

The Glen Medical Group

Results of Patient Survey

January 2013

This year our Practice survey was produced with help from our Patient reference group. The key area covered was patient access, including both telephone contact and appointment availability.

A total of 500 surveys were distributed to a random cross section of our patient population of which 353 were returned, compared to 193 last year. Below is an overview of the results of the 353 returned surveys.

Patient Demographics

Male patients		42%	(148)
Female patients		58%	(205)
Age Range	0-20	11%	(39)
	21-45	32%	(113)
	46-65	37%	(131)
	65 & over	20%	(70)
Employment status	Employed	49%	(171)
	Unemployed	19%	(66)
	Retired	25%	(90)
	Student	6%	(23)
	Other	1%	(3)

Booking appointments

Which methods do you prefer to use to book an appointment at the surgery

In person	22%	(76)
Telephone	52%	(184)
Online	1.5%	(6)
In person & telephone	21%	(73)
In person & online	0.5%	(2)
Telephone & online	2.5%	(10)
Any	0.5%	(2)

Urgent Appointments

How easy is it to speak to or see a GP for URGENT problems

Very easy/Fairly easy	81%	(285)
Very difficult	10%	(36)
Have not tried	9%	(32)

Routine Appointments

How easy is it to book a routine appointment in the next 2 weeks

Very easy/Fairly easy	80%	(282)
Very difficult	16%	(56)
Have not tried	4%	(15)

Seeing a Doctor/Nurse of your choice

Poor	14%	(48)
Fair/Good/Excellent	83%	(292)
Not tried	3%	(13)

Telephone Access

How easy is it to get through via the telephone

Poor	13%	(47)
Fairly easy/Very easy	84%	(297)
Have not tried	3%	(9)

Reception Staff

How helpful do you find the receptionist at the surgery

Not very helpful	2%	(7)
Fairly helpful/Very helpful	97%	(344)
Not helpful at all	0%	(0)
No answer	1%	(2)

Transport

By what means of transport do you use to attend the surgery

Walk	26%	(101)
Car	47%	(189)
Bus	21%	(83)
Taxi	5%	(19)
Bicycle	0.25%	(1)
Metro	0.75	(3)
Total number		396

Patient Comments

A selection of comments made by patients are listed below

Urgent Appointments

Good service

Working as a teacher I cannot ring between 8.30 & 9am.

Always very helpful

Have always got to speak to the GP the same day with anything urgent

Can be on hold for a while

Long wait on the phone at times

Usually get to speak to the GP within 30 – 60 minutes

I used to find this difficult and would travel to Palmers instead; however I recently needed an appointment for my 3 year old son and rang at 4.45pm not expecting to be seen. He was seen within 20 minutes - fantastic service!

Found this difficult if you want to see the GP on that day, usually end up speaking to a GP over the phone

Routine Appointments

I have not tried recently but have found previously had had to phone same day for appointment.

I can normally see my doctor within 2 weeks

More difficult when staff are on holiday

Usually have to wait 2 weeks or more if I want to see a GP, longer if I want to see the nurse

Never yet been able to pre book for 2 weeks time, always at least 3 weeks.

The problem is if it's neither routine nor urgent it's either the Doctor on the day or wait a fortnight and nothing in between.

Choice of GP to schedule around work is virtually impossible to book

Ring at 8.30 for next day appointment, most appointment already gone.

Seeing a Doctor / Nurse of your choice

It depends when you want your appointment for

Generally ok

Never had a problem

I always manage to get an appointment with the Doctor of my choice

Well run practice & friendly staff. Lovely doctors

Usually not a choice

Telephone Access

Depends on the time of day, early morning is awful, have to wait in a queue for ages, other times of the day not too bad

Having to be put on hold is very annoying, especially if you are on a mobile; it eats up your minutes

Poor before 9.30 afternoons fairly easy but no appointments

Reception Staff

*Nothing is a problem for them they go out of their way to help
The staff are very helpful and friendly
Reception staff always helpful and kind
Most of the time this service is okay
Depends which receptionist, some helpful some rude unnecessarily*

Transport

*Should be more parking spaces available
Difficulty parking car*

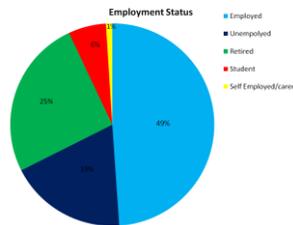
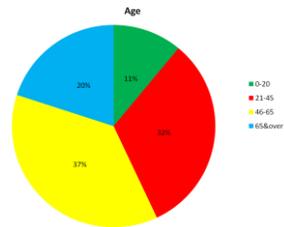
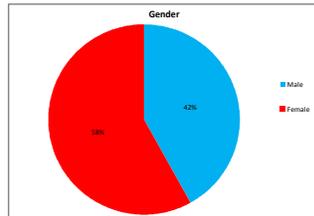
Other general comments made

The whole system seems to be geared towards those who do not work, i.e. evening appointments taken up by pensioners who have all day to attend

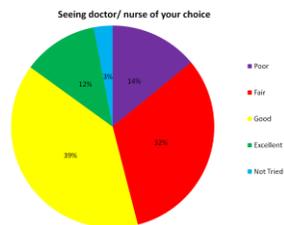
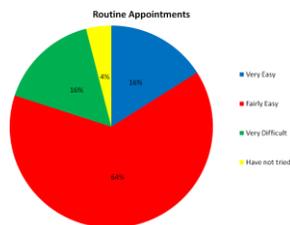
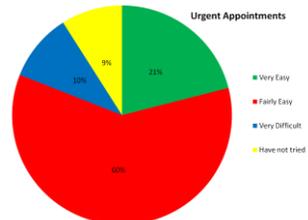
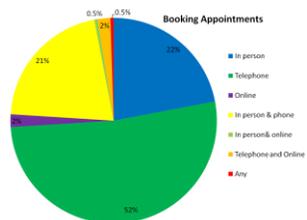
I only have one issue Dogs in reception

Service is improving

Patient Survey Demographics



Appointments



Telephone / Reception / Parking

