

Total number of surveys collected by patients in house 53

these surveys were given to 75 patients in house and some were given to patients who are housebound during home visits.

The surveys were given to 75 patients (25 per GP)
percentage of returned surveys 70.60%

Q1 CLINICAL IT SYSTEM

We have discussed changing our IT system. Look at the choices below and let us know if we were to change our clinical IT system, which areas would be something that you would be affected by or would like to see change. Can choose more than one options

Self check in screen at reception	21
Better consultation notes for patient on computer with leaflets and printouts	20
Better access to all type of appts via online appts	31
Text message reminders to come in for health checks eg flu clinics or diabetic checks	28
Email letters to patients rather than posting letters	31
Access to online records or sharing IT records with other surgery if seen elsewhere	34
Electronic prescribing where prescriptions are sent direct to the pharmacy	29

Q2 WAITING TIMES FOR GP IN THE WAITING ROOM

There are times when you have to sit and wait your turn to see the GP/ Nurse for your booked appt for longer than 10 minutes. Do you find that you tend to wait a long time to be seen?

YES	29	54.70%
NO	24	45.30%

What is the longest waiting time you have had to wait in the waiting room to be called in to see your GP

20 MINS	11
30 MINS	16
40 MINS	11
60 MINS	3

Is this a common occurrence for you or a one off experience?

Common	15	28.30%
One off	24	45.20%
Never had to wait long for my turn to come	14	26.40%

Q3 APPOINTMENTS, TRIAGING AND EMERGENCY APPOINTMENTS

When making an emergency appt for the day or walk in clinic, do you mind divulging information to the reception staff about your condition when you are asked / triaged. Do you mind being asked "what is wrong?"

Yes I mind	4	7.50%
No I don't mind	49	92.40%

If you had an option to be triaged by a clinician eg a GP or nurse when you called for an emergency appt and be offered a telephone appt, would that be of interest to you? This would mean you could speak to a GP and have the matter resolved by phone rather than having to come in to the surgery. You would be asked to come in if the GP felt that this was required.

Yes I would like to have the option of having the tel appt	38	71.70%
No I would prefer to be seen by the GP face to face	13	24.50%

Would you like to see blocked clinics on specific days and times with the nurse for any of the ones on the right:

Travel Clinic	12
Baby Clinic	9
Chronic disease	13

Q4

COMMUNITY SERVICES

Are you aware of any of the community services below?

	YES	NO
Diabetic retinal screening.	7	40
Muskulo skeletal services (physiotherapy)	19	28
Community podiatrist (for feet)	10	34
Community paediatric phlebotomist	1	42
Teledermatology (photographic referrals)	3	41
Antiocoagulation (for warfarin patients)	4	40
Community dieticians	8	37
Diabetic foot clinic	6	38
Falls service	5	38
Emergency awareness scheme (to help you understand inappropriate visits to the A&E	8	37
Adult Hearing Loss	2	40
Domestic Violence	7	38
Speech and language therapy	6	39
Paediatric audiology	2	42
Paediatric Physiotherapy	5	43
Rapid Access Chest pain Clinic	6	41

Once you have been referred to any of the services by your GP, do you feel you are given enough information by the GP as to what you need to do about your follow up appt for the service you have been referred into? For example do you feel confident about what to expect from your referral and the appt when you leave the surgery after the referral has been made?

Yes I feel I know what will be the next step in my referral	37	69.80%
No I don't think I know what will be the next thing to do after my referral	14	26.40%
Not applicable as never been referred	2	3.70%