

# THE MANOR SURGERY

## IMPROVING THE PRACTICE QUESTIONNAIRE 2012.

### RESULTS

#### Accessibility

1.	Do you have any of the following access needs?	Mobility	
		Sight	5
		Hearing	16
		Small Children	21
		Language	1
		Other	3
		No	311
2.	The EXTERNAL access to the building would best be described as: <b>ALTHOUGH 20 PATIENTS INDICATED THAT THEY WERE NOT SATISFIED WITH THE EXTERNAL ACCESS, ONLY 2 OFFERED ANY EXPLANATION AS TO WHY.</b>	Excellent	55
		Good	145
		Meets my needs	137
		Would benefit from changes	18
		Does not meet my needs	2
3.	The ENTRANCE to the building would best be described as: <b>ALTHOUGH 3 PATIENTS INDICATED THE ENTRANCE DID NOT MEET THEIR NEEDS, NO REASON WAS GIVEN.</b>	Excellent	87
		Good	160
		Meets my needs	107
		Would benefit from changes	3
		Does not meet my needs	0
4.	My use and access to the RECEPTION DESK would best be described as: <b>2 EXPLANATIONS WERE INDICATED: 1. PRIVACY 2. LACK OF SPACE</b>	Excellent	105
		Good	146
		Meets my needs	96
		Minor difficulties	7
		Does not meet my needs	2
5.	How do you rate the <b>hours</b> that the practice is open for appointments?	Excellent	35
		Very Good	96
		Good	153

		Fair	66
		Poor	7
6.	If you have used the telephone appointment system, how did you find it?	Excellent	5
		Very Good	23
		Good	91
		Fair	27
		Poor	
7.	How would you rate the reception staff? Are they courteous and sensitive to your needs?	Excellent	117
		Very Good	89
		Good	109
		Fair	39
		Poor	3
8.	How easy is it to contact the surgery on the telephone?	Excellent	38
		Very Good	42
		Good	212
		Fair	62
		Poor	3
9.	How long do you normally have to wait to get an appointment with the GP of your choice?  <b>66 PATIENTS INDICATED THEY HAD NO PARTICULAR GP OF CHOICE</b>	Same day	57
		Next day	
		2 days	88
		3 days	121
		4-7 days	19
		8 days or longer	6
10.	If you need to see a doctor urgently you can always get seen on the same day, although this may not be the doctor of your choice. How do you rate this?	Excellent	178
		Very Good	44
		Good	67
		Fair	67
		Poor	1
Quality of consultation			
11.	When you consult your <b>doctor</b> how do you rate how well the doctor <b>explains</b> your health problem and any treatment that you might need	Excellent	69
		Very Good	144
		Good	102
		Fair	42
		Poor	0
12.	How do you rate how well the <b>doctor listens</b> to what you have to say?	Excellent	76
		Very Good	127
		Good	139

		Fair	15
		Poor	0
13.	How do you rate how much the <b>doctor involves you in decisions</b> about your care?	Excellent	55
		Very Good	159
		Good	106
		Fair	37
		Poor	0
14.	If you needed to have a physical examination, were you given enough privacy? (Doctor or Nurse). <b>34 PEOPLE INDICATED THEY HAD NEVER HAD A PHYSICAL EXAMINATION</b>	Yes	321
		No	0
		Sometimes	2
15.	If you have consulted a nurse in the last 12 months, please rate how well they explained your health problem and any treatment that you might need. <b>36 PATIENTS INDICATED THAT THEY HAD NOT SEEN A NURSE</b>	Excellent	122
		Very Good	176
		Good	22
		Fair	0
		Poor	1
16.	How do you rate how much the nurse involves you in decisions about your care? <b>36 PATIENTS INDICATED THAT THEY HAD NOT SEEN A NURSE.</b>	Excellent	122
		Very Good	176
		Good	12
		Fair	10
		Poor	1
17.	How do you rate how well the nurse listens to what you have to say? <b>36 PATIENTS INDICATED THAT THEY HAD NOT SEEN A NURSE</b>	Excellent	122
		Very Good	176
		Good	22
		Fair	0
		Poor	1
Communication			
18.	Do you use the surgery website? <b>24 PEOPLE INDICATED THAT THEY WERE NOT ON LINE.</b>	Yes	10
		No	
		Wasn't aware there was one	323
19.	Have you ever read a Newsletter	Yes	53



If you would like to add any further comments relating to any of the above questions, please do so.

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The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you.

Are you?	Male	101
	Female	216
36 patients chose not to complete this section and 4 patients ticked both male and female		
How old are you?	Under 16	1
	16-25	14
	26-35	21
	36-45	38
	46-55	73
	56-65	98
	65+	85
What ethnic group do you belong to?	White	245
	Mixed	3
	Asian or Asian British	8
	Black or Black British	4
	Chinese	0
	Other	4
	Not Stated	93

**Comments:**

**Several complementary comments were received about the courtesy and help given to individuals from the reception staff.**

**Many complements were received about the quality of care received from GPs and Nurses.**

**Several comments were received about the difficulty in parking in the surgery car park, although most patients acknowledged that demand will naturally exceed supply and there is no feasible way in which extra parking slots could be created.**

**Many patients indicated that they were pleased that the surgery had changed the telephone number from an 0844 number to a local 0115 number although 2 patients seemed unaware of the change and commented on the expense of telephoning the surgery.**

**Several comments were made about the provision of a bike rack despite the fact that a bike rack was created 2 years ago in response to patient requests. More obvious signage required.**

**One comment was received about the general 'look' of the surgery - tired and dated.**

**Complements were received about the alterations carried out to the main entrance - opening it up and installing automatic doors.**