



CROSS STREET SURGERY PATIENT SURVEY – 2014/15

The survey was completed during December 2014 and January 2015. 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, practice website and NHS Choices.

SURVEY ANALYSIS

Total number of completed questionnaires - 125 representing 2.86% of the total population (4360).

Survey Completion Gender Breakdown: Female 50, Male 28, Unspecified 47.

Survey Completion Age Breakdown:

Age	Female	Male	Unspecified
16 – 29	9	1	3
30-50	16	8	14
50-70	18	9	15
70+	7	10	12
Unknown			3

Question 1: **What is your preferred option for booking appointments?**

Age	(i) in person	(ii) by phone	(iii) on line	(i) & (ii)	(ii) & (iii)	(i) & (ii) & (iii)	No response	Total Responses
16 – 29	0	7	1	3	1	1	0	13
30 – 50	0	2	0	5	4	1	1	38
50 – 70	5	24	0	6	6	1	0	42
Over 70	8	13	1	4	1	2	0	29
Non specified	0	2	1	0	0	0	0	3

Question 2: **The practice is committed to a safe environment for its patients, do you feel safe? Could you suggest any improvements that could be made to make it safer?**

Age	Yes	No	No Response
16 – 29	11	0	2
30 – 50	33	0	5
50 – 70	40	0	2
70+	47	0	2
Non specified	3	0	0

COMMENTS:

16-29 age group – 2 comments made

- Feel safe. Like there is a TV sometimes people in the waiting room talk to each other about what is on, which is lovely! I feel children should also feel safe here – they have a great closed in secure play area. Improvements – health magazines, Readers Digest, (Joke Books!)
- The online service is hard to log on to, I gave up and now just ring. This may affect people who cannot ring.

30-50 age group – 15 comments made

- Feel it is a safe environment (2)
- Everything is OK
- Very safe environment
- I don't feel safety is an issue
- Always felt safe (2)
- Practice is safe
- No problems – quite safe
- Feel safe, never had any issues
- Never experienced any safety issues
- Feel safe, never had any problems while I've been here.
- Feel safe, no need to suggest any improvements that could be made to make is safer. Safe enough.
- Very happy with the way things are
- This morning my appointment was 8.30 am, I arrived at 8.20 am in order to prevent delays in the doctor's schedule. When I arrived the building was locked. I stood outside (in cold windy conditions) for 10 minutes. For myself, this was only just manageable, for an elderly, frail or sick patient this would be unacceptable. Could a warm, safe waiting area be provided?

50-70 age group – 18 comments made

- I feel safe – no need to make improvements (3)
- I believe practice has a safe environment
- Do not use practice enough to feel unsafe
- No changes needed
- No problem waiting in surgery
- Made welcome at all times
- I find practice safe and helpful
- Very good surgery
- For all our needs we feel everything is appropriate, level access etc. Pleasant clean environment.
- Happy with things and feel safe.
- Panic button (2)
- Stop children running around
- CCTV

70+ age group – 3 comments made

- Everything appears to be OK
- I feel the practice is committed to a safe environment and no need for change.
- Keep the footpaths ice free so that people who cannot park close to the surgery can walk safely.

Question 3: During and after your consultation do you feel the doctor you saw had a caring manner?

Age	Yes	No	No Response / Unsure
16 – 29	11	0	2
30 – 50	32	0	6
50 – 70	38	0	4
70+	29	0	0
Non specified	3	0	0

COMMENTS:

16-29 age group – 5 comments

- Some doctors seem to be more concerned with the amount of time taken by patients. Whilst most are caring and concerned about me as a patient.
- Tends to be a bit rushed at times
- Very good doctor. One of the best in this place. Doesn't keep you waiting like Dr Cox. Very polite and listens to you instead of pushing out the door like Dr Cox.
- Dr Pinto is great. Dr Rigby is very uninterested and just throws prescriptions at you without asking enough questions. I would wait longer to see Dr Pinto.
- I felt relaxed and at ease. Dr Rajamany was great. It was my first time seeing her and she gave great advice and all with a smile. Very swift and informative and with a caring manner indeed!

30-50 age group – 16 comments

- Sometimes – it depends who you get to see
- Have been with this practice for years – never had any problems.
- He always does, great doctor
- Excellent at all times
- Very good and always helpful and understanding
- Sometimes feel rushed
- Always feel like Dr Pinto gives you time, very helpful, very caring doctor
- Very polite and patient
- Dr Pinto is always very polite and efficient
- Dr Cox was very caring and willing to listen to me. I found her very understanding and patient.
- I have been a patient for over 15 years and would not want to go to any other practice, doctors always very caring.
- Sure, mostly all the doctors have a caring manner. Here in Cross Street the doctors are great.
- Both during and after my consultation the doctors dealt with me in a caring manner.
- The doctors are all very caring here, perhaps other staff members could be more polite at times.
- Dr Pinto went the extra mile and saw me late on without an appointment at the request of the nurse. She also typed a referral for me on her day off.
- Sometimes I feel things aren't always explained and have to ask the questions to push for answers. Over previous months I feel local (? Mean locum) doctors haven't always made me feel comfortable as they want you in and out, but overall happy with the consultations.

50-70 age group - 25 comments

- Excellent
- Most times
- Very pleased
- Very caring (2)
- Very caring as always
- Very much so
- Very satisfied
- Very caring manner, very helpful
- The doctors are always patient and understanding on each visit

- The majority of the times the doctors have had a caring manner
- Dr Rigby is always good
- Dr Cox is very thorough. Every confidence
- Very caring and understanding and helpful
- Gives you time
- Dr Cox always does
- Very caring and listens to me
- They answer all my questions and give me thoughtful answers
- Have always felt that
- I always feel that Dr Cox is caring and I always feel well looked after by the whole practice.
- Good manner. Feel sometimes need more time, sometimes it's not just one thing.
- Very much so, confident to speak to. Thorough in their profession. Looked after very well.
- The doctors are good. I have only had a couple of doctors who I don't get on with, the doctor I saw today is brilliant very helpful.
- Very caring. Had a bad year. Life was made better with the care, help and support from doctors and all the staff.
- Always there for me at all times.
- Very caring and very pleasant.

70+ age group – 14 comments

- All the time
- Very caring and helpful
- Dr Cox definitely
- She did listen to me about my problems
- I feel my doctor has a very caring manner
- Very polite and caring
- Very caring – Dr Cox always listens
- They do listen
- She is very good – Dr Cox
- I have a lot to thank the doctors for, so I am completely satisfied.
- I see Dr Rigby – I think he is very good and has a caring manner
- I usually see Dr Rigby who I find attentive and caring.
- Always been at this practice. Register since Dr Miller and Wilson St James Road approx 1967/68 then Sant, Parry and Cox now Rigby and Pinto – always has been faultless.

SUMMARY

The practice is deemed by the majority of respondents to provide a safe and secure environment.

The vast majority praise the doctors for their caring manner, ability to listen and respond positively to patients. Any negative comments are far outweighed by the positive views of the respondents.