Results of the

2014-15 patient survey

 Pelham Medical Practice

and St. Gregory’s Surgery

Results of Patient Survey 2014-15

A total of 229 people returned survey sheets this year. Where an answer was not completed, that answer has not been shown in the individual response.

Question 1

We offer the following types of appointment.

1. On the day
2. Next day access
3. Book in advance
4. Late evening appointments

Were you aware of this?

A total of 222 people answered this question.

190 stated – yes

32 stated – no

Question 2

Were you aware that we offer telephone consultations with nurses and GPs?

A total of 222 people answered this question.

 94 stated – yes

 128 stated – no

Question 3

When making an appointment, do you ask to see a particular doctor?

A total of 227 people answered this question.

 132 people stated - yes

95 people stated - no

Question 4

If yes, did you find it easy to make this appointment?

A total of 165 people answered this question.

 100 people stated – yes

 65 people stated - no

Question 5

Have you used A and E (Hospital Accident and Emergency) in the last year?

A total of 227 people answered this question.

78 people stated - yes

149 people stated – no

Question 6

If so, could this have been dealt with at the walk-in service or out-of-hours service?

A total of 105 people answered this question.

36 people stated - yes

69 people stated – no

Question 7

Do you use repeat prescriptions?

A total of 226 people answered this question.

165 people stated - yes

61people stated – no

Question 8

If yes, were you aware that you can order on-line or use the telephone service offered by most pharmacies?

A total of 189 people answered this question.

 137 people stated - yes

52 people stated – no

Question 9

Are you happy with the services provided in the surgery?

A total of 224 people answered this question.

 200 people stated – yes

24 people stated – no

Question 10

How do you rate your overall satisfaction with this practice?

A total of 227 people answered this question.

6 people stated - poor

35 people stated - fair

110 people stated – good

76 people stated – very good

Question 11

This question was used to analyse the responses.

How old are you?

225 people answered this question.

5 people stated – under 20

30 people stated – between 20-29

32 people stated – between 30-39

27 people stated – between 40-49

27 people stated – between 50-59

45 people stated – between 60-69

40 people stated – between 70-79

23 people stated – 80+

Question 12

This question was used to analyse the responses.

Are you male or female?

225 people answered this question.

 71 people stated – they were male

 154 people stated – they were female

Question 13

This question was used to analyse the responses.

How many years have you been attending this practice?

203 people answered this question.

8 people stated – less than 1 year

34 people stated – between 1-5 years

21 people stated – between 6-10 years

20 people stated – 11-15 years

21 people stated – 16-20 years

33 people stated – 21-30 years

28 people stated – 31-40 years

58 people stated – over 41 years

A section was available for patients to use in order to make any comments that they wished about the services offered by this practice.

They were grouped into ..

Positive

Negative

Neither positive or negative

Positive

Friendly and usually accommodating with appointments.

I can get appointments if I need.

The staff at this practice are very helpful.

Female doctors are better for me personally as they take time to discuss my medical issues and listen.

The service here has improved but certain areas could be better.

Prescription lady is brilliant and polite.

Very good and helpful.

Some receptionists are helpful. Some smile.

I have experienced good service from doctors and staff in a very busy practice.

I have only been with the practice since August 2014 but have had better help than with a previous practice.

A very happy, helpful surgery. All the ladies are pleasant and help with anything you require. We are lucky to have you.

Very friendly and nice people.

Service excellent.

This practice is excellent from the receptionists to nurses to doctors. Thank you.

Very good service and staff. Thank you.

I find the services are satisfactory and all at the surgery and dispensary are very polite and helpful and very tolerant.

We have received quite good service from tis practice. Very sad that Dr. Chalapathi has gone.

I have always found staff helpful and caring.

They are very polite and helpful

I always find the receptionists most helpful and polite on the telephone and in person

Excellent service. Exceptional care by Doctor \*\*. Helpful polite staff

Thank you for your service

Sometimes getting an appointment can be difficult when a problem first happens but would like to say service is good once you have seen the doctor for continued care ie. when the doctor/hosp/nurse tell you to book a follow up appointment. Your nurses are amazing!!

Overall the practice is very good.

No problems

No problems

Happy and always get a good service.

I am 58 years have been at St. Gregory’s Surgery up until a month or so ago. I changed because it’s near to home and I do not have a car anymore. So far everything satisfactory. Reception staff very polite and helpful.

Good

I am very happy with the services provided particularly the text appointment confirmation.

All good

Always had good service

All staff are really lovely and always very helpful

Staff (receptionists) always helpful and understanding.

It has changed to much better surgery since I first joined. Good luck and stay happy.

No comments. I am satisfied with services offered.

O.K.

Always very helpful when making appointments for ?

Negative

Very hard to get an appointment unless it is booked in advance.

I understand the GP’s job is difficult but at times I don’t feel that they are as helpful and understanding as they could be. I don’t think reception staff need to ask what your problem is as they are not qualified to decide if this is a problem which needs prompt attention. Also, some receptionists speak loudly on the phone (and repeat names back) which can be heard by patients in the waiting area.

I do feel that the receptionists could be less abrupt when answering the phone. We cannot be ill to order so please make appointment system more easily available.

Very difficult to get appointment due to the sheer volume of patients taken on by the practice. Cannot get through by phone for appointments. I find that some of the doctors have a brusque and abrupt manner which is not reassuring when you are not well. Updating décor and furniture in waiting room might also help. These comments are meant to be constructive not critical.

Is always difficult to get through in the mornings regarding emergency appointments.

Find it difficult to book appointments. Phone rings a long time before it is answered. There was one day I went to the surgery so that I can get an appointment for my daughter when she was a baby. I was told I could only book appointment on phone. That was early last year but I think they are better now.

I find it difficult to make appointments.

At times I feel that private information can be heard when waiting. Certain members of reception staff seem to ignore you when waiting to be seen.

I find the waiting room messy and cluttered.

I wish receptionists would acknowledge you when you arrive, even if they cannot deal with you.

Sometimes difficult to get appointment within a reasonable time.

Blood tests and waiting lists 2-3weeks too long. Needs sorting out.

It is very difficult to book appointments when working out of the area from 8.30 – 5 each day. The receptionists are not sometimes accommodating and seem to guard the appointment procedure. Nobody likes to see the doctor but when it is required the whole experience should be easier and more accommodating and manners cost nothing. My wife left this practice because of this reason.

When I have phoned for appointment maybe 8.30 I have always been seen by doctors the same day if possible but if not, in the week. My only wait is 2 days if not emergency which is O.K. as it is less than a week.

Surgery waiting room and pharmacy have numerous posters re; quit smoking. Outside building staff are smoking.

Booking appointment by phone is a problem. It can be very difficult to get through to reception as the line is engaged. If I was feeling really ill, this would be a problem as I live on my own.

It can be difficult to make on the day appointments, because the phone lines are busy all day.

Rather hard to be told to prioritise issues when seeing GP

There was one occasion in Jan 2014. I had an operation in Darent Valley in the 2013 and had to stay with my daughter in Deal when discharged. I had details to take to my daughter’s surgery. Arrangements were made immediately for a district nurse to call to attend to the dressing. They visited 3 times, I returned home and phoned Pelham Practice, explained the situation and asked if I could come round and visit a nurse. The receptionist said there were no vacancies available. When I told her about the service I had received at Deal, she said – well, there is one vacancy on Thursday afternoon. Naturally I accepted – nurse was excellent.

Getting through for an appointment on the phone could be better.

It is difficult most times to get an appointment on the day, can’t get through for ages, then got an appointment for two weeks, which is not good.

Booking appointments has been very hard in the last 6 months.

Sometimes, it is hard to get an appointment if you need to se doctor again or to see a lady doctor if needed.

Long wait to make appointments. On phone 13-15 minutes?

Even when appointment made, waiting time can over run to making wait too long.

Hard to achieve consistency of care when seeing different doctors. Not enough time to discuss health concerns in a holistic way due to pressure of time on GPs. Hard to get appointments on the day.

 It can be difficult to get an n appointment when calling in the morning. There are usually appointment with Dr\*\* but unfortunately none of my family or myself have had a good experience with him. More than once I have been told by him that I’m completely fine only to be given a different response from other doctors within the same week.

First you cannot get through to the receptionists. It takes so long for the receptionists to answer the call. Then no satisfaction at all.

Booking an appointment is a nightmare.

Can’t get an appointment and if you work it’s even harder.

Appointment is difficult to get on the day. The line is engaged or busy. When answered it is fully booked. Sometimes doesn’t allow next day – booking needs improvement.

Not able to get appointments even in emergency. Sometimes when ringing on the day. First phone is engaged then appointment have gone.

Not always easy to make appointments. Shame it’s not open weekends.

I understand the GP’s job is difficult but at times I don’t feel that they are as helpful and understanding as they could be. I don’t think reception staff need to ask what your problem is as they are not qualified to decide if this is a problem which needs prompt attention. Also, some receptionists speak loudly on the phone (and repeat names back) which can be heard by patients in the waiting area.

Poor telephone answering – often long waits. Usually long wait before appointment – I use surgery very rarely (unless called) therefore I expect to be seen without delay – I do not request an appointment unless it is necessary.

Hard to get appointment without being quizzed why I don’t want certain doctors.

I find that the phone line was busy from 8.30 and I couldn’t make appointment vis phone and I had to walk down and make my appointment on (date given)

Services are not as good now as used to be. Repeat prescriptions and appointments.

Require more phone lines – or a ? countdown system to inform you where you are in the queue. Why ask if it is urgent to see a doctor. Why would I ring if it was not urgent?

Very hard to make appointment as lines are very busy and when we do get through all appointments are gone.

I find it almost always impossible to get through to a receptionist to book appointments before 12.00 noon.

The emergency appointment procedure does not work. The phone line is notoriously difficult to get through to book – average wait time is 20 minutes. Then you may still not get a time that you can do. I suggest another phone line or more structured emergency appointment procedure.

It’s very hard to make an appointment on the day.

Can never get a same day or evening appointment. Always get an appointment after 10 days.

Don’t like having to tell staff what’s wrong with me to get an appointment as that’s not confidential.

Can never get appointments when you want them.

Many time I have not been able to get an appointment.

Don’t feel that reception staff are practically helpful, welcoming or even compassionate at times. Getting through to the surgery is horrendous. Doctors at time rush through the time you have even said make another appointment for an illness you are currently experiencing.

I moved to Gravesend from another part of the country 4 months ago. It is generally accepted that moving is a stressful time. I therefore did not expect, when submitting my repeat prescription for medication that had suited me for the past 10 years to be told that I must change. Is it not a fundamental belief that if changes are needed t is safest and least unsettling to introduce one change at a time. I had expected greater understanding from this practice’s doctors.

Getting through via telephone proves to be difficult at times. Sometimes I wait to see someone at reception in person.

Need to have more appointments available. Phone needs to be answered quicker.

Neither positive nor negative

More availability to speak to a doctor over the phone. This would have led me to not go to A and E.

Wish you were able to offer an egg-free injection for flu, as other practices do.

I feel that patients who have more than one chronic illness should be seen by the same doctor to avoid wasting time having to go through issues. I believe that having a rare chronic condition that possibly some doctors may never have seen will enable experience to be gained if the same doctor sees this patient.

It would be wonderful id drivers did not ignore the zebra crossing. I usually go into Gravesend (do not need to cross Pelham Road) then walk back to Gravesend to bus home. A pelican crossing would be preferable. Darnley Road surgery was much better for me.

I do think that people who do not cancel their appointments should only be given two chances, as opposed to three as the DNAs are very high.

Mental health support group needed. More awareness for carers and community support team.

Would like to have my own doctor.

Need to be open weekends.