

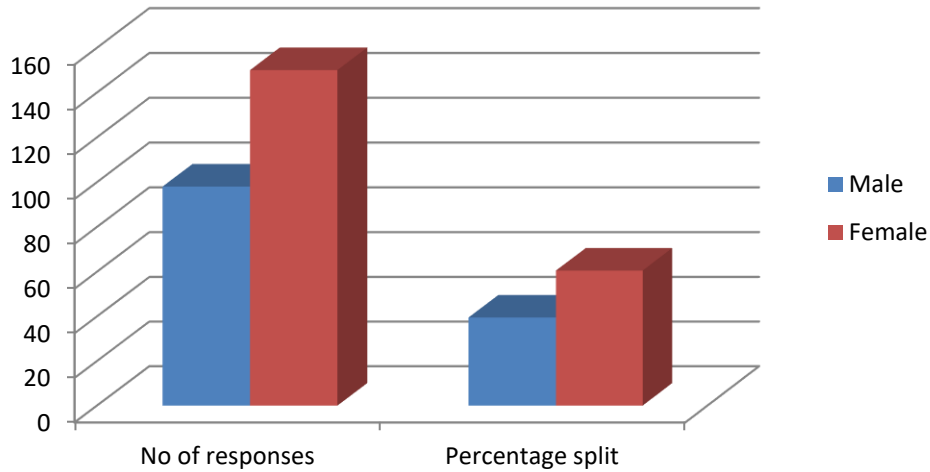
# **BENTHAM MEDICAL PRACTICE RESULTS OF PATIENT QUESTIONNAIRE 2017 - 2018**

**The following is a graphical analysis of the results of this year's patient survey. This time we have compared the results with the results from last year. Interestingly, as last year, the results are pretty similar for both years.**

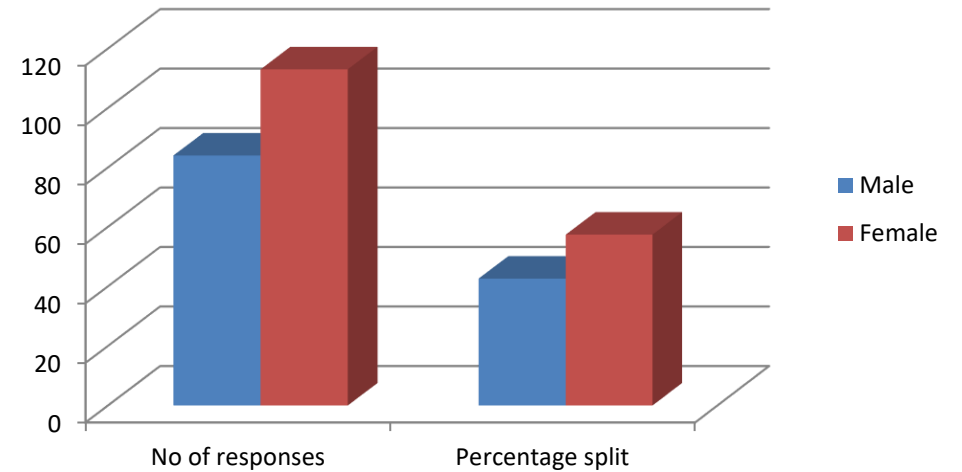
**I hope you find the results interesting. They will form a basis for the work that the Patient Representative Group does this coming year.**

**Most encouraging is that of the 712 patients who gave a viewpoint over the past three years 39% think that the service from the surgery has increased, 52.0 think it has stayed the same and just 9.0% think it has decreased.**

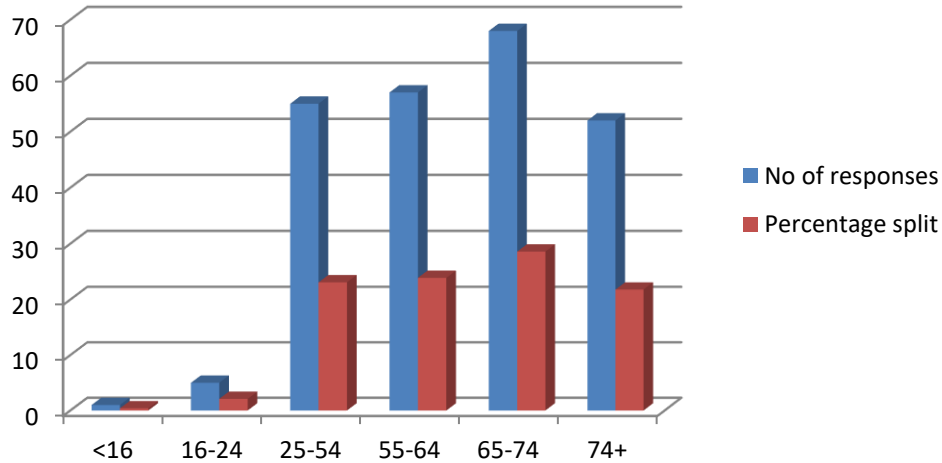
**Gender - 2016/17**



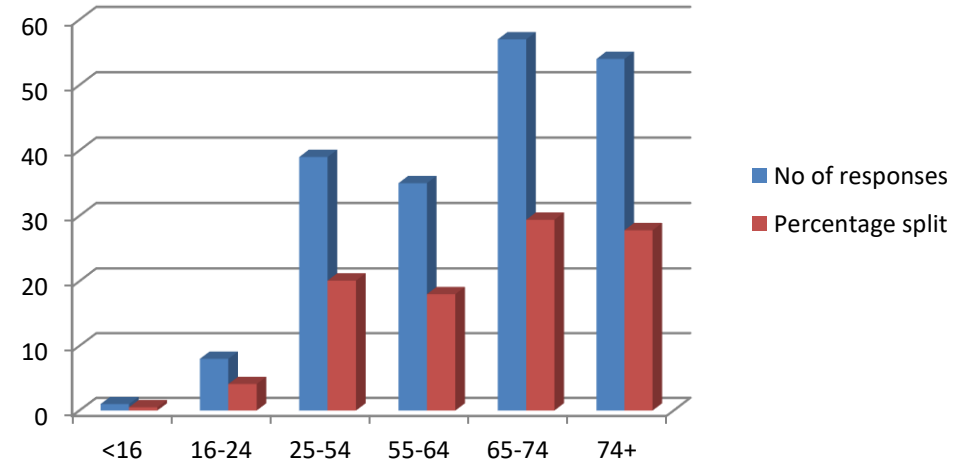
**Gender - 2017/18**



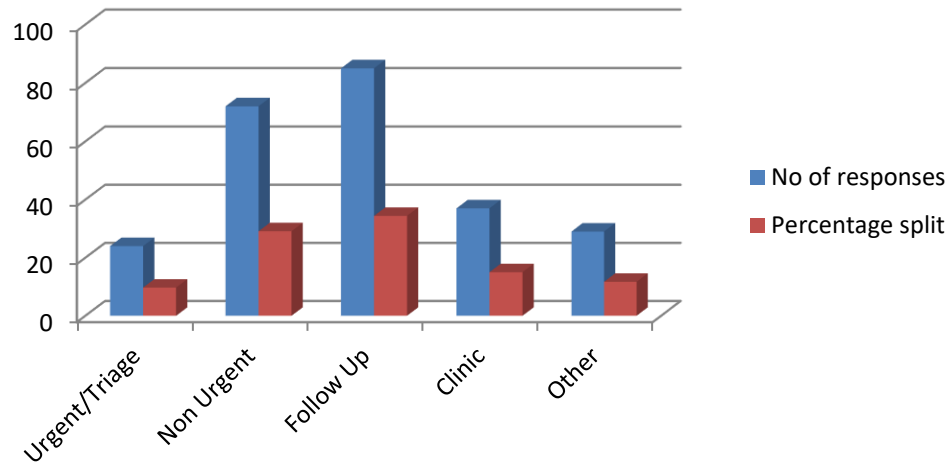
**Age Group - 2016/17**



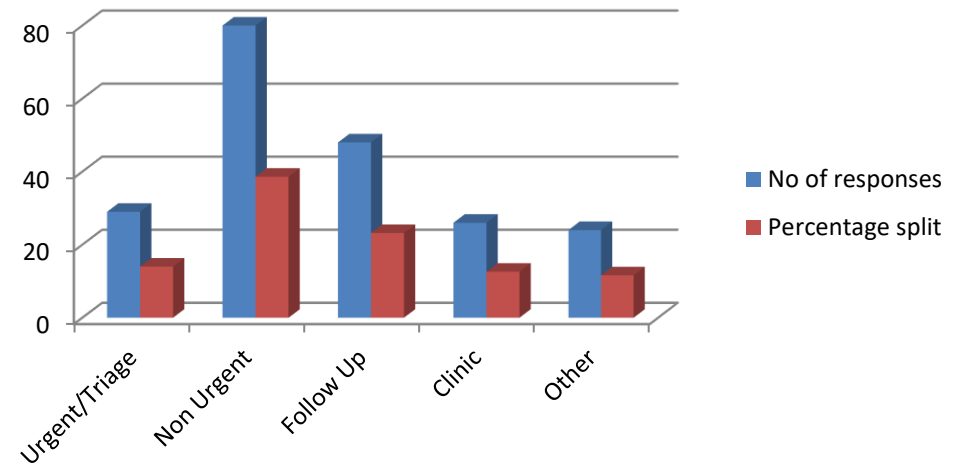
**Age Group - 2017/18**



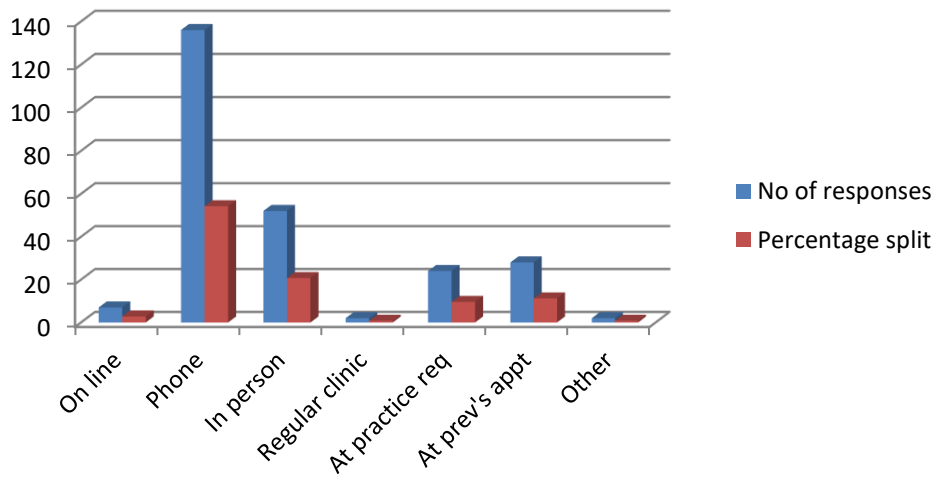
### Type of Appointment - 2016/17



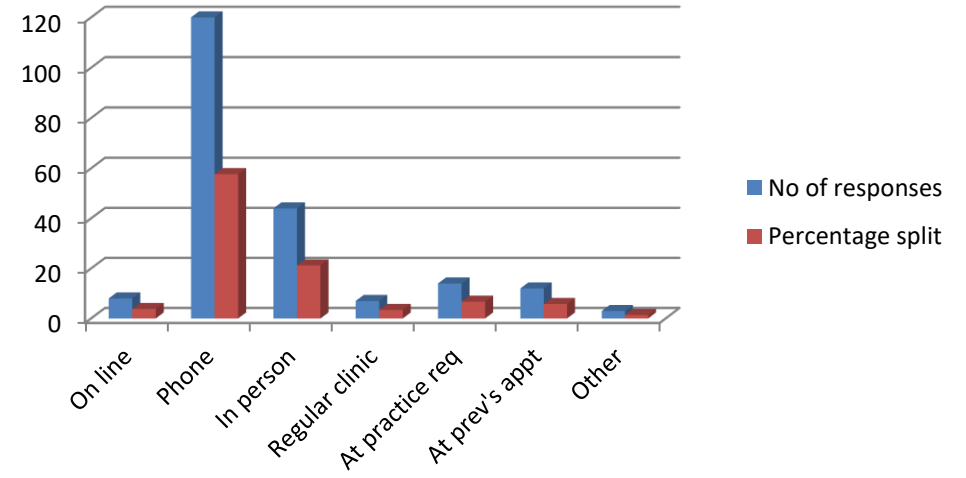
### Type of Appointment - 2017/18



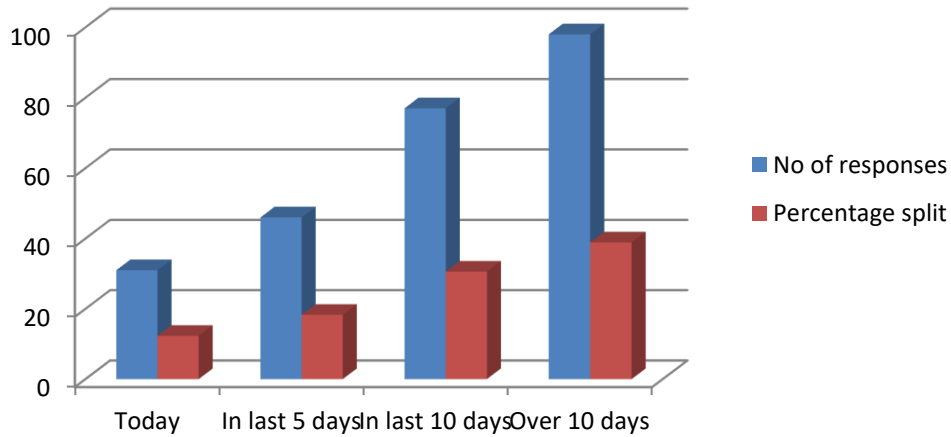
### How Booked - 2016/17



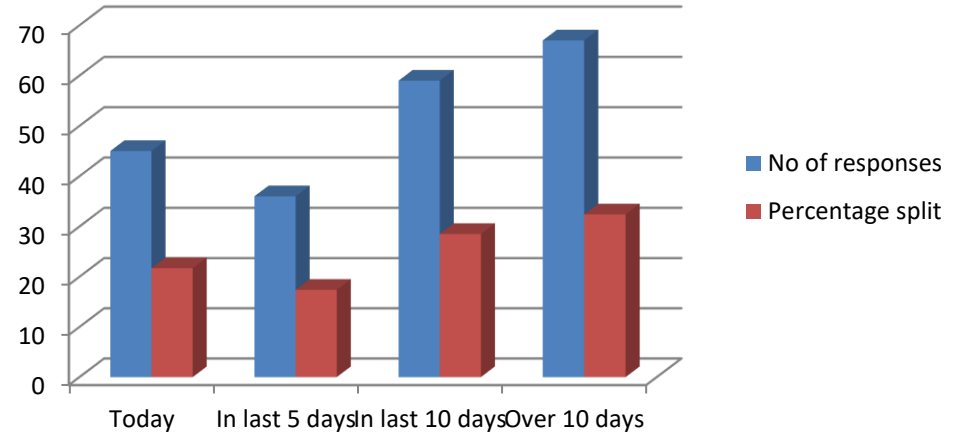
### How Booked - 2017/18



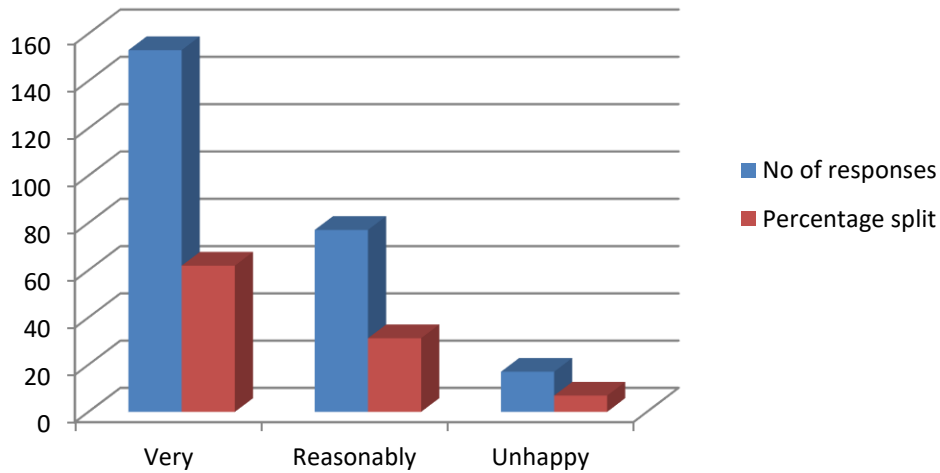
### When Booked - 2016/17



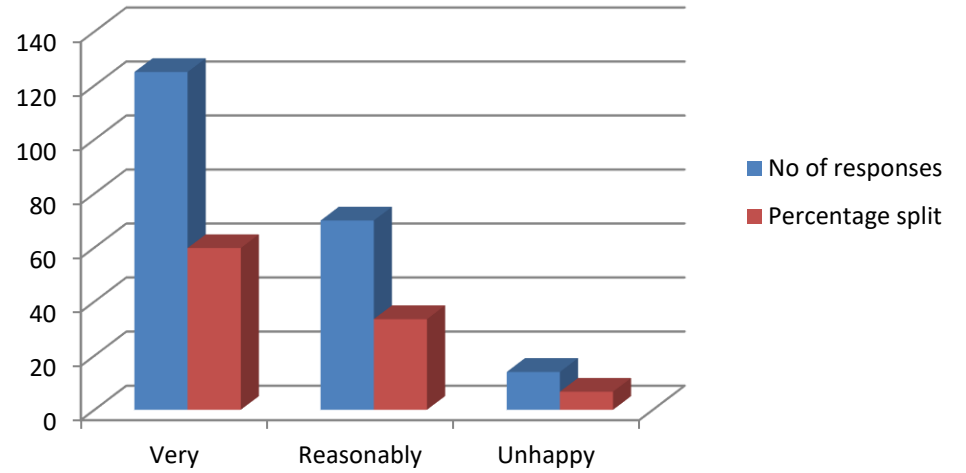
### When Booked - 2017/18



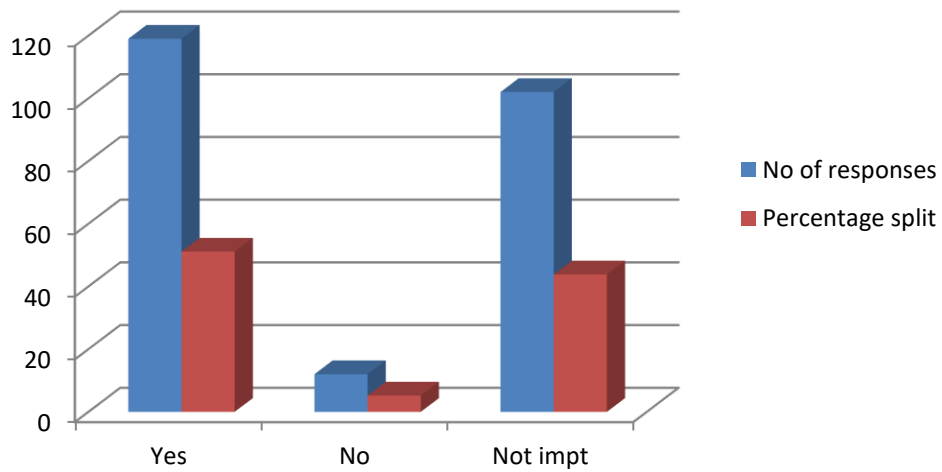
### Happy With Booking Time - 2016/17



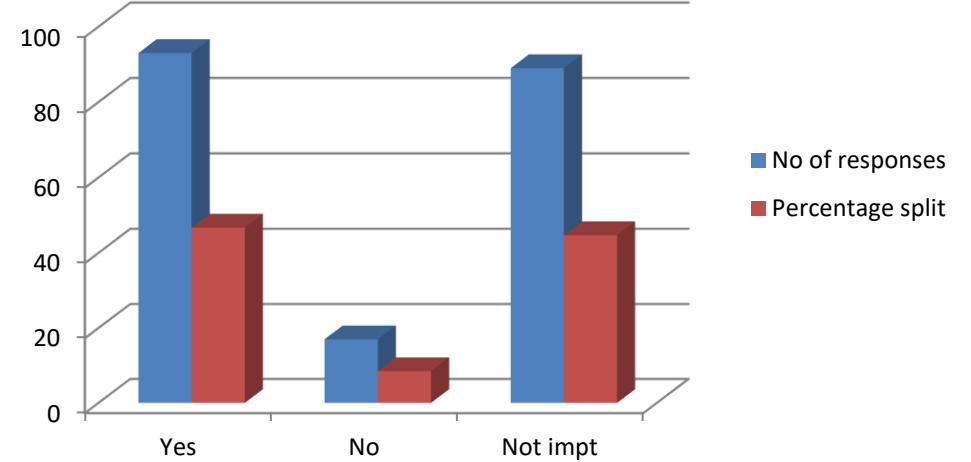
### Happy With Booking Time - 2017/18



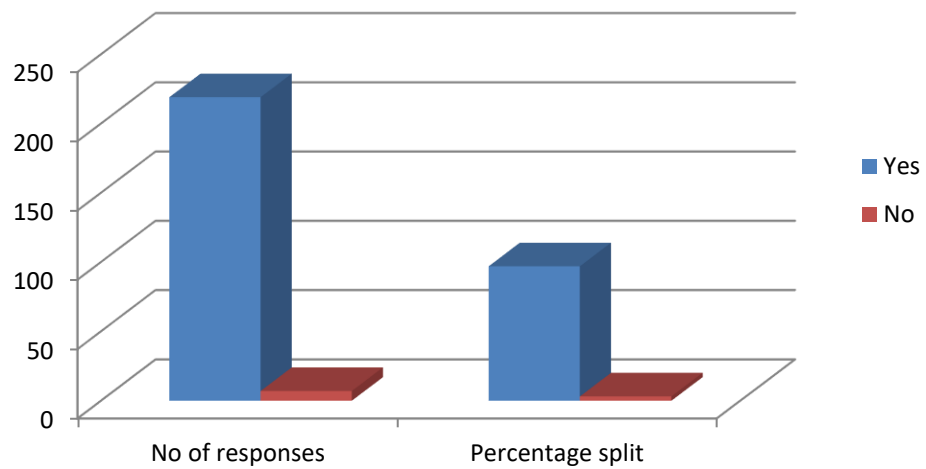
### Booked With a Doctor of Your Choice - 2016/17



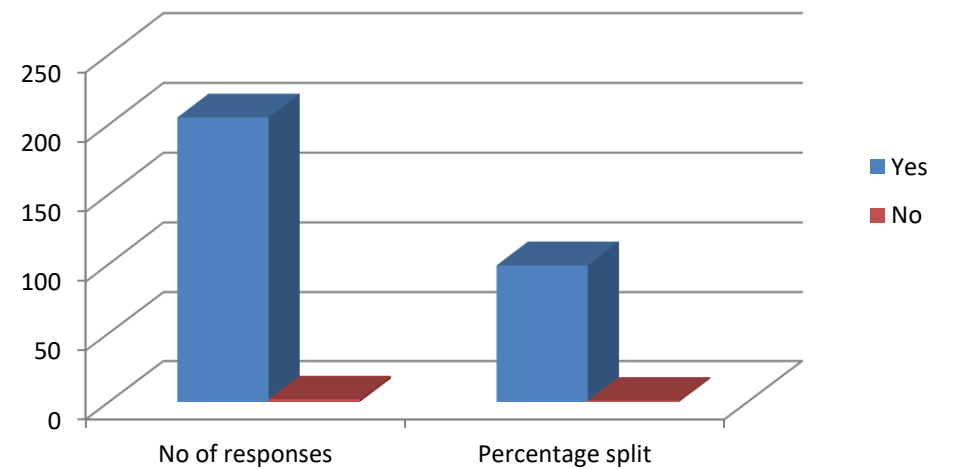
### Booked With a Doctor of Your Choice - 2017/18



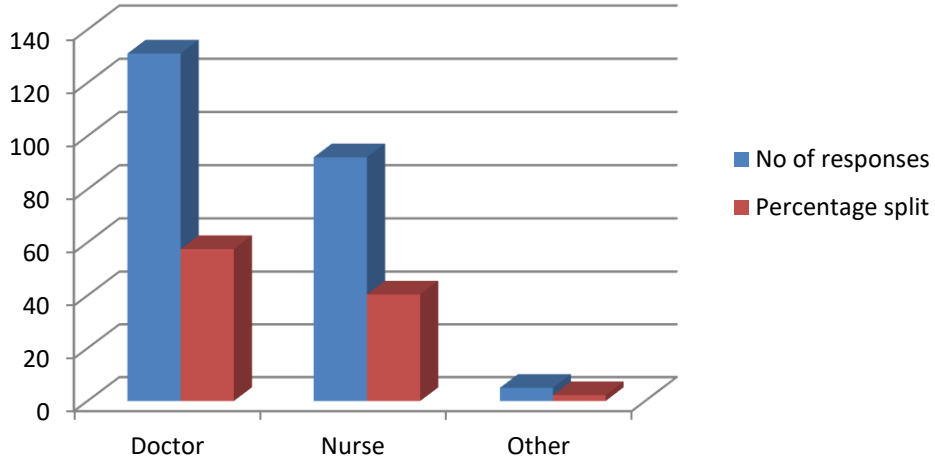
### Convenient - 2016/17



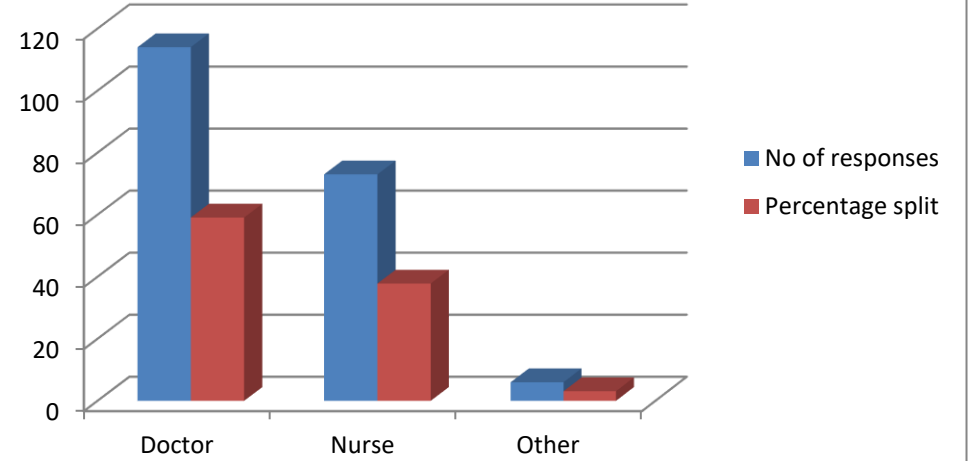
### Convenient - 2017/18



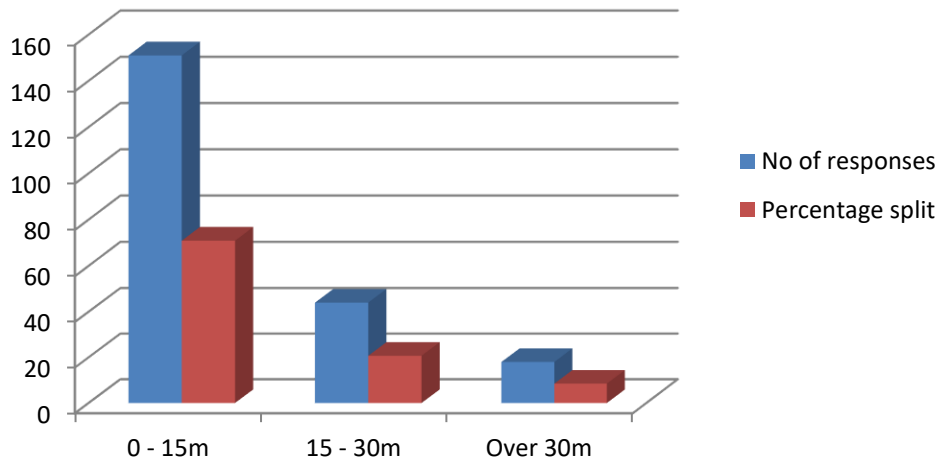
**Who With - 2016/17**



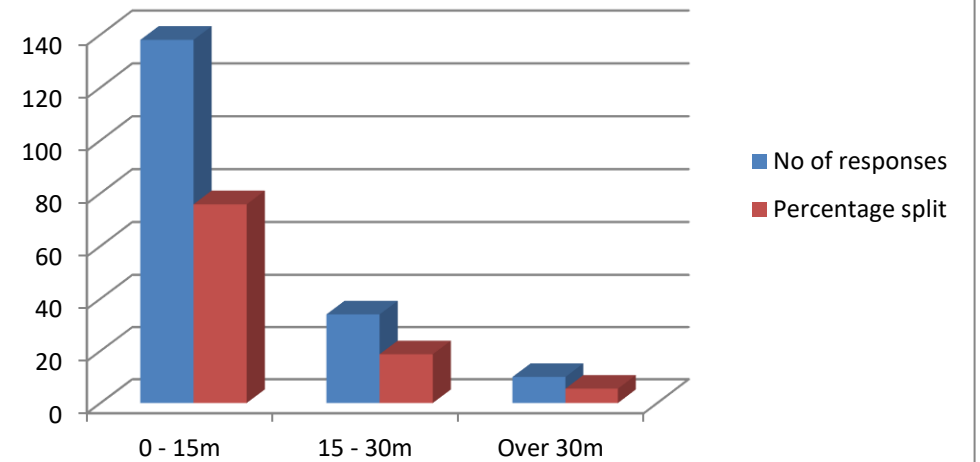
**Who With - 2017/18**



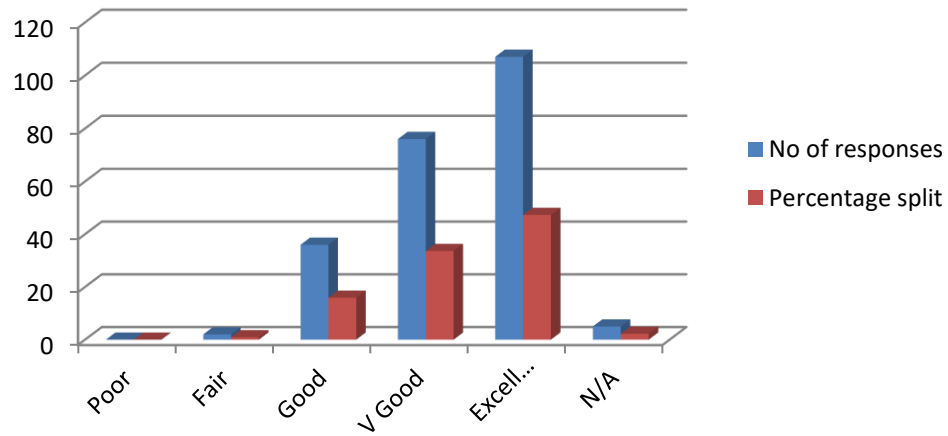
**Waiting Time - 2016/17**



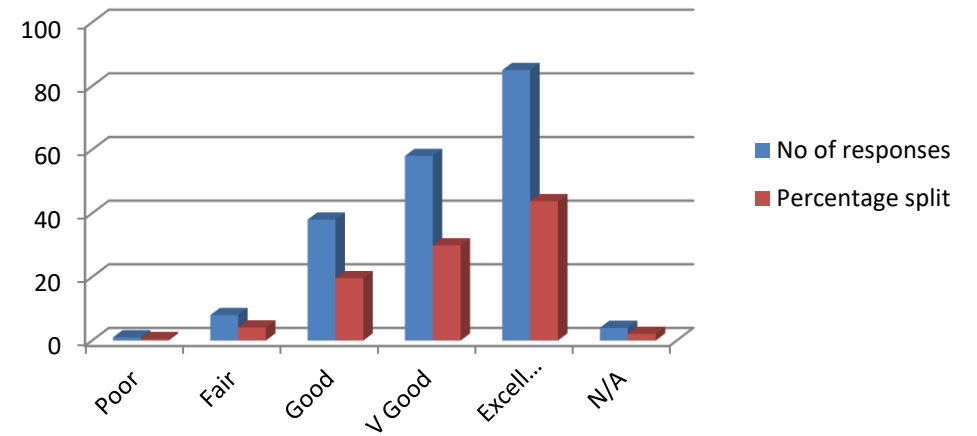
**Waiting Time - 2017/18**



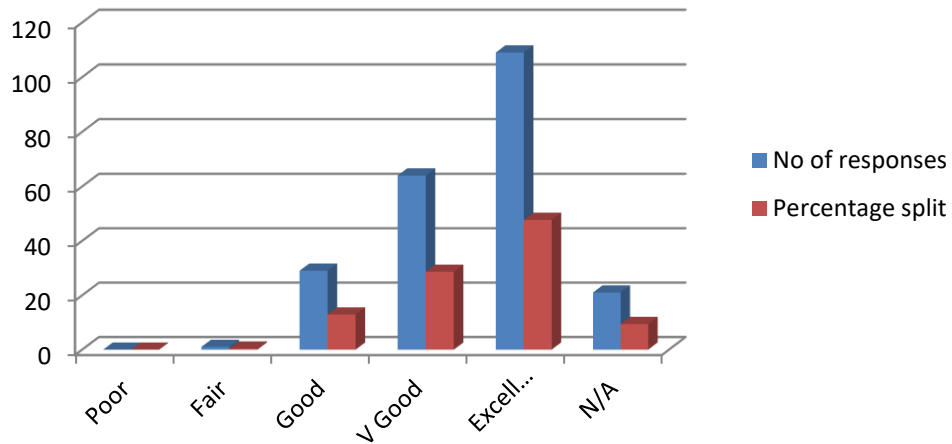
### Time Clinician Spent With You - 2016/17



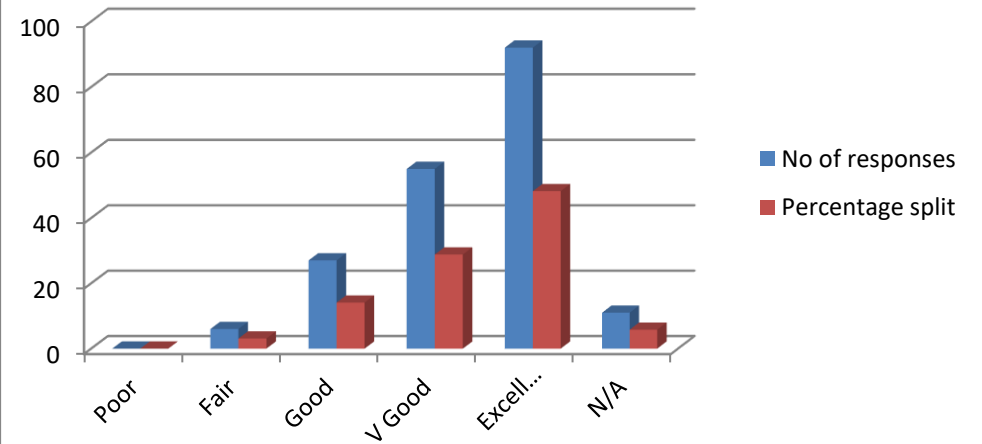
### Time Clinician Spent With You - 2017/18



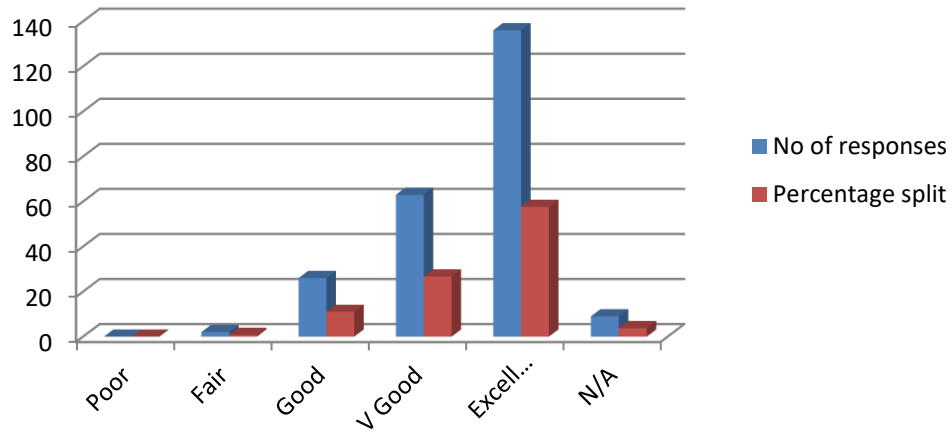
### Way Clinician Asked About You - 2016/17



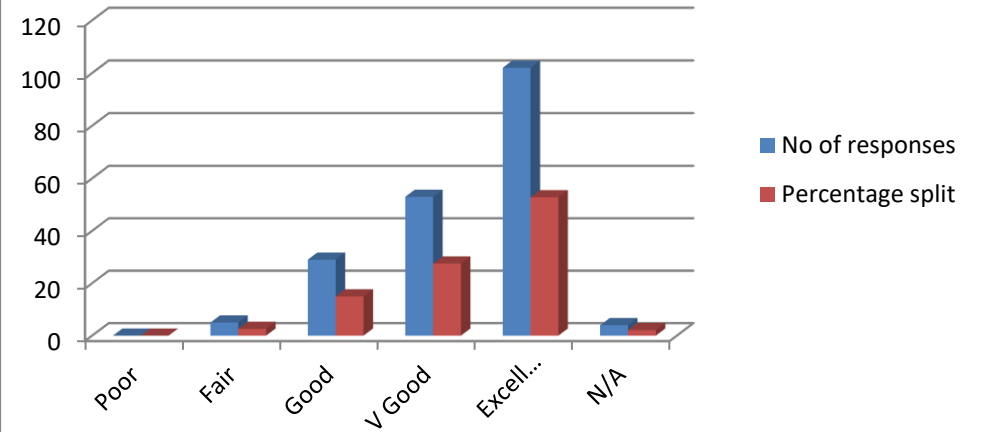
### Way Clinician Asked About You - 2017/18



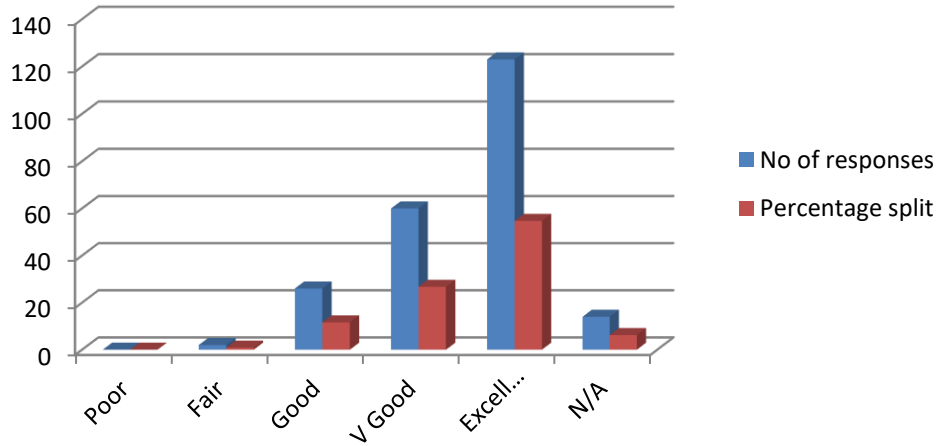
**Way Clinician Listened - 2016/17**



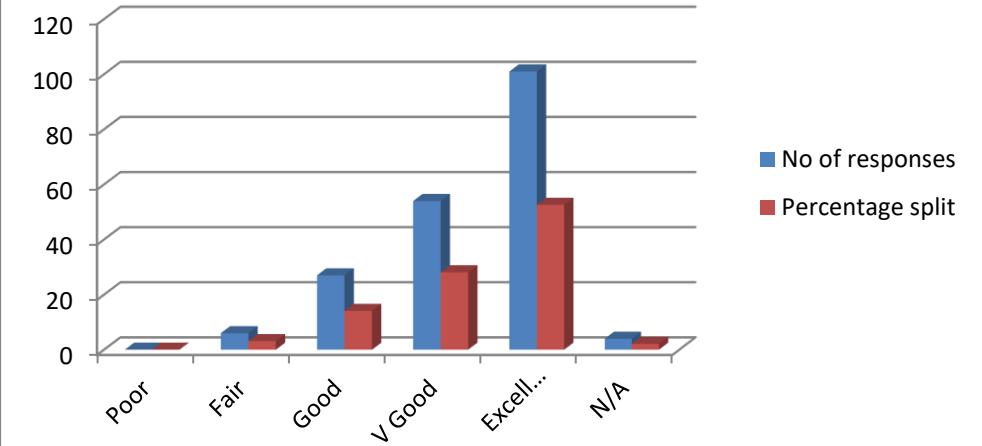
**Way Clinician Listened - 2017/18**



**Way Clinician Explained - 2016/17**

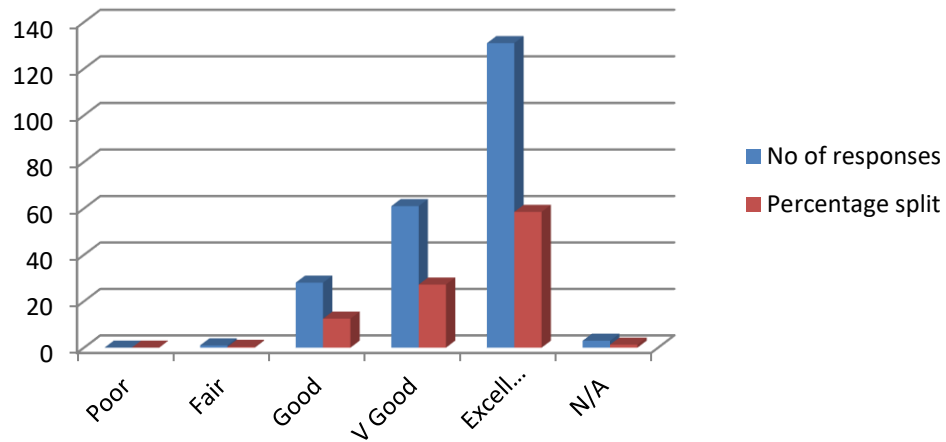


**Way Clinician Explained - 2017/18**

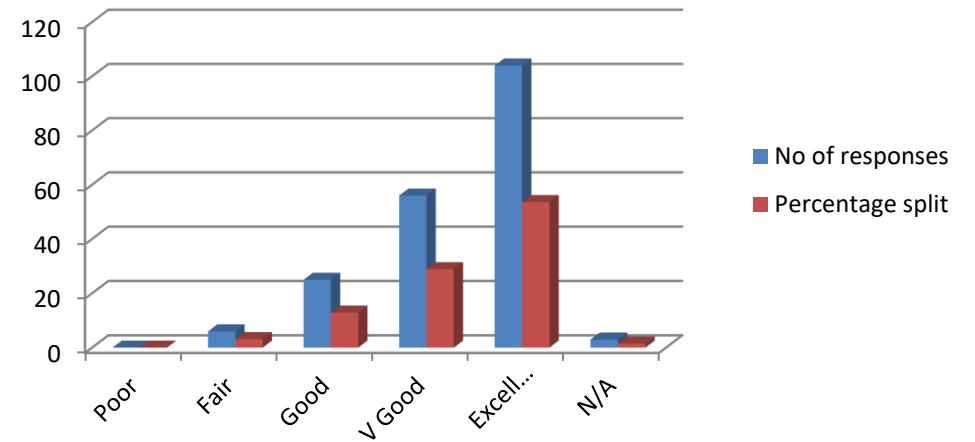




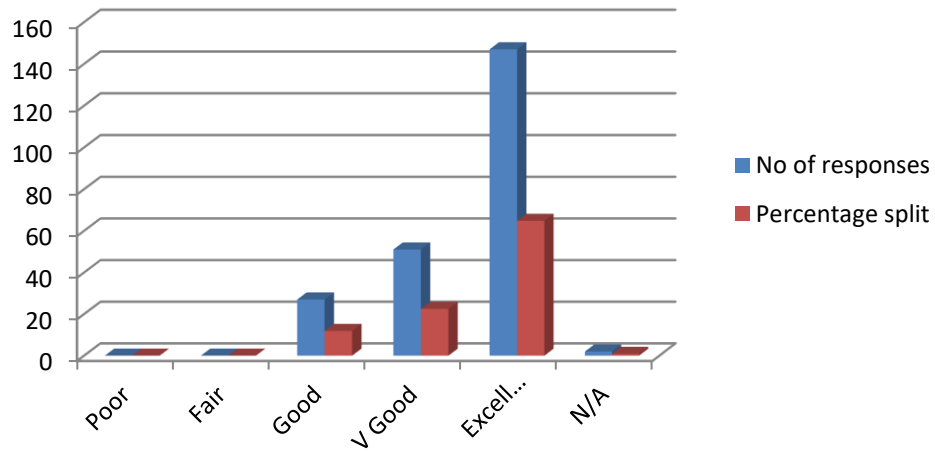
### Overall treatment - 2016/17



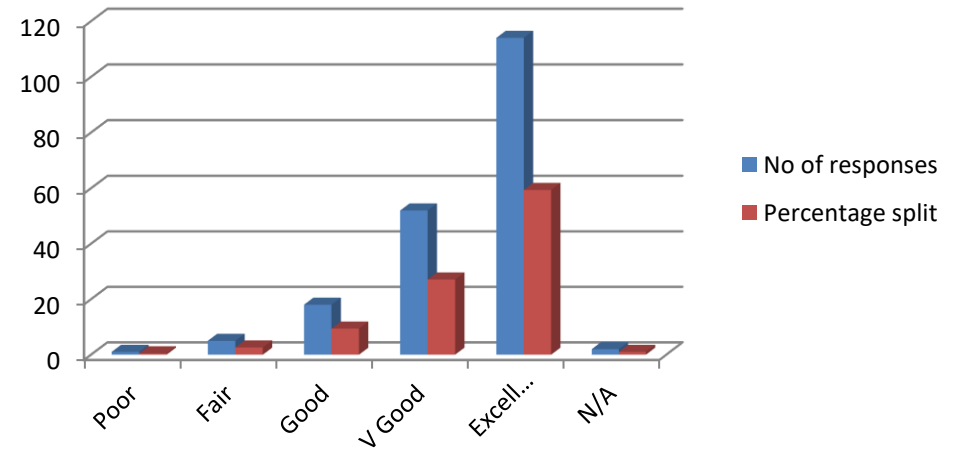
### Overall treatment - 2017/18



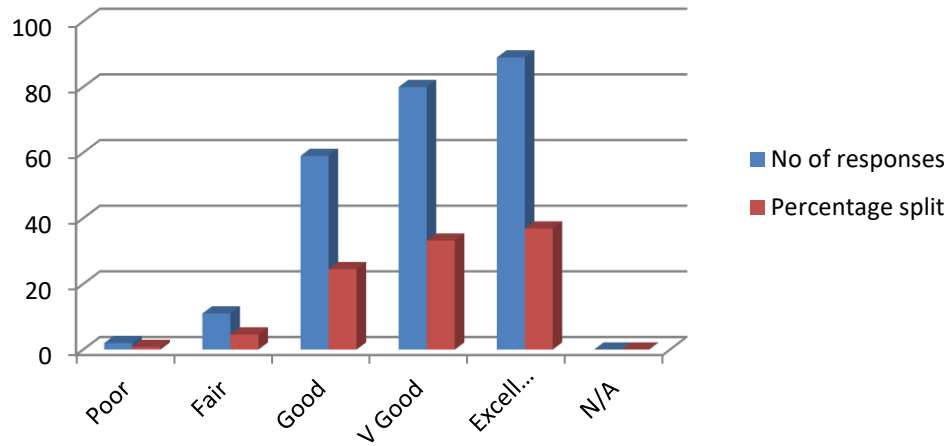
### Respect With Which You Were Treated - 2016/17



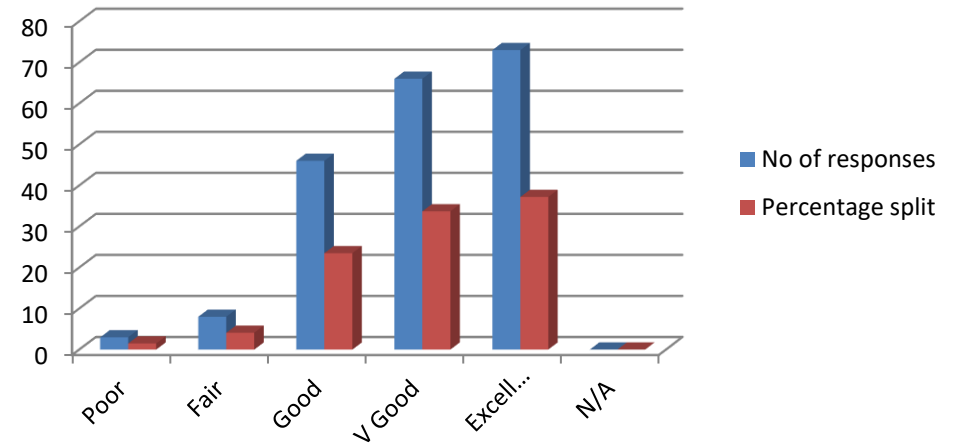
### Respect With Which You Were Treated - 2017/18



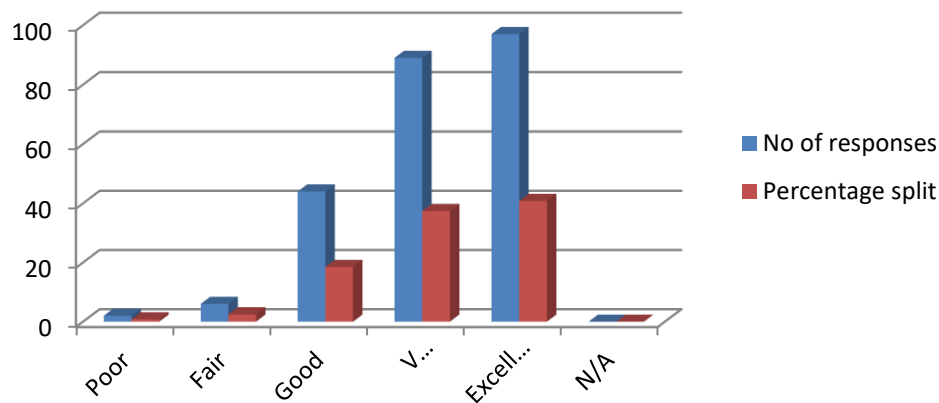
**Access to Building - 2016/17**



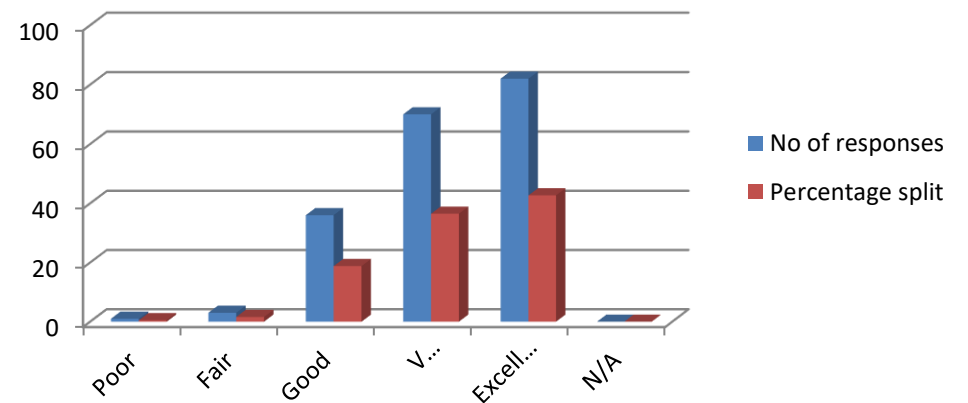
**Access to Building - 2017/18**



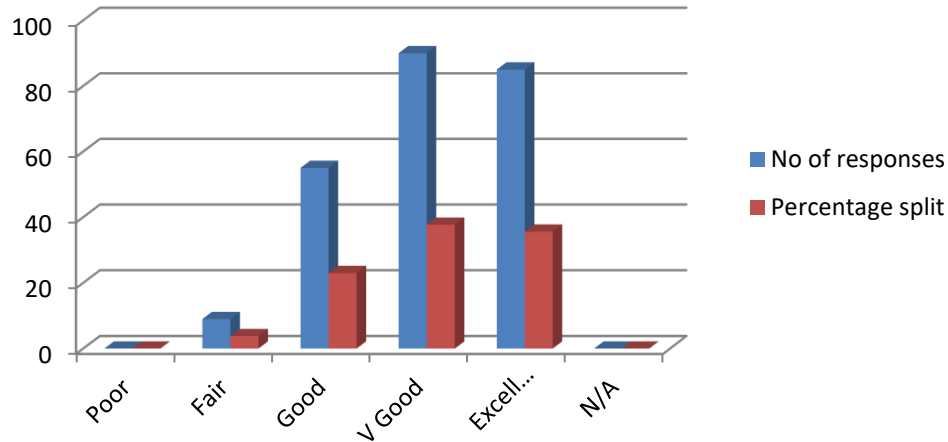
**Ease of Check In - 2016/17**



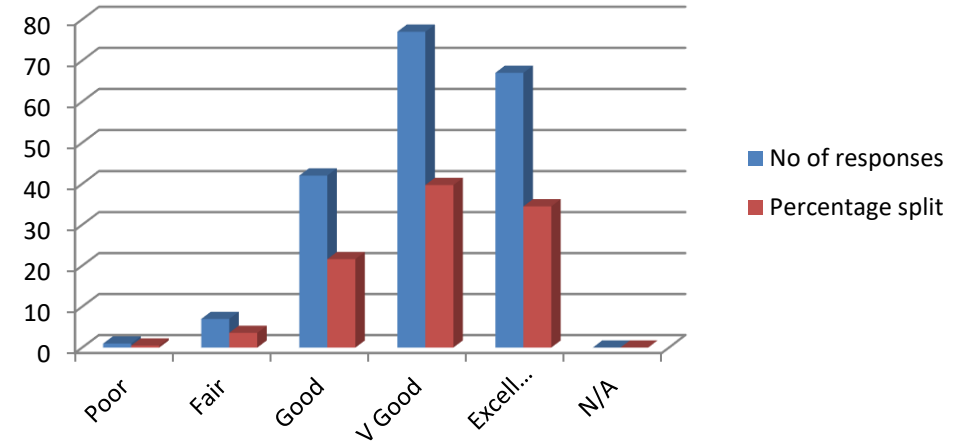
**Ease of Check In - 2017/18**



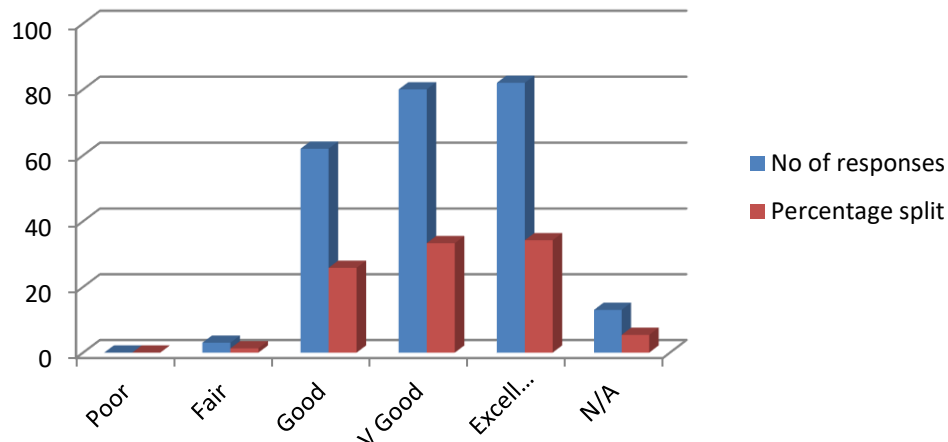
**Comfort Level - 2016/17**



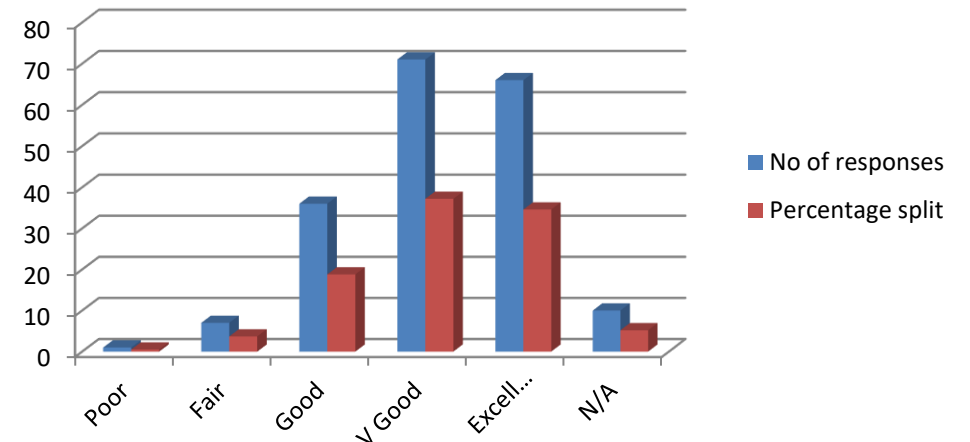
**Comfort Level - 2017/18**



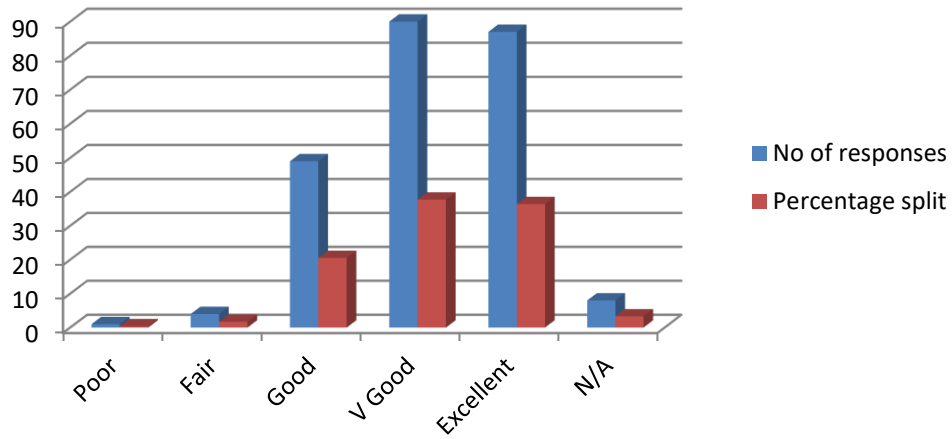
**Information Provided - 2016/17**



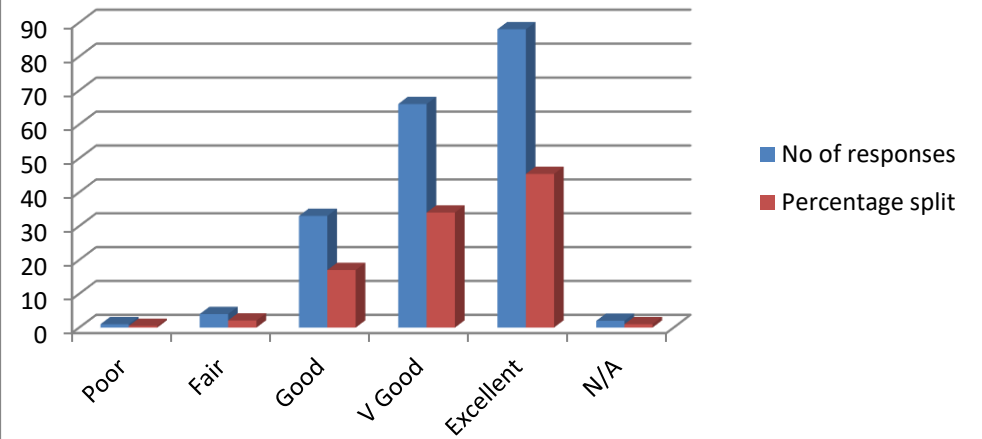
**Information Provided - 2017/18**



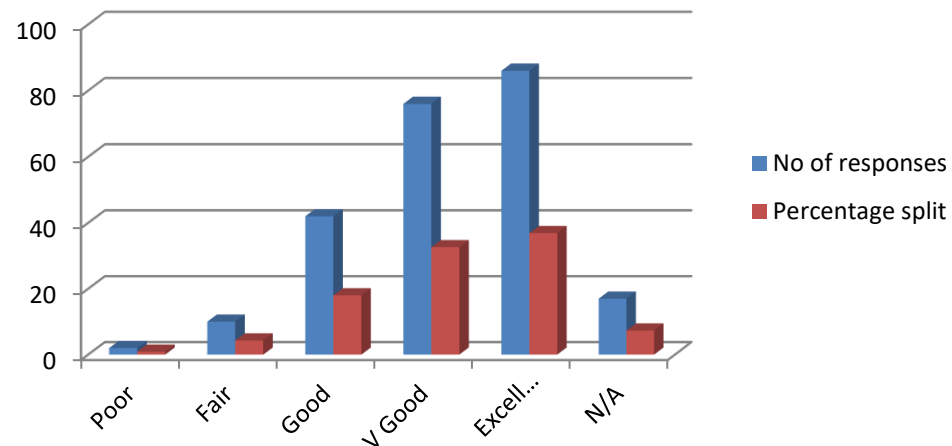
**Service by Reception - 2016/17**



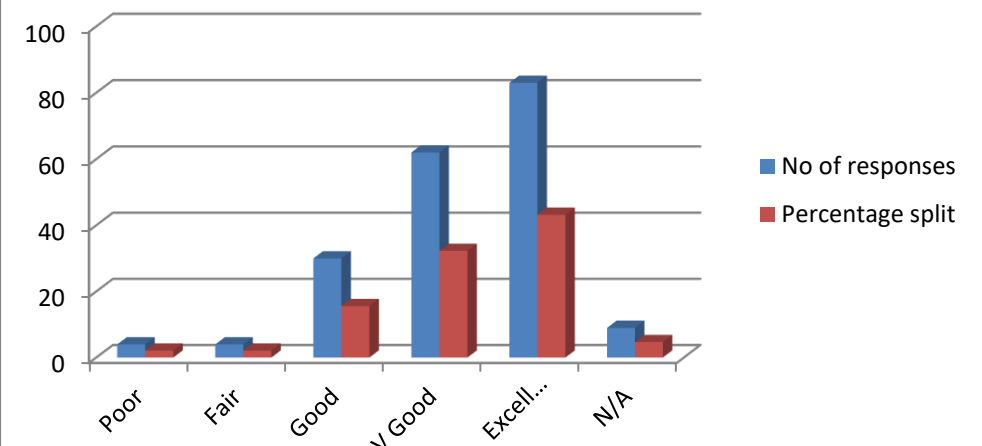
**Service by Reception - 2017/18**



**Respect for Confidentiality - 2016/17**

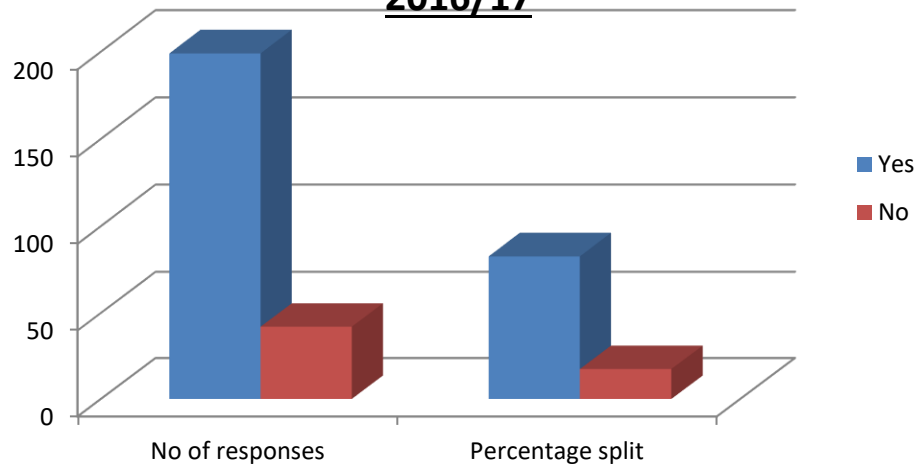


**Respect for Confidentiality - 2017/18**



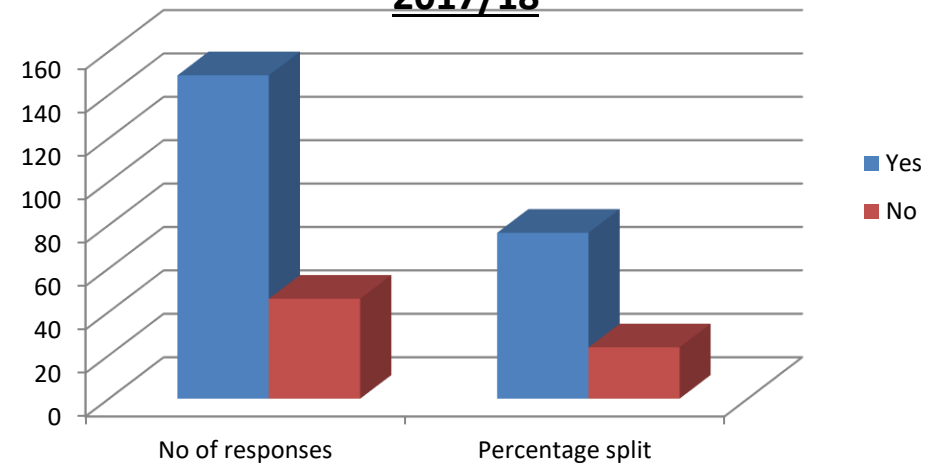
### Heard of 24Hr Repeat Prescription Order Line

2016/17

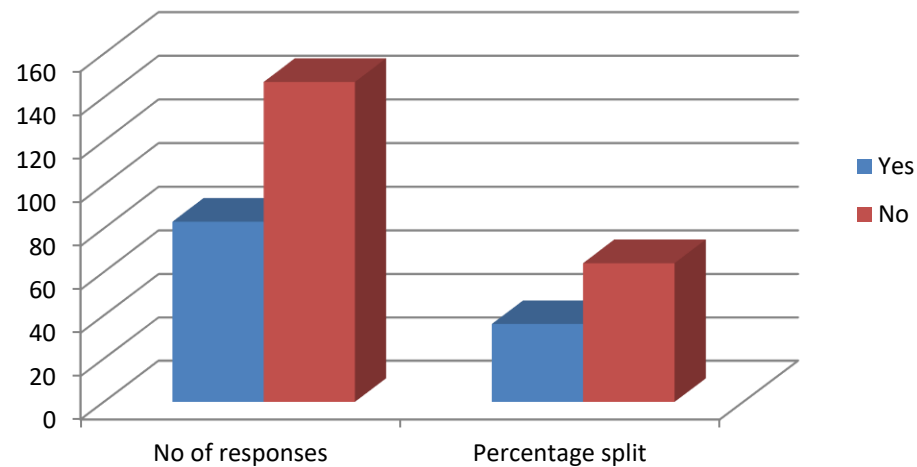


### Heard of 24Hr Repeat Prescription Order Line

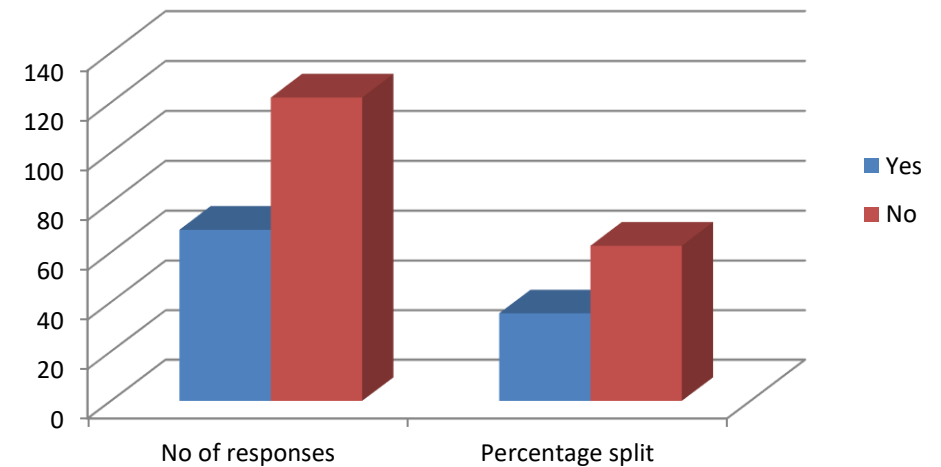
2017/18



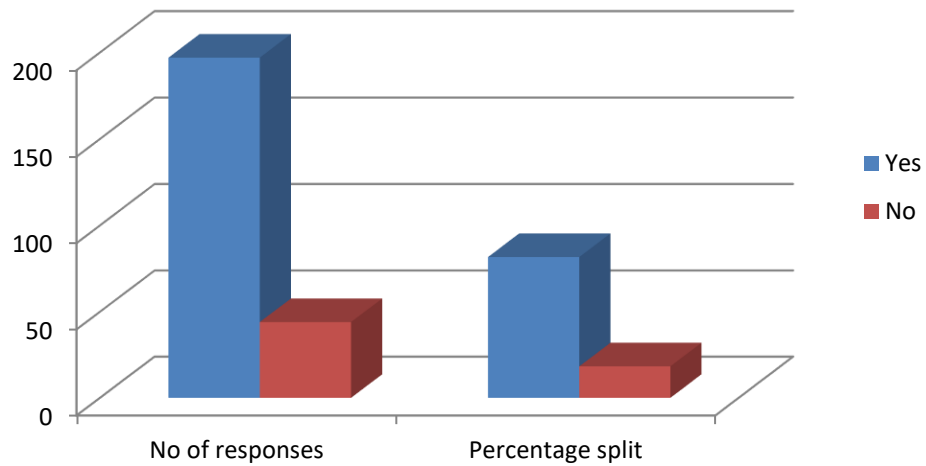
### Seen Practice Booklet - 2016/17



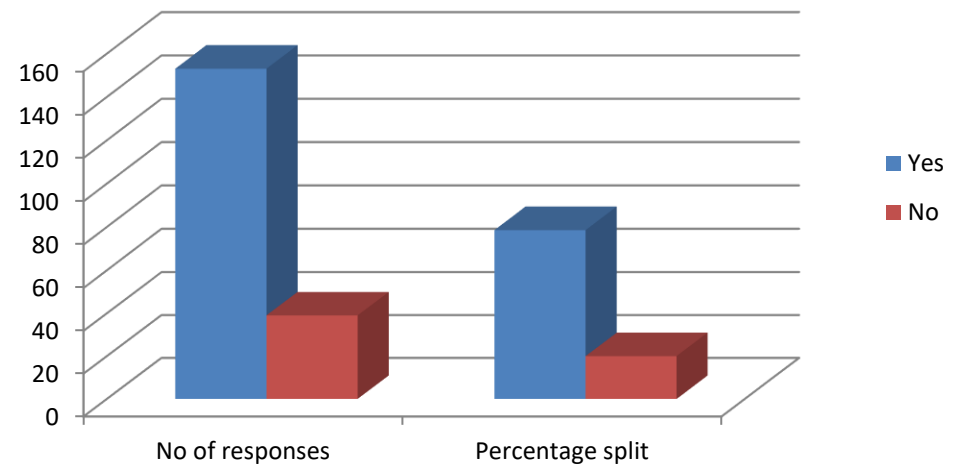
### Seen Practice Booklet - 2017/18



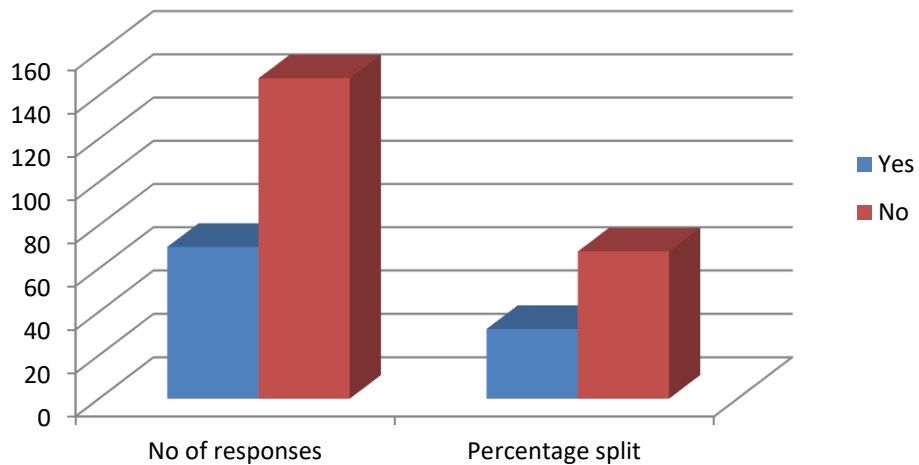
### Access to a Computer/Internet - 2016/17



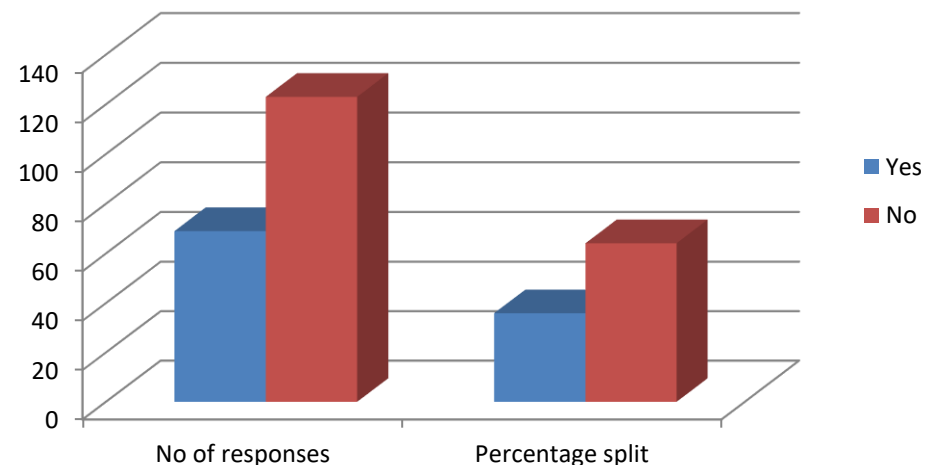
### Access to a Computer/Internet - 2017/18



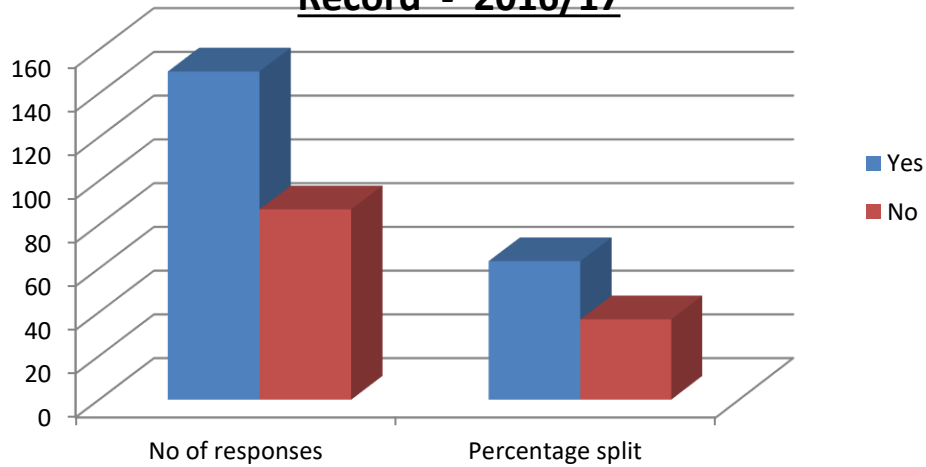
### Have You Visited the Practice Website - 2016/17



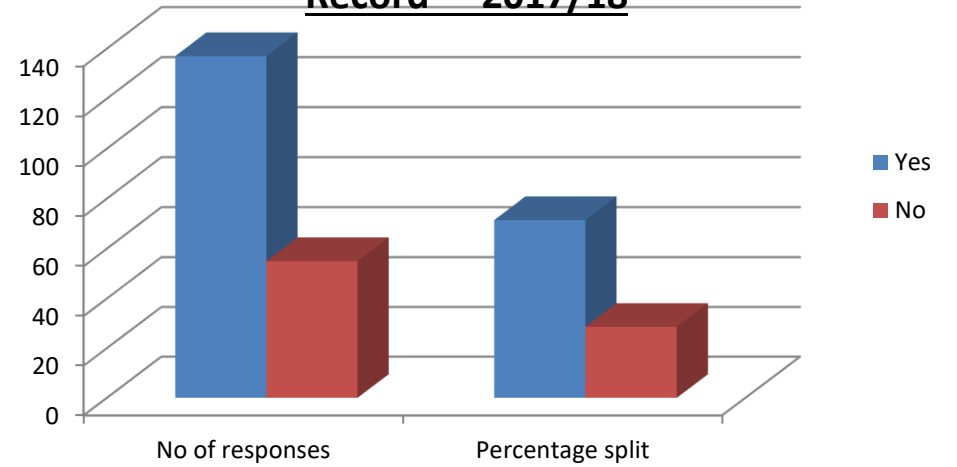
### Have You Visited the Practice Website - 2017/18



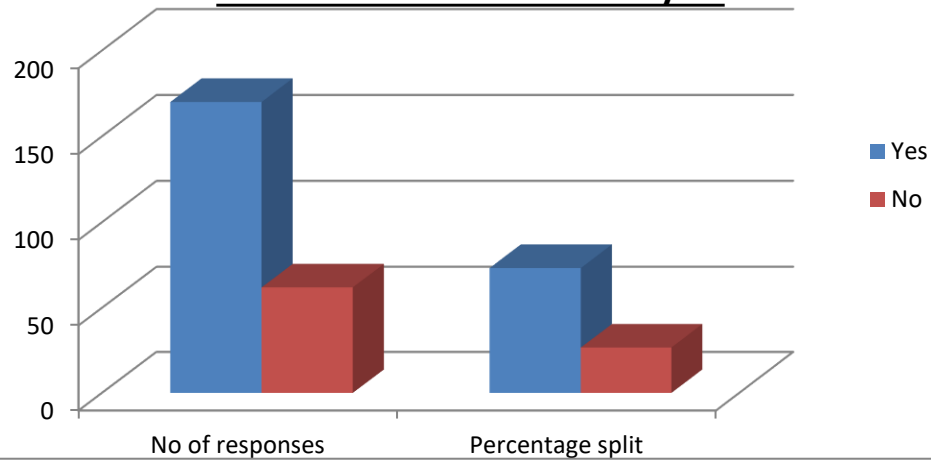
**Are You Aware of Online Access to Your Medical Record - 2016/17**



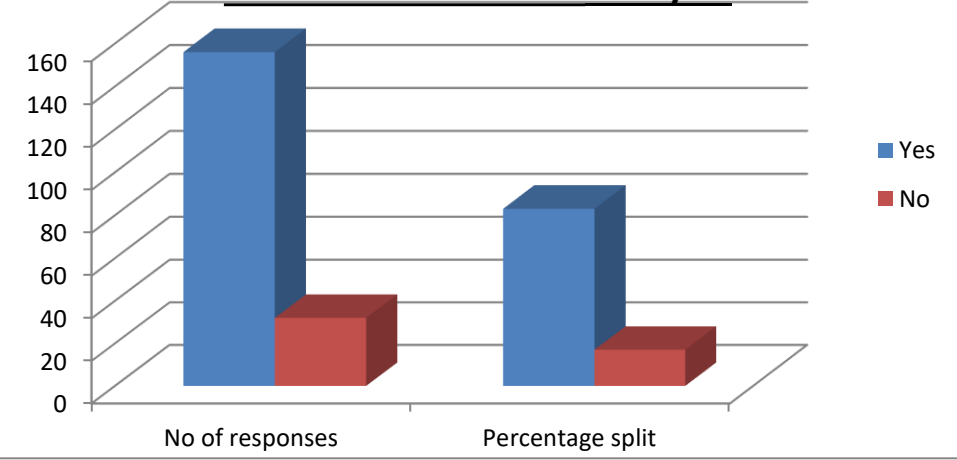
**Are You Aware of Online Access to Your Medical Record - 2017/18**



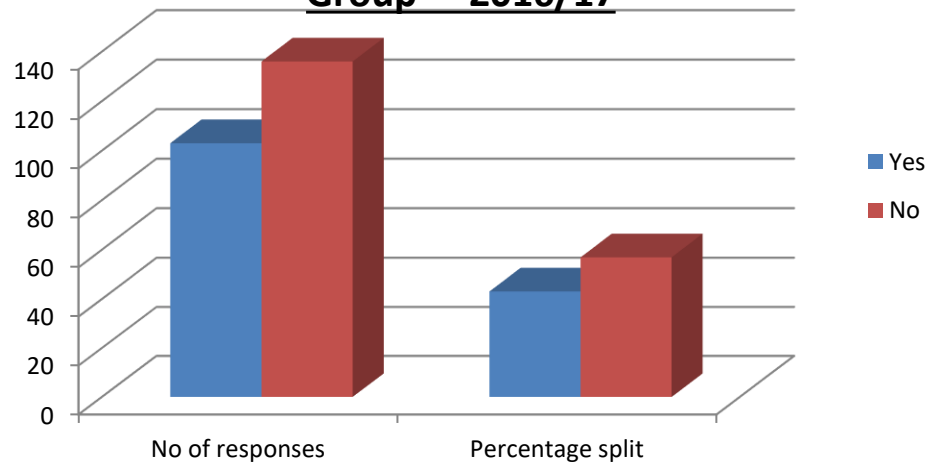
**Are You Aware of the Mobile Phone Appointment Reminder Service - 2016/17**



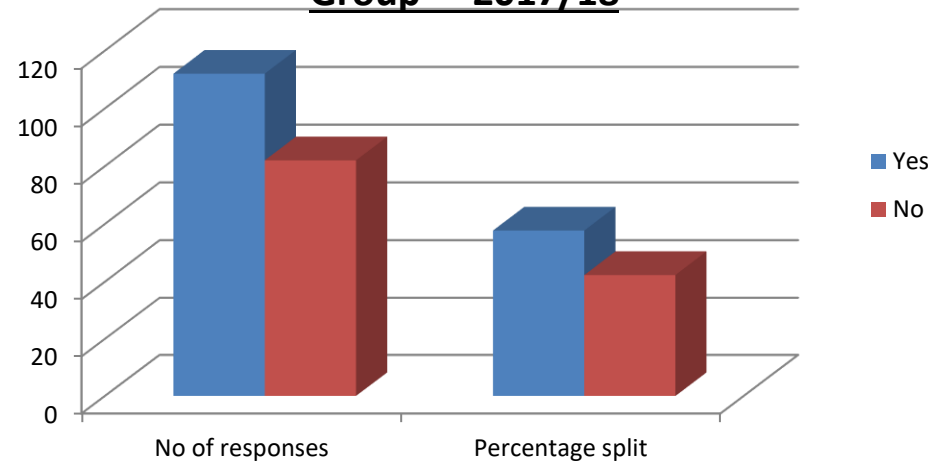
**Are You Aware of the Mobile Phone Appointment Reminder Service - 2017/18**



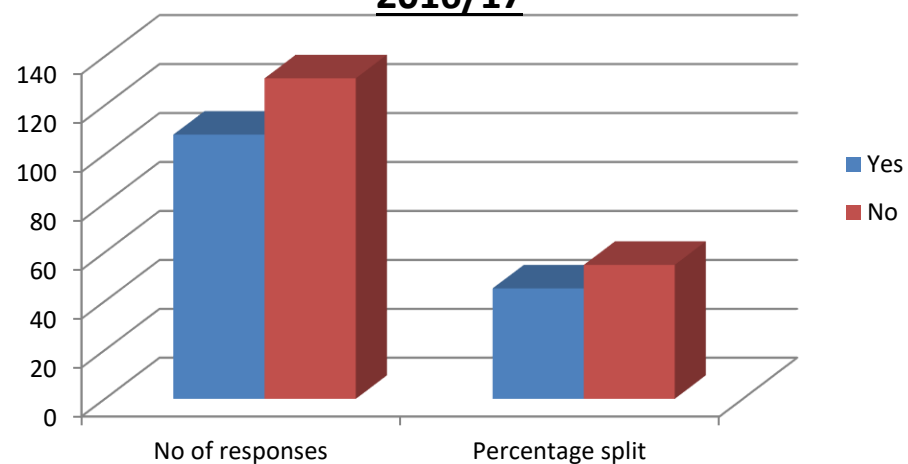
**Are You Aware of the Patient Representative Group - 2016/17**



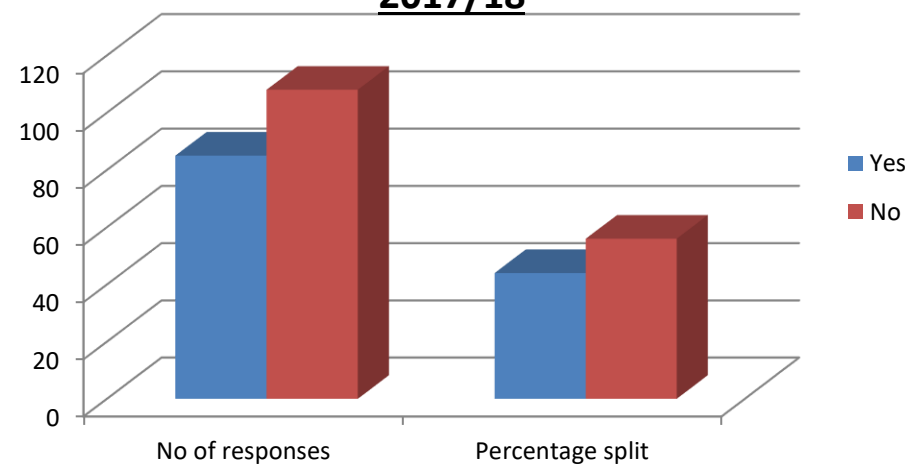
**Are You Aware of the Patient Representative Group - 2017/18**



**Are You Aware of the Patient Transport Service - 2016/17**

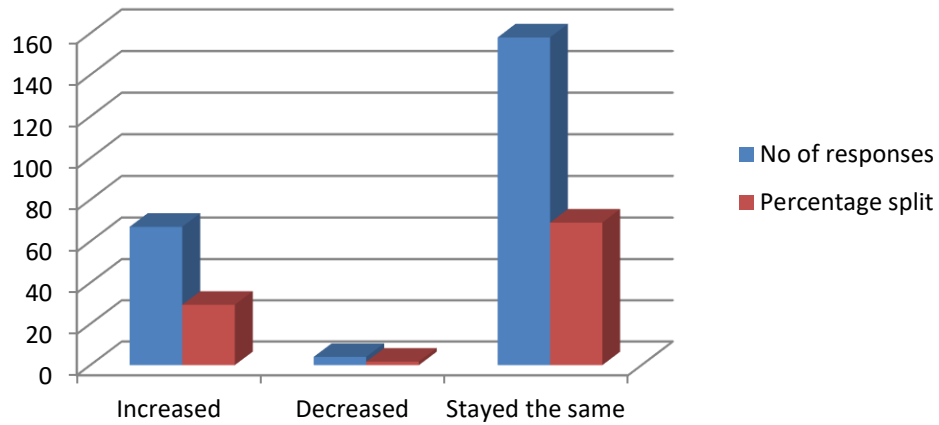


**Are You Aware of the Patient Transport Service - 2017/18**

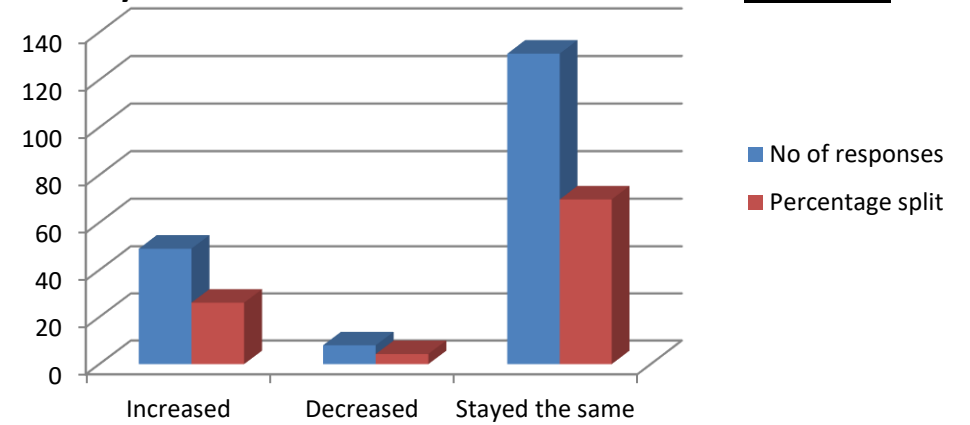




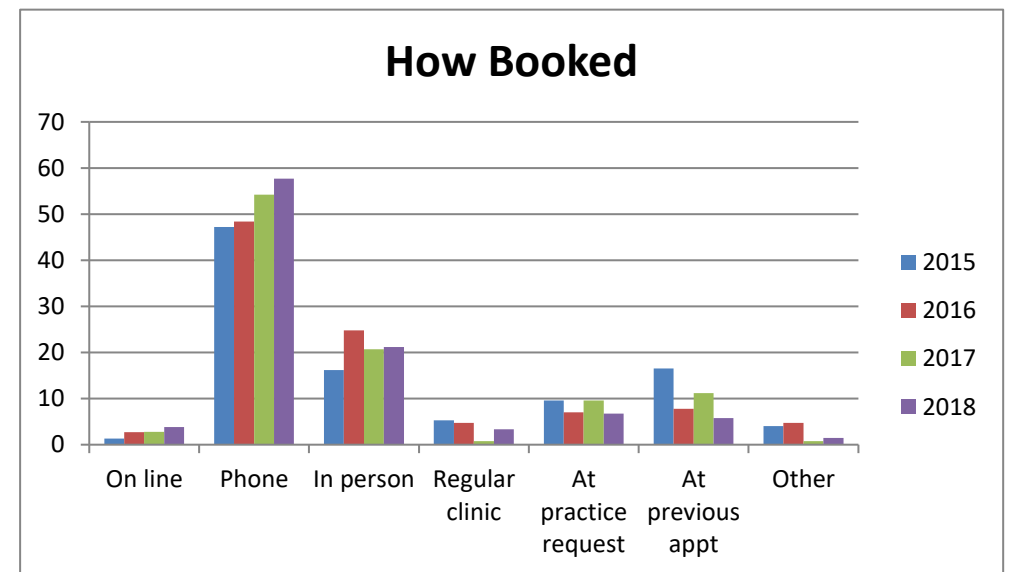
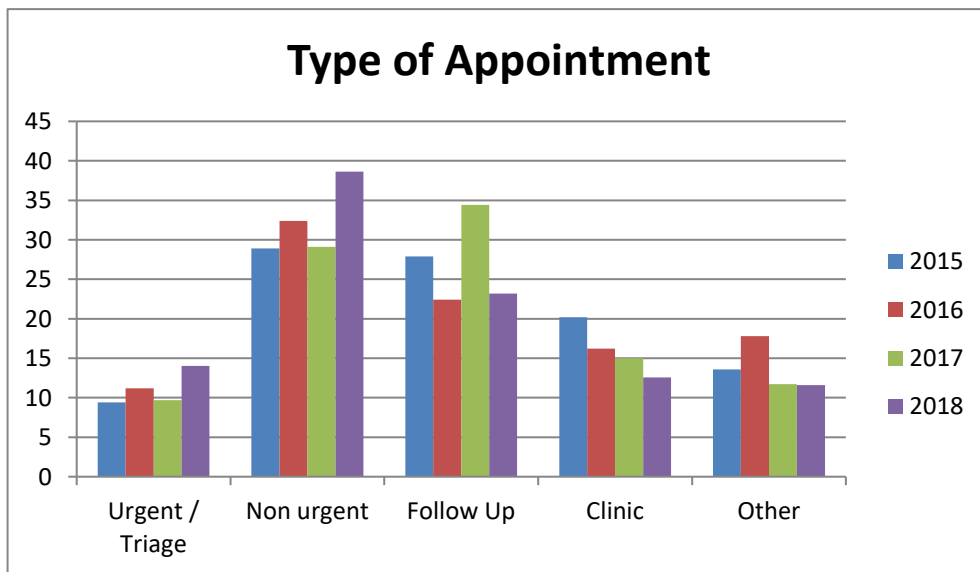
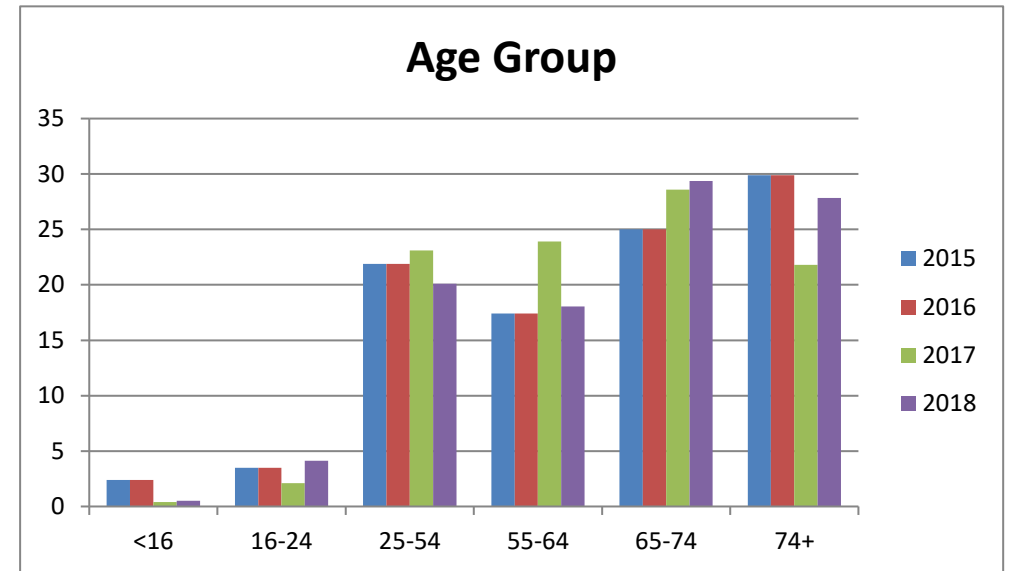
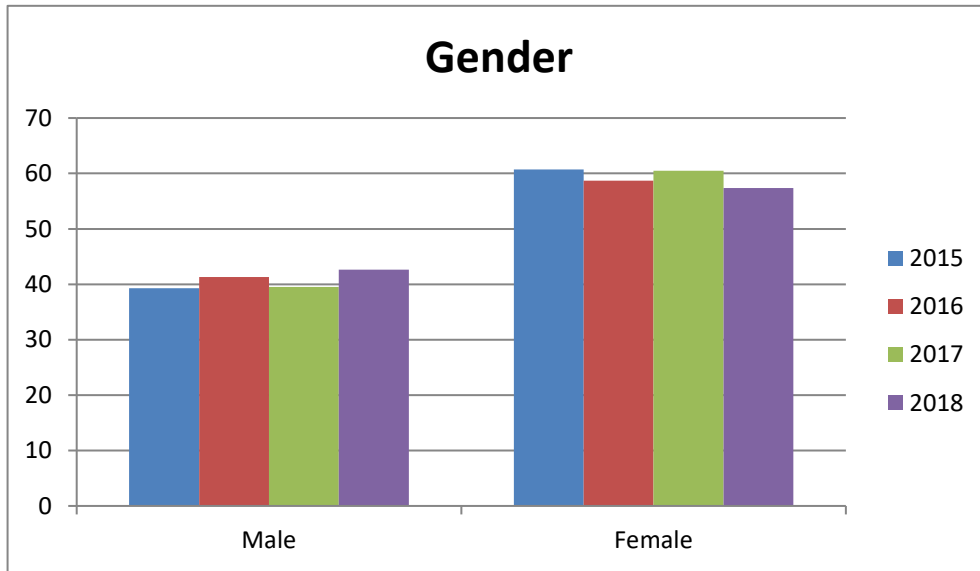
**Has Your Impression of the Practice Increased, Decreased or Stayed the Same Over the Last 6 Months - 2016/17**

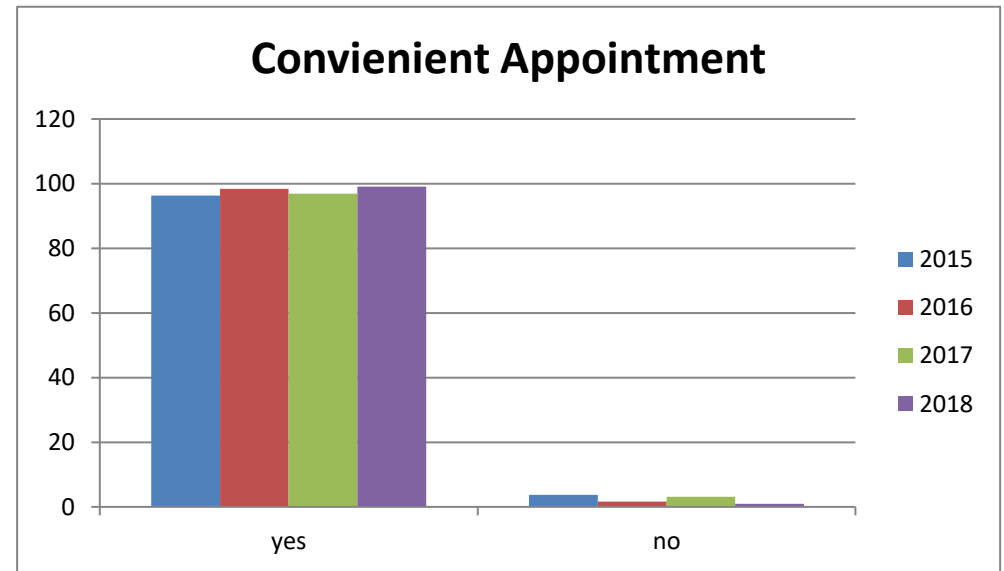
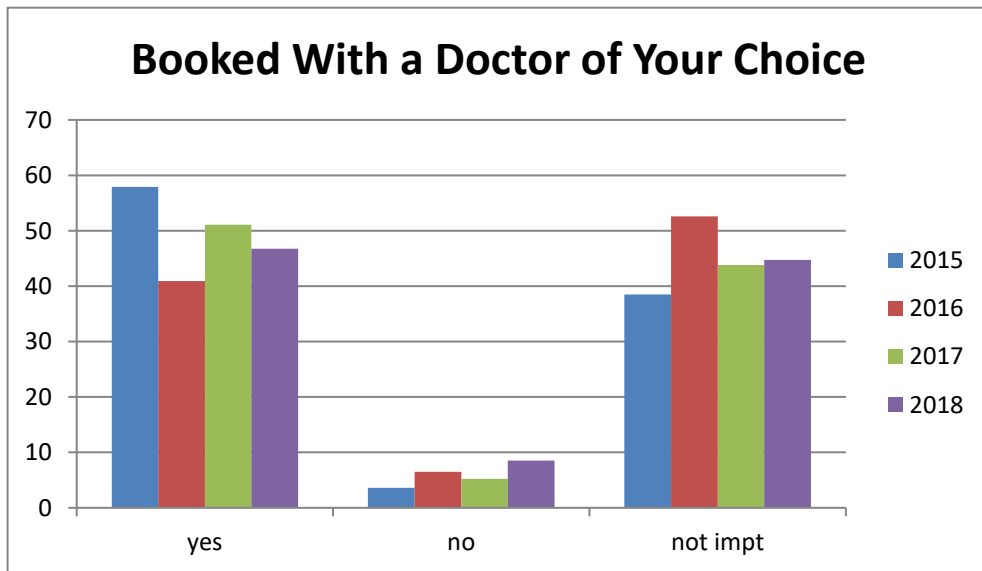
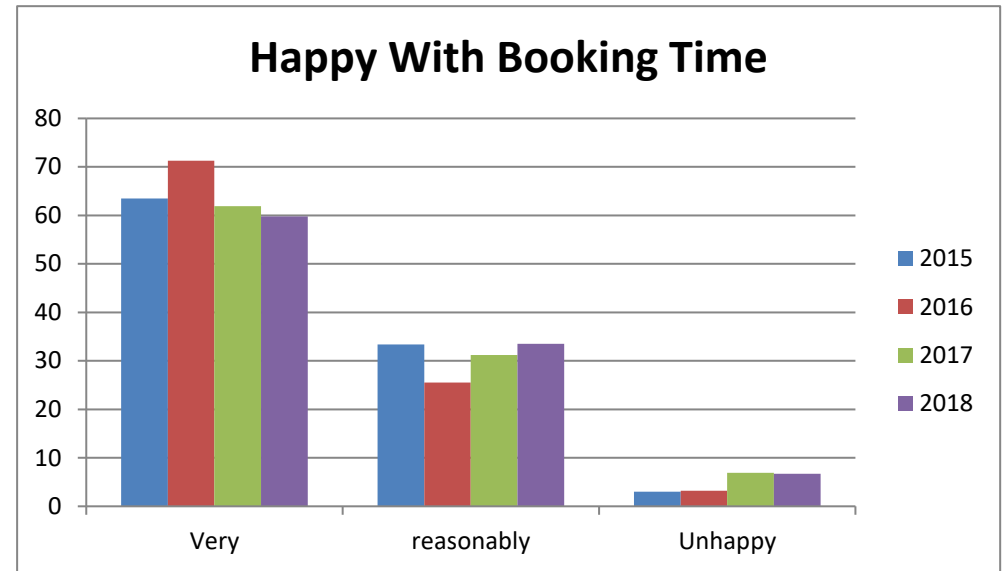
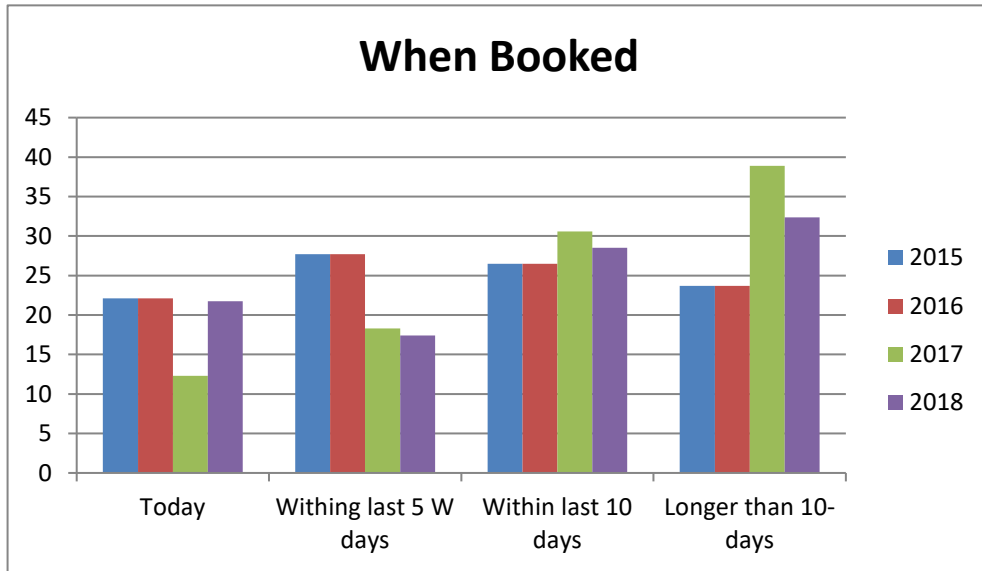


**Has Your Impression of the Practice Increased, Decreased or Stayed the Same Over the Last 6 Months - 2017/18**

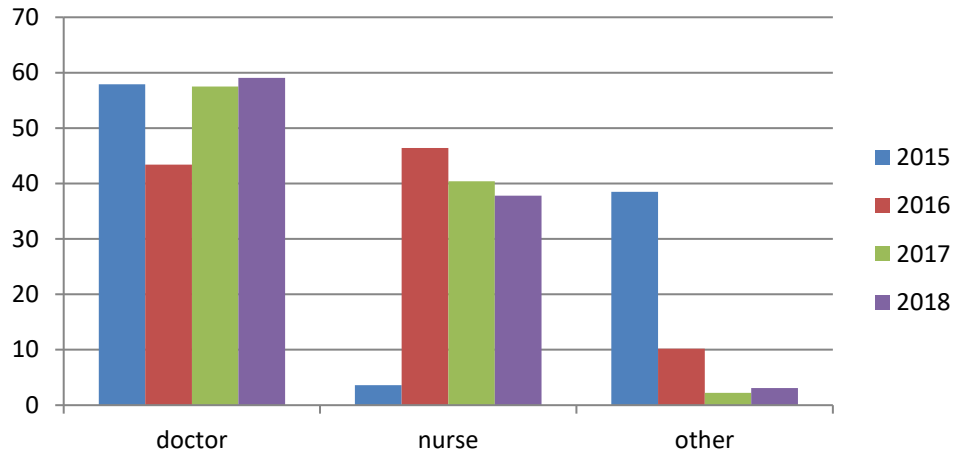


## 4 Year Trend

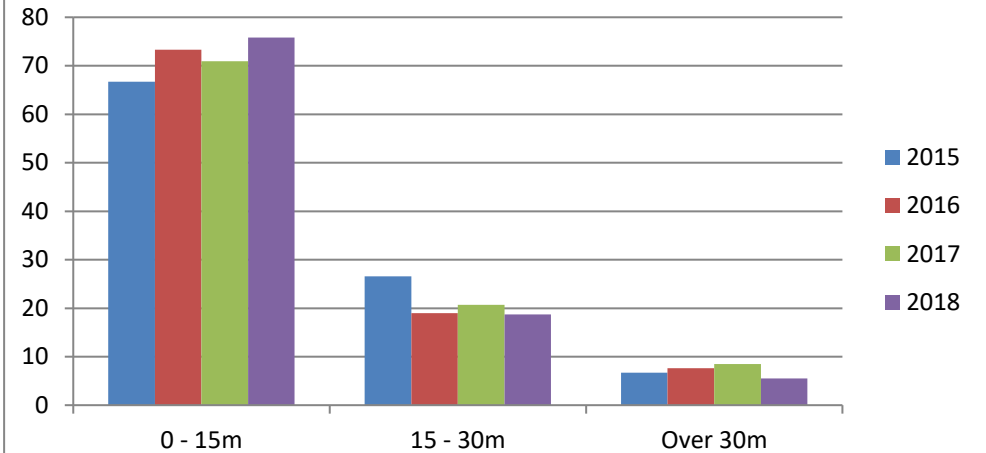




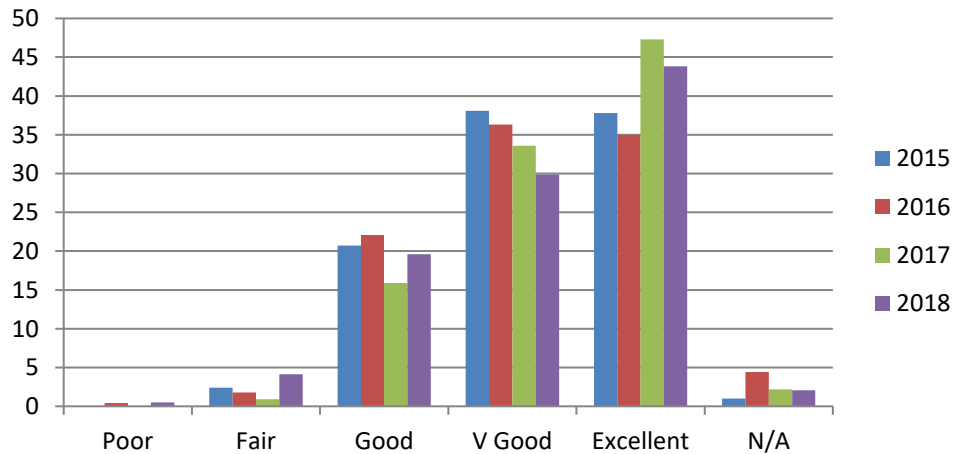
### Appointment With



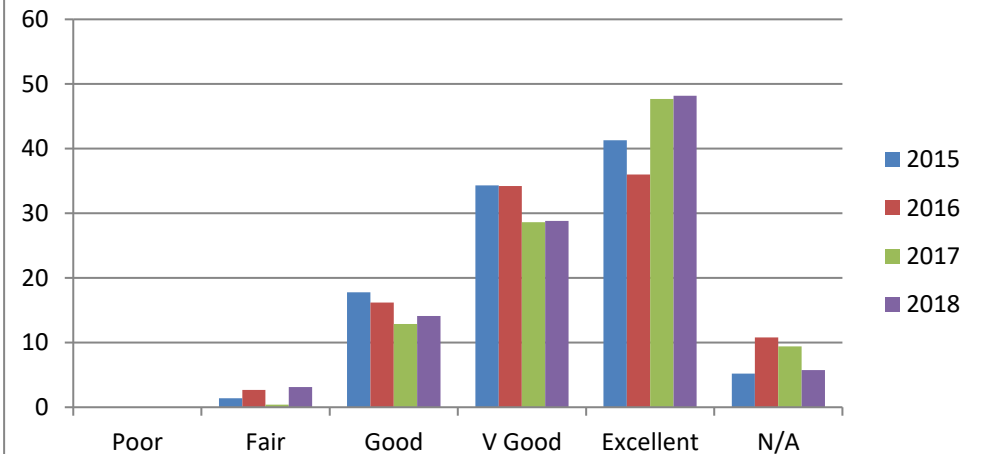
### Waiting Time



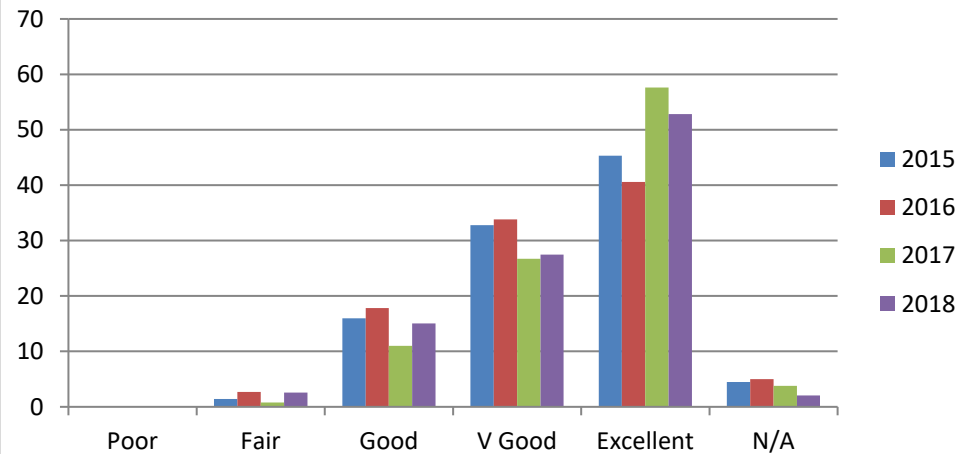
### Time Clinician Spent With You



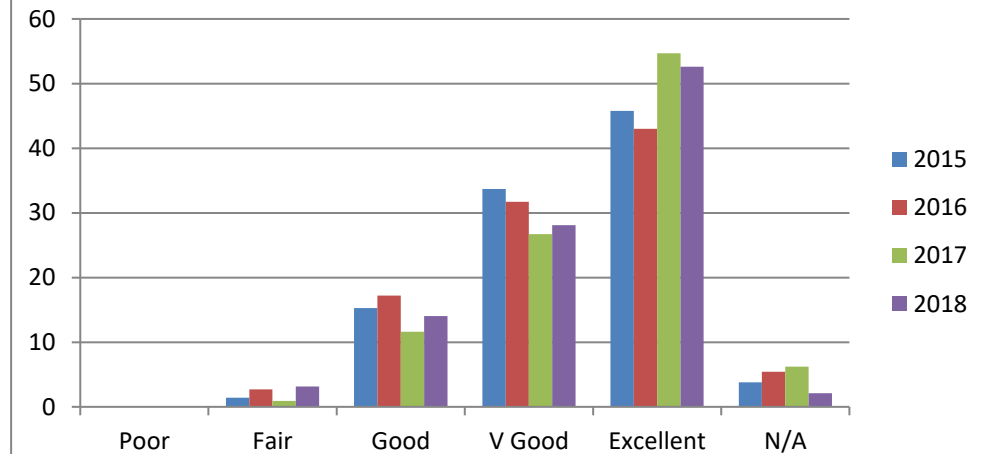
### Way Clinician Asked About You



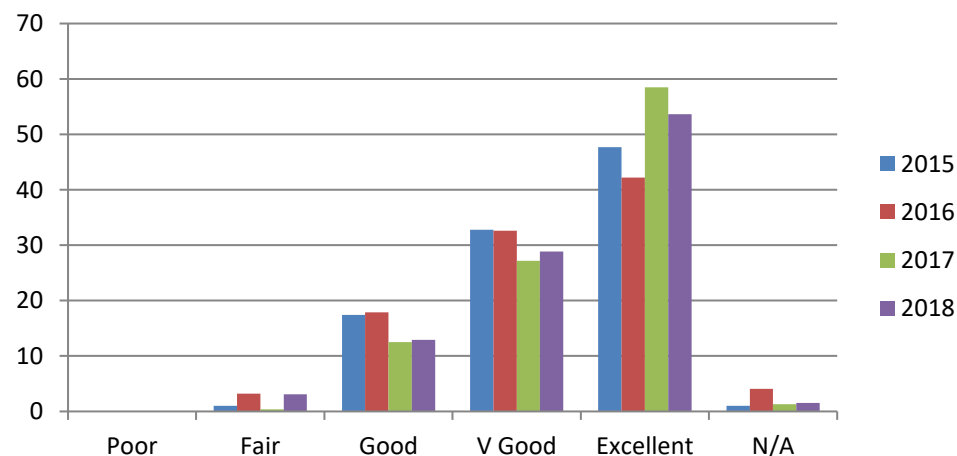
### Way Clinician Listened



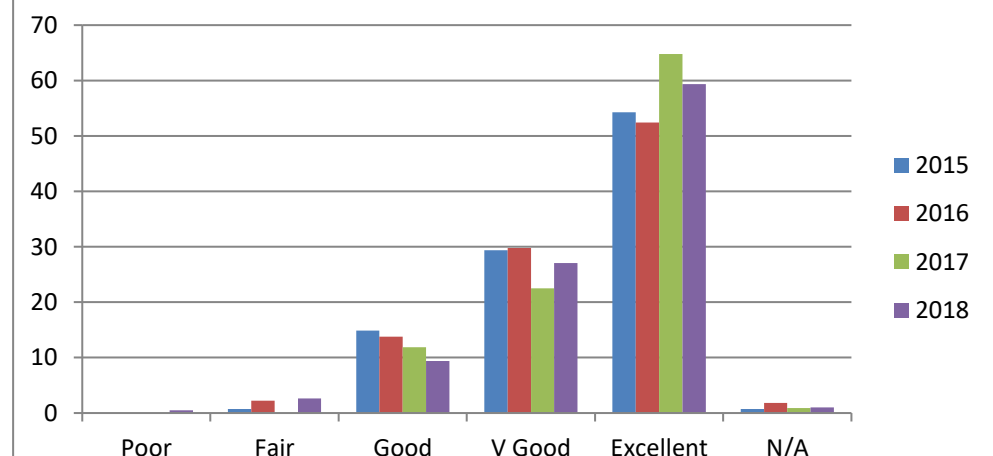
### Way Clinician Explained



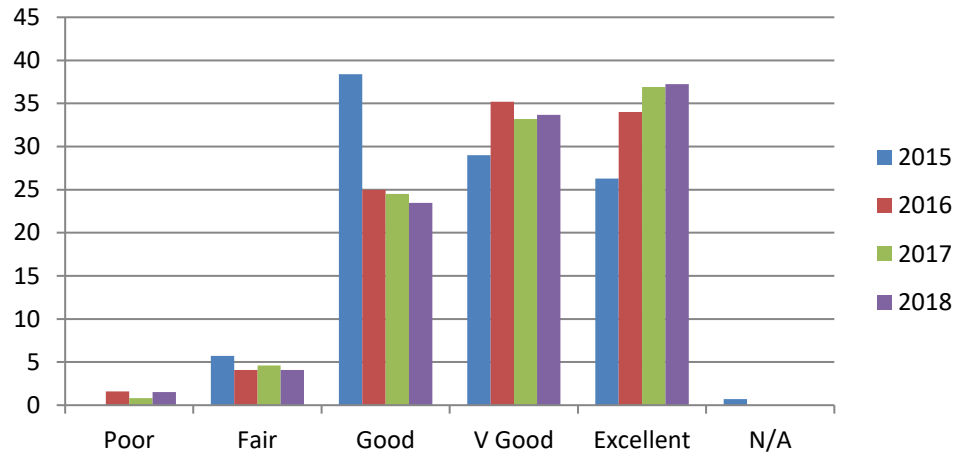
### Overall Treatment



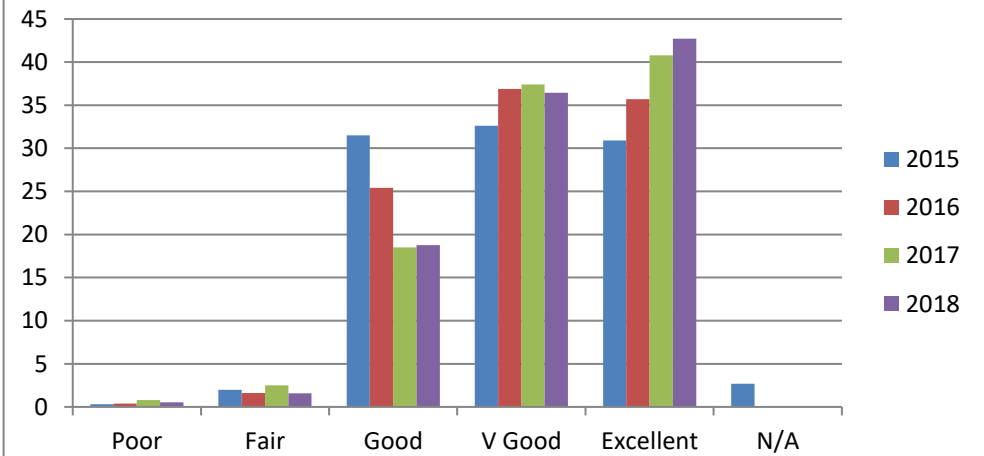
### Respect With Which You Were Treated



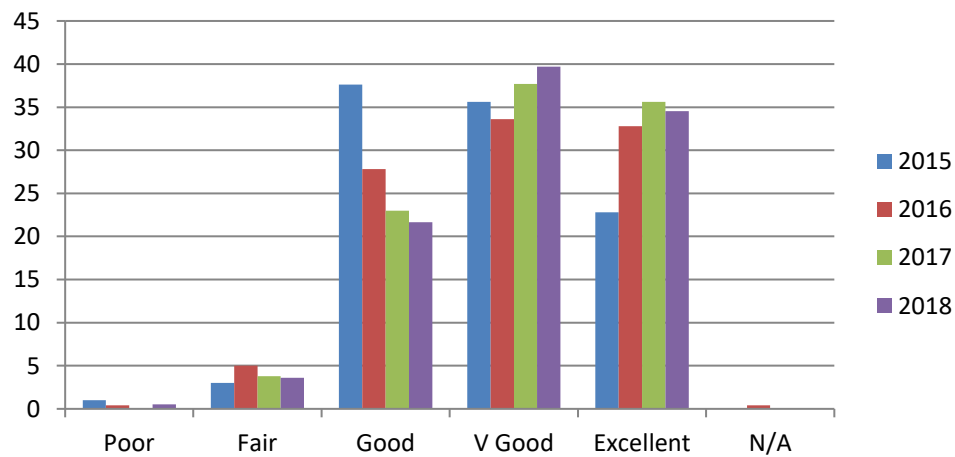
### Access To The Building



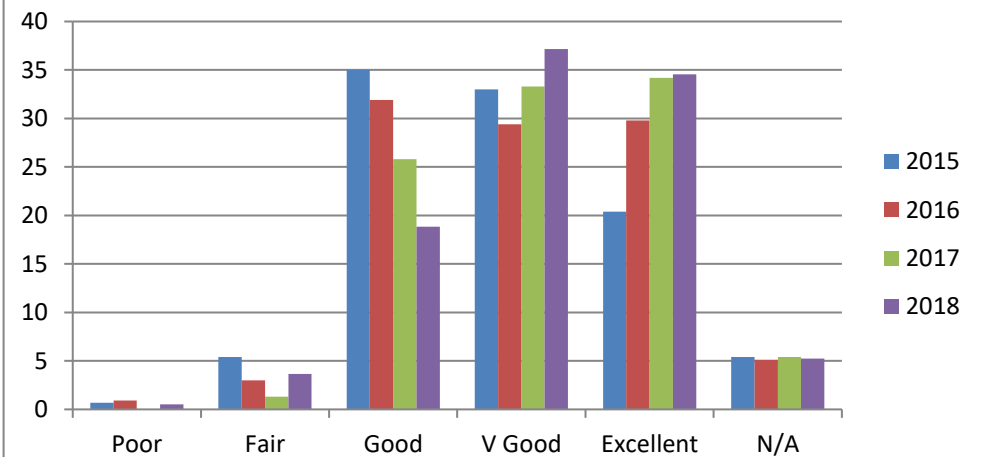
### Ease Of Check IN



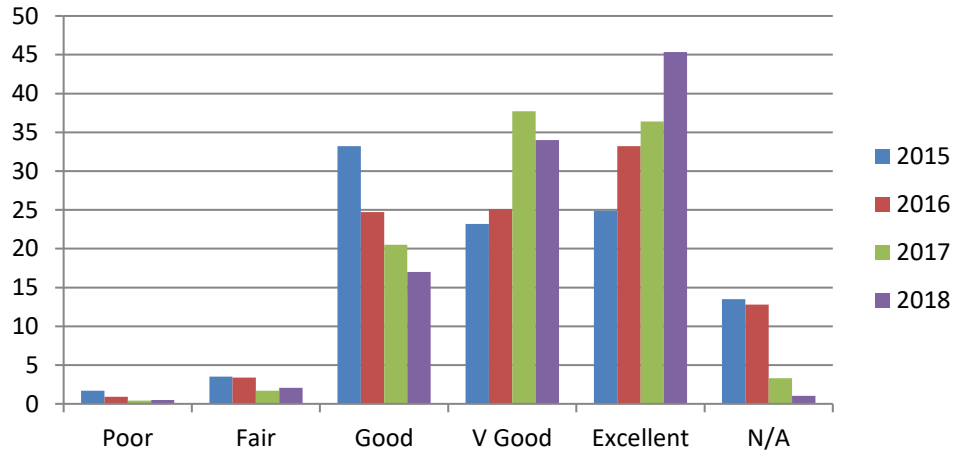
### Comfort Level



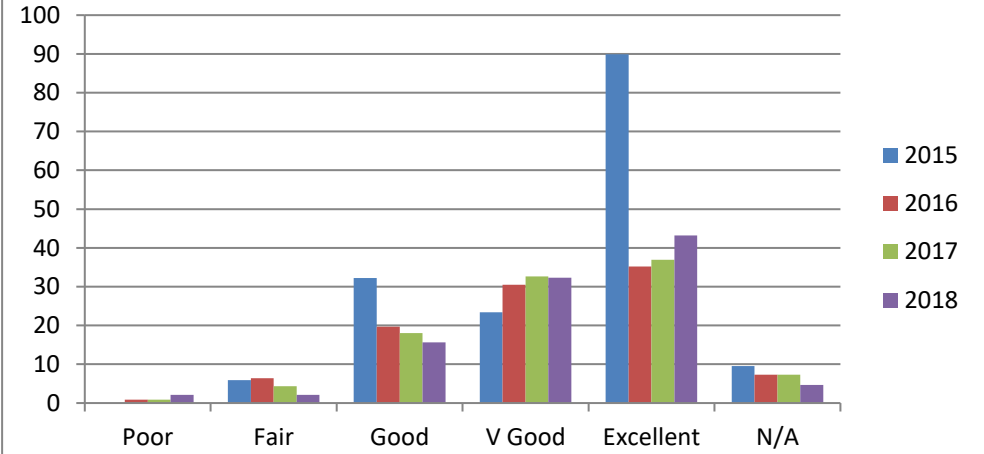
### Information Provided



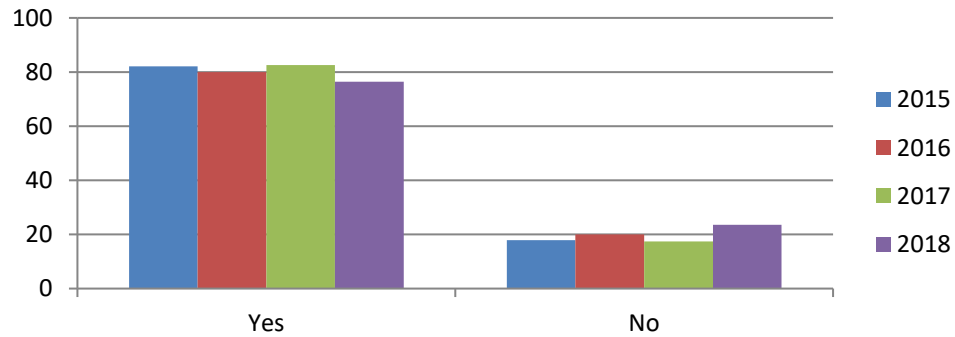
### Service By Reception



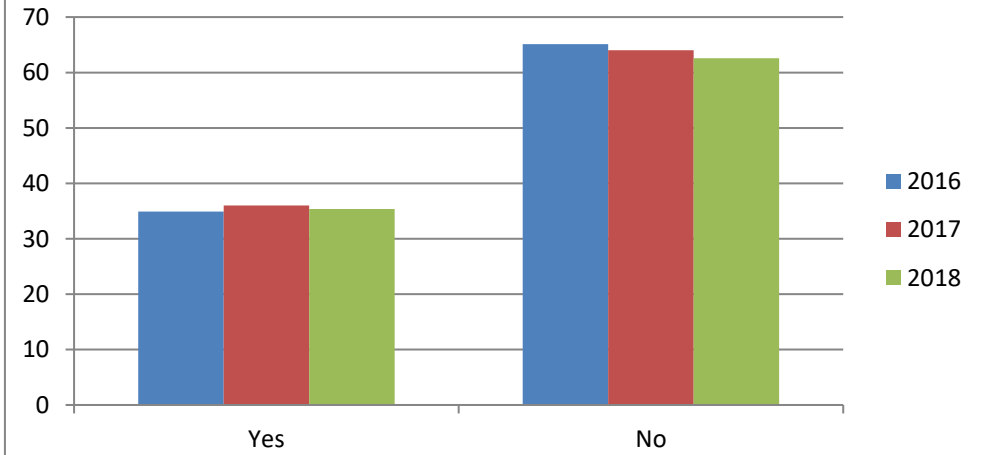
### Respect For Confidentiality

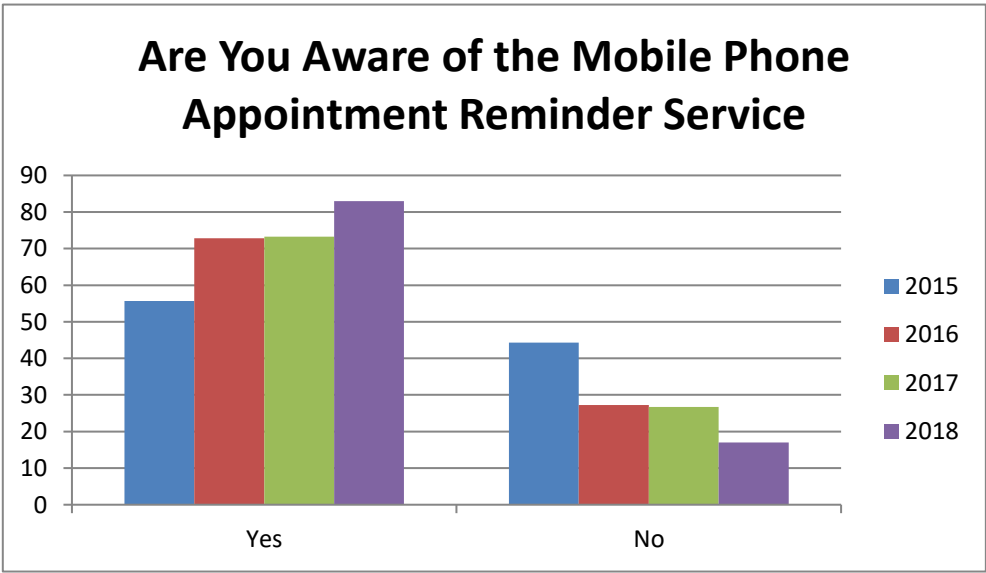
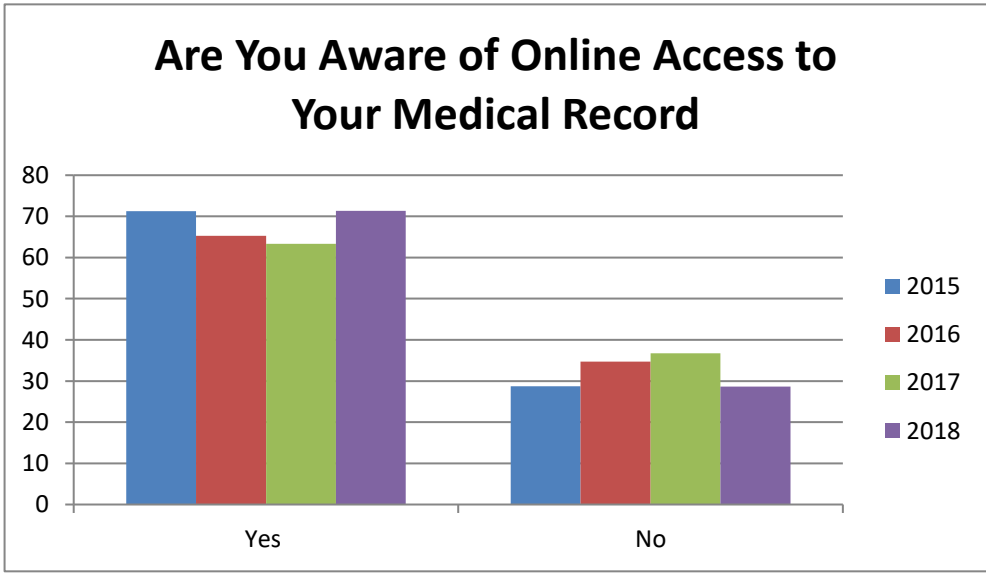
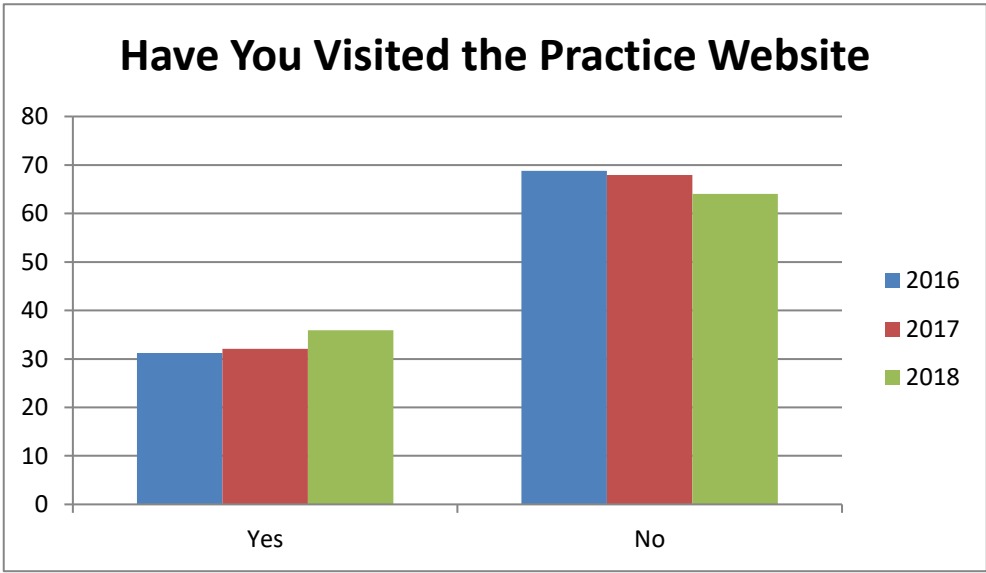
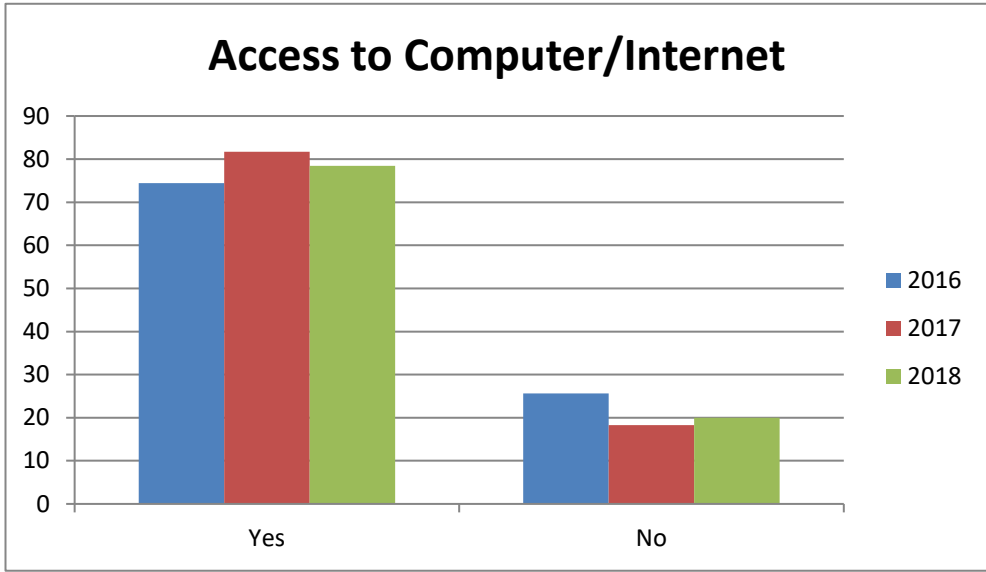


### Have You Heard Of 25hr Prescription Order Line



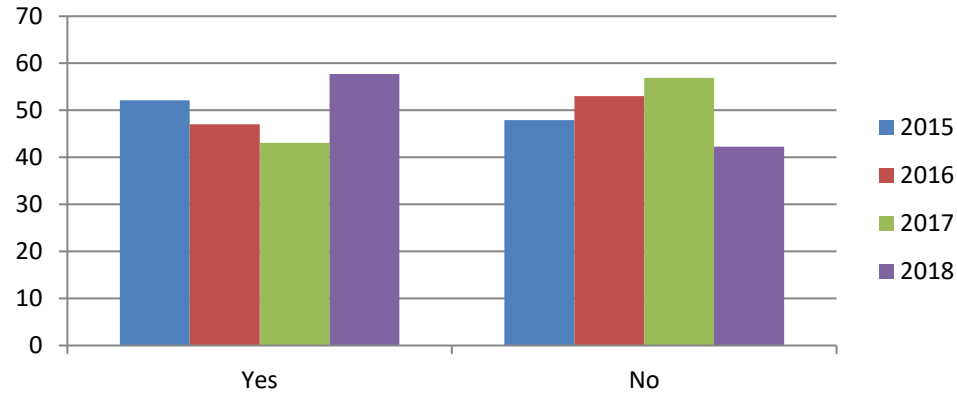
### Seen Practice Booklet



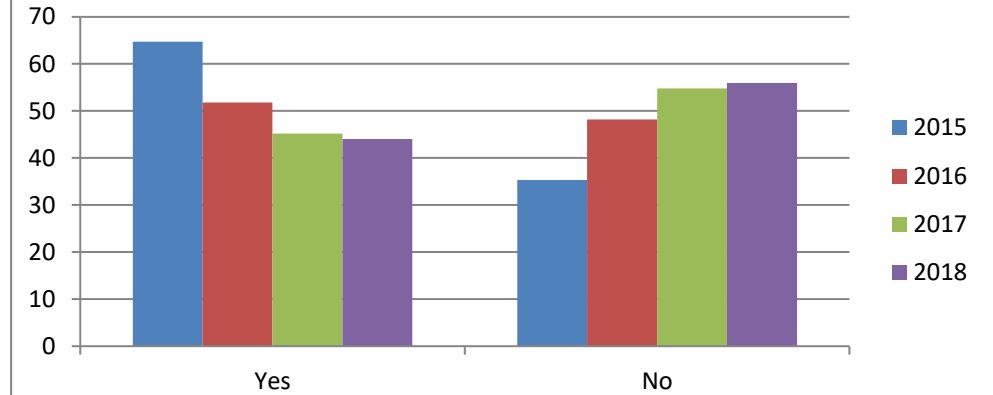




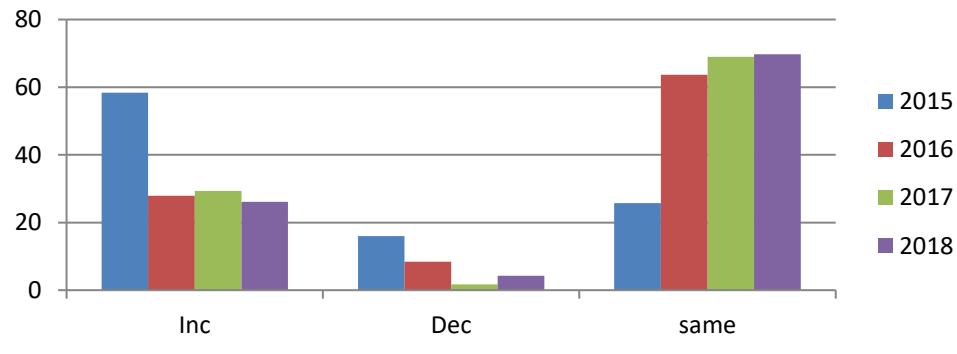
### Are You Aware of the Patient Representative Group



### Are You Aware of the Patient Transport Service



### Has Your Impression of the Practice Increased, Decreased or Stayed the Same



# Annual Questionnaire Comments 2017 – 2018

## Bentham

- I think the practice is doing a good job.
- Unless a patient asks don't suggest private therapies. Its incompatible to know about jumping the queue just because it can be afforded – I can't.
- Always helpful, quick to see doctor and quick with needs.
- I always find them very helpful and friendly – cheers keep it up!
- I come to these doctors with all my family and always get an appointment. Come with work too (Wennington Hall school) – always get an appointment.
- You have very good training doctors! I personally don't require disabled access but regularly bring someone who does and it is terrible to park and get in the surgery! Also to not answer the phone between 1-1.45 isn't good. Lunch breaks should be staggered to cover this. Also recently I tried to make an appointment for a review, 1 year and 9 months after the last one but it wasn't possible to make one with requested doctor – even 1 month in advance!
- Fasting blood tests – there is an issue with getting these early enough in the day and at Bentham. Ingleton is too far and late appointments make difficulties vis-à-vis other medication.
- Its great
- I continue to marvel at the level of service provided by this practice.
- Suits me fine.
- Cake!
- All people are very pleasant and helpful
- Always an excellent service
- No complaints. Excellent!
- I like the idea of having practice doctors having some appointments as 'Locum Doctors' as I benefitted from a having mine at short notice to fit in before a holiday. Generally times to get appointment have increased over time – presumably due to the way the NHS is being run by the present government which in my opinion is not very well!
- I think the practice offers a consistently good service.
- I am happy with the practice at the moment.

- Despite many ongoing problems the service I have received has always been first class. Thank you all.
- None –always treat in a positive way, never had any problems.
- Sometimes have difficulty obtaining prescription ordered on repeats phone – item requested prescription does not arrive at Ingleton pharmacy and I have to ring to reception again.
- I need more access to my doctor and for appointments to be available sooner.
- Very happy with things!
- I think you are brilliant. Best practice I've ever had. Thank you.
- Better disabled parking. Chairs with arms to aid sitting and standing. Telling people an 1 hr+ delay – unacceptable! Need bigger premises.
- I'm very happy with the service you provide.
- I think the service is great. Everyone is really helpful and friendly. Bentham is very lucky to have such a good health centre.
- Be faster with prescriptions.
- Get some new pens
- Dr Astle is an excellent GP. All the staff are friendly and helpful.
- Getting appointment with the same doctor or the doctor you usually see then have to wait week to see them.
- I always find the staff very friendly and helpful – also the doctors.
- Excellent service.
- More appointments.
- Excellent treatment – thank you.
- The service is very good. Receptionist always helpful. Doctors brilliant. Thank you.
- I've always been very happy with my treatment. Everyone is very kind.
- Reception should be more private if they are going to ask questions. Need evening appointments back at Ingleton.
- Keep emergency appointments to as soon as possible. Thank you.
- Older receptionists very rude – hard to make appointment.
- Emergency appointments should be made more priority! Appointments should be more available.
- Nurse I saw was excellent, she did a smear test for me please check her name for me – she was superb! I wanted to write a letter to surgery about how great she was.
- I think the practice is remarkable – very very good. Compared with comments that I read and hear about the NHS I find this practice is completely different and is excellent.
- Exceptional service including receptionists etc.
- Quite satisfied – thank you.

## Ingleton

- Re-establish drop in sessions in Wray!
- It's nice to see your own doctor sometimes!!!!
- So far the practice has been very good helping me with my health
- Asked by the doctor to make follow up appointment 4 weeks later. Told at reception could only work to 3 weeks ahead and asked "to ring next week". When I did this the next available appointment was 6 weeks ahead!
- Temp patient, live here but work away.
- Follow up discussion with GP after blood tests which were "normal" offered routinely.
- I don't feel the service could be improved as I feel it is excellent.
- My comments above were with the nurse. It is hard to get an appointment with the same doctor who has been treating you. When you see another one you seem to have to give all previous symptoms again. You should be able to see the same doctor for the same problem.
- Found all my medical needs have been met with complete satisfaction.
- No totally happy about all my treatment and attention given by the practice.
- Better service at Ingleton surgery. More availability of nurse and doctor appointment in my own village as transport can be difficult when I am unwell.
- There are all nice to me and kind – thank you x
- It is an excellent practice overall. Usually get reasonable appointments and receptionists excellent both on phone and in person. Nurse excellent also. Most GPs excellent. Parking not always easy at Ingleton.
- Comments from 1 person:
  - Much improvement is needed between pharmacy and GP so that drugs which become unavailable/difficult to obtain are not being repeat prescribed (incurring repeat visits to pharmacy – personally up to 4 times). Pharmacy also needs to inform patient of difficulties and why.
  - System of not being able to get appointment with doctors of choice within several weeks or not at all requires attention.

**Thank you to everyone who contributed to this year's questionnaire  
and the PRG Group for all their efforts.**