

Marus Bridge Practice

Survey Results

Surveys were handed out to patients who attended surgery between 10th February – 7th March 2014
Results are based on replies from 100 patients

A. About the practice

	poor	fair	good	Very good	excellent	Don't know
Getting through on the phone	6	26	30	18	12	3
Satisfaction with the day and time arranged for your appointment	2	12	27	28	22	0
Chances of seeing a Doctor/Wendy within 48 hours	6	13	19	23	20	11
Speaking to a Doctor on the phone	4	7	16	14	12	37
Speaking to a Nurse on the phone	3	7	16	7	5	45
Length of time waiting in the practice	5	30	24	14	11	3

B. Staff Training

In your opinion, do all members of the practice team appear competent in their roles (including admin, nursing and doctors?)

Yes	94
No	6

If No, please provide evidence where you believe competence was lacking.

- Dr lacks confidence in what he says when asked questions.
- Drs & receptionists & Kath all lovely. I have never been satisfied when iv seen Wendy.
- Each time I come I see a different Dr.
- Dr McKlennan – Misdiagnosed.
- Answering phone.

Have you experienced any care or treatment where you believe further training of the member of staff involved would have improved your experience? If so, please outline what training you believe is required.

- Dr needs listening skills
- Wendy doesn't seem to listen. I have seen her twice now and been very disappointed both times.
- Yes when my kidneys failed they had to google what my symptom was which iv suffered with through my life.
- Due to shift work I arrived 5mins after surgery closed to pick up a prescription for my two week old son. A member of staff was at reception so I asked (with an apology) for prescription. "We are closed you know" was my response followed by a huff and "can't get anything done" she then took 5 seconds to reach into box to pull out said prescription for a 2 week old child and hand it to me. I felt like id asked for her months salary of her not a piece of paper. Highly rude and unprofessional.
- Yes - Dr McKlellan
- Happy with my experiences.
- Maybe more training.
- Dealing with hearing problems

Whilst receiving care and treatment at the practice, do you believe that you were treated with respect by all members of staff? If not, please can you give examples where respect for you was not shown.

- Yes – respect
- Yes – everyone is lovely
- Again other than wendy – yes.
- Have had rude receptionist in the past.
- I don't find Dr Gerlach has good people skills and he speaks to us in a patronising way.
- Always treated respectfully.
- Very good – Thank you all.
- Treated with respect.
- Never had disrespect.

C. About the Doctor or Nurse you have just seen

When did you book this appointment?

Same Day 13	Within 24 hours 12	Within 48 hours 5	More Than 48 hours 51
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	Poor	Fair	Good	Very Good	Excellent
Overall satisfaction with this visit	1	2	16	30	29
Confidence in this doctor's/nurse's ability	1	2	14	31	33
Giving you enough time	0	1	16	29	32
Asking about your symptoms	0	2	11	28	36
Doctor/nurse ability to listen to me	1	0	12	22	40
Explaining tests and treatments	0	2	13	25	34
Involving you in decisions about your care	0	2	13	23	37
Treating you with care and concern	0	1	13	23	39
Taking your problems seriously	1	1	12	22	39

D. Practice Communication & Information

The practice is looking into other ways of providing patients with general practice information including practice services, opening times, latest news etc.

If the practice used the following methods to provide this information would you find this useful?

	Yes	No
Facebook	17	53
Twitter	5	62
Email	55	26

Did you know the practice has?

	Yes	No
A Patient Group	43	41
Practice Website	52	30
Practice Newsletter	21	59

E. Previous Survey

Previous surveys have shown patients were frustrated at being unable to get through on the phone, together with our Patient Group we agreed to invest in a 'call wait' system, which means you can choose to wait in a queue and speak to someone or call back later. What do you think of the new system?

Happy to continue with 'call wait' system	75
Revert back to 'old system'	8

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

Very	63
Fairly	21
Neither satisfied nor dissatisfied	3
Quite dissatisfied	3
Very dissatisfied	0

Any comments on what the Practice does well / any comments about how our practice could improve its service?

- Need a bell by door leading into Drs if receptionist does not notice that you have gone to the door, just to bring it to their attention, save you going back to desk.
- Generally very pleased with the service received.
- Not need 48hrs script notice especially on half day, means 1 lost day.
- Excellent service, cant fault it at all.
- I find the surgery very helpful.
- Sometimes lengthy waits beyond appointment time to see Dr – more realistic appointment times needed?
- Getting through on the phone, getting an appointment to see your chosen Dr when needed instead of waiting 2-3 weeks. More polite receptionists.
- Ability to book a few weeks in advance would be helpful rather than having to ring for an appointment a couple of weeks prior.
- All the reception staff are friendly & nice and I do like the surgery. I do feel the waiting times can be frustrating.
- All the staff are very helpful.
- No complaints.
- Occasionally a long wait to see specific Dr but I do understand why.
- Computer check in needs fixing.
- It is all ready v good to me Thanks.
- When talking to friends and work mates, this practice is easier to access and cares more for the patients. The only thing that I would change is not to close on Wednesday afternoons. It is not a shop & even shops rarely have half day closing these days.
- I am more than happy with the care and treatment I receive, long may it continue. But could you look at the way you deal with people who pick up multiple prescriptions for home delivery as they block reception when there.
- Terrible wait over 1 hour from time given (why?)
- A sound system for patients with poor sight.
- More access to Drs original to the Practice i.e longer serving staff Drs
- By getting arrival monitor fixed!
- Do not like the appointment system when trying to see own Dr – told to ring back on a certain day when appointments will be released, then when I ring, first thing that morning there are no appointments available.
- When you ring in the morning wanting an appointment later to be told to ring back later. ‘We are a very busy nation and can’t always be near a phone to ring back’.

F. Some questions about you

Are you male or female ?

Male	45
Female	55

How old are you?

Under 25	8
25-59	52
60+	40

How many years have you been registered with this practice?

Less than 5 years	15
5-10 years	13
More than 10 years	72