

HUDDERSFIELD ROAD SURGERY  
PATIENT SURVEY  
2013/14

The Practice values your thoughts on the service we provide to patients. We ask that you take a few minutes to complete our patient survey to help us highlight what we do well and to identify any areas for improvement.

1	Yes%	No%
Are you aware the Practice has invested in a new clinical computer system to enable patients to request prescriptions and book appointments on-line. If No please go to question 5	41	58.9
Have you signed up to use this service?  If No can you give a reason  <b>“Will do today”</b> <b>“No computer”</b>	22.2	

2	Yes%	No%
Have you used this service to book appointments on-line?	50	50

3	Yes%	No%
Have you used this service to order repeat prescriptions on-line?	70	30

4	Poor%	Fair%	Good%	Very good %	Excellent%
If you have used this service how do you rate it?			15	30	55

**IF YOU WOULD LIKE TO SIGN UP FOR THIS SERVICE PLEASE ASK AT RECEPTION. YOU WILL BE ASKED TO PROVIDE PHOTO ID IF POSSIBLE.**

5	Yes%	No%
Do you know you can book a telephone consultation with a GP for non urgent queries? If No go to question 10	40	60

6	Yes%	No%
Have you booked a telephone consultation over the last year?	22.2	77.8

7	Yes%	No%
Was the GP able to deal with your problem by phone?	87.5	12.5

8	Yes%	No%
Following the telephone consultation did you require a follow up?	50	50

9	Poor%	Fair%	Good%	Very Good%	Excellent%
How did you rate this service?			50	25	25

10	Yes%	No%	No response
The practice now sends a text message to all patients who make an appointment, (providing we have your mobile phone number) and another one to remind you 48 hours before. Have you found this service useful?	60	20	20

11			
If you have experienced any problems with the texting service please list below:			
<i>“Never received text”</i>			
<i>“Not aware of service”</i>			
<i>“Had text for someone else”</i>			
<i>“Never used service”</i>			

**IF YOU WISH TO OPT OUT OF THE TEXT MESSAGING SERVICE PLEASE INFORM RECEPTION. ALTERNATIVELY PLEASE ENSURE WE HAVE YOUR MOBILE TELEPHONE NUMBER TO ENSURE YOU ARE INCLUDED IN THIS SERVICE**

12	Yes%	No%	No response%
Are you aware we have a Patient Participation Group which enables patients to give their views and ideas for future planning of surgery services via e-mail?	15.5	61	24.5

13	Yes%	No%	No response%
Would you be interested in joining our group?	23.3	68.9	7.8

**IF YOU ANSWER YES TO THE ABOVE QUESTION PLEASE ASK RECEPTION FOR A FORM AND MAKE SURE YOU GIVE US YOUR E-MAIL ADDRESS**

## **APPOINTMENTS**

To help us look at how we offer appointments to patients we would like you to answer the questions below and add any comments in the box provided.

14	Yes%	No%
Do you ever ring the surgery to book an appointment for the same day?	86.7	13.3

15	Easy%	Fairly Easy%	Difficult%	Very Difficult%
How have you found getting a same day morning appointment	3.9	31.2	42.9	22

16	Easy%	Fairly Easy%	Difficult%	Very Difficult%
How have you found getting a same day afternoon appointment	3.9	46.8	31.2	18.1

**Thinking of when you have wanted to see a particular Dr (Tick one box only)**

17	Same day%	Next working day%	Within 2 working days%	Within 3 working days%	Within 4 working days%	Within 5 or more working days%
How quickly do you usually get to see that Dr	8.9	1.3	10.3	7.8	8.9	62.8

**Thinking of times when you are willing to see any Dr (Tick one box only)**

18	Same day%	Next working day%	Within 2 working days%	Within 3 working days%	Within 4 working days%	Within 5 or more working days%
How quickly are you usually seen?	32.9	15.2	15.2	15.2	3.8	17.7

If you have any comments on how you think we could improve the way we offer appointments to patients please write them here:

***If I book using the ‘urgent’ 8 am and 12 noon times then I normally get in the same day. Otherwise I book with a specific doctor which takes about a week. System works reasonably well”***

***“Even when you do get an appointment they are never on time. For example, an appointment at 3.30 will be 4 pm before you get seen”***

***“I have made most use of your open access appointments system. I’ve only really booked asthma clinic and nurse in advance”***

***“Answer the phone! Receptionists always talking in back”***

***“Very difficult to get through at Huddersfield Road at 8 and 12. Always engaged. Long waiting time if I want to book in advance”***

***“Impressed today – appointment as required”***

***“When you have to ring at 8 am or 12 noon. People who work have set break and dinner and can’t ring bang on time have no chance of an appointment. This could be staggered over a time eg 12 noon, 12.30 and 1 pm so everybody has a chance”***

***“Appointments never on time. Sometimes almost an hour”***

***“Employ more Doctors as it’s always very difficult to get an appointment”***

19	Very%	Fairly%	Not very%	Not at all%
How helpful do you find the receptionists at the surgery?	68.4	31.6	-	-

20	Yes%	No%
Are the reception staff always polite?	100	-
<p>Comments for Q19 and Q20</p> <p><b><i>“They can be abrupt on occasions”</i></b></p> <p><b><i>“Apart from the blonde lady with glasses, they all have a negative attitude in person and over the telephone. NO manners and very rude”</i></b></p> <p><b><i>“They are always polite. It’s nice to hear a kind voice”</i></b></p> <p><b><i>“Always”</i></b></p> <p><b><i>“Only one particular staff member is a bit too ‘fussy”</i></b></p> <p><b><i>“Quite rude at times and not helpful”</i></b></p> <p><b><i>“Always very helpful”</i></b></p> <p><b><i>“At Barugh Green”</i></b></p> <p><b><i>“Recently”</i></b></p> <p><b><i>“The best way to get a same day appointment appears to be being in the surgery before 12 noon to be first on the list for cancelled appointments”</i></b></p> <p><b><i>“The staff are very friendly – always helpful and always pleasant. If they can fit you in they will”</i></b></p> <p><b><i>“some”</i></b></p> <p><b><i>“Yes, I find all the receptionists at Barugh Green very polite and approachable which is helpful in itself”</i></b></p> <p><b><i>“Sometimes seem impatient when booking appointments”</i></b></p> <p><b><i>“yes, without exception”</i></b></p> <p><b><i>“The receptionists at Barugh Green are very helpful all the time”</i></b></p> <p><b><i>“Always”</i></b></p> <p><b><i>“Always helpful”</i></b></p> <p><b><i>“I use both Huddersfield Road and Barugh Green Surgeries and find all staff extremely helpful”</i></b></p> <p><b><i>“Sometimes seem stressed”</i></b></p>		

21	Yes%	No%
Have any of our Receptionists ever gone 'the extra mile' for you?	60	
<p>Comments eg staff name (if known):</p> <p><i>“Always happy to help”</i></p> <p><i>“We have not had the need for them to go the extra mile”</i></p> <p><i>“Two middle aged ladies at Barugh Green surgery”</i></p> <p><i>“Got water for daughter. Fitted me in early or last minute”</i></p> <p><i>“Helped me get a prescription if I have not put my repeat in”</i></p> <p><i>“Barugh Green staff are brilliant”</i></p> <p><i>“Champion”</i></p> <p><i>Barugh Green Staff go the extra mile if they know its for children”</i></p> <p><i>“Recently”</i></p> <p><i>“The more recent arrivals at Huddersfield Road surgery”</i></p> <p><i>“We know Sarah and Michelle from Galtee More. They are very good at their job and with the patients”</i></p> <p><i>“Gail and Annette are excellent”</i></p> <p><i>“When I forgot to order my repeat prescription the receptionist (Gail) ran my prescription and got a doctor to sign for it so that I had my medication in a timely manner, which helped me a great deal. Thank you”</i></p> <p><i>“Julie very helpful when trying to sort paperwork for my ill husband”</i></p> <p><i>“Chasing results from Pinderfields (HR surgery)”</i></p> <p><i>“Always found them very helpful and try their best to be helpful”</i></p> <p><i>“Barugh Green staff are always willing to help and are very respectful. More difficult with Huddersfield Road”</i></p> <p><i>“We find them all very helpful and kind”</i></p> <p><i>“The receptionist told me that I did not need to wait as I just needed a sick note and prescription. The receptionist knew I was not very well and said that instead of coming down again she would sort it out for me and she did”</i></p> <p><i>“Sorted things out for us”</i></p> <p><i>“Prior to June 2011 when my wife regularly had appointments they always tried their best. Myself, I don't have many appointments”</i></p>		

<p><b><i>“The staff at Barugh Green always try to give that personal touch. It may be that it is a smaller surgery and the staff have been there for a long time, therefore have been able to get to know their patients”</i></b></p> <p><b><i>“Before the online system was brought in I’ve been able to get my prescription the same day without any problems because of the help from the receptionists”</i></b></p> <p><b><i>Named Sarah      Named Annette</i></b>  <b><i>Named Julie      Named Angela</i></b>  <b><i>Named Gemma      Named Carol Byron</i></b>  <b><i>Named Gail      Named Michelle</i></b>  <b><i>Named BG Staff      Named Wendy</i></b></p>		
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22	Yes%	No%
Have you seen our practice website at <a href="http://www.huddersfieldroadsurgery.co.uk">www.huddersfieldroadsurgery.co.uk</a>	35.7	64.3

23	Yes%	No%
<p>Is there any information you would like to include that is not already on the website?  Suggestions below:</p> <p><b><i>“Add an e-mail address”</i></b></p> <p><b><i>“It’s great, very comprehensive &amp; easy to navigate”</i></b></p> <p><b><i>“Add contact details for the Barnsley &amp; District Branch Parkinsons UK. 01226 744670. Parkinsons Specialist Nurse 01226 209885”</i></b></p>	10	90

24	Very clean%	Fairly clean%	Not very clean%	Not at all clean%
How clean do you find the surgery?	78.3	21.7	-	-

25	Very%	Fairly%	Neither satisfied nor dissatisfied%	Quite dissatisfied%	Very dissatisfied%
In general, how satisfied are you with the care you get at the Surgery?	62.5	27.3	3.4	2.3	4.6

26	Yes%	Might%	Not sure%	Probably Not%	Definitely not%	Don’t know%
Would you recommend the surgery to your friends and family?	76.7	13.7	5.5	2.7	1.4	

	Prefer not to say%	Male%	Female%
Gender		27.6	72.4

	75+%	65-74%	55-64%	45-54%	35-44%	25-34%	16-24%
Age	13.5	15.7	21.4	22.5	10.1	10.1	6.7

Any extra comments you would like to add:

***“Some Receptionists are very rude. Nurses are great, cannot do enough for you”***

***“I find there are only a few excellent doctors at the surgery. One Doctor I will refuse to see after a couple of rude and ignorant appointments. Friends have said the same”***

***“Very happy with Practice in general”***

***“Doctors always listen to your problems and never rush you”***

***“Why can’t Barugh Green patients get ears syringed at Barugh Green surgery. Equipment used not that heavy to transport”***

***“Parking is a major problem at Huddersfield Road”***

***“The Nurses are fantastic and do a great job.”***

***“General efficiency of the practice continues to improve and overall I am pleased with the service I get”***

***“Please try and ensure appointments run better, due to patients having prior commitments”***

***“Thank you for organising this survey”***

***“I think you’ve been great for me and my kids”***

***“Brilliant surgery. Excellent staff. Superior service and treatments”***

***“I would like to see the same doctor every time. Not helpful seeing different ones and some don’t help”***

***“The staff mentioned are always kind and helpful”***

***“Both my wife and I are very satisfied with all aspects of our care at both the surgeries. Keep up the good work”***

***“All doctors are very good, just getting appointments a problem”***

***“The Nursing staff are excellent attributes to the practice”***

***“Thank you for looking after us”***

***“Car parking is a nightmare. This puts off any recommendations”***

***“I feel lucky and reassured to have a surgery like this one as all the Doctors, I have***

***found, to be approachable and provide good medical advice and care for their patients. Thank you”***

***“Too long a wait for appointment and always running late. Waited 45 minutes today with a sick baby”***

***“Need more parking”***

***“Dr Law is the best Doctor ever and I’m sorry she is retiring but don’t blame her (recent treatment of GPs by the Government)”***

***“I have been a patient at this surgery for over 20 years and yes there was a time when not only were the receptionists rude but the older Doctors were too and asking for an appointment was near on impossible. I am very please to say none of this is the case these days and I’m more than happy with the service provided by all involved as in GPs, Nurses and receptionists. If any further improvement was made then Huddersfield Road would be the busiest practice going. I must add also that the online service is a fantastic idea. Keep up the good work”***

**Thank you for taking the time to complete this questionnaire. Please place the completed form in the box provided in the waiting area or hand into reception.**