

Parkside Surgery

Patient Group Survey Results

Under 18 - 3% 19-40 - 35% 41-65 - 34% Over 65 – 28%

Male – 43% Female – 57%

Working full time (30 hours or more) – 31% Working part time (under 30 hours) – 19%

In full time education – 6% Unemployed – 4% Permanently sick or disabled – 5%

Fully retired – 23% Looking after the home - 7% Doing something else – 5%

1) How did you make your **appointment today**?

Telephone – 79% Internet – 3% In person by going into the GP Practice – 19%

2) Did you know that you can book your appointment online via the GP Practice website (if you want to?)

Yes 46% No 54%

3) When did you book for today's appointment?

Today 26% Within the last 2 days 25% More than 2 days ago 49%

4) How helpful was the receptionist when you made your appointment?

Very helpful 88% Helpful 11% Not helpful at all 2% Booked on-line

5) Who is your appointment with today?

Nurse 24% Doctor 74% Someone else (please tell us who e.g. Health Trainer, Counsellor etc.) 2%

6) If you asked to see a specific Nurse or Doctor were you able to see that person?

Yes 49% No 8% Didn't mind who I saw 43%

7) How easy was it to make your appointment?

Very easy 78% Fairly easy 20% Not very easy 1% Not at all easy 1%

8) Do you know that you can talk to a Nurse or a Doctor about your health issue by telephone?

Yes 88% No 12%

9) The surgery is open

Monday	8.00 am - 6.30 pm
Tuesday	7.30am – 8.00 pm
Wednesday	8.00am – 6.30 pm
Thursday	8.00am – 6.30 pm
Friday	8.00am – 6.30 pm

Did you know the opening times?

Yes 78% No 22%

10) Are you happy with the opening times?

Yes 95% No 5%

If not – please explain why

11) How would you rate this surgery?

Excellent 64% Good 34% Satisfactory 2% Poor 0

Comments

- Don't come often enough to have a real view of standards – I was invited here for a health check
- 24-7 is coming very quickly – Are we ready?
- Only complaint was telephone appointment but understand they have changed this
- Very good – never had any issues and very satisfied, thank you
- So easy, love electronic system when you arrive for an appointment
- Always been satisfied generally
- The swift actions of Dr Cottrell's referral to hospital helped find I had cancer, had it not been for her I could have faced serious consequences
- Really good surgery with friendly staff
- I have always found the services offered by the GP;s, nurses and support team excellent and I would be very reluctant to have to leave this practice, thank you
- No complaints at all – regularly drive from Notts as Parkside far better than any surgery more local to me
- Congratulations to all the very caring doctors and staff
- All staff are extremely professional and helpful and go above and beyond to do what they can
- This is a very good surgery - always helpful, polite and friendly
- The receptionists telephone manner isn't always polite, which considering that they are talking to people who can be vulnerable isn't acceptable. However, not all of the receptionist are abrasive, just certain ones which I have dealt with in the past
- Lack of parking always seems to be an issue (especially when the NHS lorry is in the car park) this has made us miss two appointments before
- Inconsistency in doctors seen – last 6 visits with 6 different doctors
- Not my husband. Tuesday night are booked up quickly – his working hours cause a problem
- Invariably an illness occurs on a Friday too late to get an appointment until Monday – a Saturday am surgery would be ideal
- Just that I've never been on time – usually running quite late
- Bigger car park because there is never enough room and 9/10 makes me late having to find somewhere
- Difficult to get early and later appointments around work so extra hours/opening times would help
- Can sometimes be difficult to get out of work hours appointments
- Sometimes have to wait up to 45 minutes after appointment time before called to see the doctor
- I work in Birmingham so I have to have time off work to see my GP
- Could open Saturday mornings
- Would like Saturday morning surgery
- There were no appointments left so I had a doctor call me back. My symptoms were same as last visit and was asked to call back if no improvement. I spoke to another doctor and found it hard to tell details of how I was from last visit and his notes were very vague but he did eventually make an appointment for me