

PATIENT
DYNAMICS™

Listening to patients' views

DES Patient Survey Report 2014/15

Josiane Wadey MSc
Practice Business Manager
St Lawrence Surgery
Tel 01903 222902



PatientDynamics

Clocktower Works
Shore Road
Warsash
Southampton
SO31 (GQ

Telephone: 01489 576222

Fax: 01489 660049

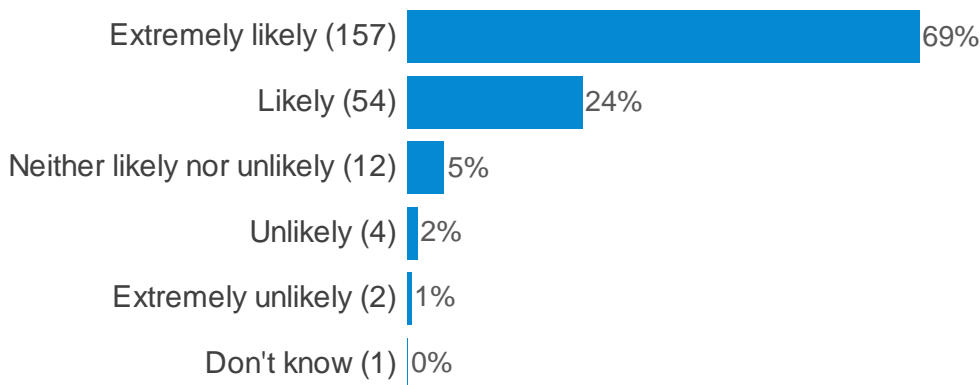
Email:

andrew.smith@patientdynamics.co.uk



This report was generated on 24/06/15, giving the results for 232 respondents.

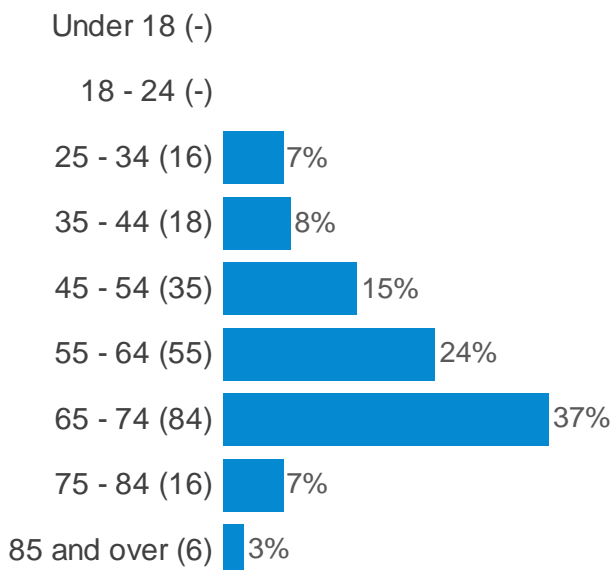
We would like you to think about your experience in the practice during this visit. (How likely are you to recommend the St Lawrence Practice to friends and family if they needed similar care or treatment?)



Are you male or female?



How old are you?



What best describes your ethnic group? (e.g. White British or Black African)

The majority of replies were received from White British

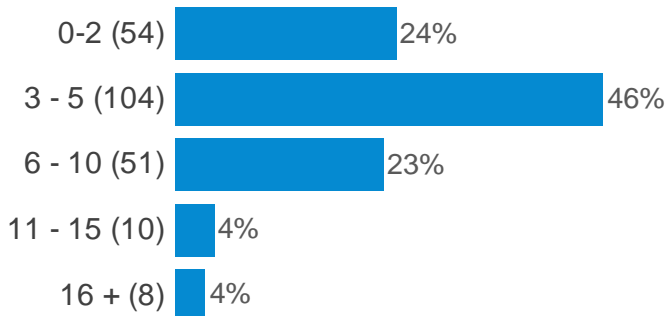
Do you consider yourself to have a disability?



Do you have difficulty moving around the surgery?



How many times in the last 12 months have you attended the surgery?



In the past 12 months, have you ever put off going to see a doctor because the surgery times at your practice are inconvenient for you?



If Yes, please specify

Inadequate service at weekends

I work in Hove, and often have to take time off work for the appointments

Could not get an appointment had to resort to home treatment

Find it very difficult to see my doctor, I need to be moniterd, with my medication, and can't always make an appointment, to

I work long hours, can never get in.

Sometimes the only appointments available have been first thing in the morning, when I can't get transport.

Often early morning appointments which are often most available are difficult to make.

I work so times clash with work.

can never get an afternoon appointment with my registered doctor

Almost impossible to get an appointment when your actually ill. Booking system intolerable

I work full time Mon-Friday. late evening/ Saturday appointments would be useful. The greatest deterrent is not being able to

No appt available so ended up at emergency clinic a couple of days later

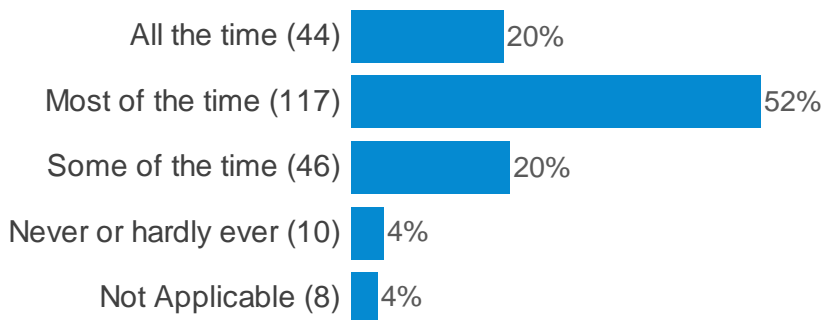
i work

I leave for work by 8 am and I get home from work around 6 pm.

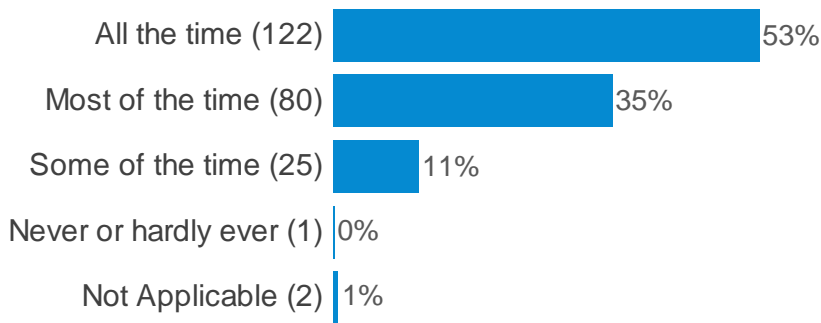
If Yes, please specify

- Work commitments. I like to see a GP who knows me and do not want to see just anyone
- limited evening and weekend appointments
- Evening and weekends needed to be open
- I work from 7am, and I know if i don't manage to ring at exactly 08.30 that its unlikely I will be able to get an appointment
- rather not thank you
- Difficult to get an appointment after 7pm
- hard to arrange times as work in Brighton, leave early in the morning and get back around 6ish.
- limited availability to book appointments ahead
- Had to visit the surgery in person before I could get a same-day appointment.
- I work full time and long hours. It is difficult to get an appointment outside of working hours.
- I work 25 miles away and you have to book a long way in advance for commenter appointments. I can't plan to have something wr
- Unable to get an appointment with a doctor I wanted to see
- For non urgent treatment it would be more helpful to book further ahead at more flexible times
- couldn't get the time or specific doctor
- I work in Brighton so ideally need to see a doctor before 8:15am to avoid being late to work. I sometimes will wait too long
- Had to visit the surgery in person before I could get a same-day appointment.
- I work full time and long hours. It is difficult to get an appointment outside of working hours.
- Not always able to get an appointment
- I work 25 miles away and you have to book a long way in advance for commenter appointments. I can't plan to have something wr
- Difficulty getting an appointment
- I have been put off because it's very difficult to have an appointment on the day or following days
- I work in Chichester, but I think this is an excellent practice, so it's awkward. Saturday morning appts for workers.
- Yes because it was a Sunday
- Unable to get an appointment with a doctor I wanted to see
- For non urgent treatment it would be more helpful to book further ahead at more flexible times
- couldn't get the time or specific doctor

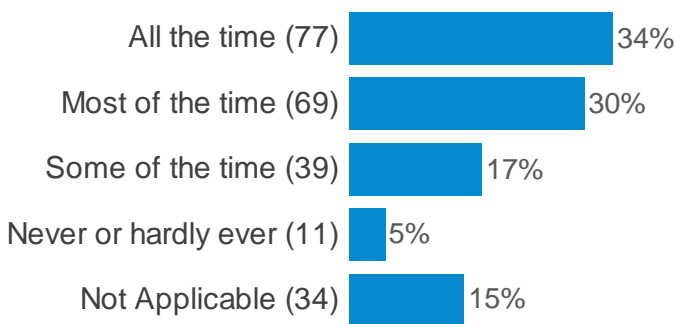
Practice matters (Can you get through via the telephone to your GP surgery within a satisfactory time?)



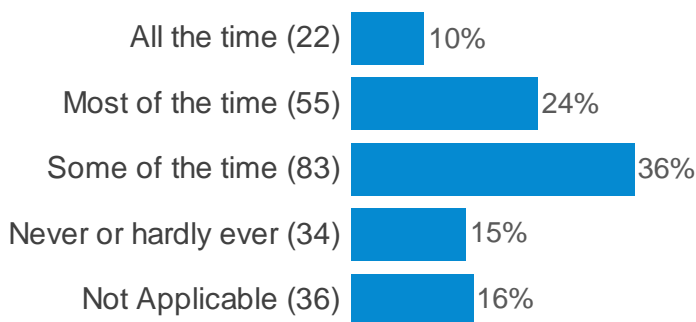
Practice matters (Are the Receptionists as helpful as you think they should be?)



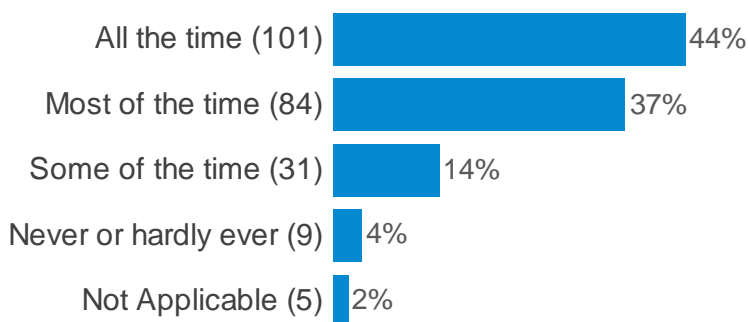
Practice matters (Are you able to book an urgent appointment when you need one?)



Practice matters (Are you able to see a particular Doctor when you would like to?)



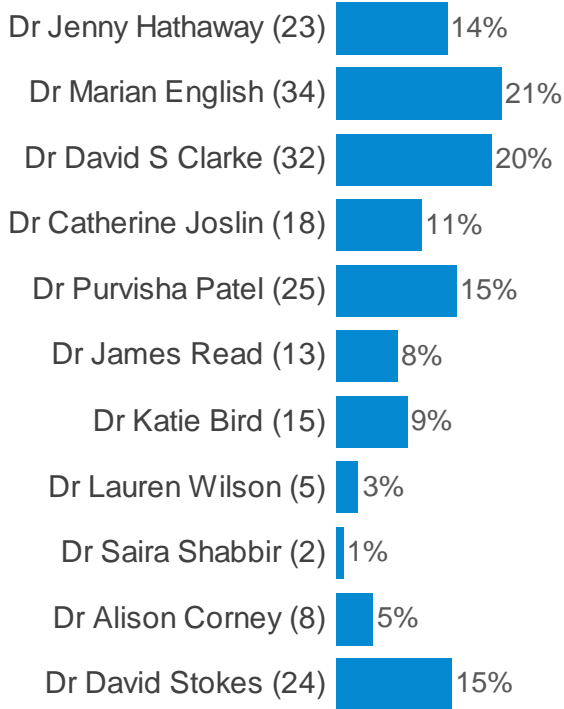
Practice matters (Do you feel that you have enough time during a consultation?)



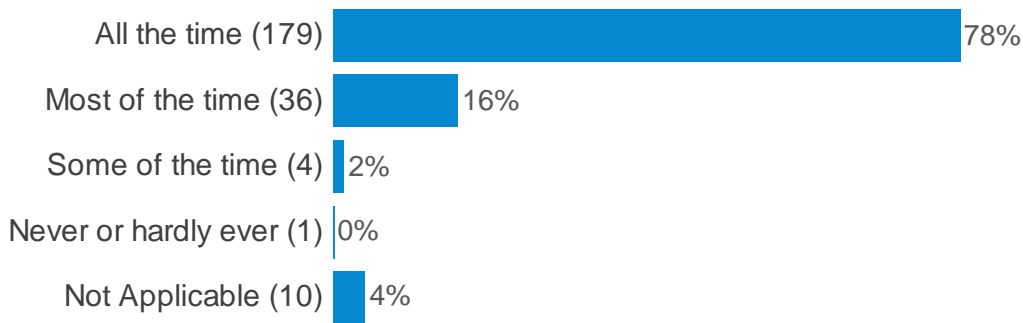
How far in advance would you like to be able to book an appointment?

1 or 2 days	18	26%
2-3 days	8	11%
1 week	10	14%
2 weeks	9	13%
3 weeks	6	9%
A month	16	23%
More than a month	3	4%

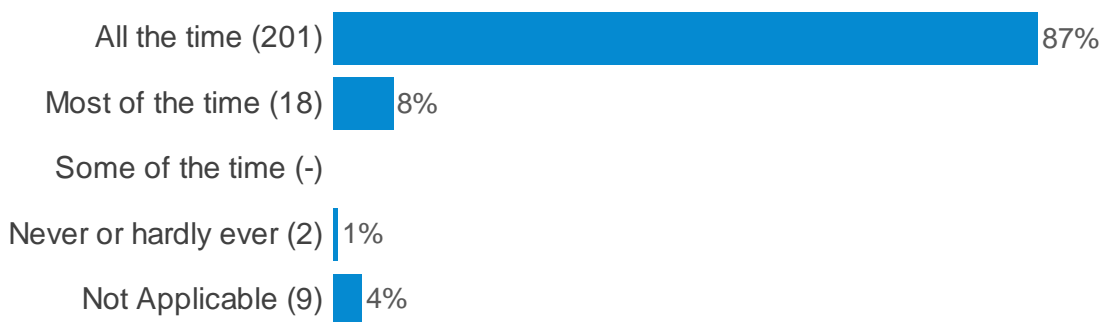
What is the name of the GP you see normally/ most often? (Please leave blank if you would rather not say.)



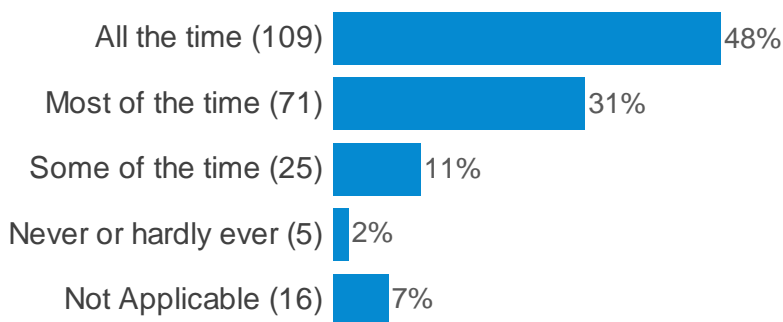
GP experience (Does your GP listen to you no matter how busy he/she is?)



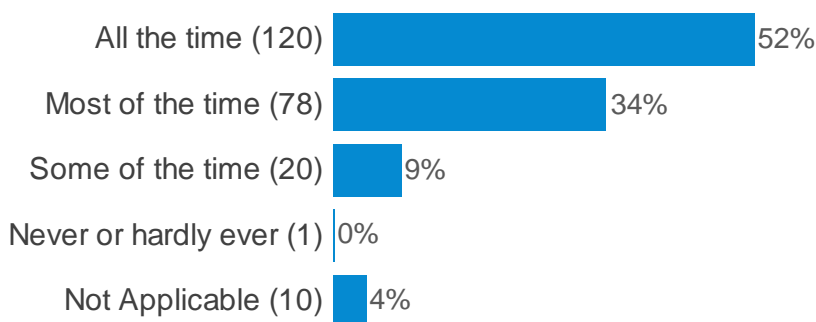
GP experience (Does your GP treat you with dignity and respect?)



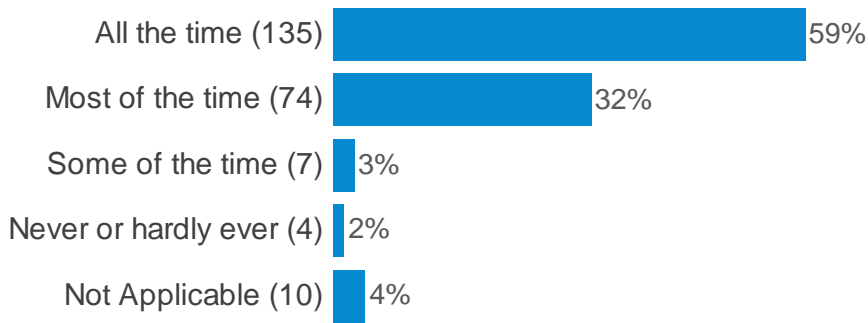
GP experience (Does your GP know enough about your medical history?)



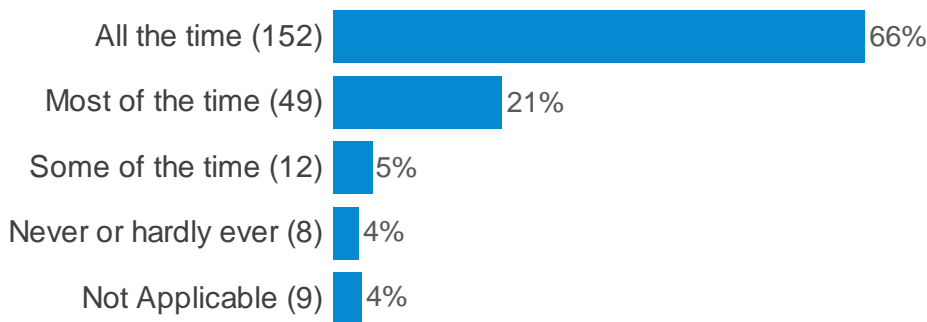
GP experience (Do you feel that your GP knows what treatment is best for you?)



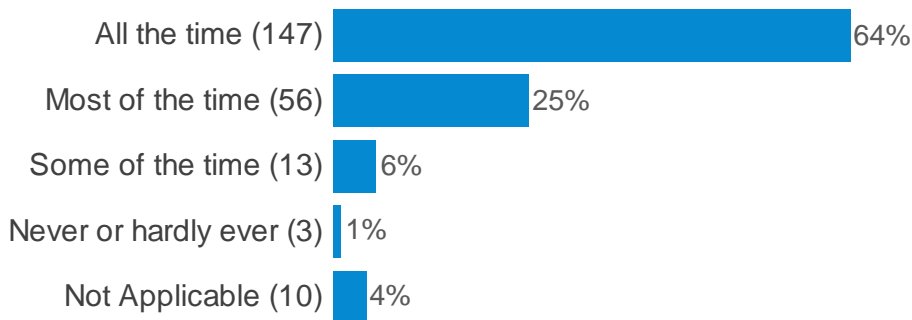
GP experience (Does your GP give you enough information about your condition or treatment?)



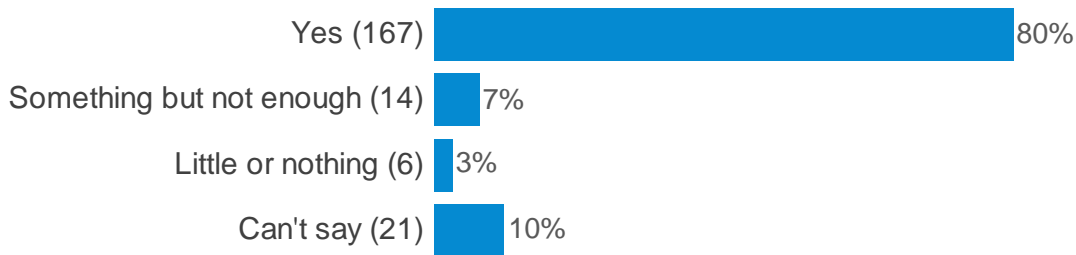
GP experience (Do you feel able to ask as many questions as you would like?)



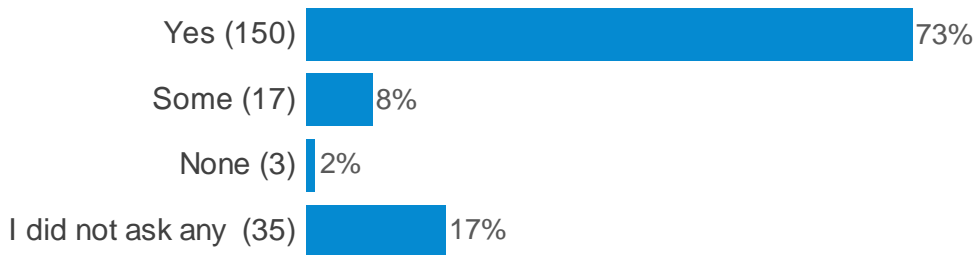
GP experience (Do you feel that your GP explains about your condition/ treatment in a way that is easy to understand?)



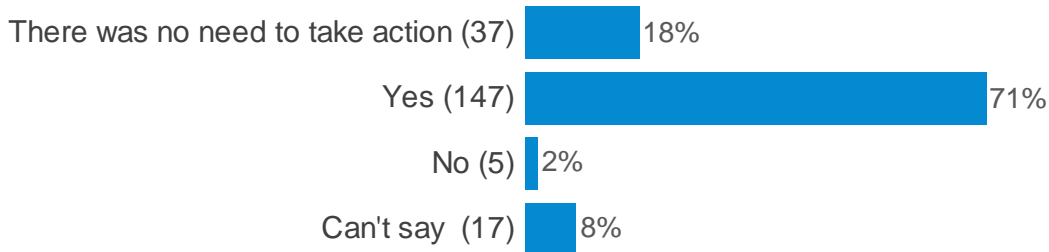
Thinking about the last time you saw a nurse at your GP surgery did the nurse know enough about your condition or treatment? (tick one only)



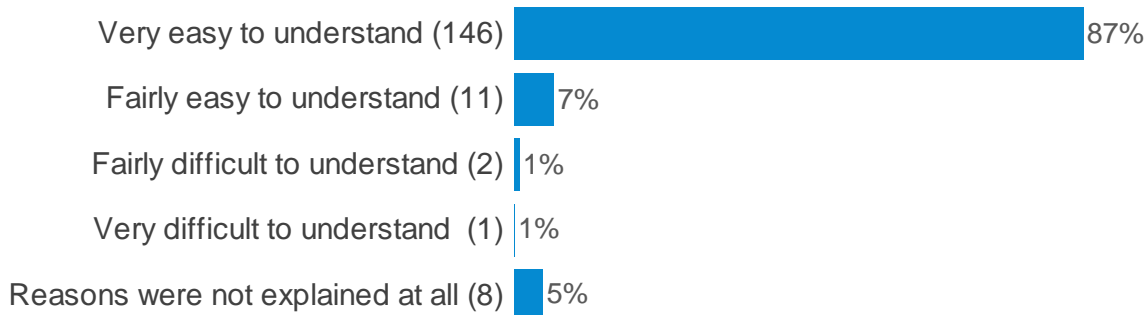
On that occasion did the nurse answer the questions that you asked? (tick one only)



On that occasion do you feel that the nurse took appropriate action to deal with the reason(s) for your visit (that is, gave you the right medicine, treatment, tests, advice etc.)? (tick one only)



If the nurse took action, did they explain the reason for that action in a way that you found easy or difficult to understand? (tick one only)



Are you a teenager that would like to become more involved in the service that the practice provides to your age group, either face to face or by email?



If Yes, please supply your email address so that we can contact you

wish i was a teenager.

Are you a parent or a child with additional needs or chronic conditions?



If Yes, would you be prepared to spend some time with the surgery, either face to face or via email to give feedback about our service?



Have you seen our fact sheets by reception and on the website to help you manage common illnesses at home?



If so, did the leaflet help you manage your condition better ?



Which self care leaflets did you find most useful?

All	6
Diabetes	5
Asthma	4
Coughs	4
Sore throat	4
Back pain	3
Constipation and diabetes	2
Managing coughs	2
sickness/backpain	2
Ears and muscle injury	1
Eczema	1
Hay fever	1
rheumatoid arthritis	1
Sprainsd and strains , back pain	1

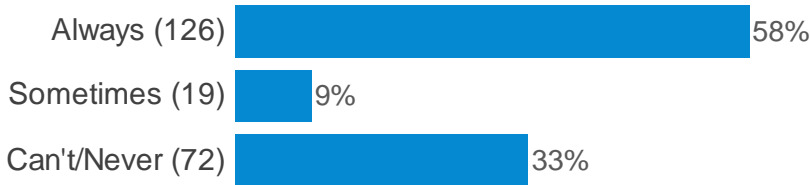
Do you have Internet access



Do you access services on-line (Appointments)



Do you access services on-line (Repeat Prescriptions)



Do you access services on-line (Access to your medical records)

