The doctor spent as much time as I needed with her.
- First class.
- Doctor was very attentive and very very reassuring.
- A locum thought I was having a stroke and said I would have to wait 2 hours for an ambulance. My partner dialled 999 instead, and I was admitted to Treliske. It wasn't one of the normal doctors.

8) Part of our Same Day Service includes the Minor Injury Unit (MIU) which is open 8am – 8pm Monday - Friday. If you have been seen in MIU with a minor injury, how would you rate the level of care received?

Excellent	34 (70%)
Good	11 (23%)
Satisfactory	3 (7%)
Poor	0

- Really helpful to have this service.
- Used several times. Invaluable.
- Brilliant with kids

**9) In the last 6 months, did you make an appointment with a doctor or nurse you did not keep?
Was this because ...**

Please tick all that apply

I forgot to cancel	3
The condition improved	1
It wasn't a clinician I wanted to see	
Unable to get through on the phone	1
Transport problems	2
Inconvenient	3

What could the surgery consider to help you attend or cancel appointments in the future?

- Text reminders x 4
- Phone call
- It is the patients responsibility to cancel x6
- Online/internet booking and cancellations x4
- Tried to cancel, but kept getting “your call is in the queue”

10) After a consultation with a doctor or nurse I felt

I WAS/WASN'T given the opportunity to express my fears and concerns.

Was	Wasn't	Not answered
85	2	14

Staying Healthy

11) Do you live with a long term condition that requires regular monitoring to optimise your health?

Chronic diseases..such as... diabetes, COPD, hypertension, asthma, Heart Disease, Kidney disease..

36 **YES (36%)**

12) Do you attend regular health reviews to manage a long term condition when requested

29 **YES**, regularly attend chronic disease reviews when invited- see Q13

7 If **NO**, was this because....

Please tick all that apply

I forgot	
Don't understand the importance	3
Not offered	1
The standard of invitation letter- reason unclear	
Transport problems	1
Embarrassed	
Inconvenient e.g. outside normal working hours	2

- I do not think I am “in the system” for regular check-ups. Only been here for 18months. So far it has been up to me to refer myself.

13) Would you find it easier to attend chronic disease health reviews if we sent a pre-arranged appointment? You would only need to contact the surgery if you need to change the date or time.

Yes	No	Not answered
28 (80% of 35)	7	1

14) Some, not all, health reviews could be completed by administration staff over the phone. If this option was available to you, would you find this preferable to making and attending an appointment?

Yes	No	Not answered
17 (52% of 33)	16	3

What else could the surgery do to help you keep these appointments?

- Posters.
- Letters (electronically) signed by doctors.
- Often use these appointments for any additional questions I have about my condition
- I have a list of conditions which seem related, and I would welcome a review from time to time.
- Help me understand more about my condition. Improved awareness means I can be more involved.

15) Have you been invited to a participate in a health screening programme?

These are national programmes designed to identify early changes or signs of disease in specific groups of patients and include, bowel cancer screening, cervical “smear” tests and mammograms for women, aortic aneurisms in men 65+. Cornwall has one of the lowest response rates in England.

43 YES, regularly attend screening programmes when invited

48 NO, was this because....

I forgot	
Don't understand why	3
Causes unnecessary worry	2
Transport problems/too far away	
To inconvenient	2
Embarrassment	
Don't want to know	1
Never been invited	39
Not old enough	1

16) ALL- What do you feel we could do differently to encourage all patients to attend screening appointments?

- Proactive outreach approach. Visit toddler groups, WI, school to promote importance x3
- Check family history to establish higher risk
- Male/female timeline with what tests to expect at certain life stages.
- Email/texts x2
- Never been invited. More information about what I should expect, and when.
- Run awareness campaigns, maybe fronted by our local doctors. People we know and trust.
- Stress the importance of identifying (what to look out for) early symptoms x 3
- Cervical screening at a earlier age
- Tell us about them!
- I don't know enough to have an opinion
- More obvious commitment from the practice to prevention as much as cure
- Get to know the patient, find out about family history to ensure appropriate screening and health reviews offered that are personal to the patient.
- No excuses, would try harder next time.
- Offer them a specific appointment

17) Are you happy with the information provided by the practice on how to prevent illness and stay healthy?

Yes	No
77 (85%)	14 (15%)

- Not aware of any information
- Very disappointed in this aspect of consultation with doctor. They don't seem to be interested at all, even if you ask direct questions
- Ensure that information is obvious to patients, and presented logically. Preferably where FOSS take up a lot of space on entering. Information currently tucked away and appears unmanaged.

18) I would recommend this practice to my family and friends

Yes	No
88 (97%)	3 (3%)

- I think it is a friendly practice but is often ineffectual in the care it offers

19) The surgery is looking to review and refurbish the waiting area. As part of this project what would you like to see considered at the review?

When the doctor or nurse comes to the door to call you, would it help if they used a microphone to amplify their voice?	56 (from 101)
Do you find it difficult to hear the desk receptionist or doctor or nurse during consultations	5 (5%)

Any other comments you would like to make

Continuity of Care

- Increase awareness some GPs work part time
- GPs can help by offering to book any follow up appointment with patient before s/he leaves a consultation or ensure patient books at reception.
- Feel uncomfortable about seeing a doctor who doesn't know you.
- I would like to see the same doctor the majority of the time instead of being "bounced around"
- I didn't know I could see the doctor of my choice. Some doctors have been extremely helpful, other have not.
- I feel there is no family doctor anymore.
- I realise doctors have leave, but it is often very difficult to see your "own" doctor.
- At this moment, I am very happy with the services you provide. My only comment; it would be better if I could see my own doctor rather than be passed around to others who I do not know.
- I think the surgery is taking on too many services. Gone has the personal touch. It as if when you reach 80, your doctor passes you onto another doctor or nurse, when the personal touch is what is required. Patients put their trust in people they know! They do not want to speak to strangers!!!
- Not told Dr May retired. No letter or apparent effort made to inform x 3 Very upset not notified.

Waiting Room

- If too early or a few minutes late, unable to check- in via terminal.
- Computer system did not record my arrival.
- More childrens toys and soft play area. It can be hard entertaining a small child when waiting over 40 minutes for my appointment. (3)
- Difficult to open the door into/out of the consulting room corridor whilst navigating a pram.
- Although people, always wait in turn, there is not enough privacy at reception. If it is an intimate problem you have to whisper. OK for a younger person, but not so good for the hard of hearing.
- I think receptionists shouldn't ask about why you want to make the appointment.
- More privacy at reception. When receptionists ask questions, feel vulnerable and self-conscious. Some answers are really private and confidential and should be discussed with the GP.
- When we check in on the computer, it would be helpful we could be told "left of right" so we can sit and look out for being called from the appropriate side. *(n.b. from queue walking, many people wait to check in at reception to establish side.*
- I hardly ever need to see a doctor so don't spend much time in the waiting room. But sitting here at the moment the room could do with some cheering up. The furnishing and decor are a bit "dated"

- Hard to hear your name called, especially when children are crying/people talking.
- Not necessarily a microphone, but a visual (automated) announcement linked into the booking system.
- A more prominent PPG area
- It would be good if the computer in the waiting could be used.
- Each patient could be given a number on arrival, and this number called and displayed on a screen when the doctor is ready to see you. X 2
- The open area is generally a waste of space. FOSS should be put into a different enclosure. A lot of information is hidden and therefore the elderly who could have motor, hearing and sight impairments are not being informed.
- Receptionist desk not very inspiring, almost a little inhibiting at times.
- Scrolling message board above reception, giving name of patient and clinician would help hard of hearing.
- Knowing which side of the waiting room you are being called from would help
- Perhaps a sound, bell chime or similar-when the doctor calls the next patient people may stop talking for a moment. It's the background noise that makes it very difficult to hear. Otherwise it is an excellent surgery, with considerate dedicated and VERY hardworking staff.
- I don't think a microphone would be a good idea, whilst I appreciate some are hard of hearing, others wish to remain anonymous.
- A screen with the estimate time of how late the doctors are running
- Surgery dark and dull. Lighting and colour scheme could be improved.
- Whatever the surgery staff feel, I think the waiting area is not in need of refurbishing
- Parking can be difficult
- Less clutter
- Coffee shop x3

Access to Care

- Sometimes I have been waiting for almost over an hour-it would be helpful if there is a way of keeping patients informed if a doctor or nurse is running late.
- Offer options of 5m appointments.
- I work and have a young family and find it difficult to attend. A mobile unit visiting some housing estates in the evening would be helpful.
- Patients might feel happier, for want of a better word, if there was some way of knowing how many patients there are before them when the doctor is running late. A ticket system or similar might work. Would be happy to elaborate.
- Sometimes found receptionists quite rude on the phone.
- Would it be possible to communicate by email rather than make an appointment with a doctor for something that required a brief answer?
- Reduce waiting time in the surgery

Healthy Living

- Access to a nutritionist, even if only part time.
- Healthy eating and nutritional advice
- Never been given any information.
- I've not been told anything at all.
- Maybe health and social needs require a more joined-up approach other than just a medical review. Other options could be considered e.g. a social consultant who could be based at the surgery on a set day each week.

Clinical

- My GP seems not to listen to me at all. He clearly hasn't read my notes and has no idea of my complex history. He often seems to be not very knowledgeable about my condition. Drugs are prescribed, but there are never any reviews for interactions or side effects. I have come to feel it is a waste of time making appointments at all because I feel patronised and dismissed. This is particularly galling as I have a medical background myself and only come to the practice when I am no longer able to cope, and really in need of help.
- The practice gives the impression of being very user friendly and the staff are pleasant, but I don't feel safe with the level of care given.
- Lack of use of medical records from previous surgery
- Help with needle phobia
- Asthma inhalers should be free! I can live without contraception
- Pharmacy, very slow service.

Compliments

- I class this surgery as one of the best in the country. So are the doctors.
- Very pleased with the service provided. Could save time if receptionists called patients to appointments.
- Quilt to stay!
- For me, it is perfect as it is.
- I think we are very lucky to have such a fantastic surgery. Always get a Same Day Appointment, unless waiting to see a particular doctor. Only downfall is the long wait on hold when I phone, which can take an half an hour.
- Very happy with the service provided by the Stennack Surgery

Male	27	30%
Female	64	70%

Under 18	0		55 – 64	23 (6/17)	25%
18 – 24	2 (0/2)	2%	65 – 74	16 (6/10)	18%
25 – 34	7 (1/6)	8%	75 – 84	10 (3/7)	11%
35 – 44	16 (4/12)	18%	85 and over	1 (1/0)	
45 – 54	16 (6/10)	18%			

Based on 91 out of 101 completed responses - 10 unanswered

Which of these best describes what you are doing at present?

If more than one of these applies to you, please tick the main one ONLY

Full-time paid work (30 hrs or more per week)	15
Part-time paid work (under 30 hrs per week)	12
Full-time education (school, college, university)	1
Unemployed	8
Permanently sick or disabled	6
Fully retired from work	31
Looking after the home	11
Doing something else	5

How would you describe your ethnic origin? (Chose one section from A to E below and then select the appropriate option to indicate your ethnic group)

A. White	M/F
British	68 (20/48)
ish	1 (0/1)
Cornish	17 (5/12)
Any other white background	5 (3/2)

B. Black	
White & Black Caribbean	
White & Black African	
White & Asian	
Any other Mixed background	

C. Asian/Asian British	
Indian	
Pakistani	
Bangladeshi	
Any other Asian background	

D. Black or Black British	
Caribbean	
African	
Any other Black background	

E. Chinese or other ethnic group	
Chinese	
Any other ethnic group	