

Marus Bridge Practice

Results are based on replies from 95 patients July – Aug 2016

A. About the practice *Please put a tick in one circle for each row*

	poor	fair	good	Very good	excellent	Don't know
Getting through on the phone	7	12	30	30	7	2
Satisfaction with the day and time arranged for your appointment	2	7	17	43	25	1
Chances of seeing a clinician of choice within 3 working days	4	7	10	14	54	8
Speaking to a Doctor on the phone	2	2	5	30	32	24
Speaking to a Nurse on the phone	2	3	6	18	32	24
Length of time waiting in the practice	4	17	19	18	9	4

B. Reception Staff

	poor	fair	good	Very good	excellent	Don't know
Please rate how helpful you find the reception staff	1	1	24	20	35	0

Please let us know what you find the reception staff does well or not so well:

- always friendly
- I felt confident in her ability and her very pleasant manor
- Dr Jacks is an outstanding doctor
- don't listen to requests, asked for later appointment offered 4pm get 5.30 , happened several times
- reception staff is very polite and helpful on the phone and in person
- all very helpful and efficient
- always welcoming and helpful
- they are always helpful, friendly and considerate, they are excellent
- very friendly and helpful always try to help
- always helpful and pleasant
- always advisable
- always friendly and cheerful
- if you need tablets asap they will sort it
- staff are friendly and helpful
- efficient and polite
- always helpful and listen
- always do their best to sort stuff out and always helpful
- do well
- sorts problems on phone gets doctor to do phonecall appointments
- always helpful
- always helpful and kind
- everything satisfactory
- lovely staff
- wonderfully accommodated – always try best to go extra mile for you.

C. Surgery Opening Times & Appointment Availability

Did you know patients in Wigan can make a routine or same day GP or Nurse appointment at one of the HUBS-based at Pemberton/Shevington/Leigh/Tyldsley? Appointments available weekdays 6.30pm-8pm and weekends 10am-4pm.

Yes	18
-----	----

No	45
----	----

Are you happy with the practice opening hours?

Yes	68	No	9
-----	----	----	---

If No please state why

- needs longer opening hours
 - closed half day Wednesday
 - should be longer, Saturdays & Sundays – I work.
 - need more early & late appointments for people who work.
 - I have not been informed of this arrangement.

D. Previous Survey

Previous surveys have shown patients were frustrated at being unable to get through on the phone, together with our Patient Group we recently agreed to increase our administrative staff hours so that the telephone is answered by TWO receptionists during our peak times. If you have tried to contact the surgery in the last month have you noticed an improvement in getting through?

Yes noticed an improved	74
No improvement	15

E. About the Doctor or Nurse you have just seen

PLEASE WRITE THE NAME OF THE DOCTOR / NURSE / HCA YOU HAVE JUST SEEN BELOW

NAME OF DOCTOR / NURSE/HCA _____

Please rate the Doctor/Nurse/HCA you have just seen <i>Please put a tick in one circle for each row</i>	Poor	Fair	Good	Very Good	Excellent
Overall satisfaction with this visit	0	6	11	19	21
Confidence in this doctor's/nurse's ability	0	4	9	23	22
Giving you enough time	0	1	8	23	25
Asking about your symptoms	2	8	22	22	17
Doctor/nurse ability to listen to me	2	9	22	22	12
Explaining tests and treatments	2	9	23	23	12
Involving you in decisions about your care	2	6	24	22	12
Treating you with care and concern	3	5	15	22	11
Taking your problems seriously	2	4	18	25	9

Any comments about the clinician you have just seen?

- very caring and thorough
- excellent
- angela is a lovely lady, who listens to you I have confidence in her
- always got time for patients and good listeners and don't feel hurried
- excellent as always
- very professional and caring
- always extremely knowledgeable, efficient, polite and friendly
- excellent
- just great and so caring

F. Care from the surgery

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

Very Satisfied	45
Fairly Satisfied	19
Neither satisfied nor dissatisfied	3
Quite dissatisfied	1
Very dissatisfied	1

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

- when discussing an issue just listen but don't fully sort the problem out
- Always looking to provide good service and improve and also listen to patients
- more late nights for people who work, although feedback from the HUBS is good
- Confident in all medical staff, clerk staff are very helpful however still a delay in phones
- keep you informed about your appointment
- answering the telephone, not having to wait long
- Should be longer Saturdays and Sundays-
- I Love this practice, best surgery I have ever used

G. Some questions about you

We will keep your answers completely confidential

Are you male or female?

Male	24
Female	66

How old are you?

Under 25	2
25-59	48
60+	40

How many years have you been registered with this practice?

Less than 5 years	11
5-10 years	15
More than 10 years	64