

March 2014
New Wokingham Road Surgery – Seeking patient views

Dear Patients

We are consistently trying to provide the best possible healthcare services that we can. We hope that by asking our users and listening to your answers we can work together to create a well run practice. Thank you very much for taking part in this survey.

The survey was e-mailed to 210 practice registered patients; from a demographic cross section. 23 replies were received which equates to 10.9% of people surveyed. This percentage of response means that the results are only indicative of a small amount of our patient population.

We asked a series of nine questions (as below); the results are shown in graph form in a separate attachment. The answers have been analysed, discussed with our Patient Reference Group and an improved plan has been developed (also attached)

Q1 On average, how often have you visited the surgery?

22 people replied; six visited either once a month or once every three months, seven came twice a year and three patients came once a year. This means that of the respondents over half came to the surgery on a regular basis and will be familiar with our service

Q2 Which is your preferred method of making an appointment?

We offered three choices; all patients answered with 78% preferring to use the telephone to book their appointment. One patient likes to come and book in at reception and another four are looking forward to booking on line. (This facility is being introduced in the near future)

Q3 Are you aware that you can have a telephone consultation with a doctor?

Over half of our patients were familiar with the telephone consultation appointments but 43% were not. We have set times at lunchtime when a patient can book a call with a GP; not everybody needs to come in face to face and for some people getting out of work can be difficult. These times are available on this website and in our practice leaflet.

Q4 How do you order your repeat prescriptions?

74% of patients replied; in probability the other 26% do not have repeat medication.

Q5 Which of these pharmacies do you use to collect your medication?

There are three nearby pharmacies in this locality and we try to work closely with them to ensure a seamless service for the patients. We are about to launch electronic prescribing for some repeat medication. 50% of patients chose the local shops, 41% chose one of the two village pharmacies and the rest chose Boots, Tesco or other supermarket

Q6 Do you know we are open late on some Tuesdays and some Saturday mornings?

We were very surprised to find the 61% of our patients are not aware that we are open until 8pm on three Tuesdays in the month and 8:30 – 11am on Saturday in the fourth week. These appointments are to help patients with non-urgent needs who find it difficult to attend during core opening hours, mostly commuters. These appointments are booked in advance

Q7 If you have used the extended hours' appointments, did you find the service?

- a) very good b)good c) satisfactory d)poor

Only three patients gave an affirmative answer and all selected 'very good' in their opinion. The fact that 20 patients did not answer seems to tie in with the previous question showing patients are not all aware of this element of our access to the surgery

Q8 For 'Out of Hours' care have you used NHS 111 or A & E?

Two people did not answer; eight patients have used one or the other of the alternative venues

Q9 Could you rate your 'Out of Hours' experience for us please?

Seven of the previous eight people answered with the rating as follows:

- Good 3
- Satisfactory 1
- Poor 2
- Very poor 1

We are very grateful to the patients that took part and to those who are interested to read these result. If you would like to be included in future please let us have your e-mail address via our reception department

Thank you