



## **CROSS STREET SURGERY PATIENT SURVEY – 2013/14**

The survey was completed during four weeks in December 2013. 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 practice website.

## SURVEY ANALYSIS

Total number of completed questionnaires - 243 representing 5.65% of the total population (4302).

In the age range cohort 3573 patient number. Completion of questionnaires represents 6.83% completed.

**Survey Completion Gender Breakdown:** Female 98 (40.2%) Male 44 (18%) Un 101 (41.8%)

**Patient Numbers:** Female 2117 (49.2%) Male 2185 (50.8%)

**Survey Cohort:** Female 1765 (49.4%) Male 1808 (50.6%)

### Survey Completion Age Breakdown:

Age	Female	Male	Unspecified	Total
16 – 29	17	4	4	25
30-50	24	20	18	62
50-70	34	24	26	84
70+	19	4	13	36

### Survey Completion Ethnicity Breakdown:

Age	M/F Unspecified	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
16-29	F	13			2		2
	M	4					
	Unspecified	3		1			

Age	M/F Unspecified	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
30 - 50	F	16		1	1	1	5
	M	9		2	1		8
	Unspecified	8		8	1		6

Age	M/F Unspecified	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
50-70	F	23					11
	M	18	1				5
	Unspecified	9					17

Age	M/F Unspecified	White British	Black Caribbean	Asian	Mixed Race	Black Other	Unspecified
70+	F	12					7
	M	4					
	Unspecified	9					4

One respondent did not specify age, gender and ethnicity.

Question 1: **In the Reception Area, is your privacy observed and respected?**

Age	Yes but I don't mind	No but I do not mind	No but I would prefer a more private area	Don't know	No response
16 – 29	27	2	0	1	0
30 – 50	47	10	9	0	1
50 – 70	59	14	7	0	1
70+	25	7	2	1	0
Unspecified	24	4	0	1	0

**1 50 – 70 responded by ticking all boxes**

**Comments:**

**70+ if other patients are waiting privacy is impossible with current layout.**

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

Age	Very	Fairly	Not Very	Not At All	No Response
16 – 29	20	10	0	0	0
30 – 50	46	20	1	0	0
50 – 70	67	12	2	0	1
70+	31	2	0	1	1
Unspecified	26	3	0	0	0

**1 50 – 70 responded very and fairly**

**Comments:**

**16 – 29 responded depends who is on**

**30 – 50 some are some aren't – depends which receptionist**

Question 3: **What is your preferred option for booking appointments ?**

- I. In Person
- II. By Phone
- III. On Line

Age	i	ii	iii	i & ii	i & iii	ii & iii	i, ii & iii
16 – 29	5	20	0	0	1	2	2
30 – 50	7	34	3	11	1	7	4
50 – 70	14	43	2	13	0	8	2
70+	11	16	0	7	0	1	0
Unspecified	6	17	0	6	0	0	0

Question 4: **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	No response
16 – 29	3	12	9	2	2	0
30 – 50	10	33	18	1	1	0
50-70	17	31	19	9	0	1
70+	5	12	10	6	0	0
Unspecified	5	8	7	7	1	0

- 1 16 – 29 responded 15 – 30 mins, more than 30 mins
- 1 16 – 29 responded on time, 5 – 15 mins
- 2 30 – 50 responded 5 – 15, 15 – 30 mins
- 1 30 – 50 responded 15 – 30, more than 30 mins
- 1 30 – 50 responded 5 – 15, 15 – 30, more than 30 mins
- 2 50 – 70 responded 5 – 15, 15 – 30 mins
- 1 50 – 70 responded 5 – 15, more than 30 mins
- 1 50 – 70 responded 5 – 15, 15 – 30. More than 30 mins
- 1 50 – 70 responded more than 30, can't remember
- 1 70+ responded 5 – 15. 15 – 30 mins
- 1 70+ responded 15 – 30, more than 30 mins
- 1 unspecified responded on time, 5 – 15, depends on volume of patients

Question 5: **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	i & ii	i & iii	i & iv	i, ii & iii	i, ii & iv	i, iii & iv	i, ii, iii & iv	ii & iii	ii, iii & iv
16-29	15	3	0	0	0	2	2	1	1	1	0	0	0	1	0
30-50	30	7	6	0	1	4	4	2	0	4	0	0	0	3	0
50-70	45	6	8	0	1	6	3	4	0	3	1	0	0	0	1
70+	23	3	2	0	0	1	0	0	0	0	0	1	0	0	0
Unspecified	16	2	1	1	1	0	1	2	0	0	0	0	1	0	0

- 3 16 – 29 no response
- 6 30 – 50 no response
- 4 50 – 70 no response
- 5 70+ no response
- 3 unspecified no response plus 1 commented I have never have a problem with any appointments booking or times.

Question 6: **What is your preferred choice of appointment time ?**

- I. Early surgery – before 8.30am
- II. Normal surgery – 8.30am to 6.30pm
- III. Extended surgery – 6.30pm to 7.15pm
- IV. Weekends
- V. No preference

Age	i	ii	iii	iv	v	i & ii	i & iii	i & iv	i, iii & iv	ii & iii	ii & iv	iii & iv	iii & v
16-29	0	22	3	1	0	1	1	0	0	0	1	0	1
30-50	7	34	5	0	12	1	1	0	0	0	2	3	0
50-70	11	46	7	3	9	0	2	0	1	1	0	0	0
70+	2	31	1	0	0	0	0	0	0	0	0	0	0
Unspecified	2	4	0	0	2	0	0	1	0	0	1	0	0

**30 – 50 2 no response**

**50 – 70 1 no response**

**70+ 1 no response**

**Unspecified – 19 no response**

Question 7: **How often have you been seen in the existing extended hour surgery in the last 12 months?**

Age	None	1 – 5 times	5 – 10 times	More than 10 times	No response
16-29	13	12	1	4	0
30-50	35	21	6	5	0
50-70	43	21	8	6	3
70+	18	12	1	1	3
Unspecified	3	6	0	0	20

**Comments:**

**30 – 50 was not aware there was one**

**50 – 70 1 responded none + 1 – 5 times**

Question 8: **Your Comments On The Good Aspects Of The Practice:**

**16 – 29 Clean practice, accommodating, friendly.**

**Very good practice.**

**Good practice, professional and competent.**

**I'm glad me and my children are at this surgery, always suit my needs and very good at getting children seen. Brilliant doctors.**

**All staff are helpful and attempt to answer all queries.**

**Receptionists are very nice and considerate.**

**Friendly staff.**

**Professional staff.**

**Discreet staff.**

**Welcoming staff.**

**Caring, respectful, polite.**

- 16 – 29** The receptionists are very polite and very helpful. Lovely to talk to.  
Always receive phone & help accordingly.  
Receptionists helpful, doctors are very concerned. Medicines delivery at home is good.  
TV for waiting room.
- 30 – 50** keep up the good work.  
Overall very good (2)  
It is the best practice there is around here and I would not change it.  
Perfect for me.  
I have always received excellent service from staff and GPs at this practice.  
Clean & tidy, pleasant staff comfortable waiting area.  
Will always try to fit you in if an emergency.  
Reception staff are always friendly and helpful.  
I am very happy with all the aspects of the practice and the services I use.  
Receptionists friendly, helpful and caring, very professional, doctors all very approachable.  
Can be seen at the right time and I am pleased with the waiting times.  
All friendly and good with my children.  
I can usually see the doctor of my choice if I book in advance.  
Good doctors.  
The doctors are good and good at listening to problems. The receptionists are always courteous and kind and will try to give you an appointment to suit you.  
Also the waiting room is a good size.  
Some of the reception staff are friendly and polite, some of them aren't. I prefer to call/drop in in the afternoon. Overall comfortable and friendly practice.  
Very friendly, always helpful especially if it is an appointment for my daughter.  
The receptionists are very helpful and polite, I have always been offered an appointment when I have requested one straight away, if not with the GP of choice with another one.  
The practice is clean and well presented & there is adequate waiting areas.  
The reception staff are always helpful and the doctor (Dr Cox) is always thorough. She does not rush you & gives me confidence in her.  
Most doctors are good and listen. Dr Rigby needs to improve his bedside manner. Receptionists generally helpful.  
Turn down the heating in reception area, it's far too hot.
- 50 – 70** The good aspects of this practice are that the staff and doctors are so very friendly and you are treated more like family than a patient.  
I am very happy with the service I receive, with the reception and the doctors and I wouldn't want it any other way. I am so happy with the practice.  
The surgery is clean and the doctors are friendly.  
I am very happy with the service I receive with the practice and the doctors.  
I always find the doctors and staff very helpful and friendly.  
Helpful and friendly staff, clean, available.  
Everyone always friendly and polite, always try their best to help.  
Good relationship with staff. Considerate to our needs.  
The staff and doctors are first class.

**50 – 70 Always been good with me.**

**Always willing to help.**

**I have always been satisfied with the practice.**

**Receptionists always friendly and pleasant. Clean and tidy.**

**Very good.**

**Very helpful.**

**Very good when I need an appointment.**

**Nurse always helpful and pleasant.**

**Staff are always helpful.**

**Pleasant receptionists, always helpful. Excellent doctors.**

**Friendly, patient, locality.**

**Staff are friendly, service given by medical staff is excellent.**

**Reception very helpful when I need to see a doctor.**

**If really urgent can usually be seen by one of the doctors**

**I have never had a major problem seeing a doctor when necessary – happy the service.**

**Good communication with patients especially in urgent situations.**

**The receptionists are a fine balance re efficiency and kind heartedness. They are as far from the stereotypes as “dragons” as is east from west.**

**I have always been satisfied with the practise.**

**In relation to Q5 I asked for an appointment in this week but I booked it 2 days mentioned in the question, so I was satisfied with the service offered. Friendly staff – helpful and accommodating. I can see the doctor I request.**

**Like the on line appointments & prescriptions service. Helpful and pleasant receptionists.**

**Television helps whilst waiting.**

**70+ Excellent.**

**Civility and helpfulness.**

**Staff and doctors very helpful.**

**Very good (2).**

**Happy with things the way they are.**

**Am pleased with the service provided.**

**Convenience, all staff approachable and able to give full co-operation, prescription service very good.**

**I consider myself well looked after with my problems.**

**I have always found the ladies on reception very helpful when I ring or visit.**

**The practice is the best one I have ever attended and I have lived in several different areas of this country including Northern Ireland, London & Manchester.**

**The staff are always helpful & polite and go out of their way to meet my needs. I am very grateful to everyone in this surgery.**

**Reception staff are very polite & helpful at all times. My doctor ( Dr Cox) is very thorough & patient. Does not rush the appointment & takes time to listen.**

**Although sometimes there is quite a delay to be seen but I can put up with this all things considered. I am satisfied with the way the practice is run.**

**Unspecified – seen by a doctor when required, always very good examination, all boxes covered.**

**Question 9: Your Comments On The Aspects Of The Practice That Could Be Improved:**

- 16 – 29** All things are good.  
Can't think of any, I am happy with the surgery.  
Waiting times can seem to be a bit long but only occasionally.  
More extended surgery hours.  
Extended/longer opening surgery hours, less waiting time (certain doctors).  
Longer appointment times  
Lack of appointments when needed, feeling rushed during appointments. Not enough services for mental health.  
I sometimes feel I don't get enough help and advice from doctors, feel they are in a rush all the time. Can't take very long before feeling someone have to wait long in waiting room.  
Having to wait 48 hours for prescriptions.
- 30 – 50** Too hot in waiting room (2)  
Waiting times could improve.  
Length of time you have to wait to see a doctor.  
Get in to see a doctor on time.  
Early surgery, shorter waiting times.  
Would be nice to see a doctor sooner, usually have to wait about 2 weeks.  
One of the doctors regularly runs way over time. I avoid seeing this doctor.  
Quicker appointments would be nice for my wife and kids.  
It is always impossible to get an appointment, I needed a joint appointment today (for my daughter and myself), I booked it and have had a 3 week wait for my appointment. Surely there is a better appointment system than the current one? It really isn't working.  
It takes a long time to see a GP, I waited 2 weeks for this appointment. I had a depressing rash all over and it would have made a difference if the doctor had seen it.  
Receptionists to come to the window for discreet & private instead of having to shout across the whole reception area where every other person in that area can hear your private business.  
A machine to tell patients how long doctor's appointments are behind may be a good idea. In other GP surgeries I have been too they have these machines on.  
I would prefer repeat prescriptions to be ordered over the phone, to be picked up from the surgery at a later date. I tried to make an appointment for the nurse but there was a 3 week waiting list.  
I would like to be able to order repeat prescriptions over the phone to be picked up at a convenient time. I don't always have time to come to the surgery twice.  
I would prefer to just see one doctor but feel that I need to take an available appointment to avoid waiting too long.
- 50 – 70** Doctor on time (3)  
Open on Saturday.  
Make appointment times longer to reduce waiting times.  
Weekend appointments would be great advantage.  
Cut down on waiting time.



**Waiting too long to get an appointment to see a doctor.**

**It would be better if you could get an appointment in the same week you ask for it.**

**Appointment times kept – needs to improve substantially – not acceptable. Last time I saw a doctor I waited over an hour.**

**50 – 70 Access to reception area from the waiting room would be good.**

**other I would like it if it was a lot more private at the front of the reception because people can listen to your conversation when you are talking to the reception.**

**A better way for the doctors to call you because you can't always hear the doctors call you when a lot of people are talking.**

**On line booking would be useful and being seen closer to appointment time.**

**70+ Perhaps another doctor.**

**Waiting time to be seen (2)**

**Sometimes a bit frustrating when you have to wait a long time to see your doctor.**

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## **Survey Cohort**

	Female	Male	Unspecified	Total
16 - 29	16	6	8	30
30 - 50	35	13	19	67
50 – 70	32	18	32	82
70+	15	7	13	35
Unspecified	0	0	29	29

Survey total responses 243

Overall the comments relating to the good aspects of the Practice outweigh those relating to aspects that could be improved. As with the 2012 Patient Survey the comments reflect the high regard with which staff are viewed. This is across all age ranges of the survey and common themes of professionalism, caring, helpfulness, courtesy, positive rapport and friendliness are constantly referred to.

With reference to Question 9: aspects that could be improved comments largely relate to the themes of appointments, availability, waiting times and surgery hours. For a minority of patients a lack of privacy at the reception area is still an issue. The majority of patients in the survey cohort book their appointments in person or by phone. However the use of on-line is growing and 13.5% of the survey participants indicate this is one of their preferred options.

