



CROSS STREET SURGERY PATIENT SURVEY - 2011

The survey was completed during three weeks in December 2011. Every patient attending the surgery was asked by the receptionist to complete a survey and return it when completed. The results from the survey were then analysed and the following is the detailed over view of the results.

These results will then be discussed by the Patient Participation Group at the surgery, the clinical and administrative staff at the surgery, and then an action plan compiled.

The results of the survey and the action plan will be published within the practice on the notice board in the patient waiting area, and also on the new practice website which is due to be launched in February 2012.

SURVEY ANALYSIS

Total number of completed questionnaires - 265 representing 6% of the total population (4429).

In the age range cohort 3712 patient number. Completion of 265 questionnaires represents 7% completed.

Survey Completion Gender Breakdown: Female 121 (46%) Male 70 (26%) Un 74 (28%)
 Patent Numbers: Female 1808 (7%) Male 1904 (4%) Un (2%)

Survey Completion Age Breakdown:

Age	Female	Male	Unspecified	Total
16 – 29	23	5	3	31
30-50	42	29	17	88
50-70	28	22	25	75
70+	26	13	17	56

Survey Completion Ethnicity Breakdown:

Age	M/F Unspe	White British	White Other	Black Caribbean	Black African	Asian	Unspecified
16-29	F	20		1			2
	M	4					1
	Unspecified	3					

Age	M/F Unspe	White British	White Other	Black Caribbean	Black African	Asian	Unspecified
30 - 50	F	32	1		1	1	7
	M	19					10
	Unspecified	13					4

Age	M/F Unspe	White British	White Other	Black Caribbean	Black African	Asian	Unspecified
50-70	F	22					6
	M	12	1				12
	Unspecified	18	1			1	5

Age	M/F Unspe	White British	White Other	Black Caribbean	Black African	Asian	Unspecified
70+	F	21					5
	M	7					6
	Unspecified	12					5

Age	M/F Unspe	White British	White Other	Black Caribbean	Black African	Asian	Unspecified
Unspecified	F	2					
	M						1
	Unspecified						12

Question 1: In the Reception Area, can other patients overhear what you say to the Receptionist?

Age	Yes but I don't mind	Yes and am not happy about it	No other patients can't over hear	Don't know	No response
16 – 29	16	1	7	6	1
30 – 50	59	12	10	7	
50 – 70	56	13	3	3	
70+	44	5	5	2	
Non specified	12		2		1 ticked 3 out of 4

Question 2: How helpful do you find the receptionists at the Surgery ?

Age	Very	Fairly	Not Very	Not At All	Other
16 – 29					1
30 – 50	66	20	1		1 distinction between am / pm – am – very, pm – not very
50 – 70	60	14	1		
70+	53	3			
Non specified	13	2			

Question 3: How long after your appointment time do you normally wait to be seen?

Age	I am normally seen on time	5 – 15 minutes	15-30 minutes	More than 30 minutes	Can't remember
16 – 29	3	14	11	2	1
30 – 50	7	38	21	20	2
50 – 70	4	29	22	15	5
70+	7	25	13	11	
Non specified	1	7	4	3	

Question 4: **Is there any improvements that could be made to the waiting area ?**

- Colour Scheme 1
- Water machine 4
- Hot drinks machine 3
- Radio / music 3
- TV / Health Channel 5
- Better seating 1
- More seating 1
- Rearrange seating (small groups) 3
- Up to date magazines 3
- Better reading for males 1
- Clean working toys 1
- Something to keep older children quiet 1
- Less heat & better air flow 5
- Clock 1
- Better sound system for hearing impaired 2
- Notification if GP is behind on appts & how long have to wait 1
- Cleaner more comfortable 1
- Could do with being brighter & cheery - more greenery 1

Question 5: **How do you normally book your appointments to see a doctor or nurse at the Surgery ?**

Age	In person (i)	By phone (ii)	In writing (iii)	Combination (i) & (ii)	No response
16 – 29	3	28			
30 – 50	11	56		21	
50 – 70	10	19		46	
70+	11	30	13	15	
Non specified	3	8		3	1

Question 6: **Are there any other methods you would prefer to book an appointment at the surgery?**

- On line 22
- By post 1
- Text 1
- e-mail 4

Question 7: **If you were unable to be seen within 2 weekdays , why was that?**

- (i) There weren't any appointments
- (ii) Times offered didn't suit
- (iii) Appointment was with a doctor I didn't want to see
- (iv) A nurse was free but I wanted to see a doctor
- (v) Another reason
- (vi) Can't remember

Age	(i)	(ii)	(iii)	(iv)	(v)	(vi)	No response	(i) (ii)	(i) (ii) (iii)	(i) (iii)	(ii) (iii)	(i) (ii) (iv)	(i) (ii) (iii) (iv)
16-29	18	1	1			2	5	1	2		1		
30-50	40	4	6		4	3	14	6	5	5	1		
50-70	40	3	2	2		3	11	4	3	7			
70+	27	1	6		1	2	10	3	3	1		1	1
Non specified	1					1	12	1					

Question 8: **Are you satisfied with the current opening hours?**

Age	Yes	No	Non response
16 – 29	29	1	1
30 – 50	89	1	
50 – 70	72	3	
70+	56		
Non specified	5		10

Question 9: **Are you aware of the current opening hours?**

Age	Yes	No	Non response
16 – 29	23	6	2
30 – 50	71	11	6
50 – 70	49	17	9
70+	45	6	5
Non specified	4		11

Question 10: **Your Comments On Overall Improvements That Could Be Made To The Surgery**

Of the responses the majority refer to issues concerning appointments, availability and the length of waiting time to get an appointment. The other main issue is of the waiting time, if appointments are running over. However, this is countered by comments referring to the professionalism of doctors and the length of time given in consultations. For every possibly negative comment there is a positive one which praises the quality of service provided by the practice. Some of the comments are:-

Environment

- Less heat 1
- Waiting area for each doctor in waiting room 1
- Brighter waiting room 1
- Cold water available 1

General

- More thought for the patient in different respects 1
- Difference in approachability of some staff 1
- ? minor can be done easily ? 1
- ? put mager sips for children ? 1

Appointments

- Appointment waiting times need to be improved 7
- Doctor on time / promptness of appointment 2
- Reduce waiting times 3
- More appointments 1
- Appointments with own GP within a week 2
- Later appointment times for nurses 1
- Not always able to be seen within 48 hours 2
- Difficulty in seeing GP who is part-time 1
- More GP's 1
- Saturday opening 1
- Early surgery for shift workers 2
- On line service for appointments & scripts 1
- Repeat prescriptions on phone 3

Other Comments

- If no one answers the phone would be nice to phone you back 1
- I am considering leaving my surgery simply because of the wait for appts (normally 10 working days) and the appts never being on time 1
- Compared to other surgeries I am satisfied with all the requirements at Cross Street 1
- I don't mind waiting, always given plenty of time with doctor 1
- Happy with the surgery, have been with others and this is most efficient 1
- The surgery is excellent, very professional doctors sad to leave due to moving area 1
- I have no complaints about the service provided.
- I believe the surgery should be complimented on the service given 1
- No complaints, service has always been of a good standard 1
- Fine, happy with the way it is, just right, great 10
- Can't fault it 1
- Quite satisfied 1