

Summary of Patient Surveys 2014

	WELLING	AVERY HILL	%
1 Which surgery mainly used.	80	20	
2 Gender: Male	32	6	38
Female	48	14	62
3 Age: Under 18	1	1	2
18 – 50	32	6	38
50+	47	12	59
4 Experience when visiting surgery today:			
Very Good	15	4	19
Good	37	10	47
Satisfactory	13	4	17
Poor	3	0	3
5 Experience of getting an appointment:			
Very Easy	10	1	11
Easy	30	8	38
Difficult	32	8	40
Very Difficult	8	2	10
6 Know about 2 week book in advance:			
Yes	55	9	64
No	24	10	34
7a Clinician took an interest:			
Strongly Agree	23	4	27
Agree	49	14	63
Disagree	2	1	3
Strongly Disagree	1	0	1
7b Problem/treatment explained in full:			
Strongly Agree	24	6	30
Agree	45	10	55
Disagree	6	2	8
Strongly Disagree	1	0	1
7c I understood what I was being told:			
Strongly Agree	25	7	32
Agree	43	11	54
Disagree	5	1	6
Strongly Disagree	0	0	0
7d Cleanliness of clinician's room high:			
Strongly Agree	31	8	39
Agree	44	10	54

7dcont	Disagree	1	2	3
	Strongly Disagree	0	0	0
8 Cleanliness of reception area:				
	Very Clean	20	5	25
	Clean	56	8	64
	Dirty	4	5	9
	Very Dirty	0	2	2
9 Getting through on phone:				
	Very Easy	0	1	1
	Easy	27	8	35
	Difficult	35	8	43
	Very Difficult	18	2	20
10 Reception staff:				
	Very helpful	23	6	29
	Helpful	41	10	51
	Satisfactory	15	4	19
	Very unhelpful	1	0	1
11 Do you know how to make a complaint:				
	Yes	32	6	38
	No	48	13	61
12 Have you attended A & E last 12 months:				
	Yes	25	5	30
	No	55	15	70
13 Attendance in last year:				
	Urgent Care Centre	14	2	16
	Grabadoc	18	2	20
	NHS111	14	3	17
	Local Pharmacy	42	12	54
14 Are you aware of PPG Group				
	Yes	16	7	23
	No	60	13	73
15 PPG suggestion box awareness:				
	Yes	17	8	25
	No	59	12	71

Not all patients surveyed completed all sections of the survey which is why in the above not all % total 100.

The following is a summary of the comments made at the end of the survey.

1. Several patients asked for a walk in clinic (this was prior to the walk in being advertised from 1/4/14 in the surgery).
2. The majority of the comments were about not being able to get appointments and one said that when coming out from a consultation having been asked to book a follow-up there was nothing available. One asked for more on the day appointments another for later evening appointments.
3. A request for more phone lines and lots of comments about not being able to get through on the phone. Some commented about not knowing where you are in the queue on the phone system. There was also a complaint about the message explaining change of phone number.
4. A request for more doctors or less patients.
5. A few complained about not having continuity of the same doctor. There were a couple that found Locum Doctors unhelpful. Time kept waiting when you have an appointment was also mentioned.
6. There were a few who complained about the radio in the waiting room.
7. Delay between Hospital Appointment and letter arriving at the Doctor, didn't feel that we were willing to chase this up.
8. There were a few who complained about crumbs on the waiting room floor at SE9, but these may have been all on the same day and may be a one off.
9. The nurses were praised.
10. The online system was liked.
11. PPG form not available at reception.(I will address this and make sure they have forms and they all know).