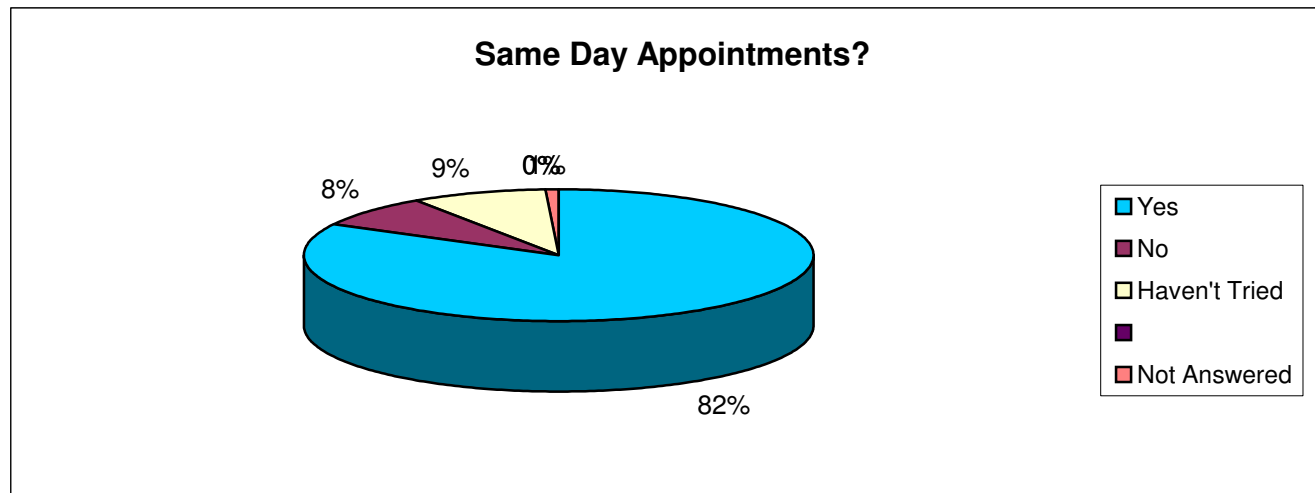


**1. APPOINTMENTS**

**When needing an urgent appointment - were you able to see a Doctor on the same day or in the next 2 days the Practice was open?**

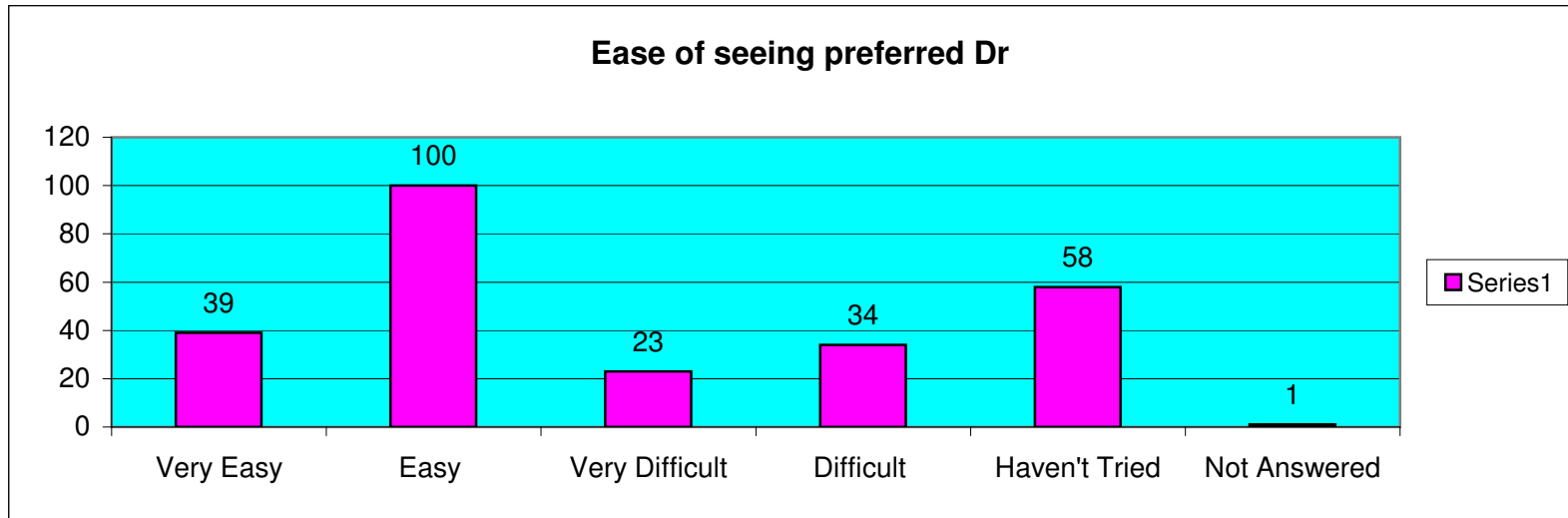
<b>Yes</b>	<b>No</b>	<b>Haven't Tried</b>	<b>Not Answered</b>	<b>Total Responses</b>
211	20	22	2	255



Overall we have a very positive response in that 83% of respondents were able to see a Dr on the same day (Compared with 77% positive response last year), 8% responded they could not (compared with 9% last year) Whilst we have made some progress, over 10% expressed frustration that you can't advance or pre-book appointments, particularly when they may not be urgent. Also some complained that its difficult to get through first thing and when you do eventually get through all appointments are gone and you have to repeat the whole process again the next day.

## 2. How easy is it to get an appointment to see your preferred Doctor?

Very Easy	Easy	Very Difficult	Difficult	Haven't Tried	Not Answered	Total Responses
39	100	23	34	58	1	255



Nearly 55% of all respondents found it "easy" or "very easy" to see their preferred Dr, although this was down nearly 10% from last years survey when over 64% found it "easy/very easy".

Whilst 22% found it difficult or very difficult (up from 21% last year) another 22% hadn't tried.

We raised this as an area with some frustrations last year and some of the comments made this year are the same:-

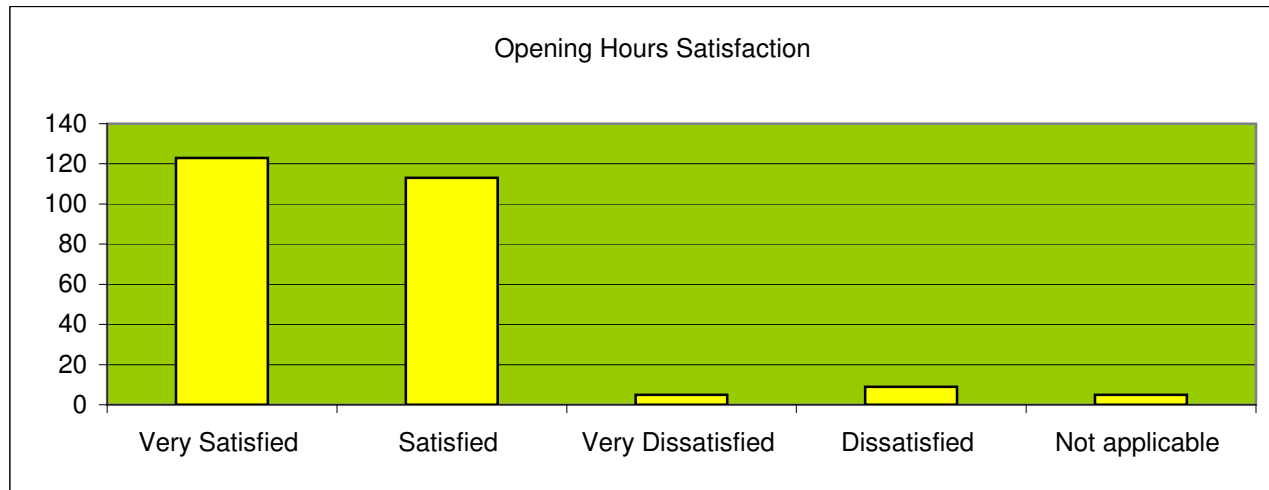
A dozen or more complained they saw a different doctor each time or too many locums. Some complained that they never see Dr Curry.

Requests were made to be able to pre-book to see preferred Dr. or have telephone appointments. Also patients are unaware of which Dr attends which day.

### 3. OPENING HOURS

#### How Satisfied are you with the Practice opening hours?

Very Satisfied	Satisfied	Very Dissatisfied	Dissatisfied	Not applicable	Total Responses
123	113	5	9	5	255

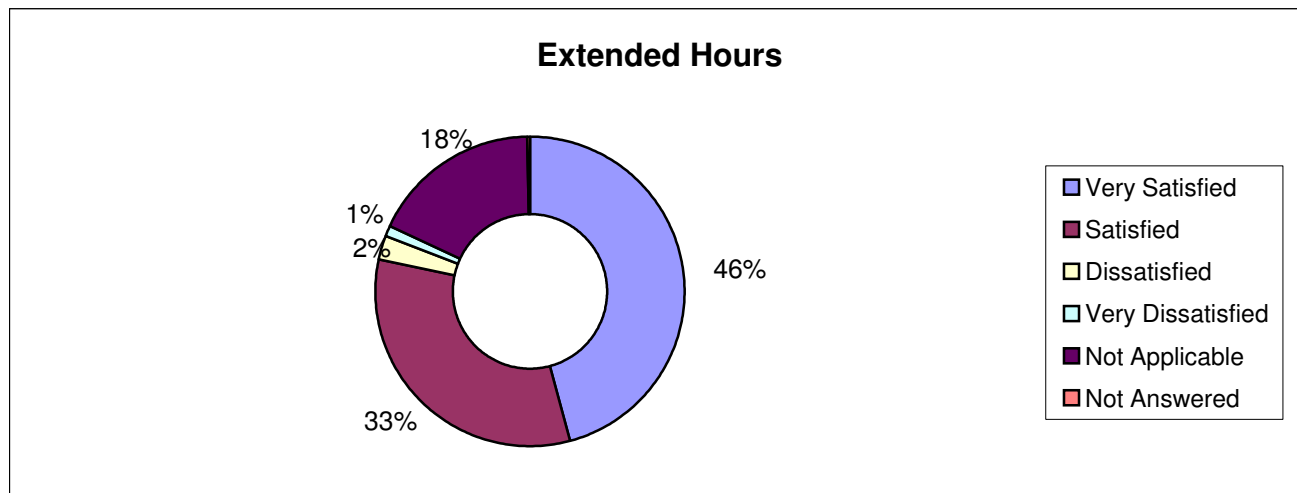


The vast majority (92%) of respondents are "very satisfied" or "satisfied" with the surgery opening hours. However, the comments on survey returns suggested far more dissatisfaction due to inflexible opening times. 38 respondents (14%) have requested more late night, early morning and even weekend openings. The dissatisfied/very dissatisfied were mainly workers/shift workers who struggle to get convenient appointments.

### 4. EXTENDED HOURS

#### How satisfied are you with the Practice's extended hours?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Not Answered	Total Responses
117	83	6	3	45	1	255

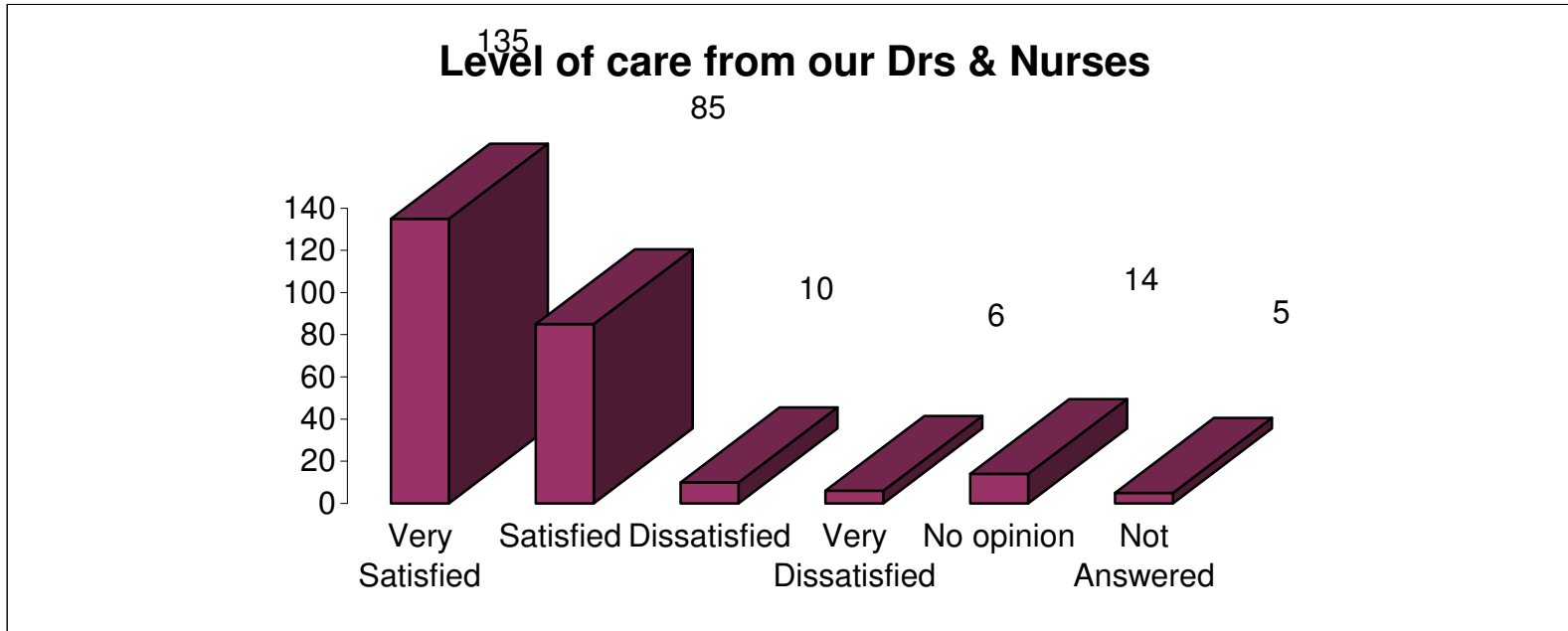


Most people are satisfied with Extended Hours (79%). Again comments made were around further late night & early morning appointments. There were also a number of respondents who were unaware of extended hours. 18% have never made use of them.

## 5. CLINICAL CARE

**How satisfied are you with the level of care provided by our Doctors and Nurses in helping you with your condition?**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not Answered	Total Responses
135	85	10	6	14	5	255

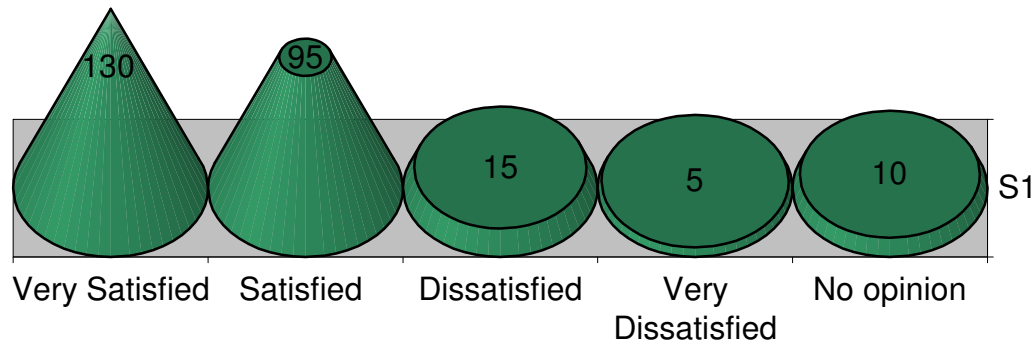


Overall lots of positive comments made regarding the very good level of care provided by Drs and nurses. 54% very satisfied and combined with "satisfied" gives us an overall 86% satisfaction rate, this is down 4% from last year (90%). But still a very good score on a key area. The very dissatisfied had specific individual complaints and only two complained about poor level of care. One query re need for more clinical specialists.

**6. How satisfied are you that your appointments with the Doctor/Nurse were long enough to give sufficient time to fully discuss and help treat your condition?**

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Total Responses
130	95	15	5	10	255

## Appointment Length Satisfaction



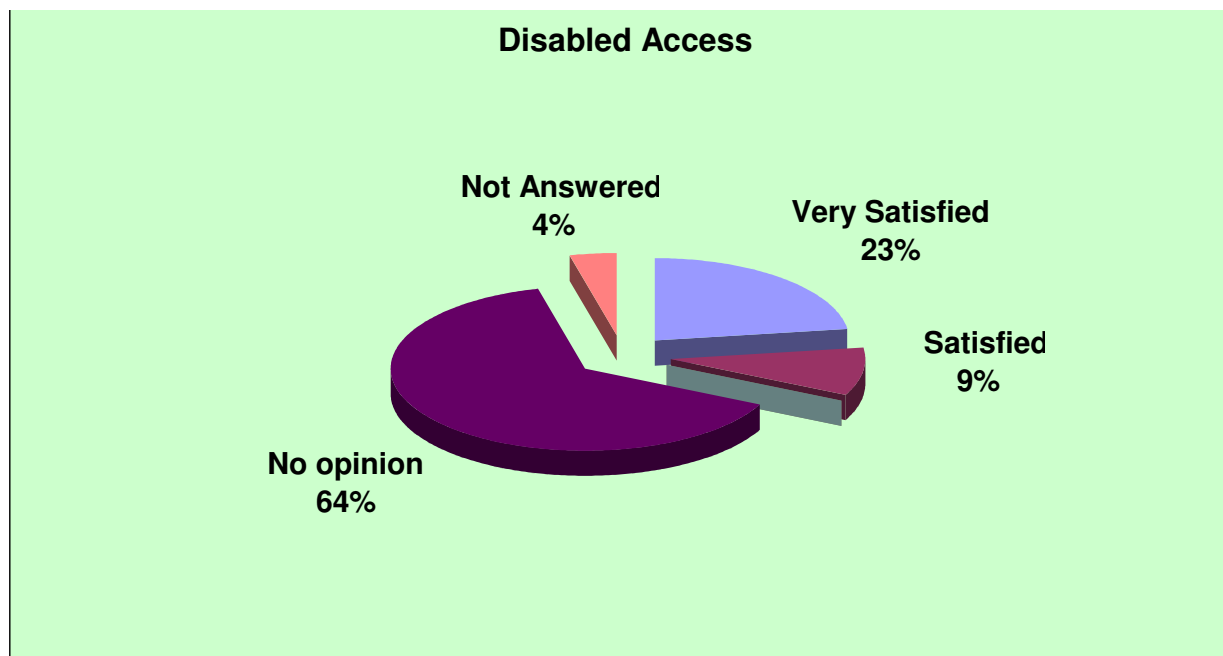
88% of all respondents were either "Very Satisfied" or "Satisfied" with time allocated at appointments to discuss and help treat their conditions. This is slightly down from 90% last time. 8% dissatisfied compared with 4% and 6% very dissatisfied compared with zero last time. There are quite a number of comments about "feeling rushed" "on a timer" "Drs don't make enough time" . A number complained about the time it takes to get an appointment with nurse/bloods. Also a request for Dr to take telephone appointments instead of coming into surgery. Similar to last year a number asked for double appointments to prevent Dr "running out of time"

## 7. ACCESS

### If you have a disability; how do you find the access into the Practice and inside the building itself?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not Answered	Total Responses
58	24	0	0	163	10	255

Disabled Access



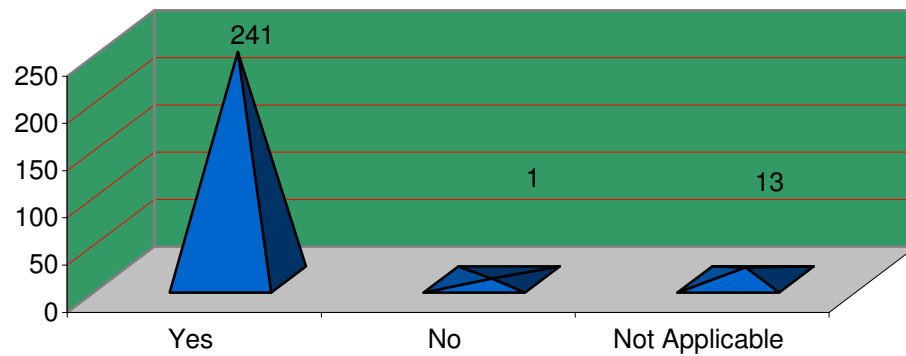
32% responded that "Access" was satisfactory and we had very positive comments about size of doorways, easy opening doors and large loos. As this question was aimed at those with disability, the majority (64%) offered no opinion. One request was made for more disabled parking

## 8. FACILITIES

**Are you satisfied with the facilities on offer at our surgeries? e.g. toilets, waiting room etc**

Yes	No	Not Applicable	Total Responses
241	1	13	255

**Are Facilities Satisfactory?**

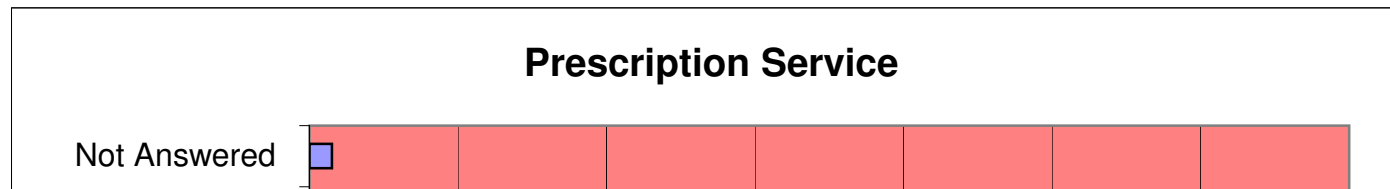


Very good satisfaction rate for overall facilities at 95%. Requests were made for higher chairs in waiting room, water, hand sanitizer, & that music or DVD would be nice. One comment was made that the reception area was "too busy with leaflets" & therefore confusing.

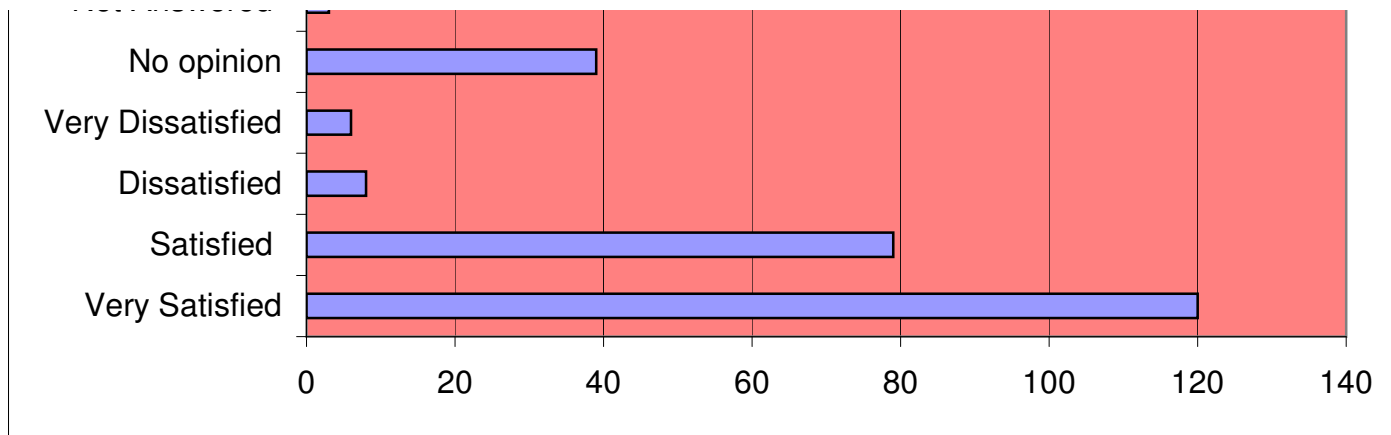
## 9. PRESCRIPTIONS

### Are you satisfied with the prescription ordering and collecting service?

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No opinion	Not Answered	Total Responses
120	79	8	6	39	3	255







The vast majority 78% were "very satisfied" (47%) or "satisfied" (31%) with prescriptions, the main complaints about losing the Renishaw surgery dispensary Other comments made included ordering prescriptions by email, and some complained that repeat prescriptions not given at same intervals and that sometimes medications not available. A number of positive comments were made re collection service

Eckington specific- requests for a bigger car park. Also note that Eckington only had 39 responses compared with 216 from Renishaw  
Other General Comments - included online booking system and self check in.

**END March 2014**