

Southgates Medical & Surgical Centre Patient Survey

	2012		2013	
Gender		Total		Total
Male	115	286	115	304
Female	171		189	
Age				
0 - 16	5	286	3	304
17 - 45	114		144	
46-64	91		88	
65+	76		69	
Do you live alone?				
Yes	58	279	61	302
No	221		241	
Are you a carer?				
Yes	37	272	39	302
No	235		263	
Do you have children in the household?				
Yes	86	277	92	299
No	191		207	
How often do you visit the surgery?				
Monthly	101	272	107	302
Quarterly	84		87	
Less frequently	87		108	
When did you last see a GP?				
Within 4 weeks	137	282	156	303
Within 3 months	87		90	
Within 12 months	41		50	
Over 12 months	17		7	
Q1.How easy do you find it to get into the GP building?				
Very easy	238	288	228	305
Fairly easy	48		73	
Not very easy	1		4	
Not at all easy	1			
Q2. How easy do you find it to travel to the surgery?				
Very easy	192	285	204	302
Fairly easy	89		87	
Not very easy	4		11	
Not at all easy	0			
Q3. What mode of transport do you use?				
Walk/Bicycle/Motorcycle	79	318	63	304
Car/Own family or friend	219		224	
Voluntary car service	1			
Public transport	15		16	
Taxi	4		1	
Q4. Do you find the car park easy to get in and out of and park?				
Yes	186	254	189	303
No	68		101	
n/a	0		13	
Comments				
Not enough spaces				
Not enough spaces/ entrance-exit not wide enough				
Small amount of parking				
Parking facilities restricted & well used- spilling on to the road outside making it difficult getting in/out				
Park on the road outside				
The entrance/exit could be wider to allow two way traffic				

Sometimes full				
Due to building work				
Building work and narrow entrance				
Daughter finds it hard to park when bringing grandparents in car				
Often full				
Difficult to see traffic at the exit and hard for cars to pass				
Never any spaces and narrow entrance				
Too many cars not enough spaces				
Not enough spaces				
Car park usually full				
Due to building work				
Depending on the time of day				
Need more spaces				
Disabled is always full				
Always crowded/ tight entrance				
Never enough spaces and blind spots				
Not enough parking, narrow roadway				
Usually park in staff car park				
Narrow through way- tricky to get into.				
Not enough space, lots of cars on the road.				
Not enough space				
Sometimes very full- not enough space				
Very tight and a lot of very badly parked cars				
Entrance too tight, not enough parking				
Need more disabled spaces				
Narrow entrance causes problems coming in and out				
Car park too small				
Not enough spaces/ cramped carpark				
No parking spaces- cannot see road when pulling out				
No spaces- too busy				
Q5. How clean is the surgery?				
Very clean	222	287	198	303
Fairly clean	64		100	
Not very clean	1		5	
Not at all clean	0			
Q6. In the reception area can other patients overhear what you say ?				
No, other patients cannot overhear	31	288	27	302
Yes, but I don't mind	216		226	
Yes, and I am not happy about it	25		29	
Don't know	16		20	
Q7. How helpful do you find the receptionists at the surgery?				
Very helpful	229	284	231	303
Fairly helpful	52		69	
Not very helpful	3		3	
Not at all helpful	0			
Q8. When you phoned the surgery how easy have you found the following:				
Getting through on the phone				
Havent tried	15	284	7	303
Very easy	111		101	
Fairly easy	144		122	
Not very easy	11		56	
Not at all easy	1		16	
Don't know	2		1	
Speaking to a GP on the phone				
Havent tried	77		84	
Very easy	68		75	

Fairly easy	74	278	72	302
Not very easy	20		23	
Not at all easy	9		11	
Don't know	30		37	
Speaking to a nurse on the phone				
Havent tried	87	276	90	302
Very easy	67		77	
Fairly easy	81		77	
Not very easy	12		17	
Not at all easy	4		9	
Don't know	25		32	
Getting test results on the phone				
Havent tried	89	275	93	301
Very easy	68		87	
Fairly easy	64		57	
Not very easy	10		13	
Not at all easy	3		7	
Don't know	41		44	
Getting queries answered on the phone				
Havent tried	60	278	66	301
Very easy	92		108	
Fairly easy	88		80	
Not very easy	14		14	
Not at all easy	6		6	
Don't know	18		27	
Q9. Are you happy with the lack of automated answer on the surgery telephone?				
Yes	265	274	282	302
No	9		20	
Comments				
Would be nice to know if you are queueing and at what position				
Phoning at 8.30 is very difficult when you need an urgent apt.				
Q10. Have you tried to access a GP fairly quickly?				
Yes	235	282	248	301
No	47		53	
Q11. On that occasion how did you make contact with your GP?				
I telephoned the surgery and made an appointment to see the GP	215	261	229	302
I left a message and the GP phoned me back	36		37	
I was not able to make contact with the GP	10		15	
n/a	0		21	
Q12. Have you tried to book ahead for an appointment with a GP?				
Yes	244	279	237	303
No	25		41	
Cannot remember	10		25	
Q13. Last time you tried- were you able to get a GP apt more than 2 days in advance?				
Yes	201	297	218	304
No	42		58	
Cannot remember	54		28	
Q14. Were you seen at your appointment time?				
Yes	68	273	75	303
Less than 5 minutes after	54		53	
5 - 15 minutes after	114		133	
16 - 30 minutes after	25		29	
More than 30 minutes after	3		8	
Cannot remember	9		5	
Q15. How do you feel about how long you normally have to wait?				
I am happy to wait a short time	240		247	

Normally I have to wait a little too long	32	283	39	301
Normally I have to wait far too long	8		7	
No opinion	3		8	
Q16. If you have to wait are you kept informed?				
Yes	88	274	99	300
No	149		170	
Cannot remember	37		31	
Q17. How often do you see the GP you prefer to see?				
Mostly	114	282	127	300
A lot of the time	41		37	
Some of the time	64		74	
Almost never	19		16	
I have not tried	18		10	
I have no preference	26		36	
Q18. The last time you saw a GP with us how good was the GP at each of the following:				
Giving you enough time				
Very good	197	280	211	302
Good	67		66	
Ok	16		19	
Poor	0		3	
Very poor	0			
Does not apply	0		3	
Asking you about your symptoms				
Very good	185	278	216	300
Good	76		56	
Ok	16		21	
Poor	0		3	
Very poor	0			
Does not apply	1		4	
Listening to you				
Very good	201	278	214	301
Good	64		66	
Ok	10		16	
Poor	2			
Very poor	0			
Does not apply	1		5	
Explaining tests and treatments				
Very good	174	280	206	301
Good	77		61	
Ok	13		16	
Poor	1		6	
Very poor	1			
Does not apply	14		12	
Involving you in care decisions				
Very good	147	276	179	300
Good	72		63	
Ok	16		16	
Poor	0		5	
Very poor	1			
Does not apply	40		37	
Treating you with care and concern				
Very good	184	274	208	300
Good	70		64	
Ok	16		16	
Poor	2		6	
Very poor	2			

Does not apply	0		6	
Taking your problems seriously				
Very good	197	278	221	300
Good	61		58	
Ok	16		15	
Poor	2		3	
Very poor	0			
Does not apply	2		3	
Q19. Did you have confidence and trust in the GP you saw?				
Yes, definitely	241	280	254	301
Yes, to some extent	36		41	
No	1		4	
Don't know/Can't say	2		2	
Q20. Have you tried to access a Nurse fairly quickly?				
Yes	193	275	227	301
No	82		74	
Q21. On that occasion how did you make contact with your Nurse?				
I telephoned the surgery and made an appointment to see the Nurse	195	233	244	301
I left a message and the Nurse phoned me back	30		19	
I was not able to make contact with the Nurse	8		10	
n/a	0		28	
Q22. Have you tried to book ahead for an appointment with a Nurse				
Yes	193	263	196	301
No	50		70	
Cannot remember	20		35	
Q23. Last time you tried, were you able to get an apt with the Nurse more than 2days in advance?				
Yes	193	252	217	301
No	22		30	
Cannot remember	37		54	
Q24. Were you seen at your appointment time?				
Yes	88	272	94	301
Less than 5 minutes after	72		87	
5 to 15 minutes after	90		97	
16 - 30 minutes after	11		15	
More than 30 minutes after	0		5	
Cannot remember	11		3	
Q25. How do you feel about how long you normally have to wait?				
I am happy to wait a short time	234	266	249	301
Normally I have to wait a little too long	25		35	
Normally I have to wait far too long	4		5	
No opinion	3		12	
Q26. If you have to wait are you kept informed?				
Yes	99	261	112	301
No	127		155	
n/a or Cannot remember	35		34	
Q27. Have you seen a Nurse at the surgery in the last 12 months?				
Yes	225	266	244	301
No	41		57	
Q28. How easy is it to get an appointment with a Nurse at the surgery?				
Have not tried	11	265	26	301
Very easy	139		156	
Fairly easy	104		100	
Not very easy	2		5	
Not at all easy	1		1	
I do not know	8		13	
Q29. Last time you saw our Nurse how good was the Nurse at each of the following?				

Giving you enough time				
Very good	179	263	186	301
Good	65		77	
Ok	11		27	
Poor	1		2	
Very poor	0		1	
Does not apply	7		8	
Asking you about your symptoms				
Very good	157	256	183	300
Good	64		79	
Ok	17		31	
Poor	1		2	
Very poor	0			
Does not apply	17		5	
Listening to you				
Very good	161	256	179	300
Good	71		76	
Ok	12		30	
Poor	0		3	
Very poor	0		1	
Does not apply	12		11	
Explaining tests and treatments				
Very good	148	268	182	300
Good	77		64	
Ok	23		28	
Poor	1		6	
Very poor	0			
Does not apply	19		20	
Involving you in care decisions				
Very good	126	254	165	300
Good	71		67	
Ok	13		37	
Poor	2		2	
Very poor	0			
Does not apply	42		29	
Treating you with care and concern				
Very good	157	255	177	300
Good	73		76	
Ok	15		27	
Poor	1		5	
Very poor	0			
Does not apply	9		15	
Taking your problems seriously				
Very good	158	255	171	299
Good	69		85	
Ok	12		33	
Poor	2		5	
Very poor	0		1	
Does not apply	14		4	
Do you know the services that the Nurses offer? (tick those that you are aware of)				
Asthma/COPD Care	121		131	
Diabetes Care	133		123	
ECG's	98		109	
Dressings and Wound Care	163		160	
Well Person	52		86	
Contraceptive Care/Family Planning	99		115	

Sexual Health/Chlamydia screening packs	75	1414	84	1454
Immunisations	156		132	
Chaperone services	31		75	
Health checks	131		144	
Weight	152		129	
Blood pressure checks	196		157	
Other please specify- blood tests x8, smear test	7		9	
Q30. How satisfied are you with the opening hours of the surgery?				
Very satisfied	198	276	199	300
Fairly satisfied	63		76	
Neither satisfied nor dissatisfied	7		12	
Fairly dissatisfied	2		6	
Very dissatisfied	0			
I do not know the opening hours	6		7	
Q31. Is it easy for you to order repeat prescriptions?				
Yes	247	260	249	300
No	13		16	
n/a	0		35	
Q32. If the answer is no please explain your reasons				
Have to wait too long - 7 days				
Other comments				
Opening hours on Saturdays and no name/note mix up				
We are new patients to the Practice, doctors, nurses and receptionists are very welcoming				
I have had health anxiety for a v long time and never found a GP as good as Dr Lilly, today I am attending with v little anxiety and feel quite relaxed- thank you				
Most of the staff are excellent				
I feel that staff need to be more strict about patients using mobile phones- it adds to the stress of being ill and they should be asked to leave				
This is the 2nd survey that I have completed- it is nice to be asked questions, makes you feel like a person rather than a number				
When filing out a questionnaire a clip board would be handy!				
I am very happy with everything here and the staff are excellent.				
Very happy with all that work here				
Treated very well- can not complain. Very happy with surgery- best ever registered with				
2 visits needed to obtain medication				
Generally very satisfied- reception staff helpful and friendly				
Very happy with the service provided				
Pleased with the lack of automated telephone system- I prefer to speak to a person, it is more reassuring				
Very good- would be unhappy to change				
Not happy that some doctors are already booked 6-8 weeks ahead				
A new patient, very happy surgery very important to me. Good reviews all round				
When ordering online not all of my regular med is on screen				
Would like later evening surgery and Saturday mornings				
This is an excellent surgery, staff are great and very helpful				
Touchscreen for appointments not suitable for wheelchair users				
Continue to improve customer services friendly approach- it works both ways				
Would like the surgery open longer until 7.00/8.00pm every day so people do not have to take time off work				
I have never had any problems getting an appointment				
The staff and GP's are great, I recommend this surgery to everyone I know				
On the whole the surgery is well run and the staff are generally very nice.				
Im really satisfied with nurses, its really nice to get help here.				
I like my GP, she listens to my problems and gives me good advice. The only problem is the waiting time.				
Trying to get to the surgery to put a repeat prescription in does not make it easy (I live out of town)				
Happy with staff and GP's very helpful				
Very satisfied and pleased with service				
Hard to get appointments with rude unhelpful staff				

Very happy with interpreters and the service they provide
No easy access to the new ramp outside for wheelchairs
I hear a lot of bad things about other surgeries- I think we are very lucky ours is excellent
Have used the surgery for many years and have been very happy with all staff & services- keep up good work
More consideration for workers who cannot get apts between 9-5 and live/work outside of KL
Ear wax removal
Looking forward to getting Px from surgery
Warfarin clinic- southgates run a wonderful health service, best surgery in the area by far
Staff are very helpful and professional
Bit annoying that cant book in advance for 3 month diabetic review
Staff always helpful and polite, always seen when I phone in emergency
Reception some staff more helpful than others- some very short and sharp but overall majority are ok
Not happy with radio advertising- raises BP!
Have been a pt since London Rd- would never change surgeries
Miss being able to get in with Dr Heath
Very satisfied