

ESCRICK SURGERY – PATIENT REFERENCE GROUP SURVEY 2012/13

All these questions relate to Escrick Surgery and the services it provides and does not relate to any Out of Hours services.

250 Questionnaires handout 128 returned

Staff

1. How do you rate the way you are treated by staff at your practice? (please circle)

Receptionists	Poor		Fair	3%	Good	11%	V Good	85%	No comment	1%
Nurses	Poor		Fair	2%	Good	9%	V Good	78%	No comment	11%
H/C Assistants	Poor	1%	Fair	2%	Good	5%	V Good	51%	No comment	41%
GP's	Poor		Fair	2%	Good	7%	V Good	87%	No comment	4%

Comments/Suggestions

'This is a lovely surgery. Staff are always pleasant and welcoming. This is from someone who 'never does' doctors unless I really have to – but you all make it bearable- Thank You!

Should be a choice of 'Excellent'

Brilliant

Exceptional staff throughout the practice

The receptionists on the whole are very good, however, you do have one who could benefit from the others in how to address patients without being offhand and curt – You know who you are!

My regular GP is very good

The 2 GPs I usually see are excellent

We really value having such a great GP Surgery. You are accommodating, helpful, thorough and knowledgeable

Both your Health Care Assistants are great, they are a credit to the practice. I have only seen the nurse once. Dr Hanly I have seen on a few occasions and he appears to be very good – The other doctors I have not seen on a regular basis

Always an excellent, flexible and caring service

We consider ourselves very fortunate to live here and are able to use Escrick Surgery

My experience has always been very good – Thank You

I'm not sure whether I've seen nurse or Health Care Assistant – If HCA as well as nurse – very good

Dr Lenthall is a fantastic Doctor who is very caring and helpful and always deals with you in a kind and professional manner

Dr Lenthall is a brilliant doctor – valuable to our surgery

One receptionist in particular gets very aggressive sometimes and makes me feel so bad for asking questions that I end up in tears

Have never been anything but pleased with treatment although have seen the odd locum doctor who was not up to usual standard

Receptionists always very helpful, kind and patient

I cannot praise this practice enough. Wonderful care, wonderful people. A credit to the health service despite difficult times

Informative and clear. Pleased that any urgent matters are followed up by telephone conversation

So nice to be treated as an individual! Thanks – The smiles are a tonic!

I'm very happy with the care my family and I have received over the time we have been here

Sometimes reception is exceptionally busy and it would be good if for those patients waiting for prescriptions, if the pharmacist or someone could let them know that their medication was ready for collecting. We have waited half an hour before for a simple antibiotic – but due to patient problems, the receptionist was unable to call us

Brilliant service by all

Very friendly and helpful

Some female doctors do not seem as attentive as male counterparts. During consultations leaving patients frustrated and ill informed. Is there a form of mentorship within practice to ensure good practice throughout? Being yawned at during consultation does not instill confidence!

Appointments

2. If you have needed to see a GP **urgently**, have you normally been seen on the same day?

Yes	83%	No	6%	Don't know/never needed to	11%
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Comments/Suggestions

Only happened once personally, but girls at the school I work at are also always seen the same day

Very reassuring – First Class!

I had to go to A&E as I was very concerned about my swollen leg – ended up in hospital

Always – and we are always so grateful to you for fitting us in

Never failed to be seen – Always make time – Thank You

Perhaps N/D could be used an extra day to give more appointments if this is found to be an issue

I don't like being questioned by the receptionist about what is wrong, whether it be an urgent appointment or not. I can understand they don't want emergency appointments wasted but you medical problems are private and personal

Yes, but not always

Brilliant

Always helpful and accommodating

Very impressed with this

Much appreciated when my husband was poorly

Very good – will try to fit you in at some point

Always sees the children urgently – never been turned away

Relative staying was seen the same day

Always try to get you an appointment whenever possible

3. At the beginning of the year we addressed the problem of our telephone system. With this in mind and thinking of times you have **phoned** the practice, how do you rate the following:

a) Ability to **get through to** the practice on the phone?

Poor	3%	Fair	14%	Good	47%	Very Good	33%	N/A	3%
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b) Ability to seek telephone advice that day?

Poor	1%	Fair	9%	Good	30%	Very Good	41%	N/A	19%
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c) Have you seen an improvement with the phone being answered?

Yes	55%	No	11%	Don't Know	34%
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Comments/Suggestions

I think this will always be a problem due to the number of patients seen and that we should just accept it

Although the phone is answered immediately there is usually quite a wait to speak to someone

Receptionist always patient when trying to arrange an appointment time – thank you
Automated queuing system very annoying

Never had any problem before

Premises

4. How clean and tidy do you find the premises:-

Escrick	Poor		Fair		Good	22%	Very Good	70%	N/A	8%
North Duffield	Poor		Fair	1%	Good	8%	Very Good	38%	N/A	53%

Comments/Suggestions

Could do with opening windows on a daily basis at Escrick

North Duffield a little dated

Always immaculate (Escrick)

The waiting room is always so very, very hot. No fresh air as windows always closed, surely a good breeding ground for spreading air borne germs – as today, for example, patients (4 of them) are coughing away (Escrick)

Smells a little bit mouldy in waiting room (Escrick)

On line Facilities

5. Do you have access to and are willing to use the internet?	Yes	62%	No	30%	N/A	8%
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If you answered yes to Question 5 then please answer the following Questions 6-11:-

6. Do you book appointments on line?	Yes	25%	No	41%	N/A	34%
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7. Do you order repeat prescriptions on line?	Yes	23%	No	41%	N/A	36%
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8. Do you access the practice website?	Yes	28%	No	38%	N/A	34%
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9. Did you know the above facilities were available?	Yes	58%	No	13%	N/A	29%
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10. Would you like to be able to book nurses appointments on line?	Yes	47%	No	16%	N/A	37%
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11. Would you like to be able to book Registrar's appointments on line?	Yes	33%	No	15%	N/A	52%
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Comments/Suggestions

Not yet set up/registered for online facilities – will definitely do it

Easier to phone – security required online but makes too slow. Text request/reply would be useful to registered numbers

Prefer to speak to receptionist

An excellent online facility, which is not public knowledge to a lot of patients

Would it be possible to send registration (for online access) to all patients or access them on website? Should not need to go to surgery to apply – and get reminder of access details

We have never had a problem booking by phone and therefore don't need to use on line

I usually book my appointments after seeing the doctor

I had forgotten that the above could be done on line – will try and use the facility in the future

My husband likes to book on line and he does so on my behalf, but I prefer to telephone and actually speak to somebody

Not sure what a registrar is – Does this mean hospital appointments?

I would like to be able to book for my son or husband online if they needed appointments as they often don't have time to do it

Internet facility is very, very poor where we live. Parish Council is pursuing this issue

Also contact via e-mail to the practice would be good

I personally don't use the computer but my husband does

Never seemed to work when I used it, but it was a long time ago

Only reason I don't do online is personally not very good at it

Don't know what a registrar does

Would rather speak to someone rather than online

Tried to book an-line but time to the first appointment was 10 days

Blood tests

12. Do you have regular blood tests?	Yes	46%	No	51%	N/A	3%
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If you answered Yes to Question 12 then please complete the following:-

12a. Who do you see for your blood tests?	Nurse	70%	Health Care Assistant	30%
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12b. Which surgery do you attend for your blood tests?	Escrick	75%	North Duffield	25%
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12c. Which surgery would you prefer to attend for your blood tests?	Escrick	69%	North Duffield	31%
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13. How would you describe the availability for blood test appointment?

Escrick	Poor		Fair	2%	Good	17%	Very Good	30%	N/A	51%
North Duffield	Poor	1%	Fair	3%	Good	6%	Very Good	10%	N/A	80%

Comments/Suggestions

Used both

When I required a blood test a few years ago, I had no problems making appointment and results came back very quickly. I would like to see bloods tests at both North Duffield and Escrick

A printed breakdown of blood results easy for the patient to understand to help them monitor their progress

Always booked at Selby Hospital

This is the only service that seems to take longer getting appointments

Good when have needed it for my mother

General

14. Do you understand the difference between doctors, registrar's, nurses and health care assistants?	Yes	79%	No	18%	N/A	3%
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15. Do you understand the difference between a medication review and a chronic disease review?	Yes	73%	No	20%	N/A	7%
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16. Do you have a chronic disease? e.g. respiratory/heart/kidney/thyroid condition	Yes	29%	No	58%	N/A	13%
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If you answered Yes to Question 16 then please complete the following:-

16a. Who do you see for your chronic disease	Doctor	63%	Nurse	37%
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Comments/Suggestions

Asthma only

It is difficult to praise the practice more highly. Excellent all round

I know about the above Q14-Q16 but other patients may not. Perhaps it could be covered in the newsletter?

Doctors and nurses are excellent. I cannot praise the service enough, which I have received

Not sure what a registrar is

Should be well-men and well-woman clinics at certain ages – to include cholesterol test etc. patients should be invited to attend for check, not have to request

If I had a particular medical problem,, I would prefer to start with an appointment with my 'regular' doctor, but I am sure the receptionist will point me in the right direction when I telephoned first of all

I don't think I see the doctor for this on a regular basis, but if there is a problem I see her and she contacts me after a blood test

I have chronic pain and a type of Atrial Fibrillation (which isn't chronic at the moment). I also have other conditions that can be severe at times. Also have chronic fatigue

It would be useful if the practice could offer chiropody facilities

Atrial Fibrillation- warfarin prescribed – diagnosed Nov 2005 – have not been seen but dosage is monitored by York District Hospital

Better information on who to contact on less medical issues.

Not sure about registrars. No complaints at all – Thank You!

Our family is very pleased with the practice – please keep your good work up!

Thank you for all your efforts at the surgery

Probably know the difference between Q15, but not sure

The service that patients receive at Escrick is always of a high standard

Thank you for taking the time to complete this survey.