

JACKSDALE MEDICAL CENTRE

PATIENT SURVEY

DECEMBER 2016 TO MARCH 2017

Patients were opportunistically given survey forms to complete by either the practice or members of the PPG. The aim was to capture the views of a balanced and well represented number of patients .

100 questionnaires were given out and 91 were completed and handed into the practice (91%)

Question 1

In the past 12 months how many times have you seen a doctor from your practice?

Once or twice	37 patients
Three or four	21 patients
Five or six	22 patients
Seven or more	11 patients

Question 2

How do you rate the way you are treated by the receptionists at your practice?

Very poor	0 patients
Poor	0 patients
Fair	0 patients
Good	21 patients
Very good	47 patients
Excellent	23 patients

Question 3a

How do you rate the hours that your practice is open for appointments?

Very poor	0 patients
Poor	3 patients
Fair	8 patients
Good	39 patients
Very good	32 patients
Excellent	9 patients

Question 3b

What additional hours would you like the practice to be open?

Early am	15 patients
Lunchtimes	0 patients
Evenings	57 patients
Weekends	9 patients
None, I am satisfied	10 patients

Question 4a

How quickly do you usually get to see the doctor of your choice?

Same day	32 patients
Next working day	21 patients
Within 2 working days	3 patients
Within 3 working days	5 patients
Within 4 working days	5 patients
5 or more working days	25 patients

Question 4b

How do you rate this?

Very Poor	0 patients
Poor	2 patients
Fair	12 patients
Good	41 patients
Very good	26 patients
Excellent	10 patients

Question 5a

If you are willing to see any doctor, how quickly are you usually seen?

Same day	27 patients
Next working day	20 patients
Within 2 working days	6 patients
Within 3 working days	6 patients
Within 4 working days	6 patients
5 or more working days	16 patients

Question 5b

How do you rate this?

Very Poor	0 patients
Poor	0 patients
Fair	10 patients
Good	56 patients
Very good	13 patients
Excellent	12 patients

Question 6

If you need to see a GP urgently can you normally be seen on the same day?

Yes	76 patients
No	15 patients
Never needed to	0 patients

Question 7a

How long do you usually have to wait at the practice for your consultation?

5 minutes or less	29 patients
6-10 minutes	41 patients
11-20 minutes	13 patients
21-30 minutes	7 patients
More than 30 minutes	1 patients

Question 7b

How do you rate this?

Very Poor	0 patients
Poor	0 patients
Fair	30 patients
Good	36 patients
Very good	12 patients
Excellent	13 patients

Question 8a

Ability to get through to the practice on the telephone?

Very Poor	0 patients
Poor	0 patients
Fair	31 patients
Good	35 patients
Very good	12 patients
Excellent	13 patients

Question 8b

Ability to speak to a doctor on the telephone if you have a question or need advice?

Very Poor	0 patients
Poor	0 patients
Fair	11 patients
Good	13 patients
Very good	47 patients
Excellent	20 patients

Question 9a

In general, how often do you see your usual doctor?

Always	64 patients
Almost always	19 patients
A lot of the time	2 patients
Some of the time	6 patients
Almost never	0 patients
Never	0 patients

Question 9b

How do you rate this?

Very Poor	0 patients
Poor	0 patients
Fair	6 patients
Good	31 patients
Very good	51 patients
Excellent	3 patients

Question 10a

How thoroughly did the doctor ask about your symptoms and how you are feeling?

Very Poor	0 patients
Poor	0 patients
Fair	0 patients
Good	19 patients
Very good	61 patients
Excellent	11 patients

Question 10b

How well did the doctor listen to what you had to say?

Very Poor	0 patients
Poor	0 patients
Fair	0 patients
Good	12 patients
Very good	56 patients
Excellent	23 patients

Question 10c

How well did the doctor put you at ease during your physical examination

Very Poor	0 patients
Poor	0 patients
Fair	0 patients
Good	8 patients
Very good	31 patients
Excellent	15 patients
Does not apply	37 patients

Question 10d

How much did the doctor involve you in your decision about your care?

Very Poor	0 patients
Poor	0 patients
Fair	0 patients
Good	11 patients
Very good	25 patients
Excellent	41 patients
Does not apply	5 patients

Question 10e

How well did the doctor explain your problems or any treatment that you need?

Very Poor	0 patients
Poor	0 patients
Fair	0 patients
Good	17 patients
Very good	31 patients
Excellent	41 patients
Does not apply	2 patients

Question 10f

How did you feel about the amount of time the doctor spent with you?

Very Poor	0 patients
Poor	0 patients
Fair	0 patients
Good	23 patients
Very good	42 patients
Excellent	24 patients
Does not apply	2 patients

Comments from patients

*The doctors surgery has always been excellent in all departments in my experience
I've never had any problems with the surgery. It has always been very helpful whenever I have
needed it
Very good service
Jacksdale surgery is a very good practice with lovely staff
Always helpful and makes you feel at ease
Don't like the receptionist asking questions about my health
Sometimes the waiting times are too long if you need treating straightaway
I have regular INR tests at the surgery, I find the staff excellent, cannot fault the service
Now its been redecorated there is nothing to be improved other than people missing appointments*