

Claypath & University Medical Group

University Health Centre Annual Patient Survey June, 2016

RESPONSE RATE:

250 Questionnaires distributed in surgery - 248 returned.

Overall Response rate 99.2%

MAKING AN APPOINTMENT

Qu 1 : How satisfied are you with the services provided by reception

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	88	35.5
Satisfied	152	61.3
Neither satisfied or dissatisfied	7	2.8
Dissatisfied	1	0.4
Very dissatisfied	-	-

Qu 2 : How satisfied are you with the ease of making an appointment to see a doctor?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	64	25.8
Satisfied	152	61.3
Neither satisfied or dissatisfied	28	11.3
Dissatisfied	4	1.6
Very dissatisfied	-	-

Qu 3 : How satisfied are you with our opening hours?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	42	16.9
Satisfied	152	61.3
Neither satisfied or dissatisfied	50	20.2
Dissatisfied	4	1.6
Very dissatisfied	-	-

Qu 4: Did you know that you can book a longer appointment if needed?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	116	46.8
NO	132	53.2

Qu 5: Did you know that you can book an appointment up to two weeks in advance?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	199	80.2%
NO	49	19.8%

Qu 6: Did you know that you can book an appointment with a Nurse Practitioner instead of a doctor for minor conditions? (Please see posters displayed in waiting areas or ask reception for details)

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	218	87.9%
NO	30	12.1%

Qu 7: Have you used the practice's extended opening hours for appointments? (University Health Centre, Saturdays, 8.00 a.m. – 1.00 p.m.)

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	104	42%
NO	144	58%

ARRIVING AT THE SURGERY

Qu 8 : How satisfied are you with the efficiency and friendliness of the staff on reception?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	136	54.8%
Satisfied	94	37.9%
Neither satisfied or dissatisfied	17	6.9%
Dissatisfied	1	0.4%
Very dissatisfied	-	-

Qu 9 : How satisfied are you with the environment and comfort of the waiting room?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	57	23%
Satisfied	142	57.3%
Neither satisfied or dissatisfied	46	18.5%
Dissatisfied	3	1.2%
Very dissatisfied	-	-

SEEING A DOCTOR OR NURSE

Qu 10: How satisfied are you with the care provided by the doctors? (e.g. Approachability, Quality of listening and interest, Explanations Concerning your condition/treatment, Caring and concern)

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	66	26.6%
Satisfied	143	57.7%
Neither satisfied or dissatisfied	33	13.3%
Dissatisfied	6	2.4%
Very dissatisfied	-	-

Qu 11: How satisfied are you with the care provided by the nurses? (e.g. Approachability, Quality of listening and interest, Explanations Concerning your condition/treatment, Caring and concern)

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Very satisfied	73	29.4%
Satisfied	138	55.7%
Neither satisfied or dissatisfied	35	14.1%
Dissatisfied	2	0.8%
Very dissatisfied	-	-

OTHER QUESTIONS

Qu 12: Have you arranged repeat prescriptions on-line?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	51	61%
NO	97	39%

Qu 13: Have you used the NHS 111 service? (for non-life threatening urgent medical help)

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	80	32.3%
NO	168	67.7%

Qu 14: Have you used the practice website (www.claypathdoctors.co.uk)?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	160	64.5%
NO	88	35.5%

Qu 15: Have you ever completed a Family and Friends Card when attending the surgery?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
YES	26	10.5%
NO	222	89.5%

Qu 16: Would you recommend the University Health Centre to Friends or Family?

Of the 248 returned questionnaires, the outcome was:

	Number of respondents	% of respondents
Extremely likely	103	41.5%
Likely	126	50.8%
Neither	8	3.3%
Unlikely	1	0.4%
Extremely unlikely	-	-
Don't know	10	4.0%

COMMENTS RECEIVED

Opening hours:

I would like longer opening hours to fit in with lectures.

Booking appointments (positive comments):

I appreciate how quickly you can make appointments to see the practice nurse.

Very easy to get an appointment quickly.

Booking appointments (negative comments):

There could be more appointments available – but otherwise all OK.

It would be helpful to have a waiting line when trying to book appointments in the morning as sometimes it's very difficult/stressful.

Open Surgeries:

Prefer open clinics – can't always get appointments when told to ring back!

I preferred open clinics, but still good service.

The service is great. I just wish the Open Surgery was still available. It was so useful as a student.

Continuity of Care:

Can be VERY difficult to make an appointment with a specific doctor.

For patients who must make frequent visits, it would be nice to be able to see one GP with more ease and consistency.

Staffing:

Good friendly staff – always helpful to me.

Always found staff, both reception and medical, most helpful. A great practice.

Doctors are very helpful and friendly as are reception staff.

Always helpful and pleasant.

The receptionists are always really welcoming and smiley and the GP who I see is lovely too.

Pleasant friendly staff

Lovely people throughout.

Doctors:

Dr Flanagan is great, such a helpful doctor.

Dr Timson is amazingly caring and helpful as a doctor – perhaps allow her longer appointments so she doesn't run so late sometimes.

Doctor I use seems determined to help me which is great.

The doctors in particular are some of the most friendly and willing to help that I've experienced.

Nurses:

Jane was very friendly and helped by explaining everything to me. Thanks!

Carol is wonderful.

Service satisfaction:

It's been brilliant.

Very good.

All very nice.

Very good service.

Practice seems very busy; everybody seems unwaveringly professional and friendly regardless.

Generally brilliant, don't change a thing!

Great practice. Efficient care!

Excellent service all round. I have no complaints.

Moved to Durham six months ago and cannot fault services and facilities.

Amazing all round – well done.

Generally helpful, approachable care. I've had no major or significant issues in my 1 ½ years using the service.

Green Forms (University students only)

I think £45 for a medical report is outrageous. My home surgery does these letters for free.

The only major problem I've had was with my Green Form for the University which took longer than a month to reach my college due to extensive miscommunication.

Practice website

Feel like the website is too confusing

Website needs upgrading

Other:

The only thing is the speaker system – wasn't working today but I think normally its fine.

Maybe a slightly warmer/lighter waiting room with a television on or some form of entertainment.

[END]

/GPB/June, 2016