

# The Dunstan Partnership

## The Dunstan Partnership Patient Questionnaire February 2014

**Number of Responses: 382**

### The Dunstan Partnership Patient Questionnaire February 2014

The Dunstan Partnership is planning to run regular patient surveys throughout the year. This will be instead of having a large survey just once a year. This will enable us to concentrate more in depth on one or two topics. This particular survey concentrates on Patient Access, ie making an appointment at the practice and our Reception Services.

The practice will publish the results of this survey on our website and in our next Practice Newsletter.

#### Part 1 - ACCESSING YOUR GP SERVICES

The Dunstan Partnership Reception Desk is open from 07.30 am - 18.30 pm Monday to Friday. Our telephones lines are open from 08.30 - 18.30 on a Monday, Tuesday, Thursday and Friday. On Wednesday mornings, our telephone line is open from 08.30 am - 12 noon.

The surgery offers an appointment system, where patients can book routine appointments on the day, 24 hours in advance, 48 hours in advance, 1 week in advance and the rest can be booked up to 8 weeks in advance.

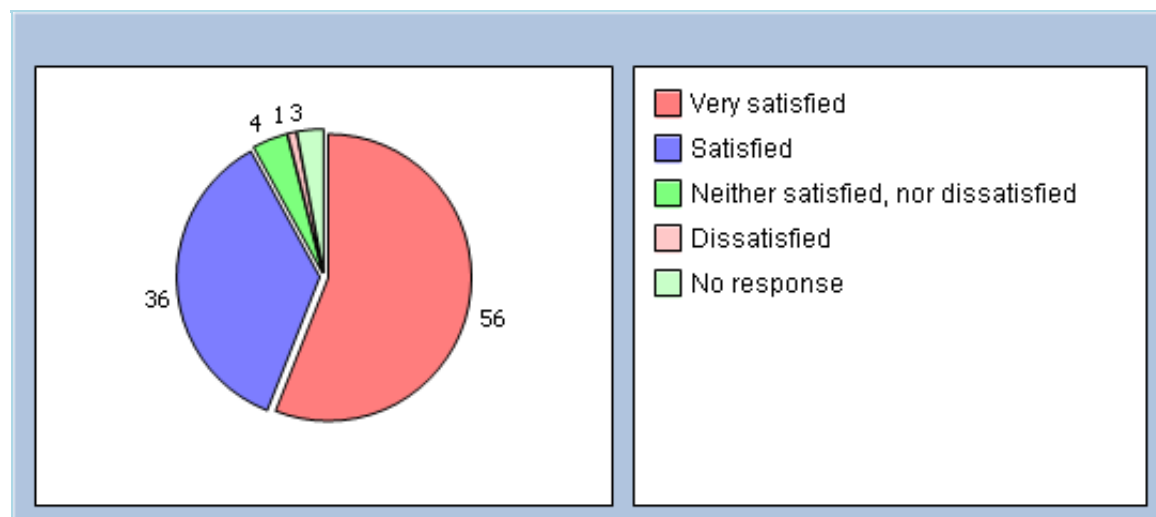
We also offer same day appointments for those patients who consider their illness to be medically urgent and need to be seen. ***This includes all children who are unwell.*** If you are ill and need to be seen on the day, we ask patients to ring as early in the morning as possible, so that we can accommodate you.

The surgery also offers telephone consultations, so if you feel you don't need to see a doctor face to face, you can ring reception and ask for a telephone consultation. Your name will be placed on our telephone list and a clinician will ring your back.

**Please tick the most appropriate answers for you.** Please answer **ALL** questions.

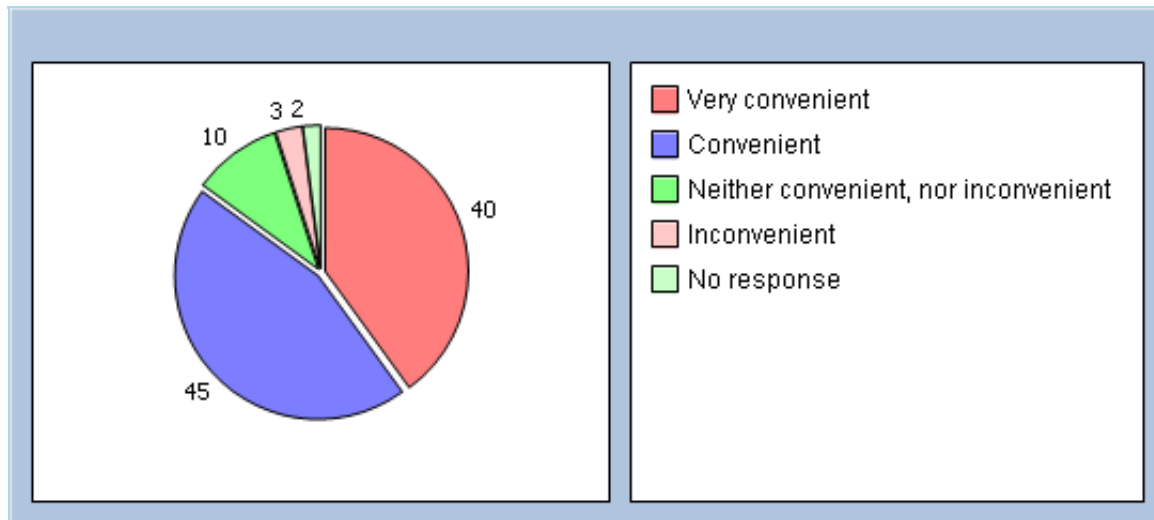
#### Are you satisfied with the surgery opening hours?

<b>Very satisfied</b>	<b>56%</b>
<b>Satisfied</b>	<b>36%</b>
<b>Neither satisfied, nor dissatisfied</b>	<b>4%</b>
<b>Dissatisfied</b>	<b>1%</b>
<b>No response</b>	<b>3%</b>



### How do you find our appointments system, as described above?

<b>Very convenient</b>	<b>40%</b>
<b>Convenient</b>	<b>45%</b>
<b>Neither convenient, nor inconvenient</b>	<b>10%</b>
<b>Inconvenient</b>	<b>3%</b>
<b>No response</b>	<b>2%</b>

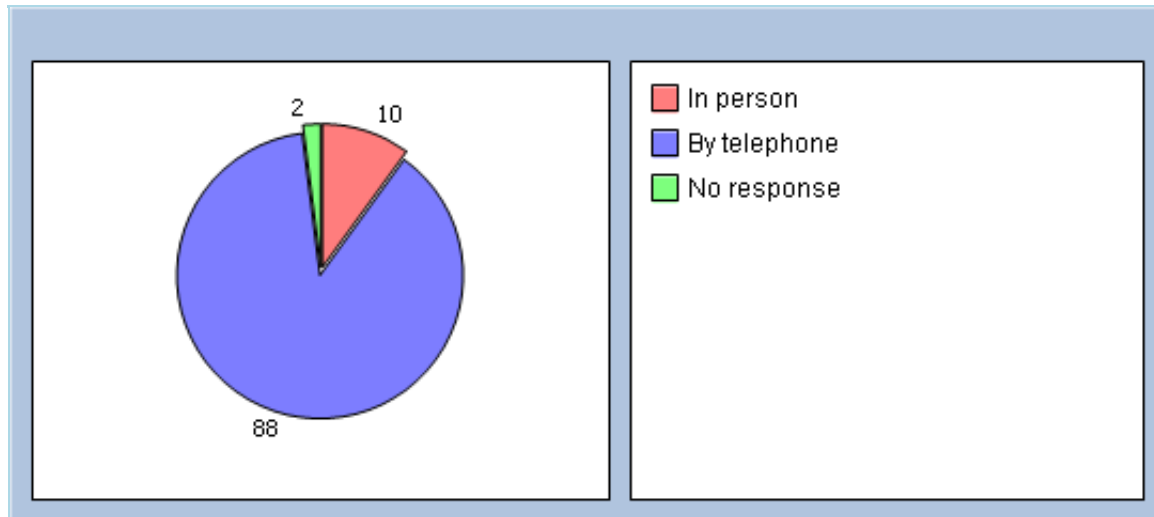


### Comments:-

---

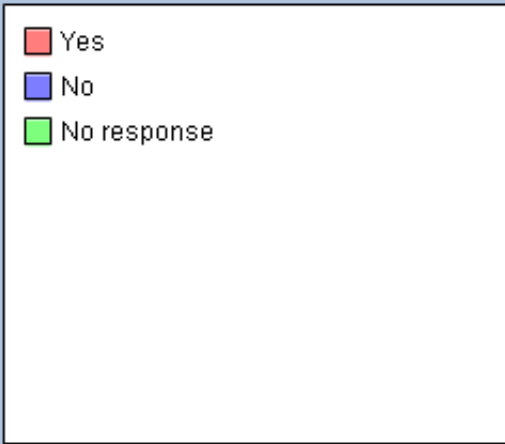
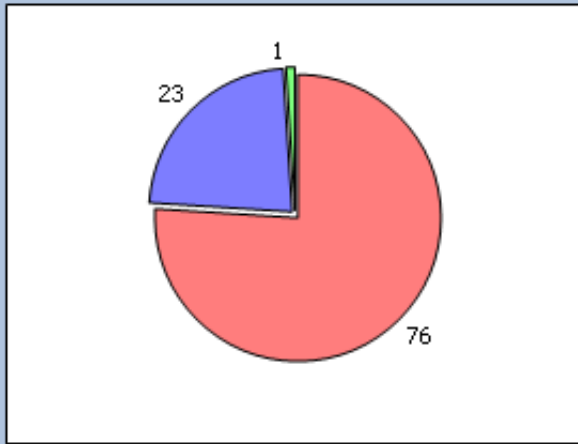
### How do you normally book your appointment?

<b>In person</b>	<b>10%</b>
<b>By telephone</b>	<b>88%</b>
<b>No response</b>	<b>2%</b>



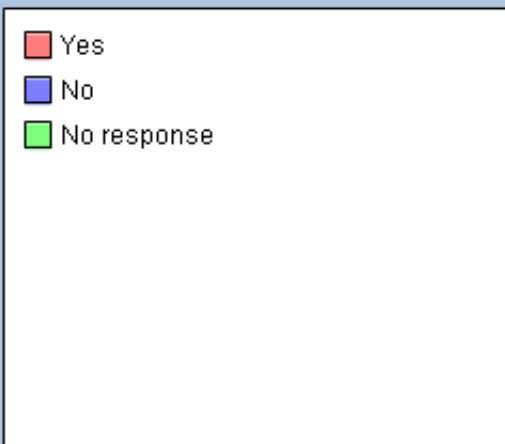
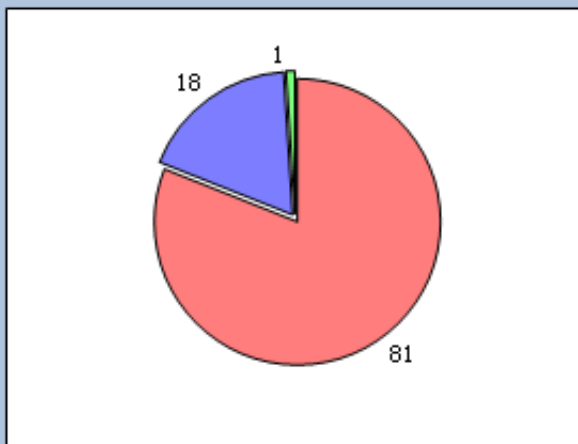
### The practice is considering making appointments available to book online - would you use this service?

<b>Yes</b>	<b>76%</b>
<b>No</b>	<b>23%</b>
<b>No response</b>	<b>1%</b>



**The practice is also considering reminding patients of their appointments by text (with explicit patient consent only) - would you use this service?**

<b>Yes</b>	<b>81%</b>
<b>No</b>	<b>18%</b>
<b>No response</b>	<b>1%</b>

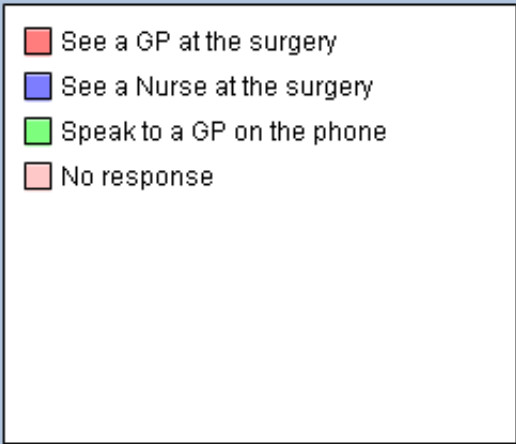
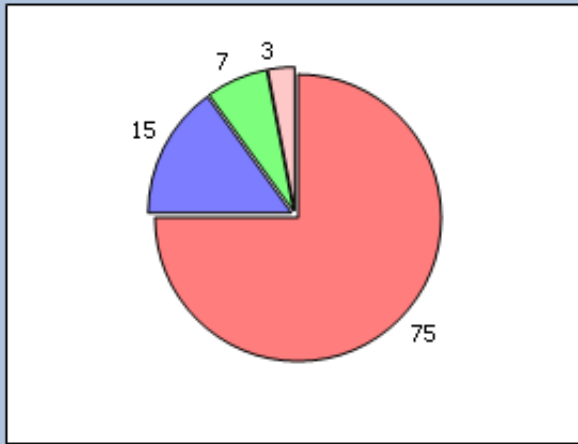


**Part 2 - MAKING AN APPOINTMENT**

**Please tell us about the last time you wanted to see or speak to a GP or Nurse from the surgery:-**

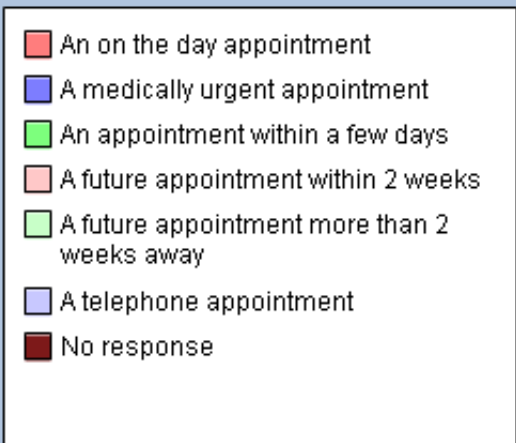
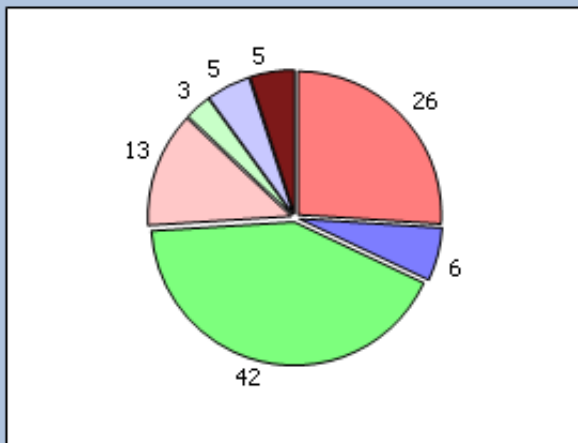
**What did you want to do?**

<b>See a GP at the surgery</b>	<b>75%</b>
<b>See a Nurse at the surgery</b>	<b>15%</b>
<b>Speak to a GP on the phone</b>	<b>7%</b>
<b>Speak to a Nurse on the phone</b>	<b>0%</b>
<b>Have someone visit me at my home</b>	<b>0%</b>
<b>No response</b>	<b>3%</b>



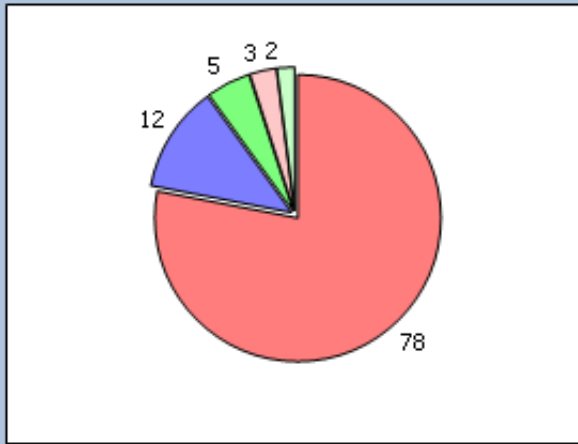
**What type of appointment did you want to book?**

<b>An on the day appointment</b>	<b>26%</b>
<b>A medically urgent appointment</b>	<b>6%</b>
<b>An appointment within a few days</b>	<b>42%</b>
<b>A future appointment within 2 weeks</b>	<b>13%</b>
<b>A future appointment more than 2 weeks away</b>	<b>3%</b>
<b>A telephone appointment</b>	<b>5%</b>
<b>No response</b>	<b>5%</b>



**Were you able to get the type of appointment you wanted?**

<b>Yes</b>	<b>78%</b>
<b>No - but I was offered an acceptable alternative</b>	<b>12%</b>
<b>No - but I took the appointment given, as the alternatives were unacceptable</b>	<b>5%</b>
<b>No - I declined the alternative options given to me</b>	<b>3%</b>
<b>No response</b>	<b>2%</b>

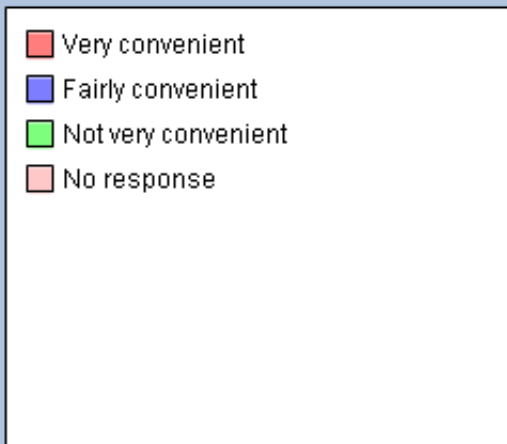
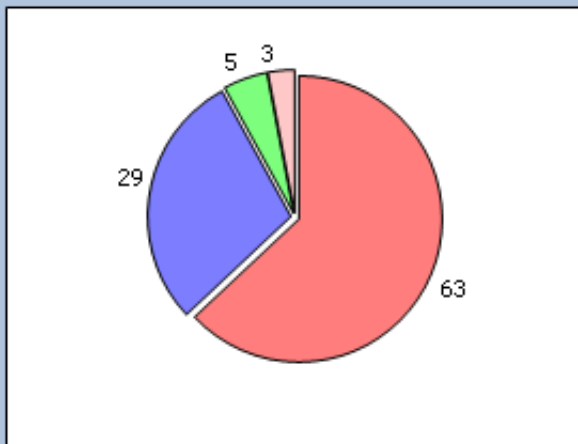


**Please feel free to comment on the reason why you declined the alternative options, if you feel this is relevant:-**

---

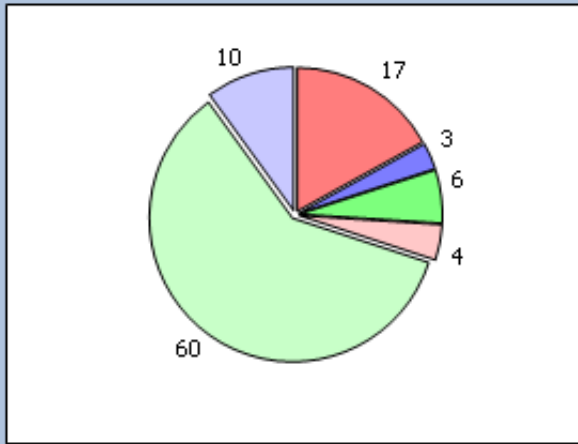
**How convenient was the appointment you were able to get?**

<b>Very convenient</b>	<b>63%</b>
<b>Fairly convenient</b>	<b>29%</b>
<b>Not very convenient</b>	<b>5%</b>
<b>No response</b>	<b>3%</b>



**If you were not able to get an appointment that you wanted, why was that?**

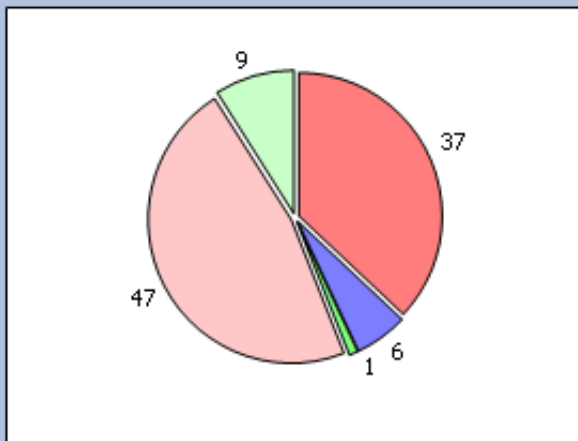
<b>There were no appointments for the date I wanted</b>	<b>17%</b>
<b>There were no appointments for the time I wanted</b>	<b>3%</b>
<b>I could not see my preferred GP</b>	<b>6%</b>
<b>I could not book ahead</b>	<b>4%</b>
<b>This is question is not applicable</b>	<b>60%</b>
<b>No response</b>	<b>10%</b>



- There were no appointments for the date I wanted
- There were no appointments for the time I wanted
- I could not see my preferred GP
- I could not book ahead
- This is question is not applicable
- No response

**What did you do on that occasion?**

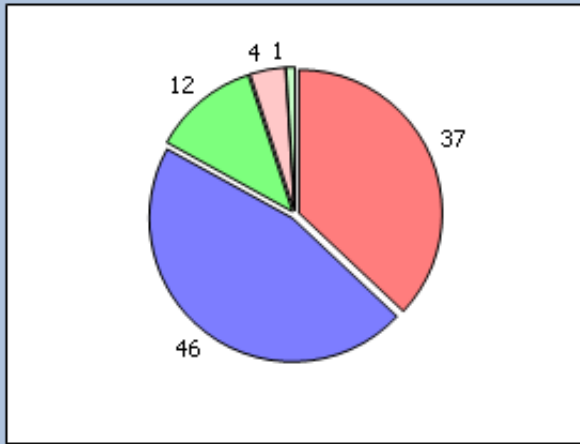
Accepted the appointment offered to me	<b>37%</b>
Decided to contact the surgery another time	<b>6%</b>
Saw a pharmacist for advice	<b>0%</b>
Did not see or speak to anyone	<b>1%</b>
Went to Accident & Emergency	<b>0%</b>
This question is not applicable	<b>47%</b>
No response	<b>9%</b>



- Accepted the appointment offered to me
- Decided to contact the surgery another time
- Did not see or speak to anyone
- This question is not applicable
- No response

**How do you rate the appointment access at this surgery?**

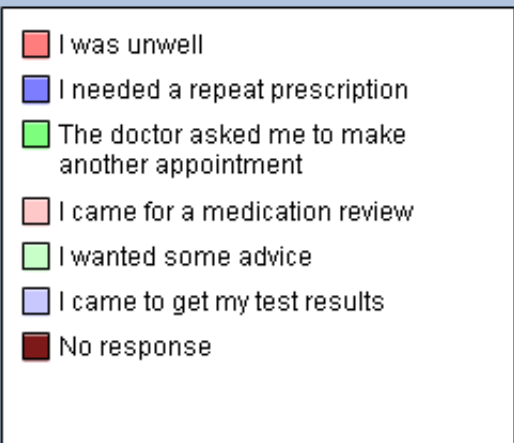
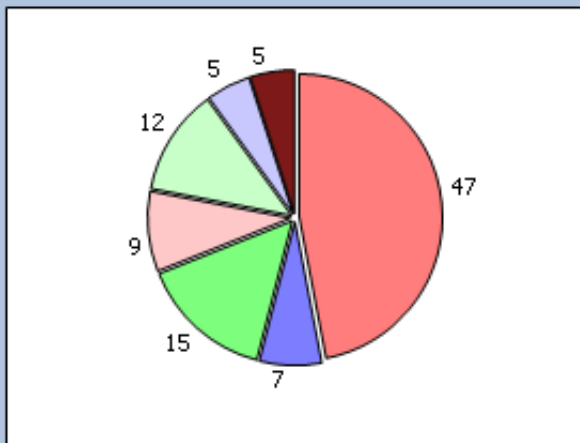
Excellent	<b>37%</b>
Good	<b>46%</b>
Fair	<b>12%</b>
Poor	<b>4%</b>
No response	<b>1%</b>



**Please feel free to make any comments regarding appointment access at this surgery:-**

**Thinking about the last time you saw a GP, what was the reason for your visit?**

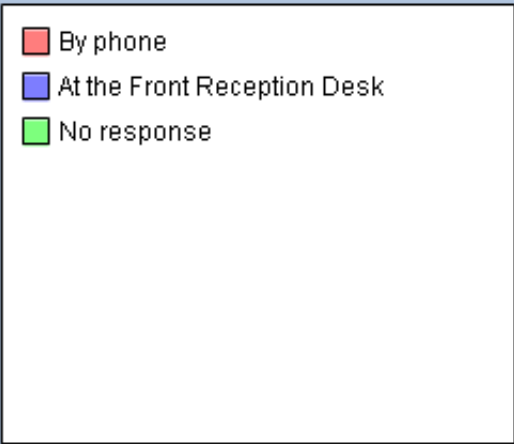
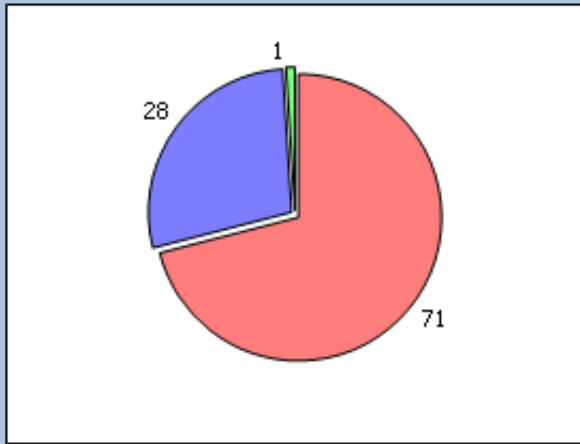
<b>I was unwell</b>	<b>47%</b>
<b>I needed a repeat prescription</b>	<b>7%</b>
<b>The doctor asked me to make another appointment</b>	<b>15%</b>
<b>I came for a medication review</b>	<b>9%</b>
<b>I wanted some advice</b>	<b>12%</b>
<b>I came to get my test results</b>	<b>5%</b>
<b>No response</b>	<b>5%</b>



### **Part 3 - RECEPTION SERVICES**

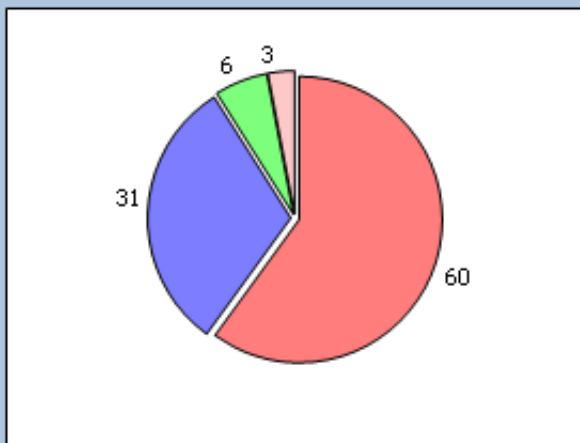
**My last contact method was:-**

<b>By phone</b>	<b>71%</b>
<b>At the Front Reception Desk</b>	<b>28%</b>
<b>No response</b>	<b>1%</b>



**Overall I think the receptionists are:-**

<b>Excellent</b>	<b>60%</b>
<b>Good</b>	<b>31%</b>
<b>Fair</b>	<b>6%</b>
<b>Poor</b>	<b>0%</b>
<b>No response</b>	<b>3%</b>



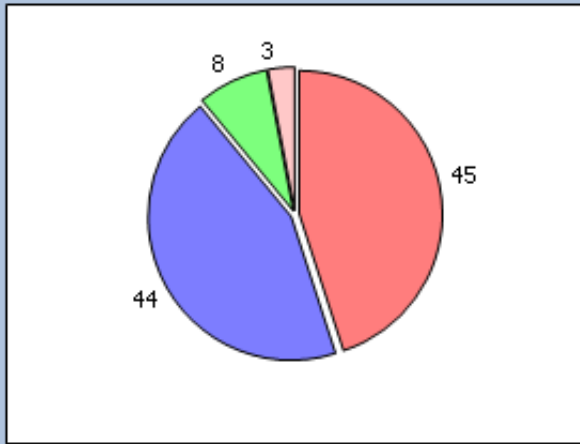
**Please feel free to make any comments regarding the receptionists:-**

---

**How well do the receptionists understand your needs?**

<b>Excellent</b>	<b>45%</b>
<b>Good</b>	<b>44%</b>
<b>Fair</b>	<b>8%</b>
<b>Poor</b>	<b>0%</b>
<b>No response</b>	<b>3%</b>



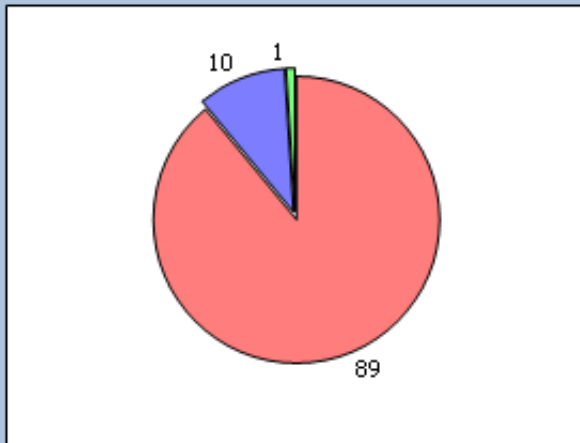


Please feel free to make any comments:-

---

**Are you treated with respect?**

<b>Always</b>	<b>89%</b>
<b>Sometimes</b>	<b>10%</b>
<b>No</b>	<b>0%</b>
<b>No response</b>	<b>1%</b>

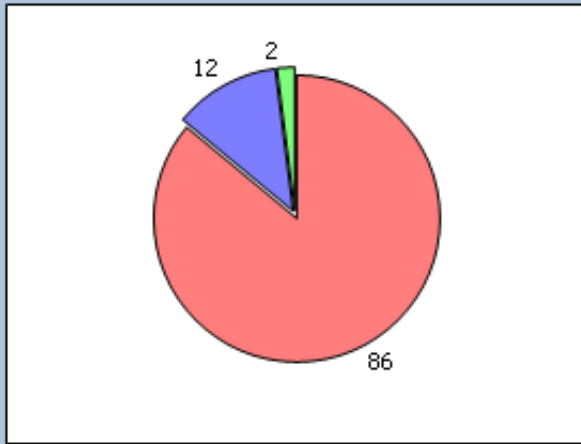


Please feel free to make any comments:-

---

**Are the receptionists polite and friendly?**

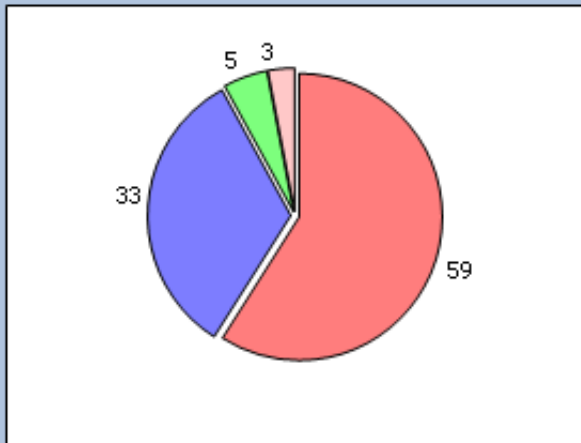
<b>Always</b>	<b>86%</b>
<b>Sometimes</b>	<b>12%</b>
<b>No</b>	<b>0%</b>
<b>No response</b>	<b>2%</b>



Please feel free to make any comments:-

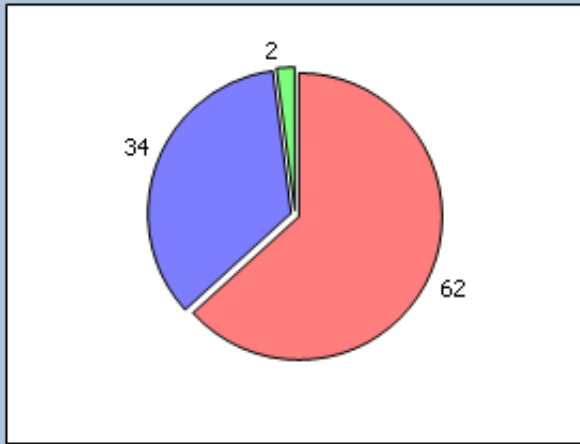
How satisfied are you with our receptionists providing you with clear and concise information?

<b>Very satisfied</b>	<b>59%</b>
<b>Satisfied</b>	<b>33%</b>
<b>Neither satisfied, nor dissatisfied</b>	<b>5%</b>
<b>Dissatisfied</b>	<b>0%</b>
<b>No response</b>	<b>3%</b>



Are your queries at the receptions desk always deal with to your satisfaction?

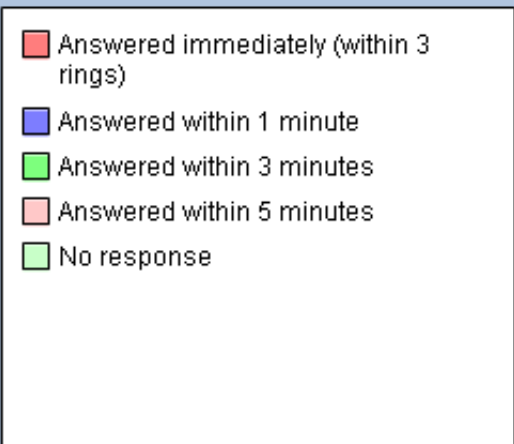
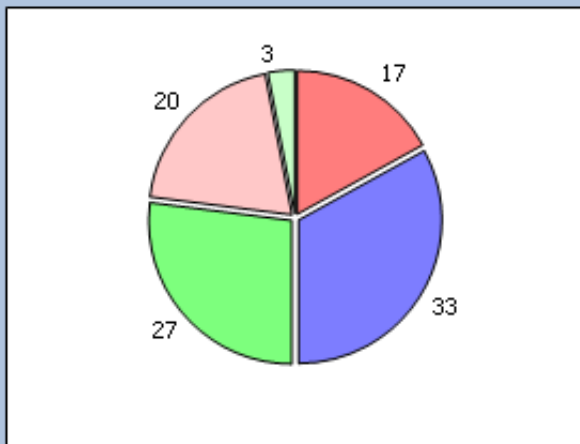
<b>Always</b>	<b>62%</b>
<b>Mostly</b>	<b>34%</b>
<b>Partially</b>	<b>2%</b>
<b>No</b>	<b>0%</b>



Please feel free to make any comments:-

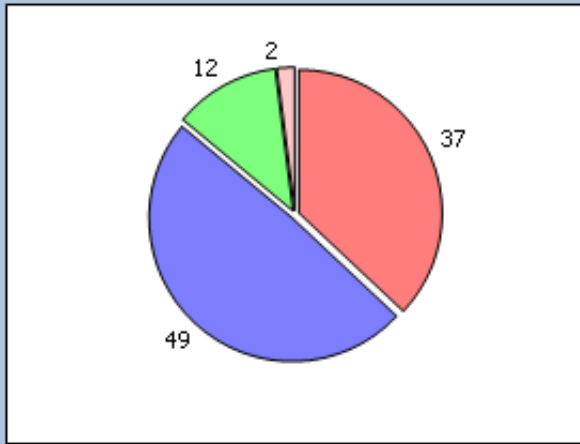
When you need to telephone the reception desk, how do you rate the speed of response?

Answered immediately (within 3 rings)	17%
Answered within 1 minute	33%
Answered within 3 minutes	27%
Answered within 5 minutes	20%
Not answered, just rang and rang	0%
No response	3%



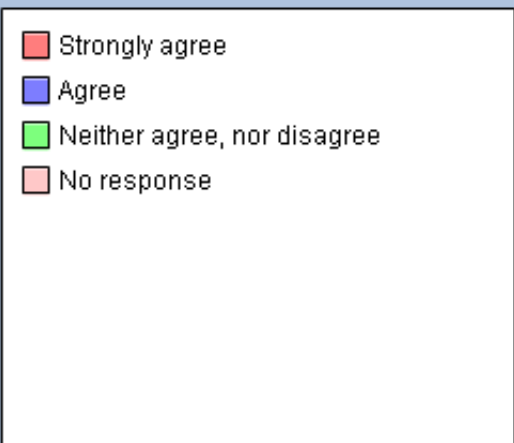
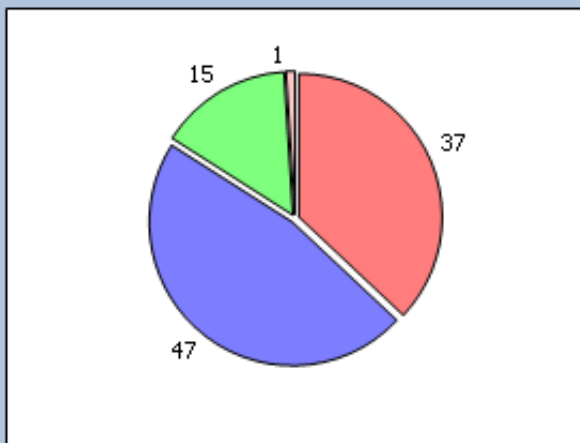
Do you agree that the receptionists are well trained and knowledgeable?

Strongly agree	37%
Agree	49%
Neither agree, nor disagree	12%
Disagree	0%
No response	2%



**Do you agree that the receptionists are knowledgeable about the medical services we provide?**

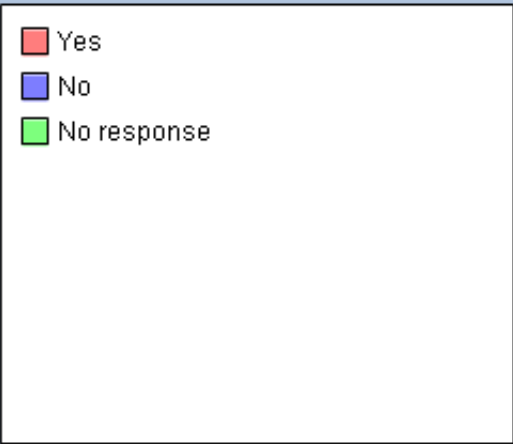
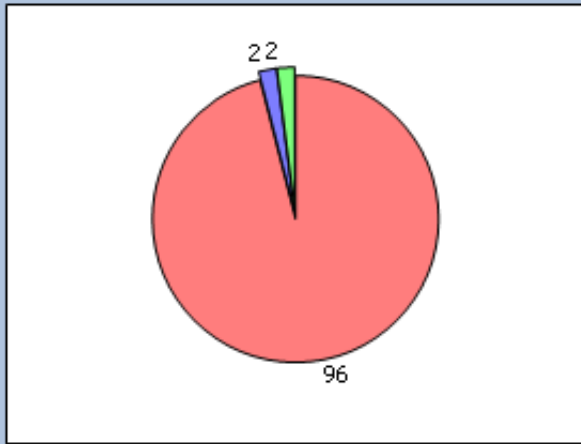
<b>Strongly agree</b>	<b>37%</b>
<b>Agree</b>	<b>47%</b>
<b>Neither agree, nor disagree</b>	<b>15%</b>
<b>Disagree</b>	<b>0%</b>
<b>No response</b>	<b>1%</b>



**Please feel free to add any comments regarding our Reception Services:-**

**Would you recommend this practice to a family member or friend?**

<b>Yes</b>	<b>96%</b>
<b>No</b>	<b>2%</b>
<b>No response</b>	<b>2%</b>



**Thank you for completing our questionnaire.**

**The results of this questionnaire will be published in our next practice newsletter and on our website.**

**The Dunstan Partnership would also like to thank our Patient Participation Group, who were instrumental in helping the practice create our questionnaire.**