

The Over Wyre Medical Centre Patient Care Survey - 2014

Total Number of Responses: **263**

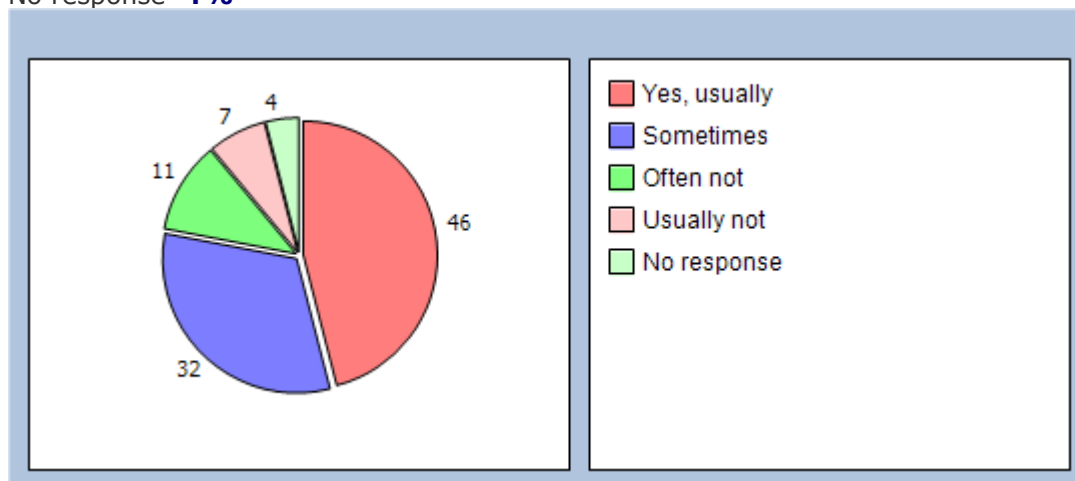
Patient Care Survey 2014

We strive to provide the highest standards of care for our patients. One of the best ways to plan improvements is to ask you about your experiences. For our latest survey, we have worked with members of the Patient Participation Forum to prepare this questionnaire.

This survey is much shorter than previous ones and we hope you will find the time to give us your opinion. Your answers will help us to develop better services for all our patients. Please answer all questions that you feel apply to you. There are no right and wrong responses and the survey is entirely anonymous, so please don't add your name. Thank you very much for your help.

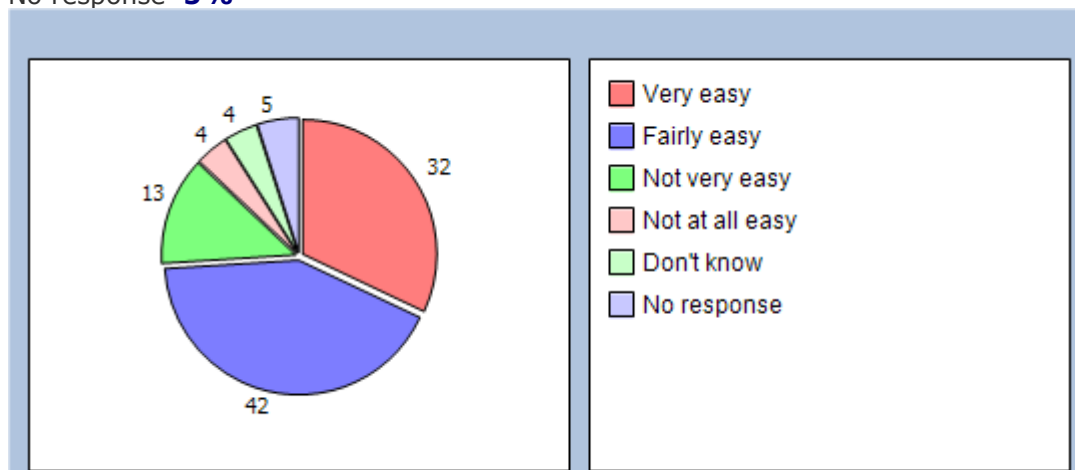
Q1. When you phone to make a routine (non-urgent) appointment with a doctor, is the date offered usually soon enough for your needs?

Yes, usually **46%**
Sometimes **32%**
Often not **11%**
Usually not **7%**
No response **4%**



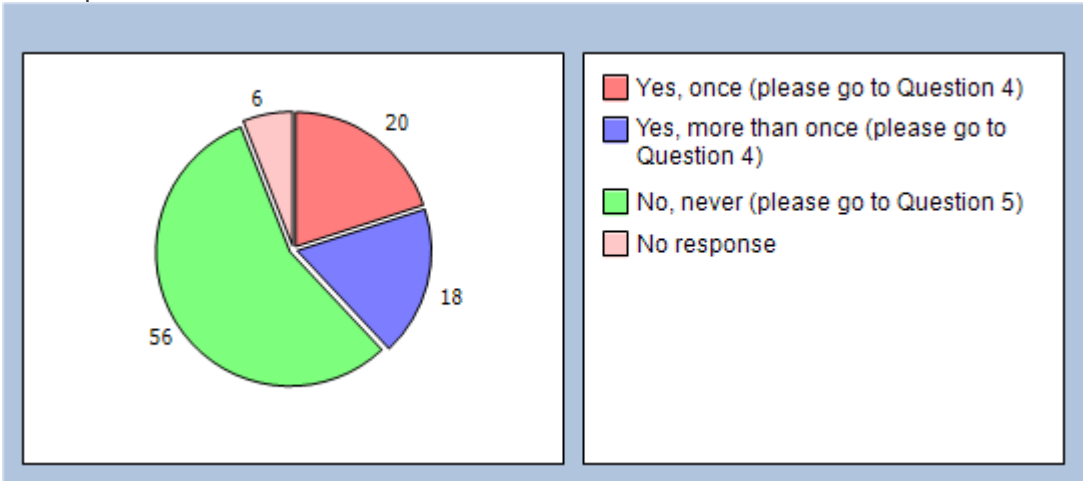
Q2. How easy is it to book routine appointments in advance, for example, when you've seen a doctor and they asked you to make a follow-up appointment?

Very easy **32%**
Fairly easy **42%**
Not very easy **13%**
Not at all easy **4%**
Don't know **4%**
No response **5%**



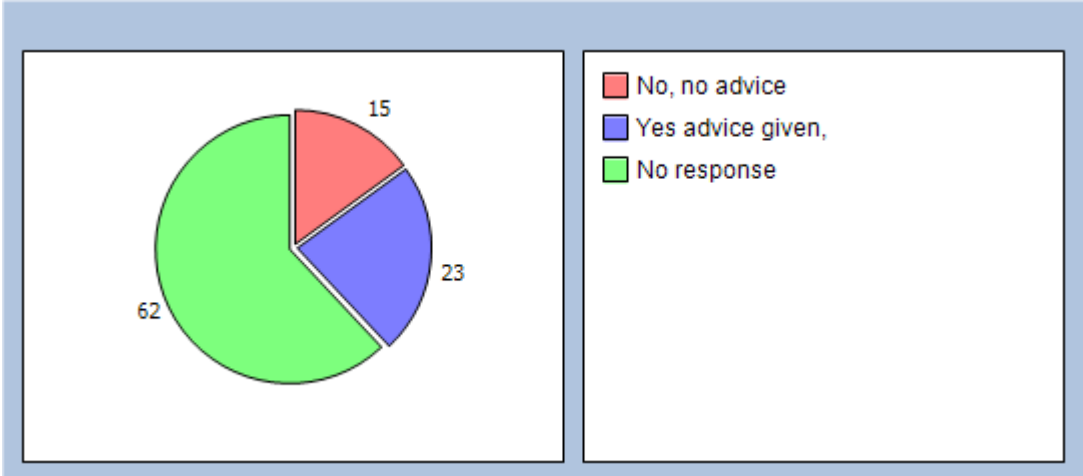
Q3. Have you ever been told that no same-day appointments were available when you have felt strongly that your condition needed one?

Yes, once (please go to Question 4) **20%**
 Yes, more than once (please go to Question 4) **18%**
 No, never (please go to Question 5) **56%**
 No response **6%**



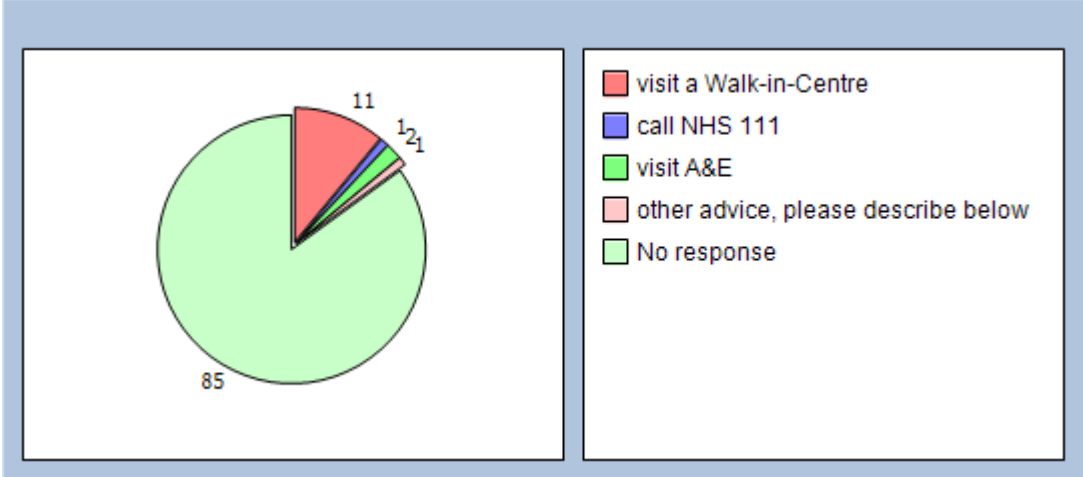
Q4. If you answered yes to Question 3, were you given alternative advice?

No, no advice **15%**
 Yes advice given, **23%**
 No response **62%**



I received advice to:

visit a Walk-in-Centre **11%**
 call NHS 111 **1%**
 visit A&E **2%**
 other advice, please describe below **1%**
 No response **85%**

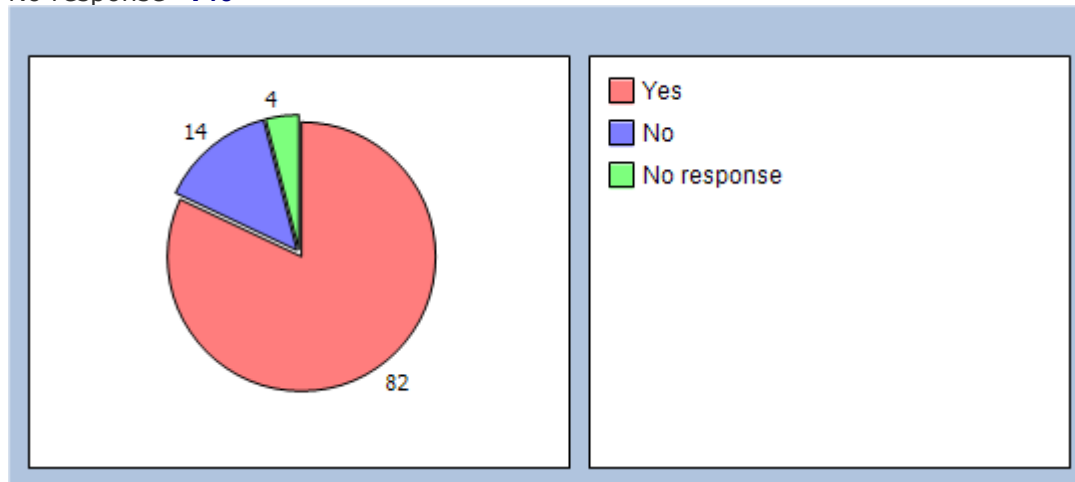


Q5. Did you know that we offer telephone appointments with GPs and Nurse Practitioners? (When you make a telephone appointment, our receptionist will give you an approximate time when the GP or Nurse Practitioner will call you.)

Yes **82%**

No **14%**

No response **4%**



Q6. How happy would you be with a telephone consultation with a GP rather than a face to face appointment?

Very happy **14%**

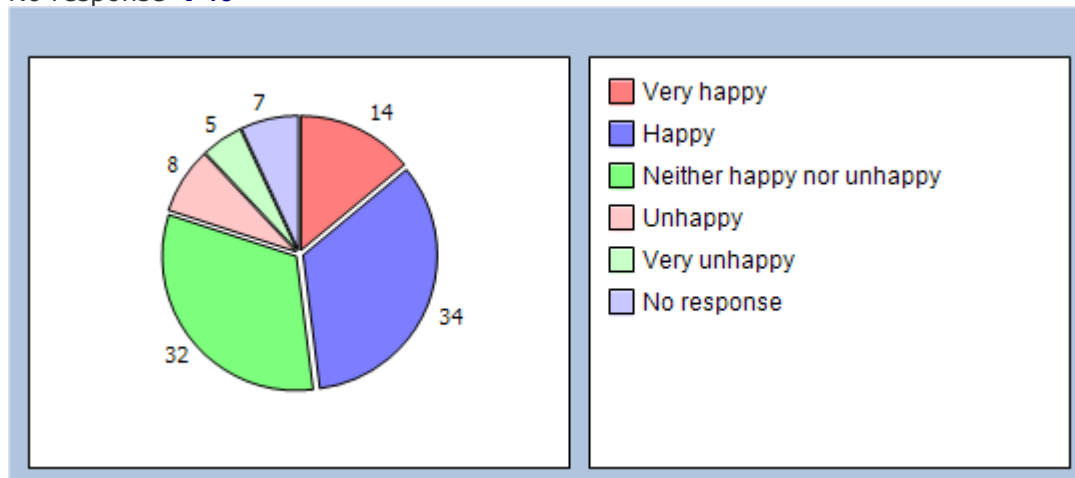
Happy **34%**

Neither happy nor unhappy **32%**

Unhappy **8%**

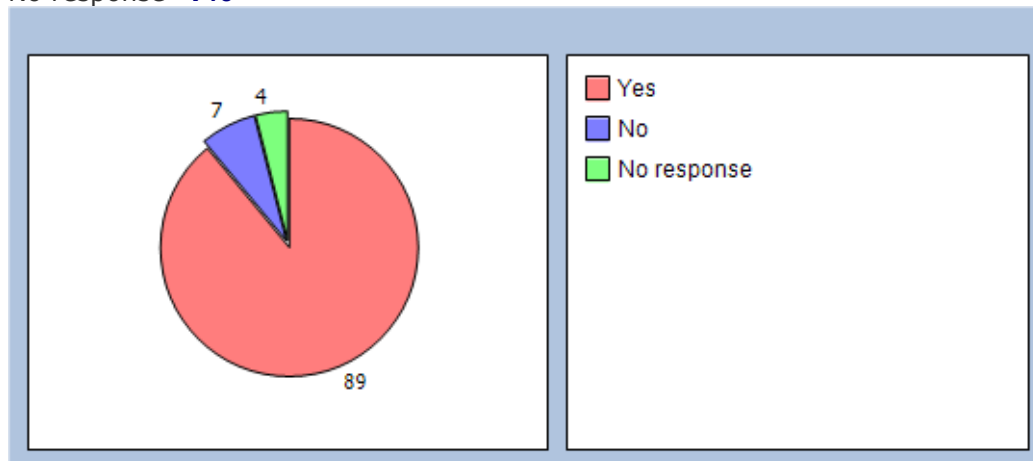
Very unhappy **5%**

No response **7%**



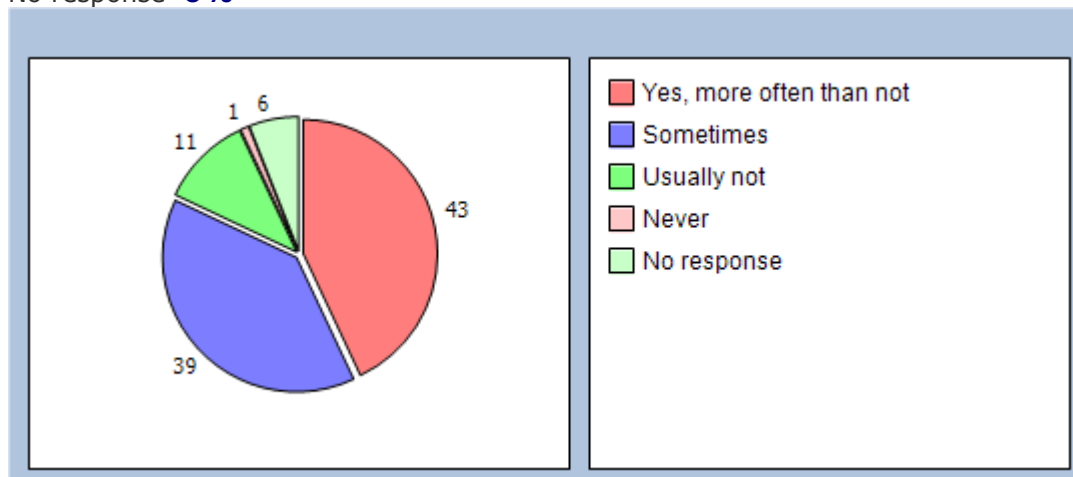
Q7. Did you know that our Nurse Practitioners are highly trained and qualified to deal with, and prescribe for, a wide range of urgent medical conditions?

Yes **89%**
No **7%**
No response **4%**



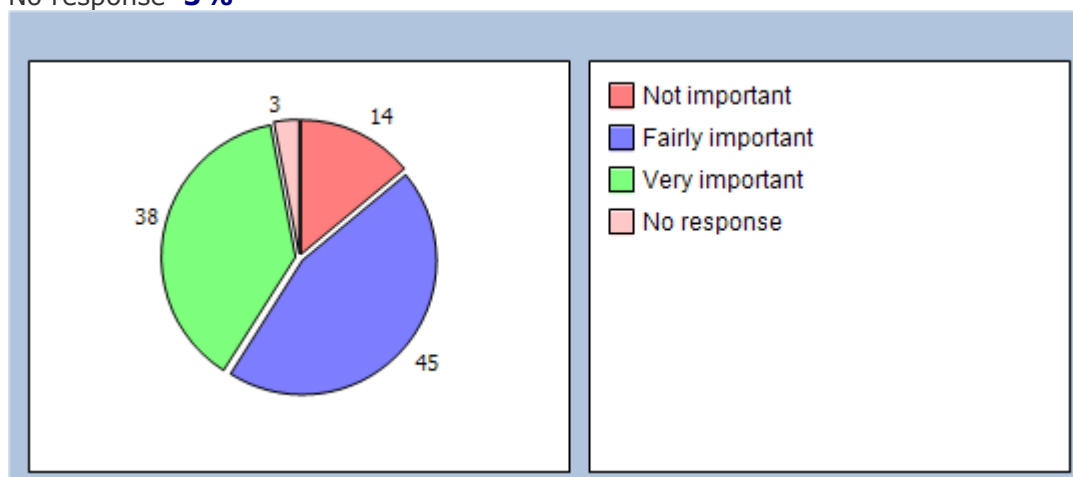
Q8. When you ask to see a doctor, are you usually able to see your preferred doctor?

Yes, more often than not **43%**
Sometimes **39%**
Usually not **11%**
Never **1%**
No response **6%**



Q9. How important is it to be able to see your preferred doctor?

Not important **14%**
Fairly important **45%**
Very important **38%**
No response **3%**

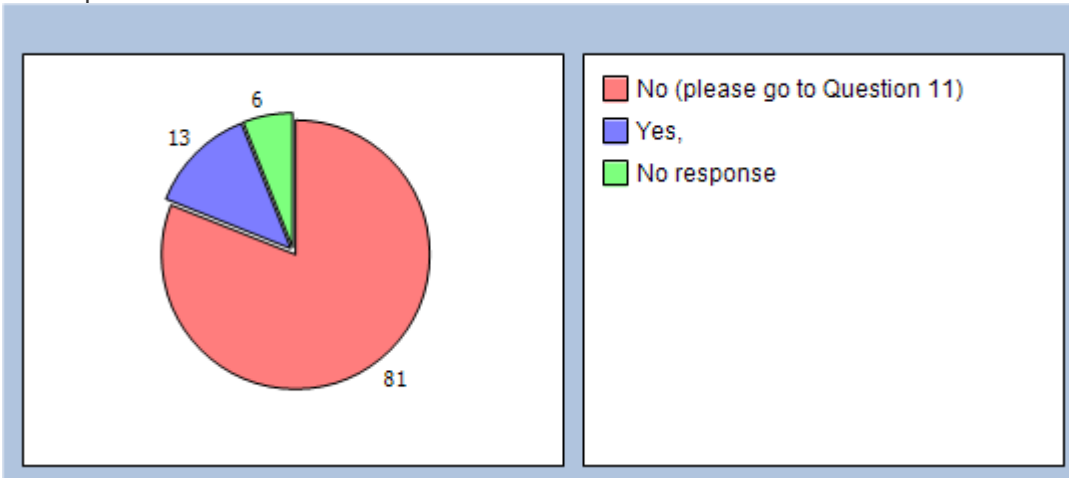


Q10. Have you ever requested support for yourself or someone you care for, in connection with conditions such as dementia, diabetes, alcohol or drug dependence, parkinson's, bereavement, stress ?

No (please go to Question 11) **81%**

Yes, **13%**

No response **6%**

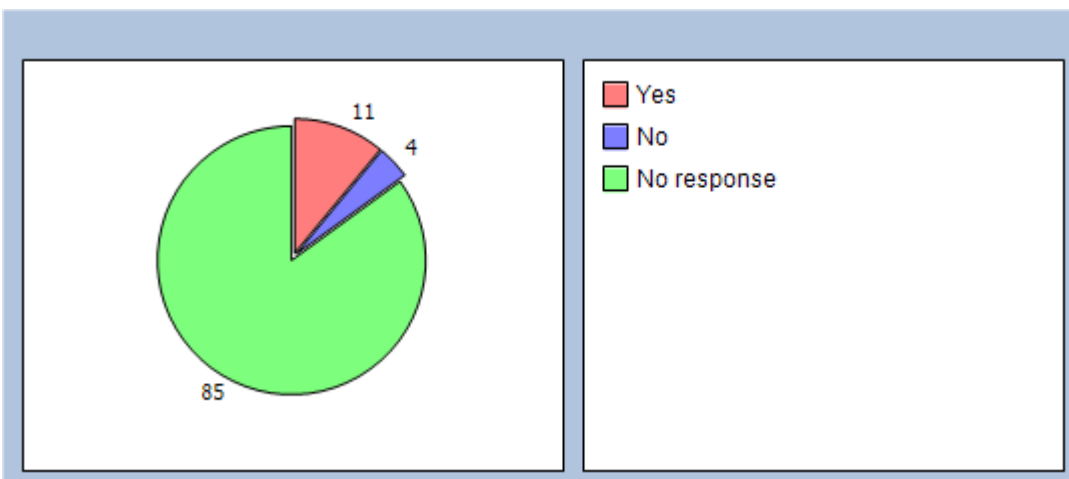


If you answered Yes did the support offered meet your needs?

Yes **11%**

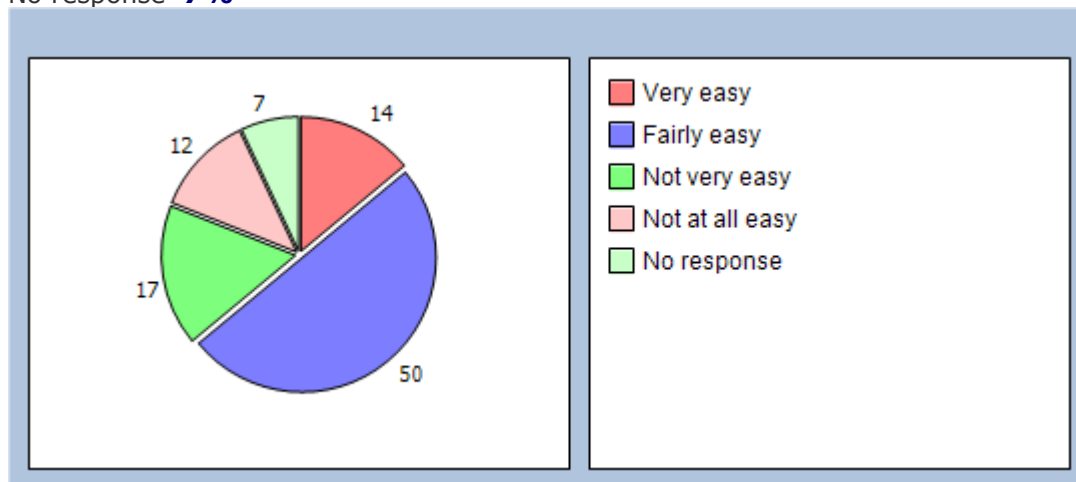
No **4%**

No response **85%**



Q11. Have you found it easy to reach the Medical Centre by phone?

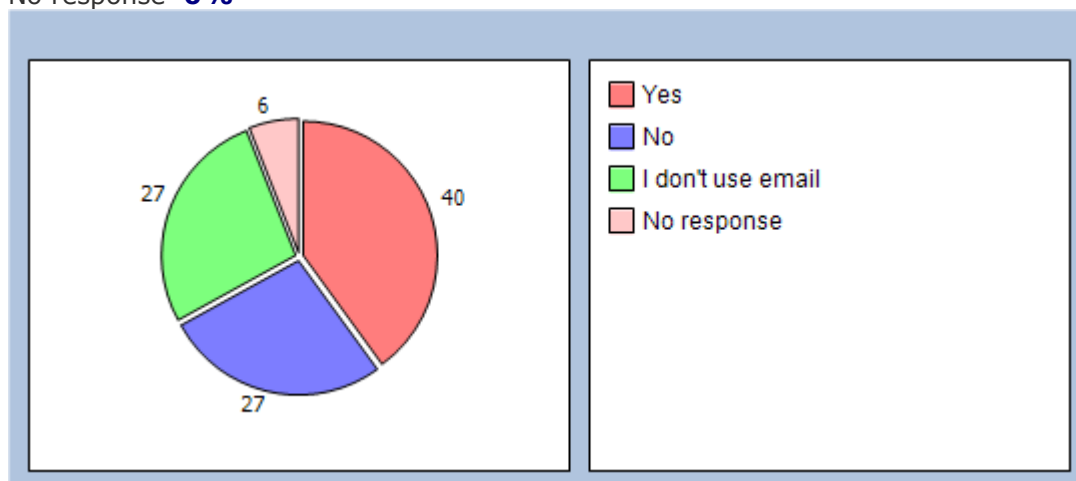
Very easy **14%**
Fairly easy **50%**
Not very easy **17%**
Not at all easy **12%**
Don't know / haven't tried **0%**
No response **7%**



Q12. If you could ask your doctor a routine question by email, is that an option you would use?

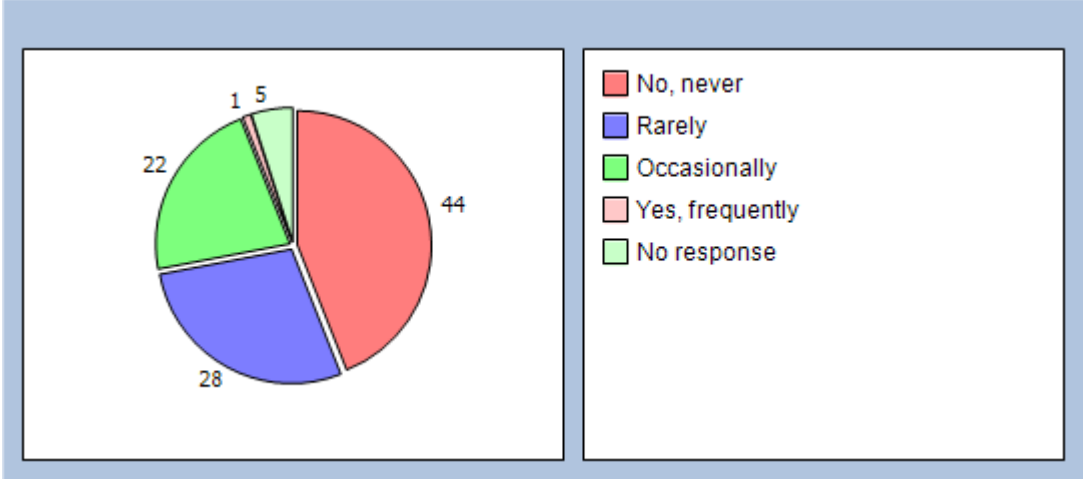
(Future NHS plans may include the option to communicate with us by email. Please contact us with your email address if you have one, if you haven't already provided it.)

Yes **40%**
No **27%**
I don't use email **27%**
No response **6%**



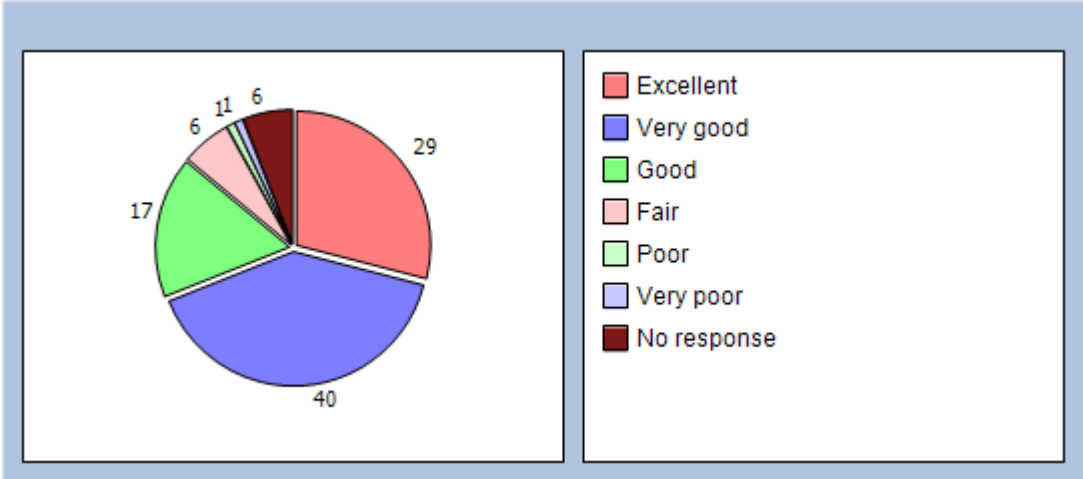
Q13. Have you ever left the Medical Centre feeling that your concerns have not been adequately answered?

No, never **44%**
Rarely **28%**
Occasionally **22%**
Yes, frequently **1%**
No response **5%**



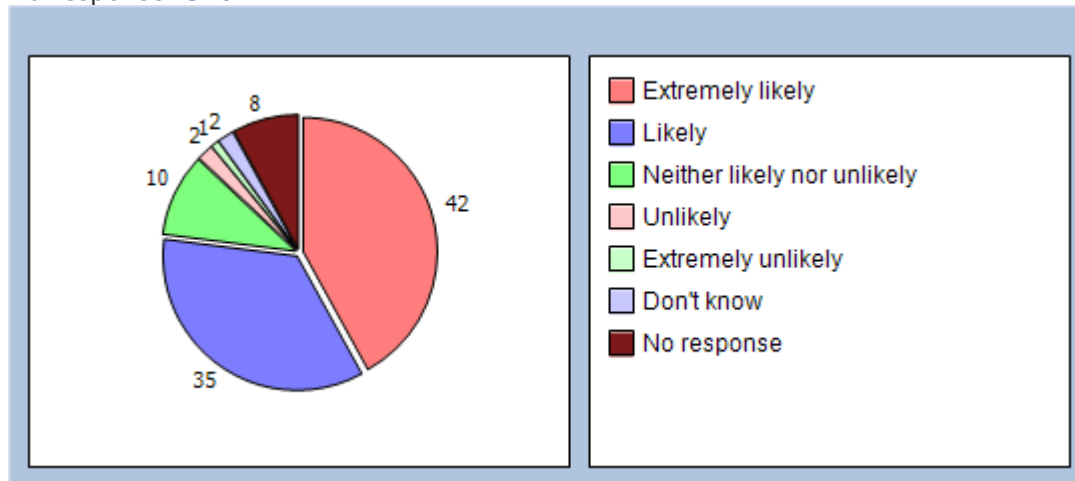
Q14. Overall, how would you describe your experience of our Medical Centre?

Excellent **29%**
Very good **40%**
Good **17%**
Fair **6%**
Poor **1%**
Very poor **1%**
No response **6%**



Q15. We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar treatment?

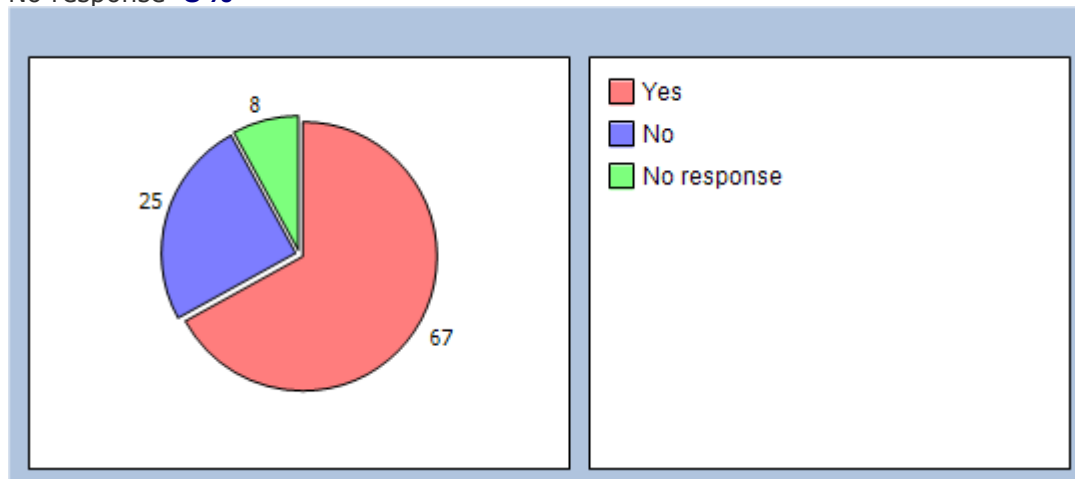
Extremely likely **42%**
Likely **35%**
Neither likely nor unlikely **10%**
Unlikely **2%**
Extremely unlikely **1%**
Don't know **2%**
No response **8%**



Q16. What one thing would have made your visit to Over Wyre Medical Centre better?

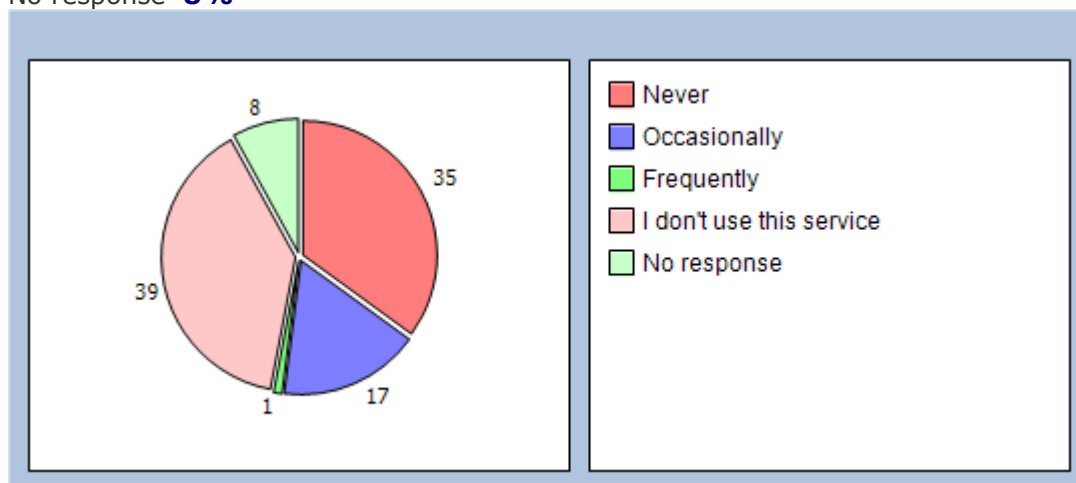
Q17. Did you know that you can order repeat prescriptions online, 24hours a day? (Please contact reception if you would like to set up this option.)

Yes **67%**
No **25%**
No response **8%**



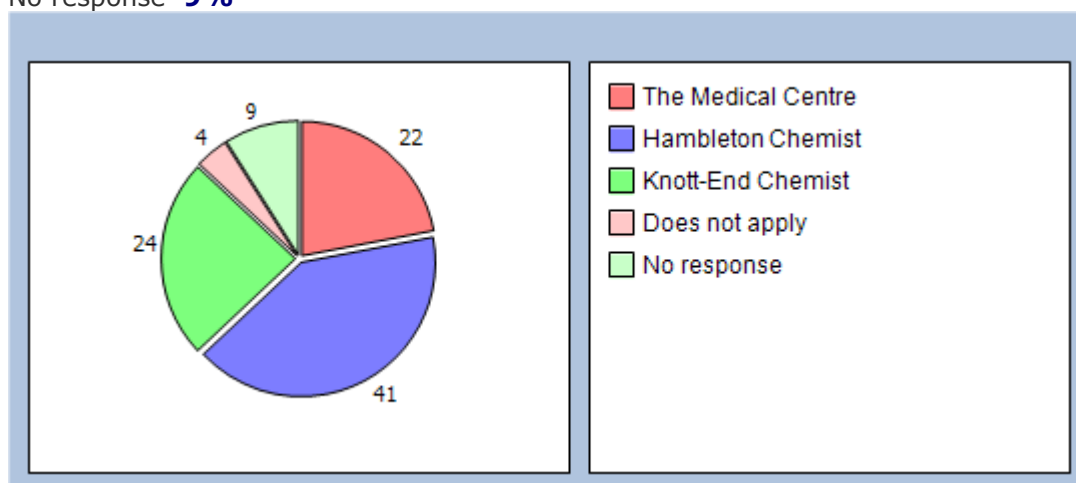
Q18. Have you ever experienced problems ordering repeat prescriptions using the 24hour answerphone service; for example, not being able to record your request or receiving wrong items?

Never **35%**
Occasionally **17%**
Frequently **1%**
I don't use this service **39%**
No response **8%**



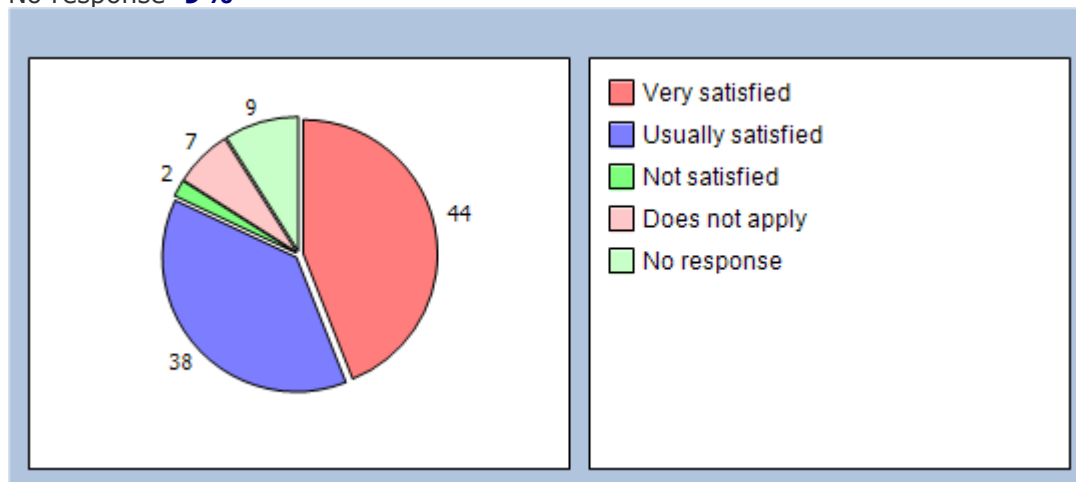
Q19. Where do you usually collect your prescriptions?

The Medical Centre **22%**
Hambleton Chemist **41%**
Knott-End Chemist **24%**
Does not apply **4%**
No response **9%**



Q20. When you order a repeat prescription, are you satisfied with how quickly it is available to collect?

Very satisfied **44%**
Usually satisfied **38%**
Not satisfied **2%**
Does not apply **7%**
No response **9%**



Q21. Which method do you prefer for ordering repeat prescriptions?

By phone using the 24hour answerphone service **25%**
Online **12%**
In person at the Medical Centre **19%**
Leaving your request at the Chemist **30%**
I don't have repeat prescriptions **5%**
No response **9%**

