THE HAWKINGE & ELHAM VALLEY PRACTICE

SERVICE IMPROVEMENT QUESTIONNAIRE AUTUMN 2015

We received 214 completed questionnaires 75 Male responses and 139 Female responses.

Age groups Male Female

20 – 35 years 1 1

36 – 50 years 3 9

51 – 65 years 15 25

66 – 80 years 42 70

80+ years 6 13

Some did not put their age 8 4

**Existing Services**

Q1. Are you aware of the Telephone Triage System operated by the Practice?

 Yes: 86% No: 14%

Q2. Have you used our Telephone Triage System?

 Yes: 29% (of those who knew about the Triage System)

Q3. Thinking about when you used the Triage System were you satisfied with the outcome of your call with the GP?

 Yes: 70% No: 30%

Q4. Why were you not satisfied with your call?

 Comments made:-

Impersonal, Not being listened to, Wrong treatment/diagnosis, Still had to visit practice, Doctor’s attitude, Waited too long for call and then there were no appointments as I had to come to the surgery, Doctor didn’t know me, Just going round in circles.

Q5. Do you think the Telephone Triage System is a useful way of accessing GP’s services?

 Yes: 85.5% No: 14.5%

Q6. Please briefly specify the reasons for your answer to Q5.

 Yes Comments:

Sometimes you only need advice or comfort, Good if you can’t get appt. on the day. Saves travelling, if you don’t feel well, and sitting in the waiting room. Better use of doctor’s and patient’s time.

 No Comments:

Does not replace face to face. I know when I want to see a doctor. Not always easy to get triage call at time needed. Have had wrong diagnosis as symptoms were misunderstood. You can’t do physical checks over the telephone. Don’t like receptionists questioning me about needing a doctor.

Q7. Are you aware that you can book appointments and order repeat prescriptions on line via a secure website?

 Yes: 78% No: 22%

Q8. Are you aware that the Practice is able to provide appointments with a GP or Nurse Practitioner from 8am until 8pm, 7 days a week?

 Yes: 35.5% No: 64.5%

Q9. Have you ever been seen by a GP at the Royal Victoria Hospital specifically using our 8am – 8pm service?

 Yes: 74% (of those who knew about Q8 above)

Q10. Did you feel the consultation met your needs?

 Yes: 94.5% No: 5.5%

Q11. Please briefly explain the reasons for your answer to Q10

 Yes - answers all very positive with excellent results and service received

Q11 No – comments made: Just gave me pain killers, misdiagnosed my son’s eye condition, caused upset and worry, really late to see me and did not understand my needs

Q12. Thinking about your own/your family’s needs, which additional services, if any, would you like to see the practice offer?

 **54%** of patients **did not need extra services** and thought current services were excellent or good

Q13. In general are the reception staff courteous and helpful?

 Always: 75%; Often: 20%; Sometimes: 5%

Q14. In general are the nursing staff courteous and helpful?

 Always: 92%; Often: 8%

Q15. In general are the GP’s courteous and helpful?

 Always: 77%; Often: 17%; Sometimes: 6%

Q16. Generally speaking, do the GP’s give you enough time to fully explain your concerns and symptoms?

 Always: 56.5% Often: 29% Sometimes: 12% Rarely: 2.5%

Q17. Generally speaking, do the Nurse Practitioners give you enough time to fully explain your concerns and symptoms?

 Always: 85%; Often: 12.5%; Sometimes: 2.5%

Q18. Are you male or female – answers collated at the beginning of the results

Q19. Please write your age in years – answers collated at the beginning of the results

Q20. Do you have any of the following long-standing health conditions?

 Yes: 27% No: 73%

 Of the 27 % with long – standing conditions, the following breakdowns:

 Asthma: 53% COPD: 19% Hypertension: 65%

 Epilepsy: 7% Cancer: 37% Diabetes: 37%

Q21. Do you believe you receive adequate checks and information in order to stay as healthy as possible?

 Yes: 74% No: 26%