



Southgates and The Woottons Surgeries

Supporters of Southgates
Patient Survey 15/16



This survey was carried out between the months of April and June 2016. The sample size for this survey was lower than in previous years, although the survey was available online, and was given out by the receptionist team over several months. Some questions were not answered by all respondents. Our patient participation group "Supporters of Southgates" (SOS) collated the numerical data. Following the completion of the survey an action plan has been compiled by the practice team.

Age

0-16	3
17-45	3
46-64	5
65+	11

Gender

Male	5
Female	14

Country of birth

UK	18
Estonia	0
Lithuania	0
Latvia	1
Russia	0
Poland	0
Portugal	0
Ireland	0

First language, if not English

Russian	1
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About You

Do you live alone?

Yes	3 – 16.7%
No	15

Are you concerned about isolation in later life?

Yes	4 – 22.7%
No	14

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Are you a carer?

Yes	2 – 11%
No	18

Do you have children in the household under the age 18 or under?

Yes	3
No	17
Ages	3 years, 1 Month.

How often do you visit the surgery?

Weekly	1
Monthly	6
3 Monthly	5
6 Monthly	5
Yearly	1
Other	2

About your surgery

How clean do you find the surgery?

Very clean	12 – 63%
Fairly clean	7 – 37%
Not very clean	0
Not at all clean	0

How helpful do you find the reception team?

Very helpful	18 – 95%
Fairly helpful	1 – 5%
Not very helpful	0
Not at all helpful	0

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Are you aware you can ask for a confidential discussion?

Yes 12 – 63%

No 7 – 37%

We are open from 8am to 6.30pm Monday to Friday, Wednesday evenings until 8.30pm and 1 Saturday morning per month for routine appointments.

How satisfied are you about the above hours?

Very 15 – 79%

Fairly 4 – 21%

Not very 0

Not at all 0

How easy was it for you to...?	Very easy	Fairly easy	Easy	Not very easy
Get through on the telephone?	7 - 40%	9 - 50%	1 - 5%	1 – 5%
Speak to a GP?	5 – 50%	7 – 40%	0	2 – 10%
Speak to a nurse?	6 – 46%	6 – 46%	1 – 8%	0
Get test results?	4 – 33%	7 – 58%	0	1 – 9%
Have your queries answered?	7 – 50%	5 – 36%	2 – 14%	0

Further Comments

“Really need to lose your appointment answering system. It cost me 10 times the cost waiting in a queue”.

“I walked to the surgery”

“I find the new telephone system frustrating and time consuming. I have put the phone down after 12 minutes whilst still only halfway down the queue!”

Have you tried to access your GP quickly, within 1 or 2 days?

Yes 12

No 7

If yes was this successful?

Yes 8 – 73%

No 3 – 27%

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How many working days will you normally wait for your appointment?

1-2 days	2 - 11%
3-5 days	5 – 26%
5-7 days	9 – 47%
7-10 days	0 – 0%
11+ days	3 – 16%

Are you normally seen on time?

Yes	13 – 72%
No	5 – 28%

If not then how long past your appointment are you willing to wait?

Less than 5 mins	0
5-15 mins	7
16-30 mins	3
More than 30 mins	2

When you arrive how long do you normally wait for you appointment?

Less than 5 mins	1 – 7%
5-15 mins	12 – 80%
16-30 mins	2 – 13%
More than 30 mins	0 – 0%

If you have to wait past your appointment time are you kept informed?

Yes	9 – 56%
No	7 – 44%

Are you able to choose your GP for a routine appointment?

Most of the time	9 – 47%
A lot of the time	2 – 11%
Some of the time	6 – 31%

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Almost never 2 – 11%

Were you?	Very Good	Good	Acceptable	Not Acceptable
Given the length of time you needed?	15 – 79%	4 – 21%	0	0
Asked about your symptoms	14 – 74%	5 – 26%	0	0
Your problems taken seriously?	13 – 68%	5 – 26%	1 – 6%	0
Options of treatment explained?	13 – 68%	5 – 26%	1 – 6%	0
Treated with respect and dignity	15 – 83%	2 – 11%	1 – 6%	0
Please assess your confidence and trust in your GP	17 – 89%	2 – 11%	0	0

Further Comments

“It will be good to see my GP. More often – quick appointment – but because he is so popular it is very difficult!”

“Dr delves is a very good GP”

“I do not often see my “allotted” GP but find that most are caring and take time”.

Prescriptions

How is easy is it for you order repeat prescriptions?

Very 10- 59%

Fairly 7 – 41%

Not very 0

Not at all easy 0

If it is not please explain below:

“My carer organises all of my prescriptions/medications”.

Are receiving medication that you no longer need?

Yes 0 – 0%

No 19 – 100%

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Are you aware you can order medication online?

Yes 13 – 68%

No 6 – 32%

Are you aware we need 72 hours to process a repeat script?

Yes 18 – 95%

No 1 – 5%

Patient Support and Liaison Group

Are you aware of our patient support and advisory group, The Supporters of Southgates (SOS)?

Yes 11 – 58%

No 8 – 42%

Any further comments

“Excellent surgery! Great service”

Conclusion

Although the sample sizes lower than in previous years, this 15/16 patient satisfaction survey has given us some positive feedback regarding the service we offer. We are committed to providing a high standard of service and will act upon the results of this patient satisfaction survey in order to improve our services moving forward. We are pleased to see that our customer service aspects of generally quite good, although we do have some improvements to make regarding access and confidentiality. These are contained within our action plan available separately.

The Partners of Southgates & The Woottons Surgeries