New Summary Report - 15 January 2016

Survey: Patient Survey 2015/16

1. When did you last see a doctor or practice nurse at the surgery?

2. Which of the following ways would you like to book an appointment? (please tick all boxes that apply to you)

3. On-line services

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Do you know you can book, cancel appointments and order repeat medicines on-line? | 66.7 % | 33.3 % |
| Are you registered to book on-line appointments and to order repeat medicines? | 34.6 % | 65.4 % |
| If you have answered NO to the above, have we offered you a password for on-line services? | 12.5 % | 87.5 % |

4. We offer appointments on Tuesday evenings and Saturday mornings. Which of these extended hours sessions do you find most helpful?

5. Since the practice introduced the new telephone system, do you find it easier to get through to the practice by telephone?

6. Do you feel happier calling the practice since we changed our telephone number from the 0845 number to the current 0114 number?

7. Do you find it difficult to book advance appointments with a....

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Doctor | 63.0 % | 37.0 % |
| Practice nurse | 37.5 % | 62.5 % |

8. How easy do you find it to get an appointment with the doctor or practice nurse of your choice?

9. When booking follow up appointments, do you book...

10. If you need an urgent appointment with a doctor do you always get one?

11. If you have answered NO to question 10, do we offer call back from one of the doctors?

12. When you last spoke to a practice receptionist were you satisfied with the service you received?

13. Do you know that when the practice is closed you can....

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| Ring the NHS 111 Service to seek medical advice and treatment? | 85.2 % | 14.8 % |
| Go the NHS Walk In Centre at the Sheffield City GP Health Centre on Broad Lane open 8.00am- 10.00pm 365 days of the year? | 96.2 % | 3.8 % |
| Go to the City's Accident and Emergency Department for adults? | 100.0 % | 0.0 % |
| Go to the Accident and Emergency Department at the Children’s Hospital? | 100.0 % | 0.0 % |

14. Are you satisfied with the cleanliness of the practice?

15. Are you satisfied with the practice surroundings (inside the buildings and car parks/gardens/grounds)?

19. Thinking about your last visit to the practice would you say your visit had been.....

20. Are you....

21. How long have you been registered with the practice?

22. Which of these best describes you at present?

**Trends Identified**

* Patients are saying they can’t get through on the telephone first thing in the morning.
* Patients are saying they are unable to get an appointment at a time convenient or suitable to them.
* Patients are asking the practice to dedicate appointments for those who are employed, to improve access for working patients.
* Patients are unhappy the practice doesn’t allow them to book an appointment more than 2 weeks in advance.
* Patients are unhappy the practice doesn’t allow them to book a next day appointment.
* Patients are unhappy with the prescription line and the fact they can only order their prescriptions between 2.00pm and 4.00pm.

**Friends and Family Test Results:**

**March 2015-January 2016**