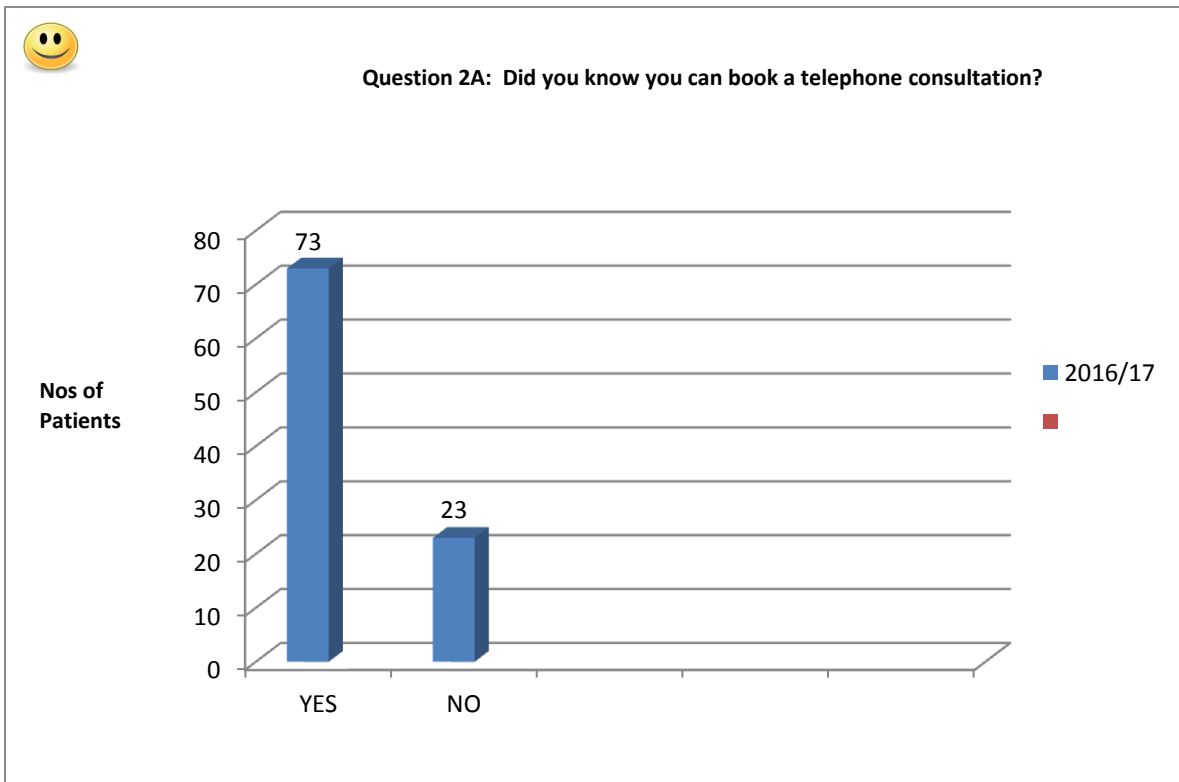
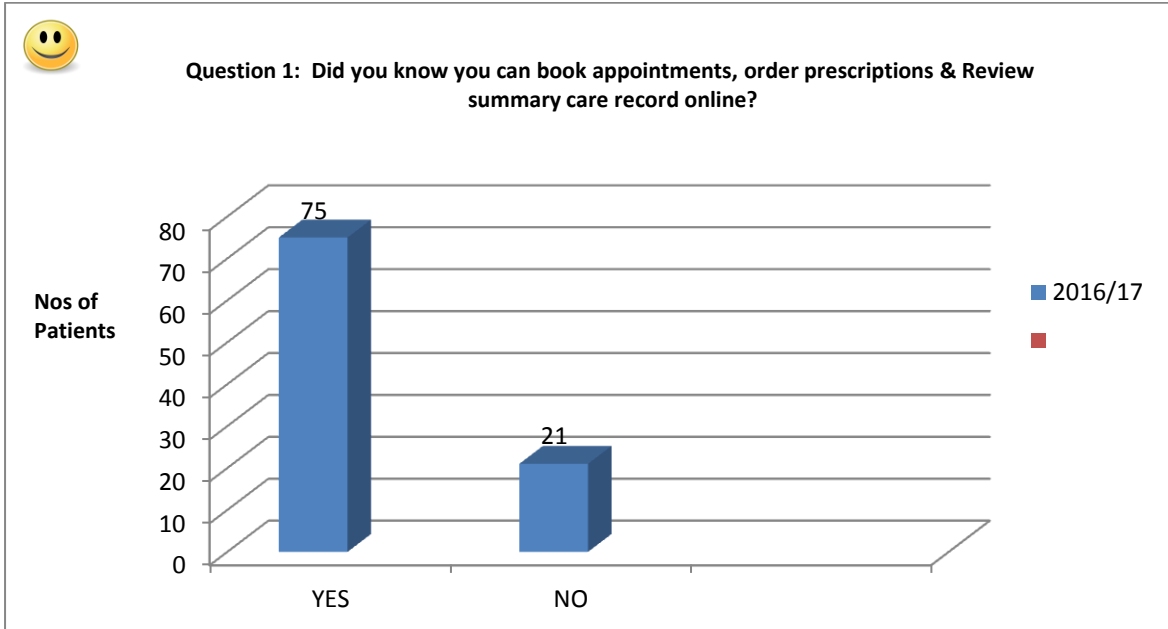


COXHOE MEDICAL PRACTICE

PATIENT SURVEY RESULTS & ACTION PLAN 2016/17

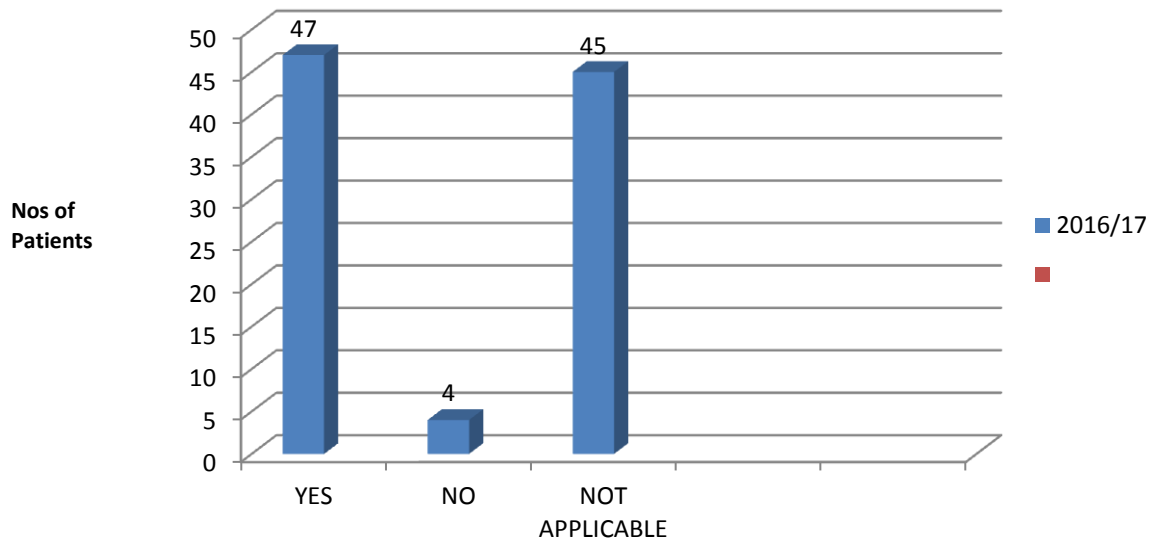
96 Questionnaires completed & returned

Keys: 😊 Favourable Result ☹️ Unfavourable Result

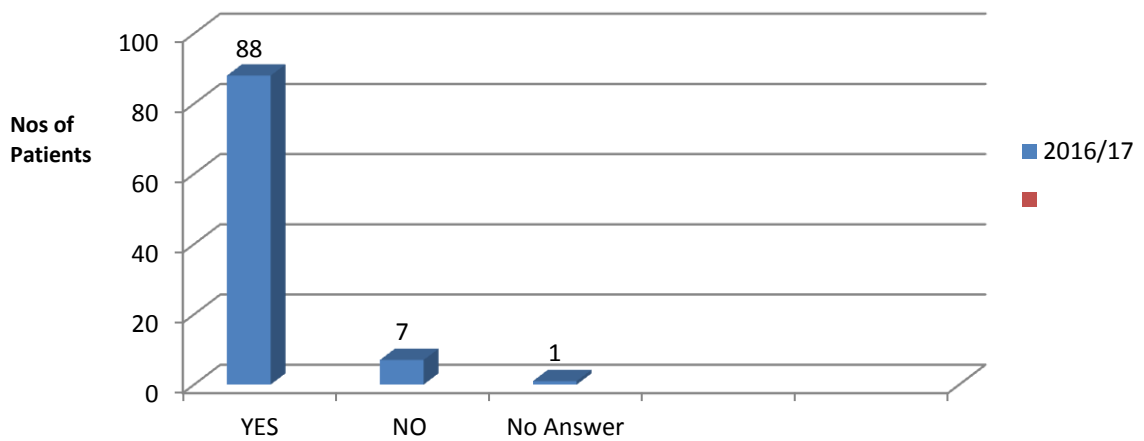




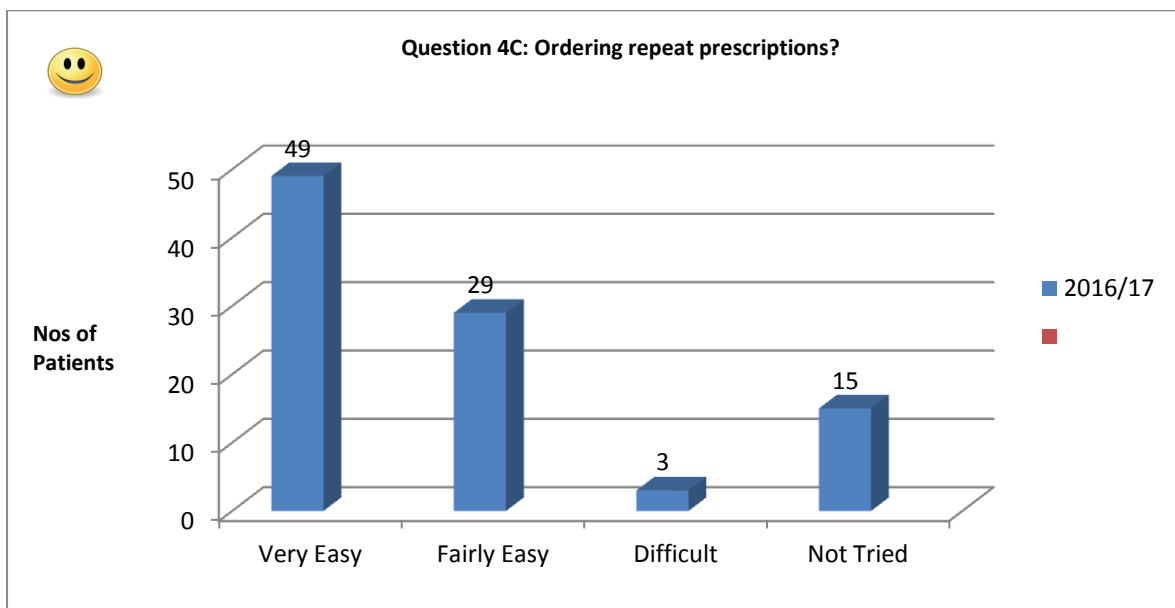
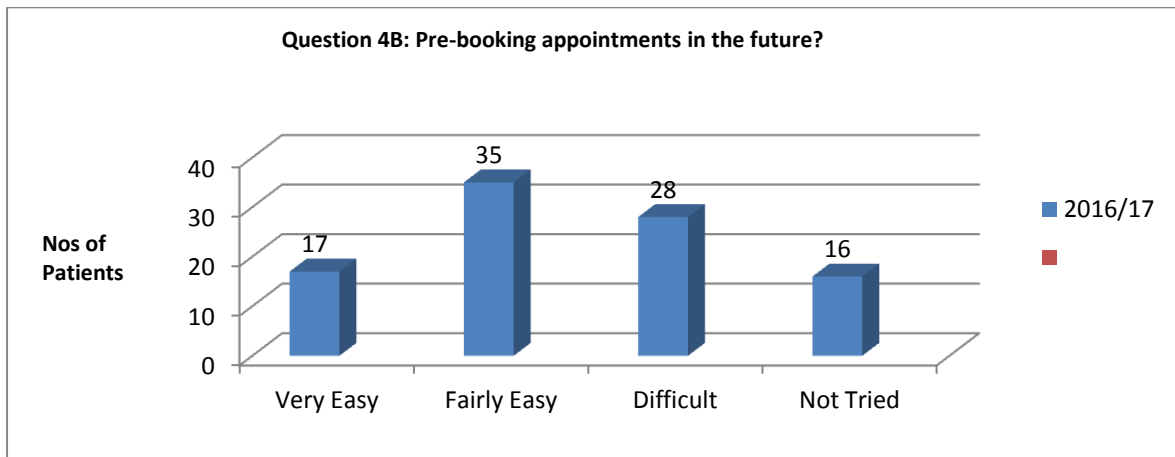
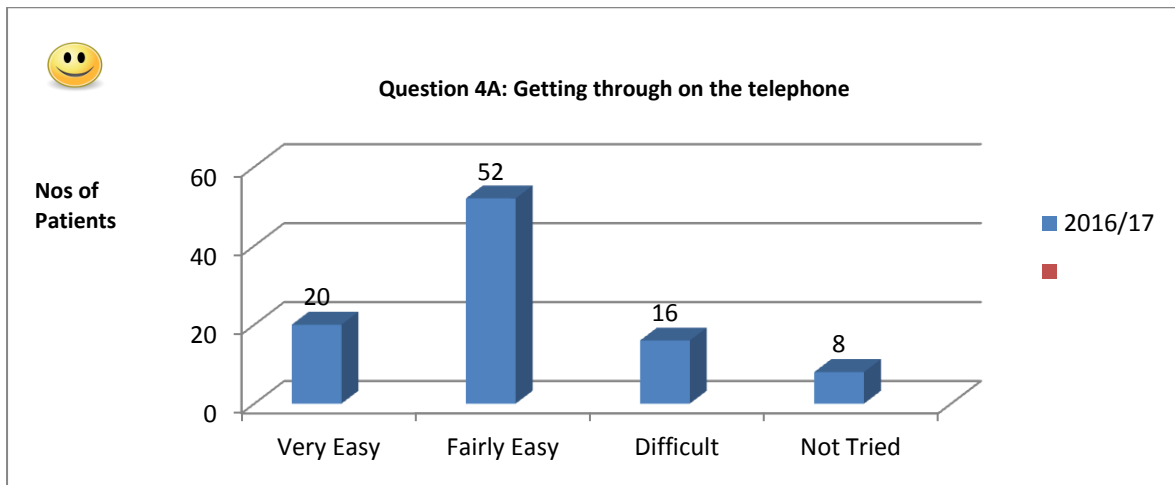
2B: Would you use the telephone consultations again?



3: Did you know the surgery can issue prescriptions electronically to your chosen Pharmacy?

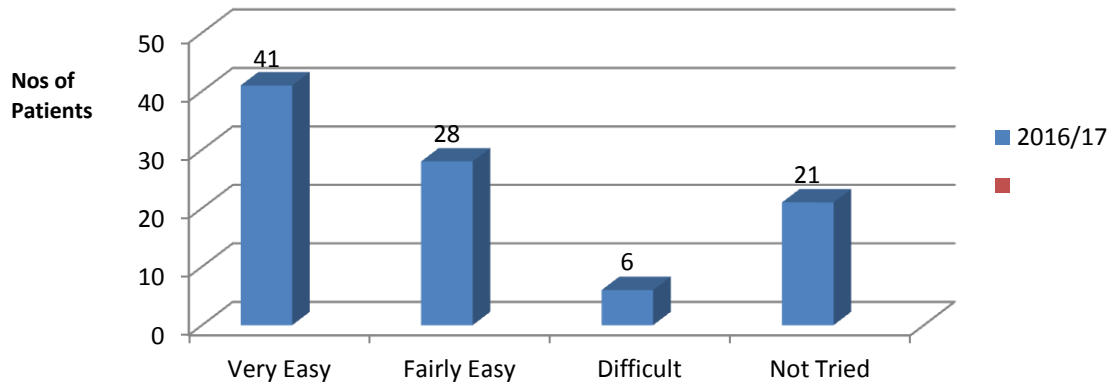


Question 4: In the past 6 months how easy have you found the following:-

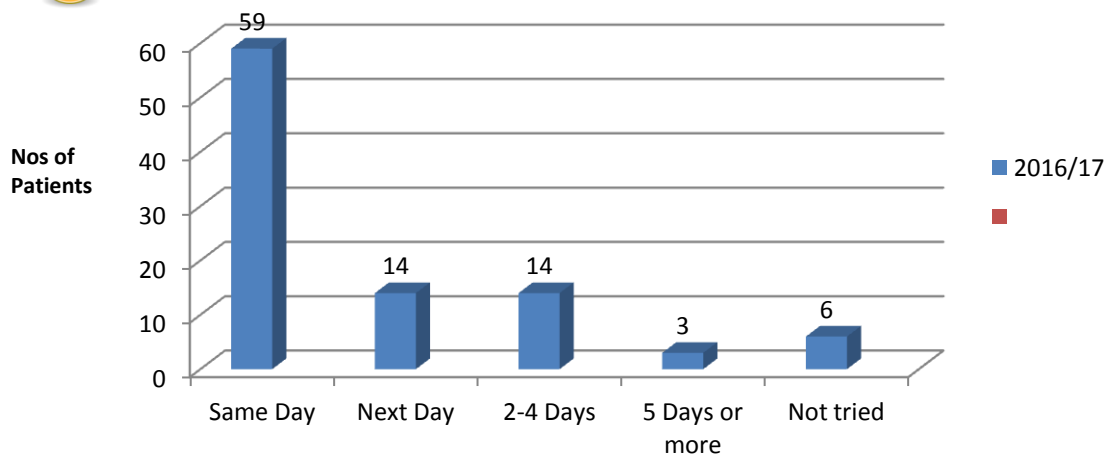




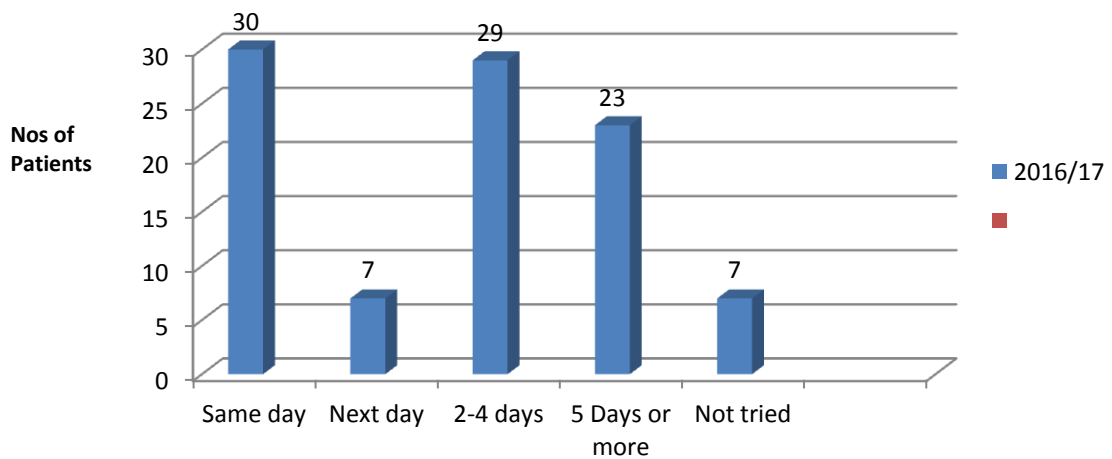
Question 4D: Obtaining Test Results?



Question 5: When booking an appointment with a Doctor, how quickly were you seen?

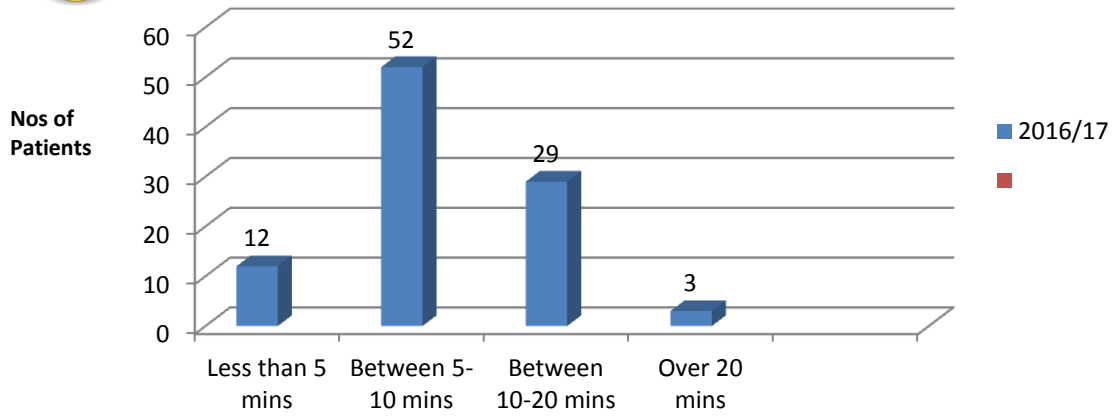


Question 6: When booking an appointment with a Nurse how quickly were you seen

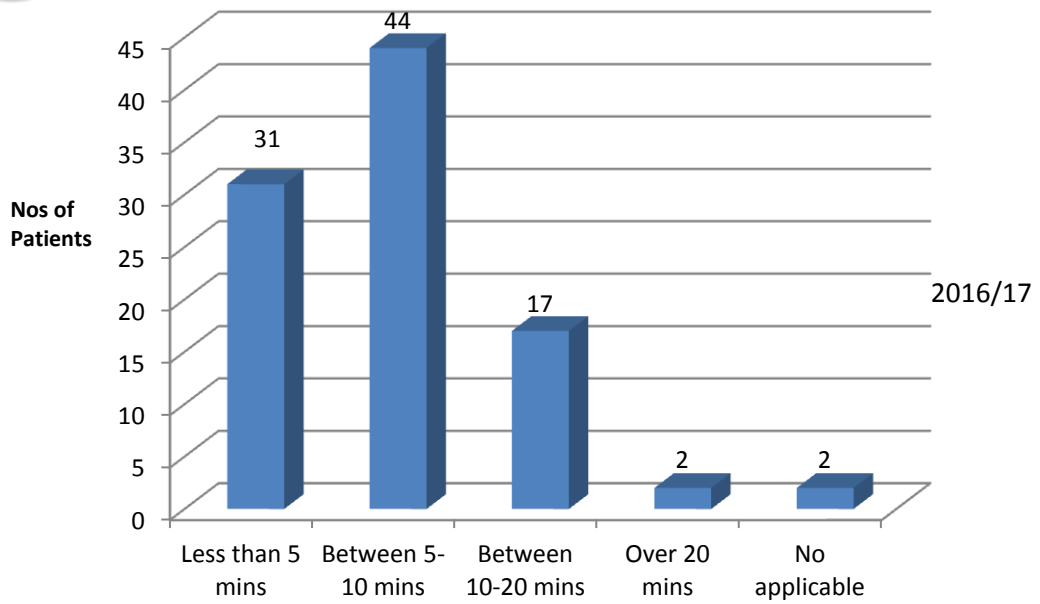




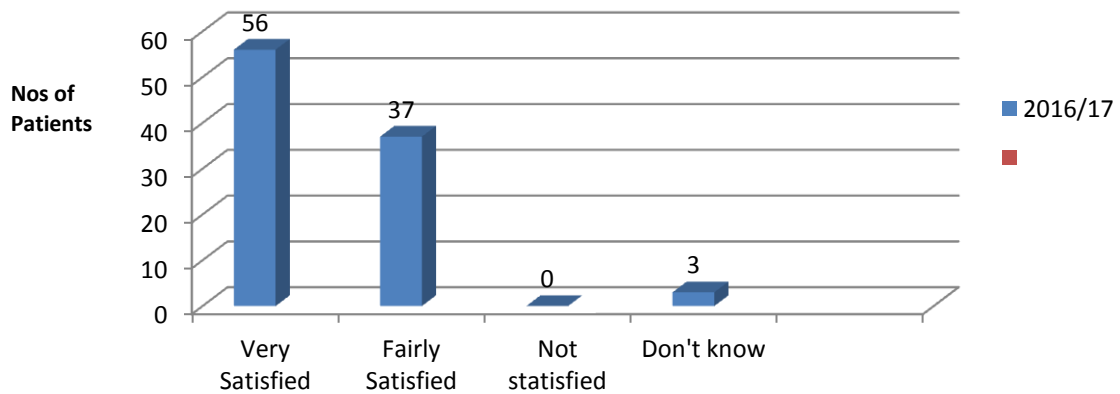
Question 7: Once you arrived at the surgery to see the Doctor, how long after your appointment time do you usually have to wait?

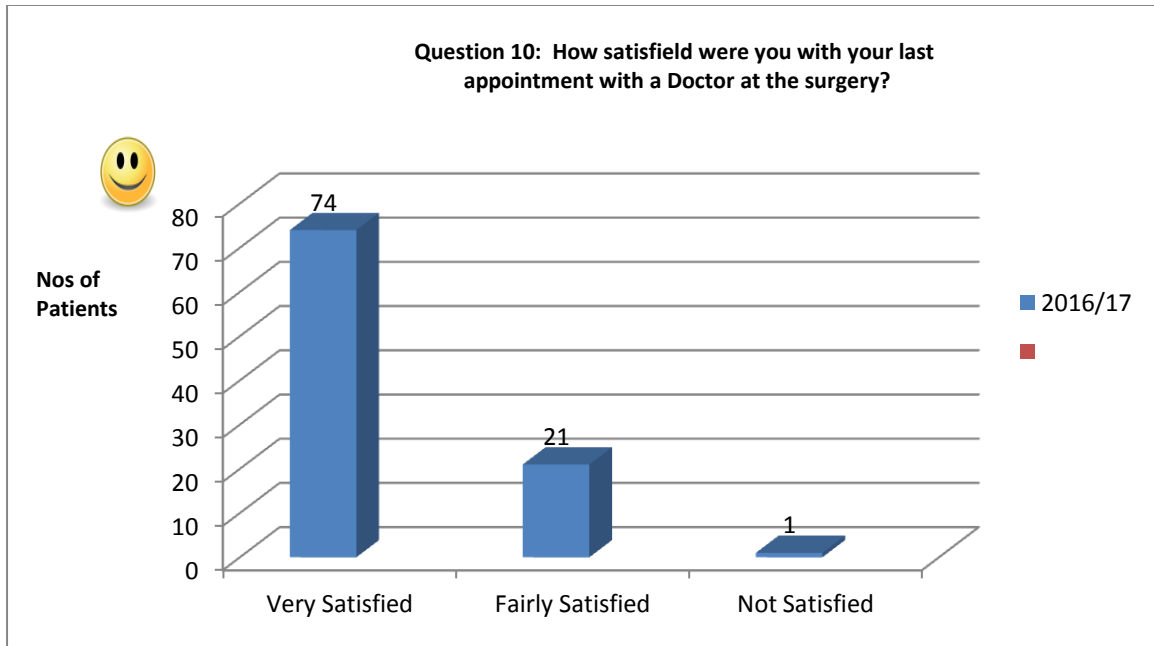


Question 8: Once you have arrived at the surgery to see the Nurse, how long after your appointment time do you usually have to wait?

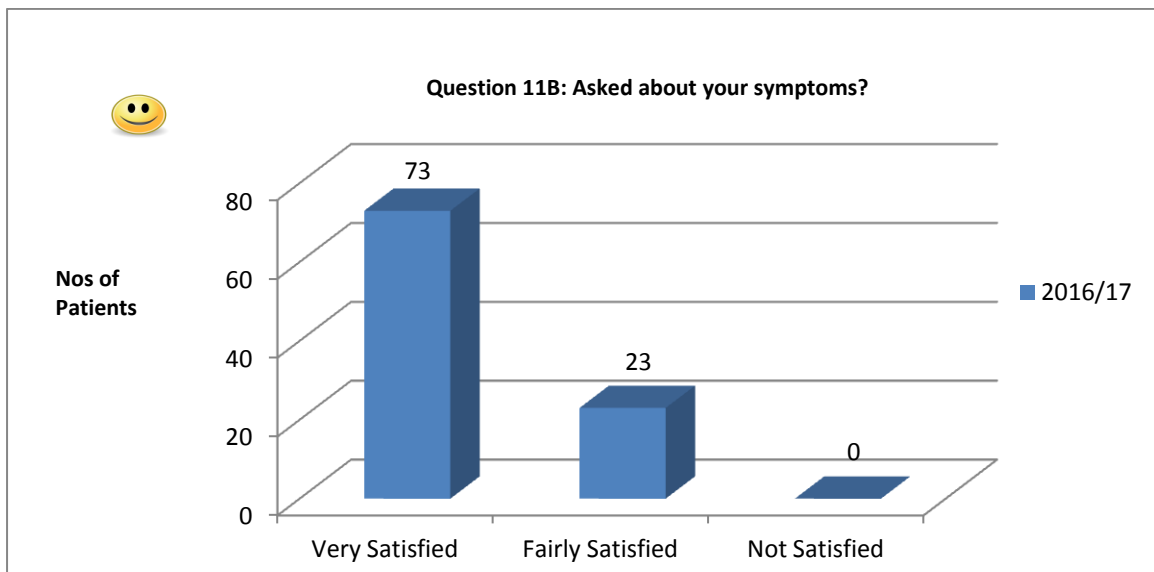
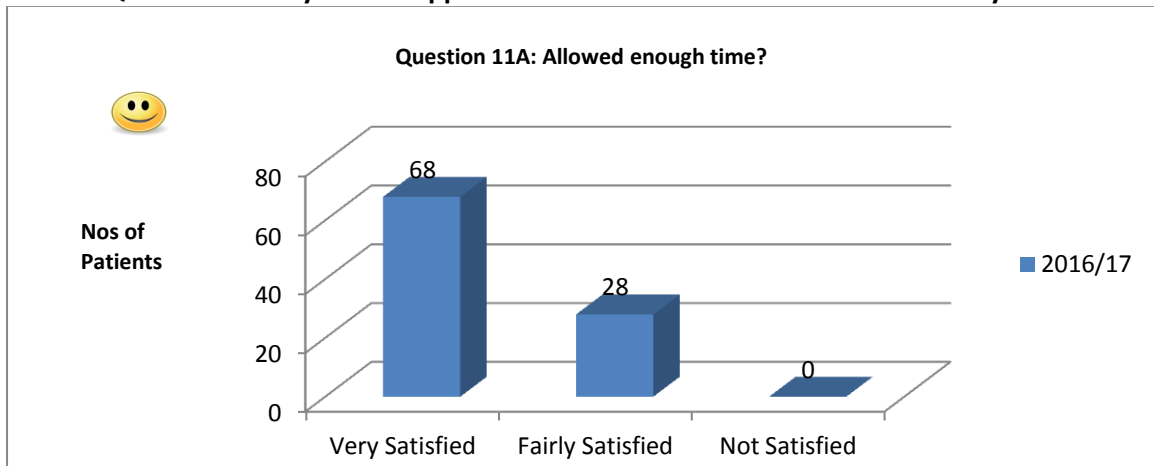


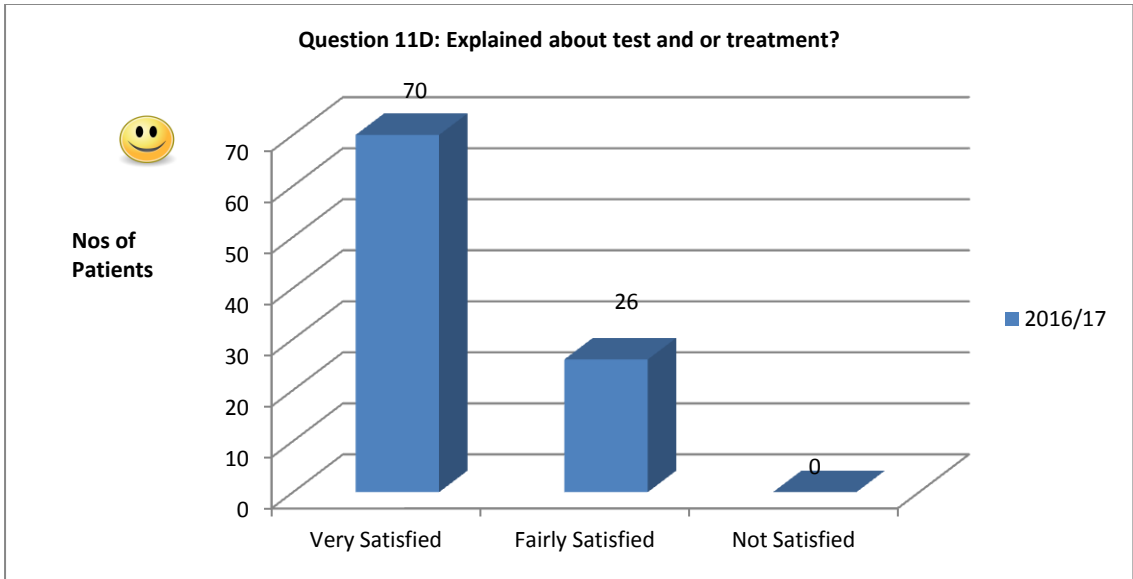
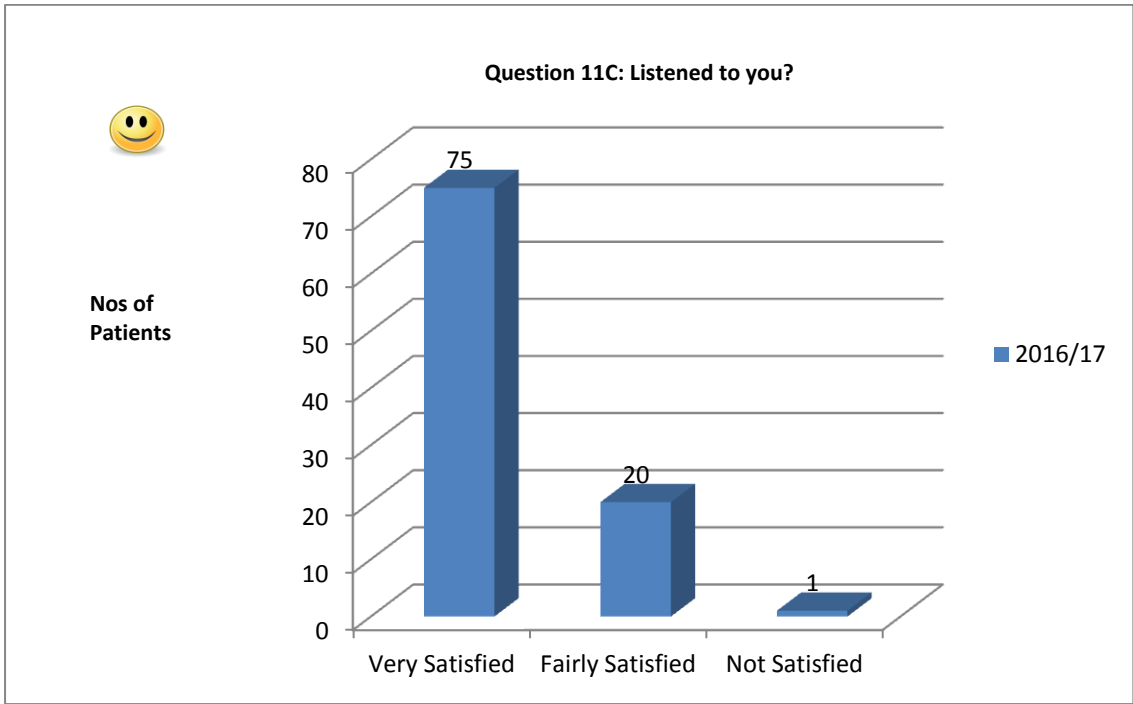
Question 9: How satisfied are you with the opening times at the surgery?





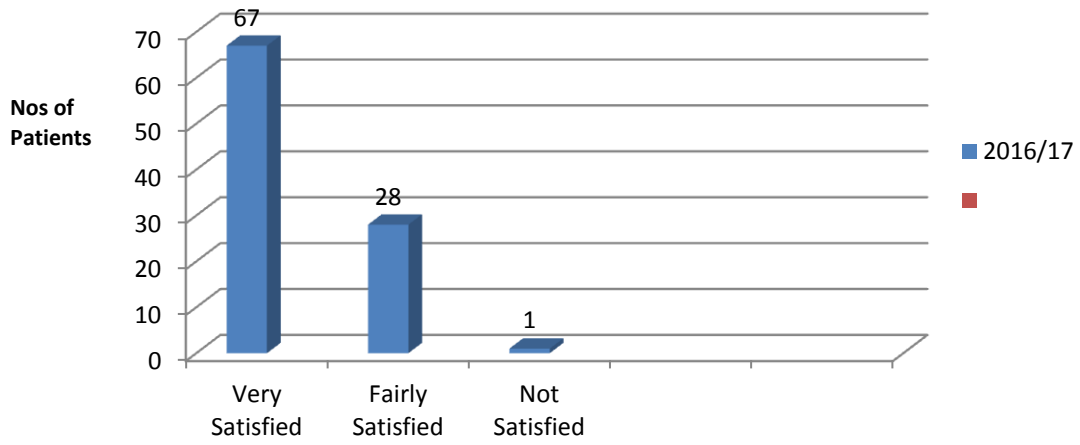
Question 11: At your last appointment with a Doctor how satisfied were you with:-



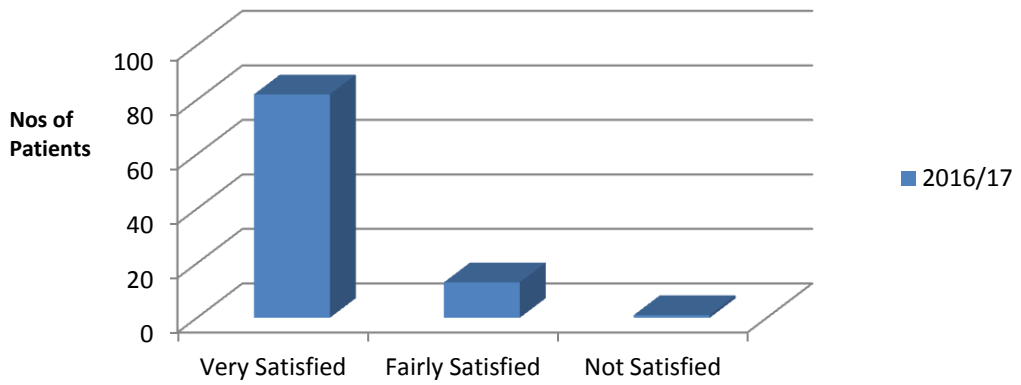




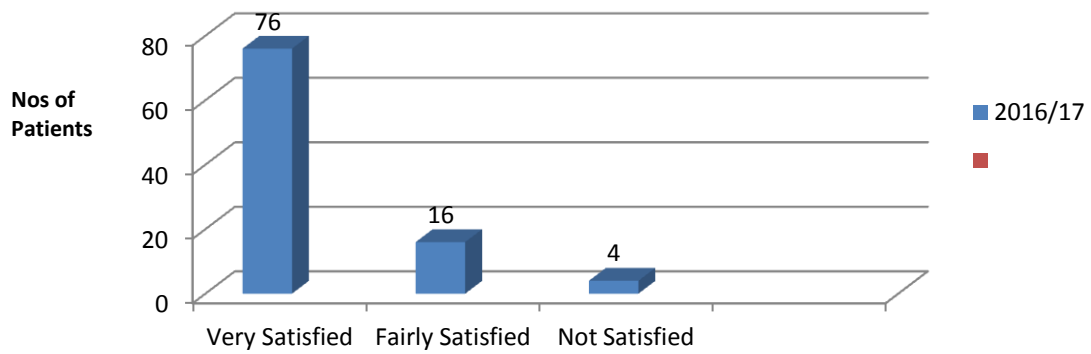
Question 11E: Involved you in decisions about your care?



Question 11F: Treated you with care and respect?

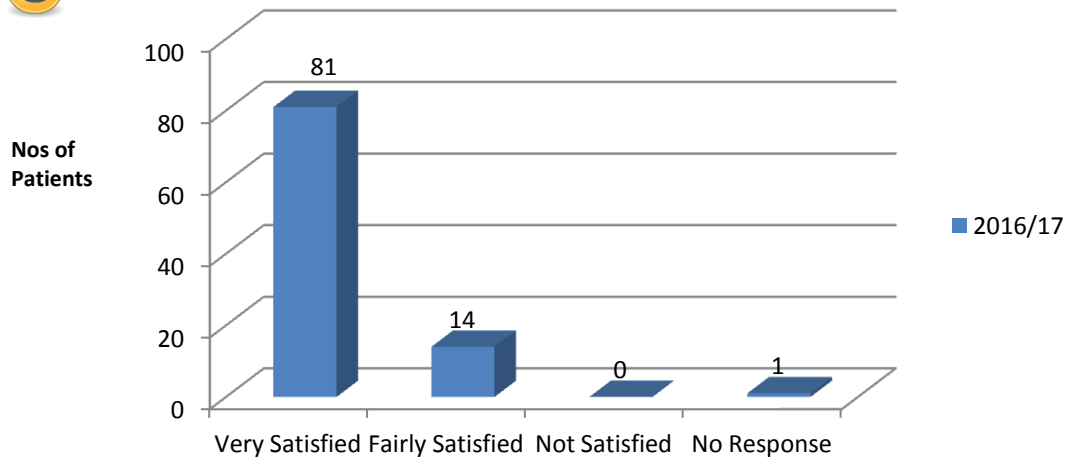


Question 11G: Took your problems seriously?

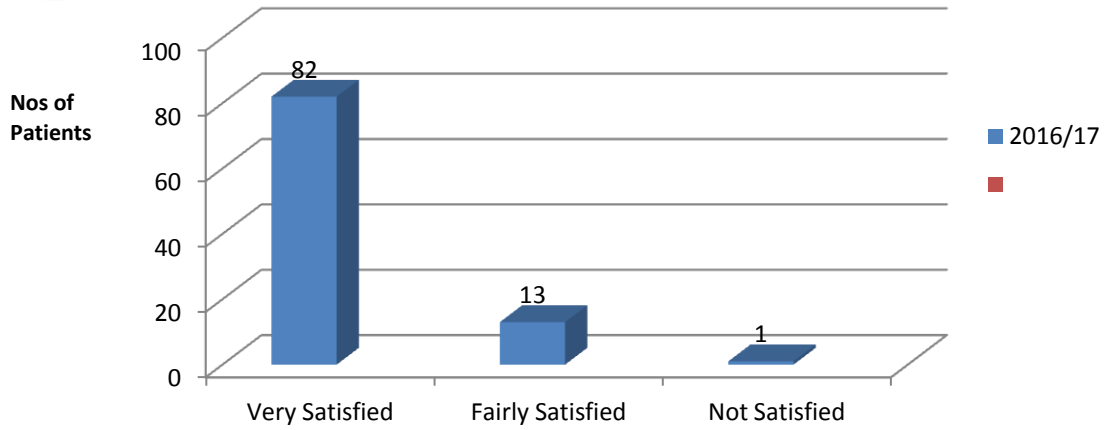




Question 11H: Instilled trust & confidence?



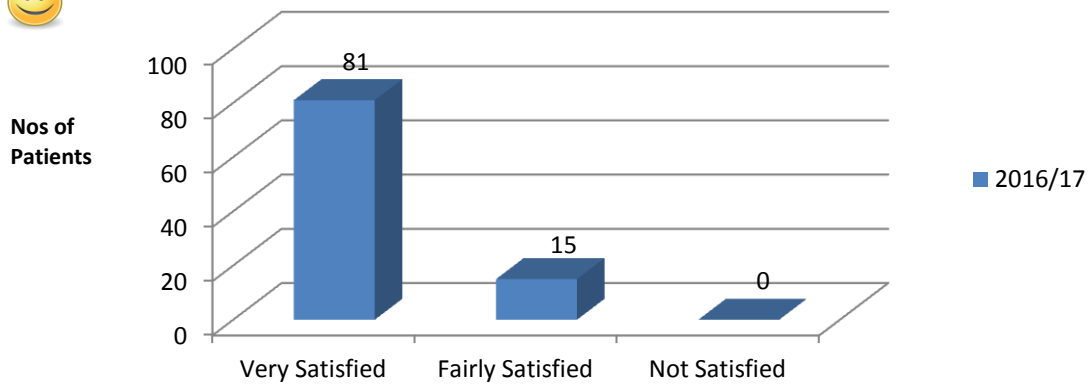
Question 12: How satisfied were you with your last appointment with a Nurse at the surgery?

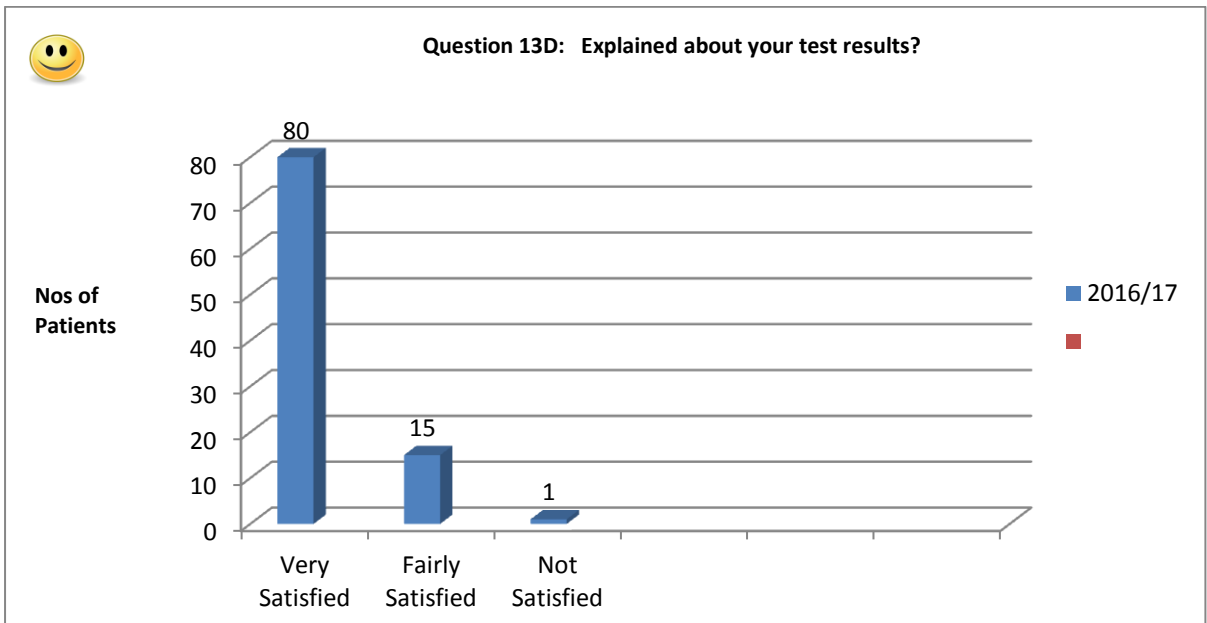
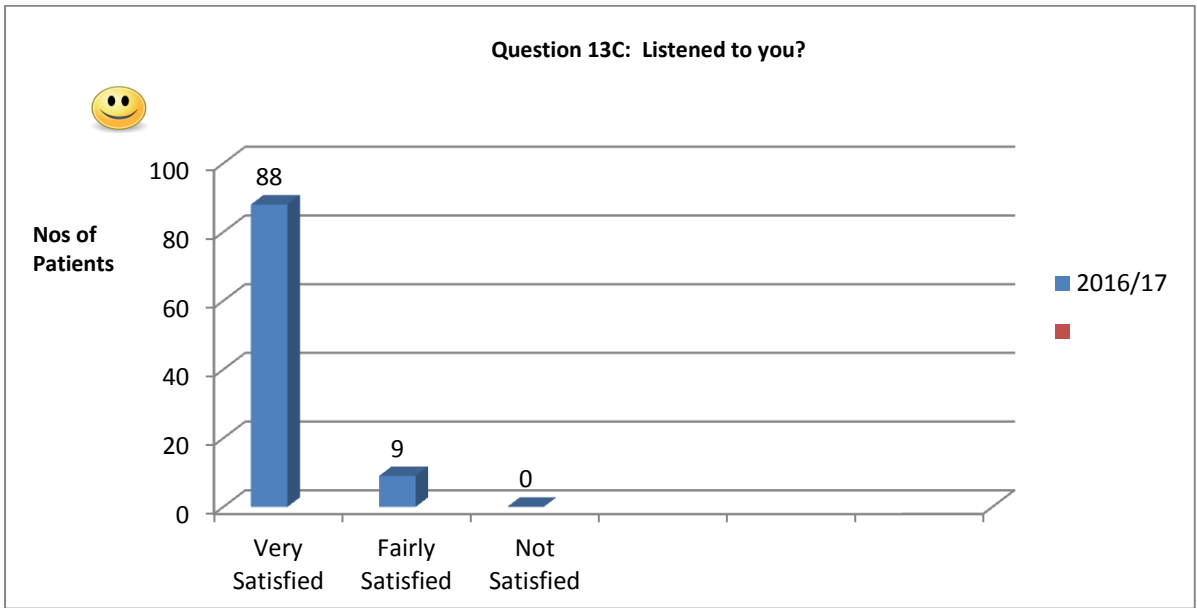
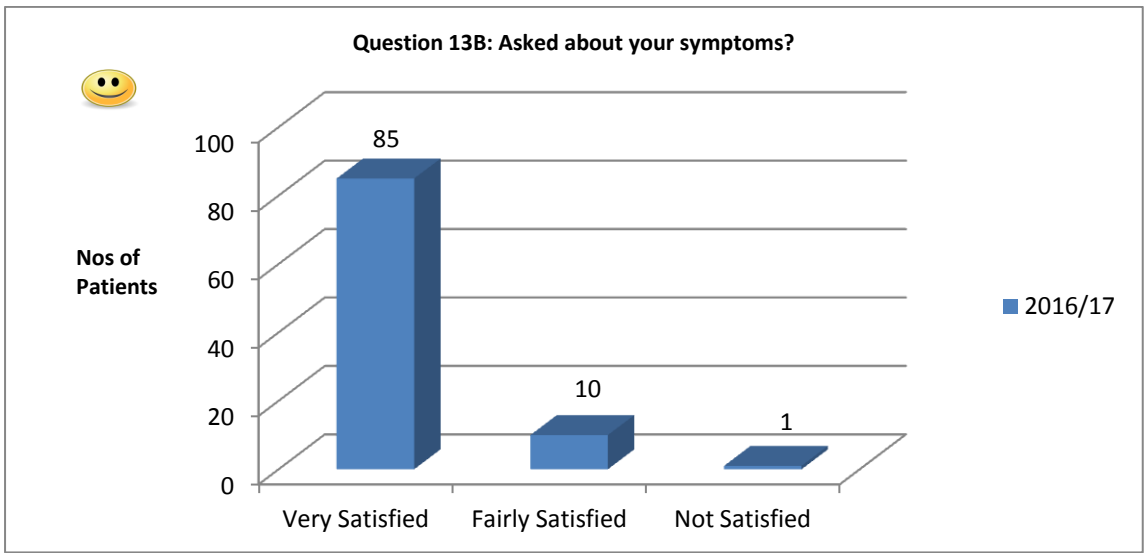


Question 13: At your last appointment with a Nurse, how satisfied were you with:-



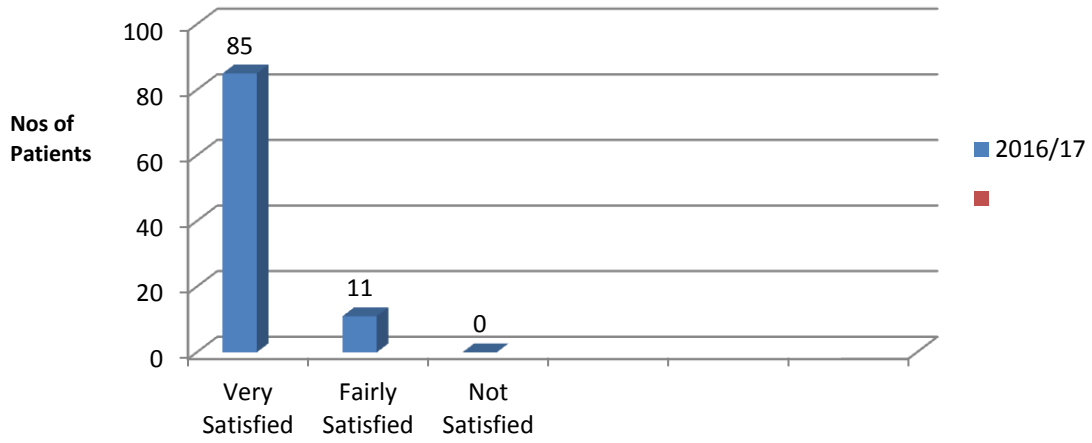
Question 13A: Allowed enough time?



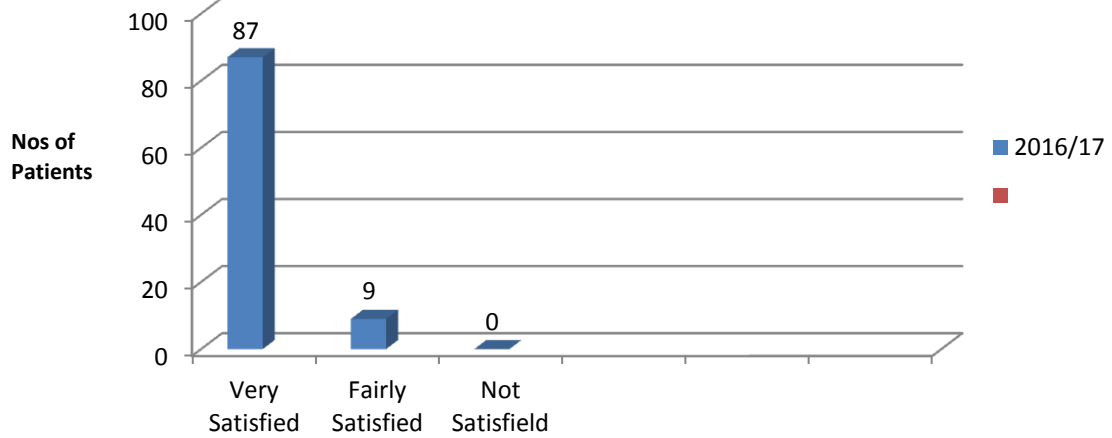




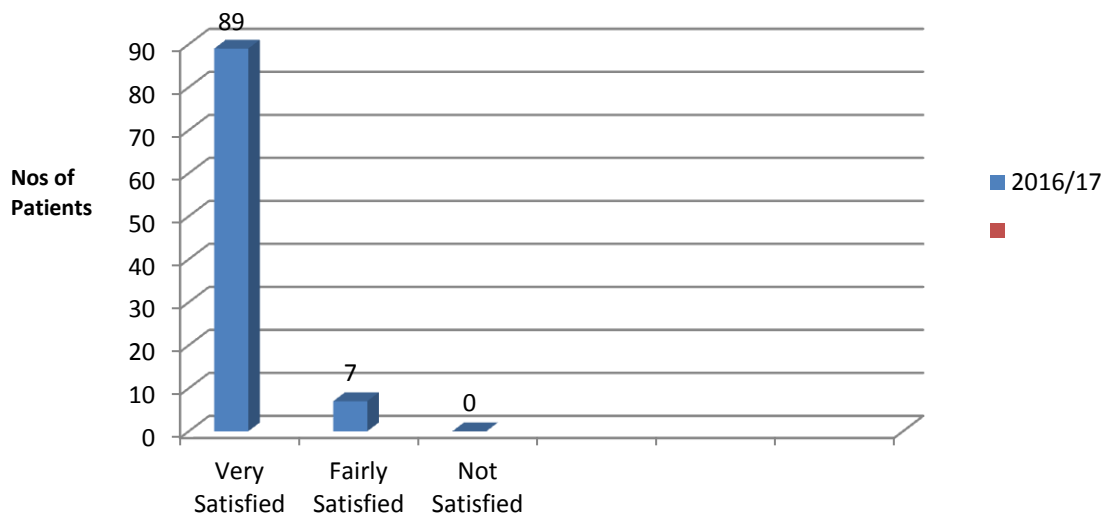
Question 13E: Involved you in decisions about your care?



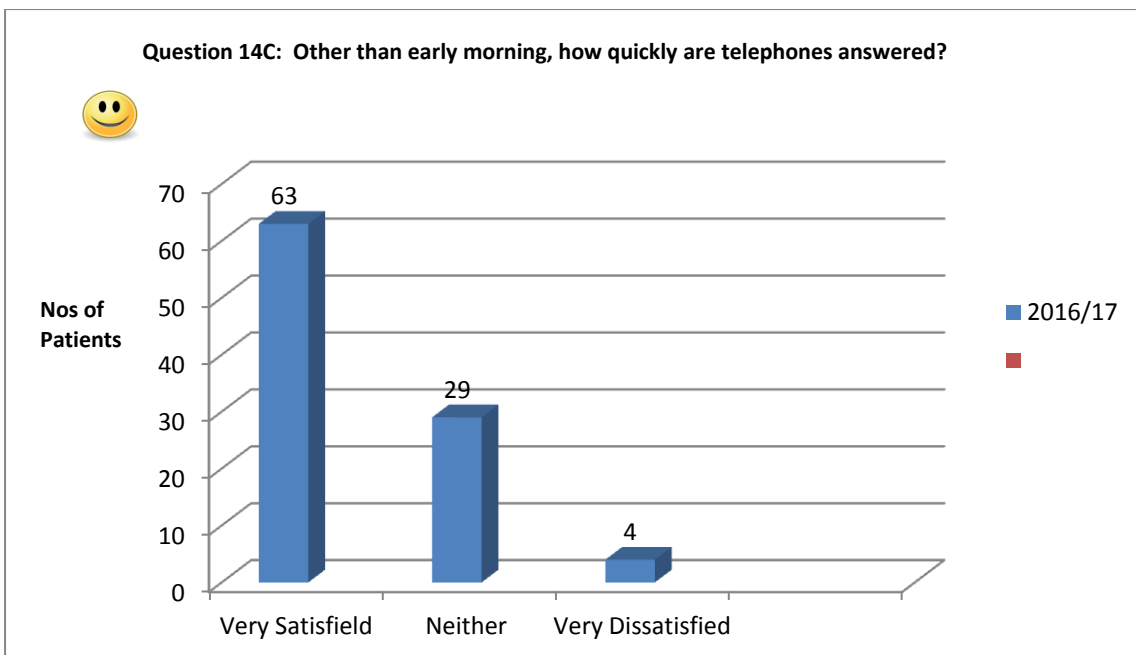
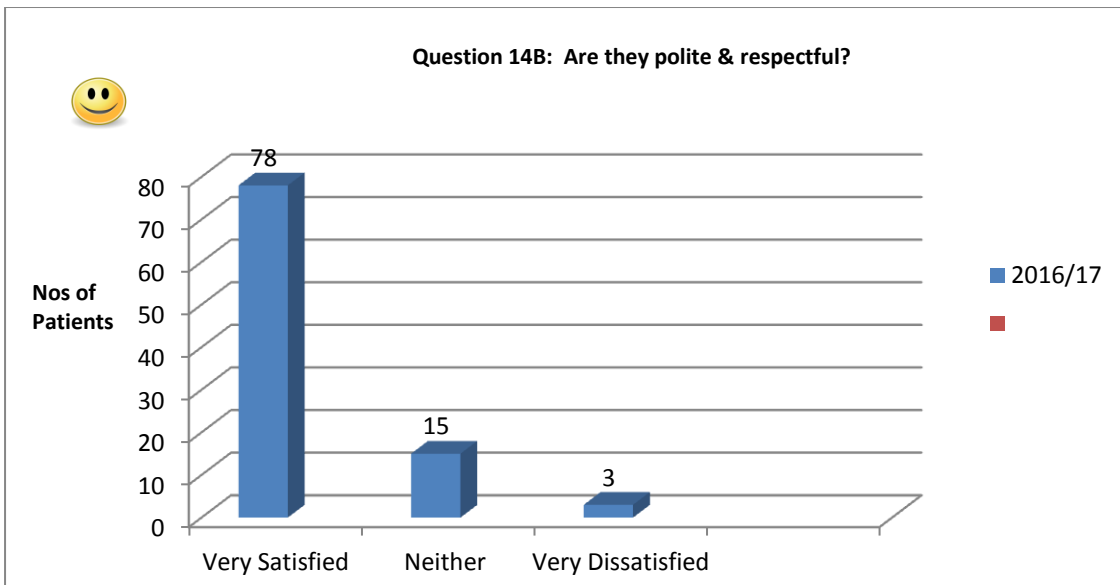
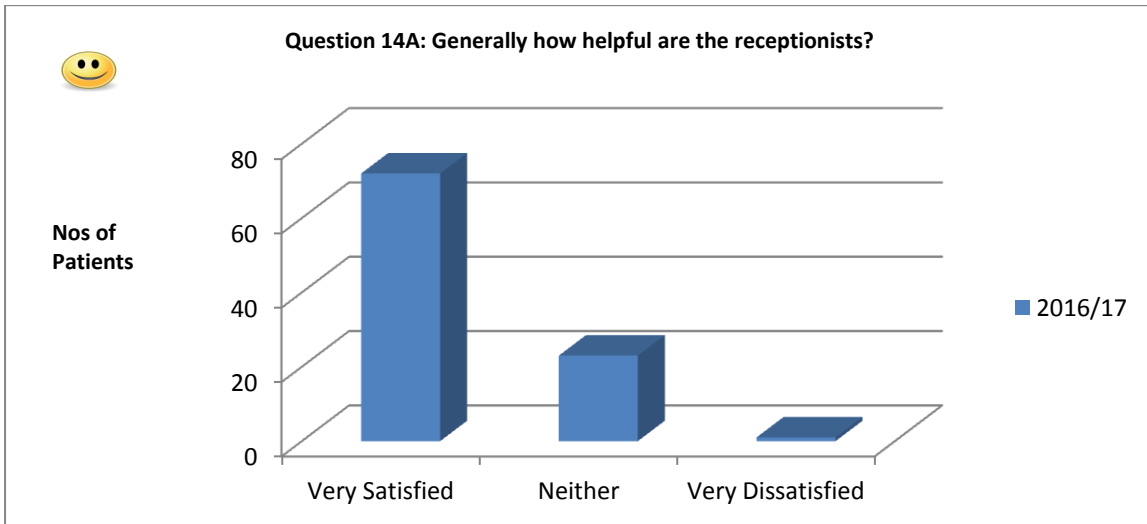
Question 13F: Treated you with care & respect?

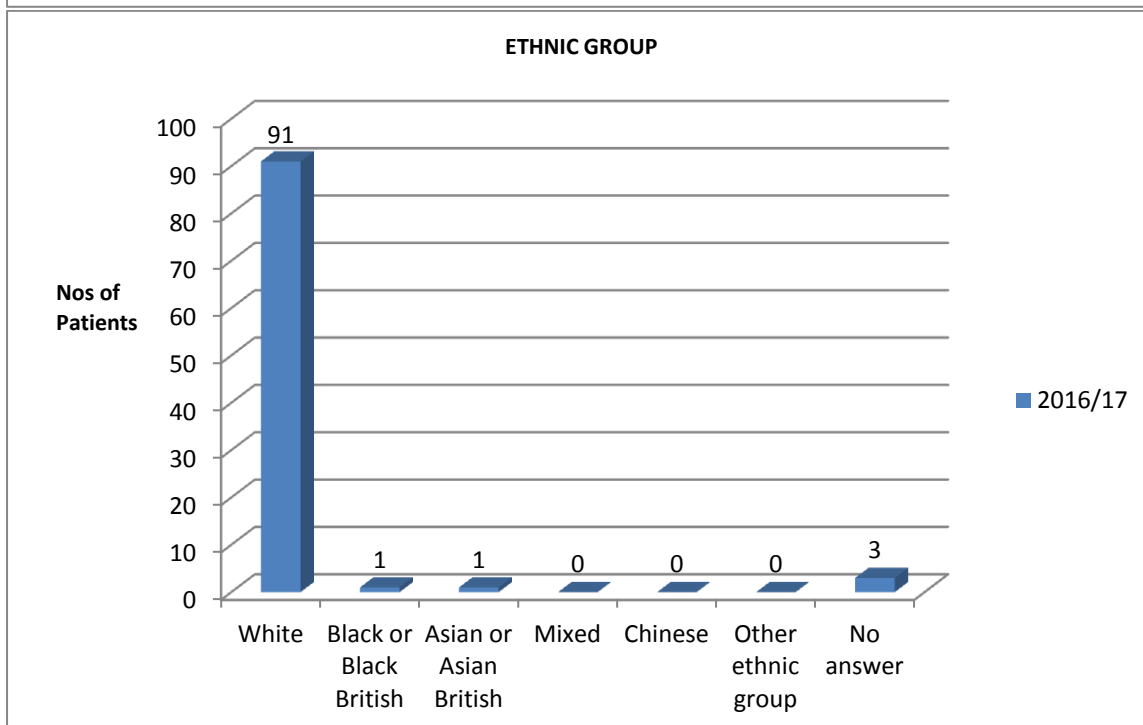
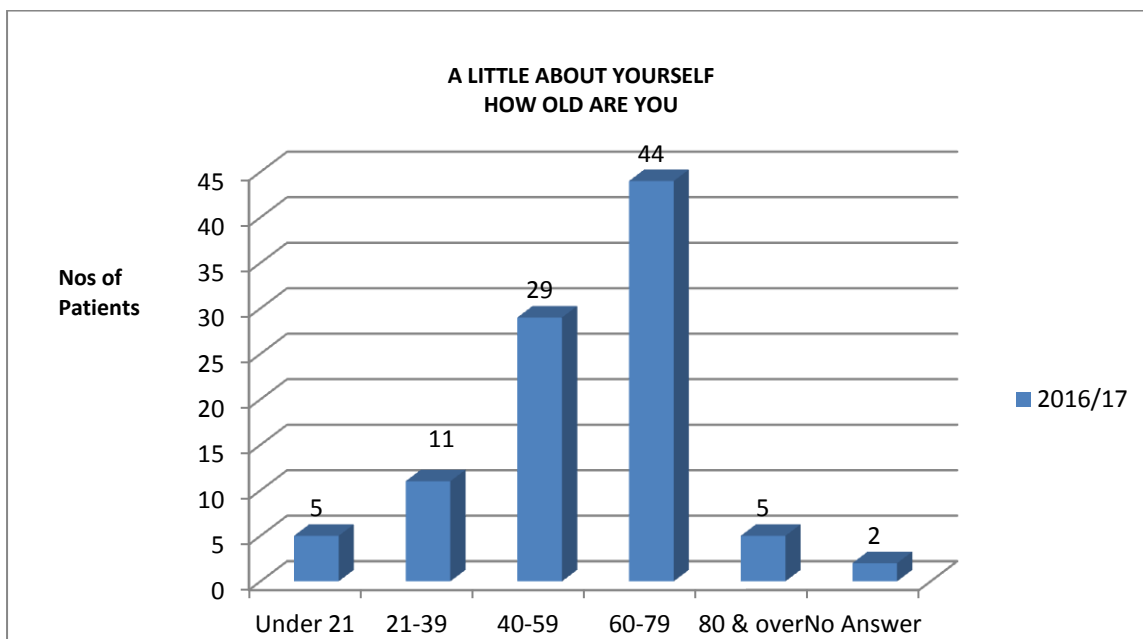
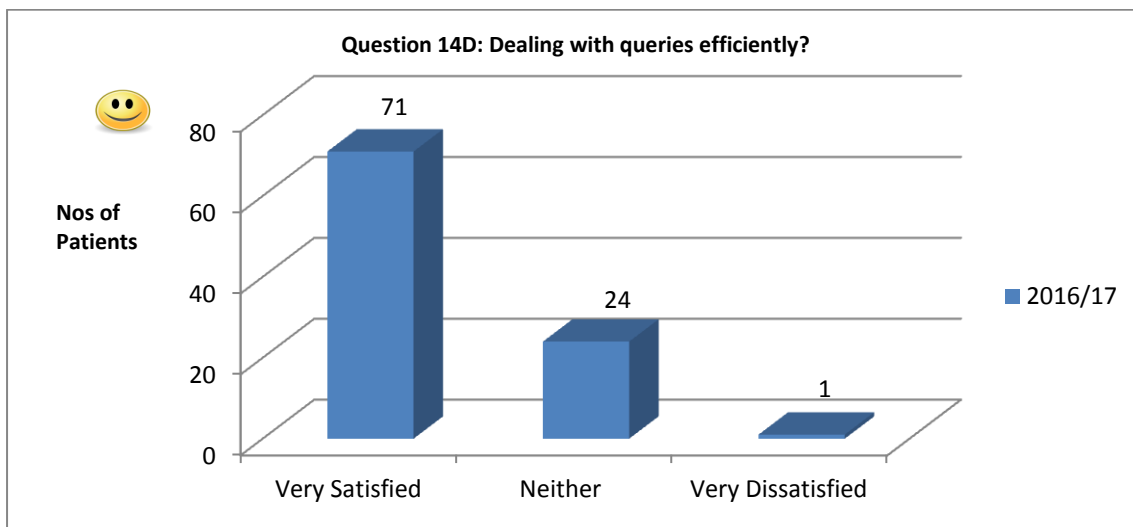


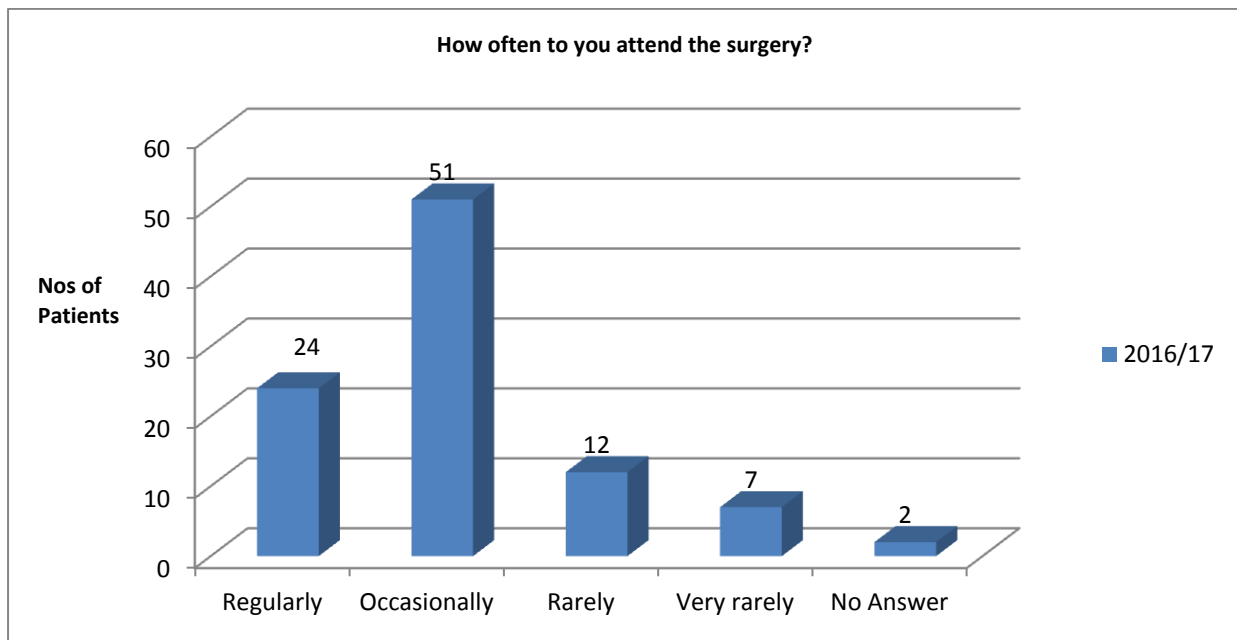
Question 13G: Instilled trust & confidence?



Question 14: How satisfied are you with the reception services at the surgery with:-







Positive comments:

Clare is very nice and I like coming to see her.
 I count Coxhoe Medical practice truly as a blessing to the community.
 All the services are excellent under sometimes difficult circumstances
 Efficient nursing team

Negative comments:

Only problem getting through on telephone at 8.30am.
 Promised to ring back with test results, but did not ring back the same day.
 Told to ring at 8.30am for an appointment.
 GP phoned rang for two rings then hung up and never rang back.
 Not all receptionists are pleasant
 Impossible to book future appointments on telephone
 Early morning getting through on telephone is appalling
 Early morning can take me 30 minutes to get through on telephone
 Sometimes receptionists can be abrupt and think they have the right to ask questions about your problems. I don't want to explain to receptionists about why I need to see my GP.
 To let patients know they have to ring for results

General Comments:

As my prescription changes each month thought electronic prescriptions would not be ideal for me.
 No further forward after two years

Comments about Local Hospitals:

Positive:

Always prompt, punctual and good service.
 Emergency admission to Durham very well handled.
 Excellent care at UHND, Bishop & Darlington. No concerns about care.
 Only concern is losing NHS through privatization

Negative:

Hospital kept changing my appointment date.
 Appointments cancelled, then seen briefly and they missed something.
 Treatment not very good and didn't take time to investigate symptoms.
 Too often appointment cancelled and re-scheduled
 Parking at UHND
 They have been excellent from surgery to Hospital
 Waiting time for appointments is terrible.

**COXHOE MEDICAL PRACTICE
QUESTIONNAIRE 2016/17**

ACTION PLAN (following discussion with PRG)

<u>AREA OF WORK TO BE EXAMINED</u>	<u>TASKS TO BE UNDERTAKEN</u>	<u>LEAD PERSON</u>
Not many appointments available online & general lack of appointments.	<p>Practice to look at the number of appointments available online and possibility increase the number available.</p> <p>Promote online services.</p> <p>Promote Minor Ailments and the use of local pharmacies for general coughs & colds.</p> <p>Promote self-referral to Physiotherapy to reduce appointment with GP.</p>	SM/BJ
Telephone lines engaged when patients ringing into surgery.	<p>Review of telephone system and the possibility of increasing number of lines.</p> <p>Also look at reports available within the telephone system e.g. number calls received and dropped off etc.</p>	SM/BJ