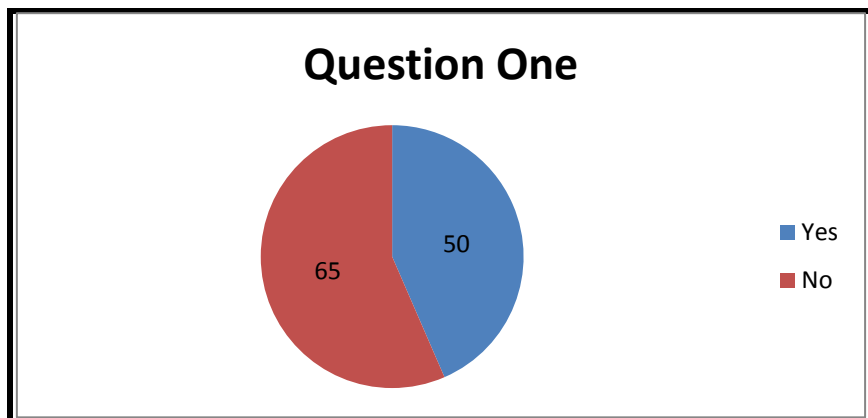
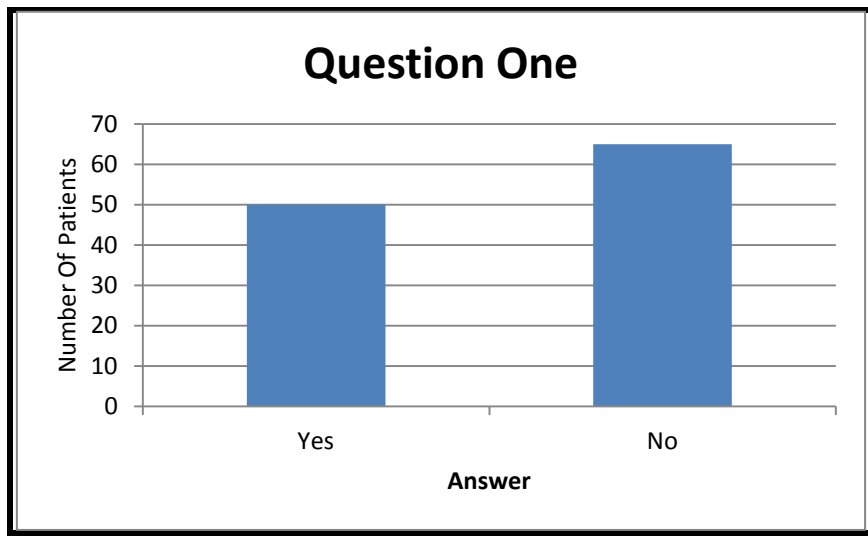


S.A.F Patient Survey - Results

1 Are you aware that for a consultation on more than one medical condition, you are supposed to ask for a double appointment?

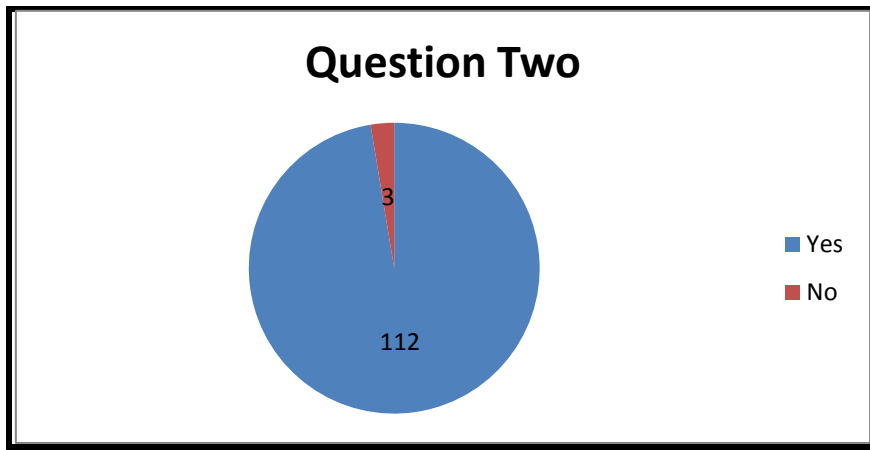
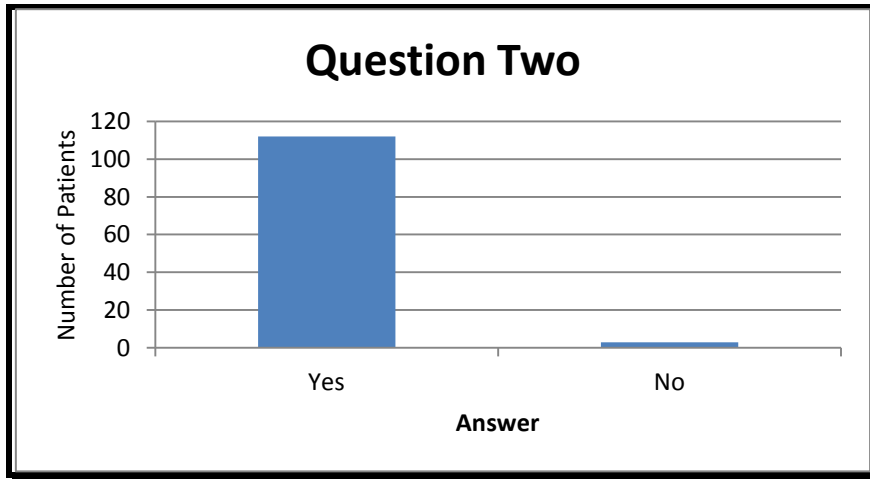
- Yes
- No

Note – If you have given consent for the practice to use your mobile number we will send a SMS text reminder the day before your appointment. If you cannot make the appointment please let us know, this will reduce our ‘Did Not Attend’



2 Are you aware that you can ask a family member/friend/staff member to accompany you to your appointment?

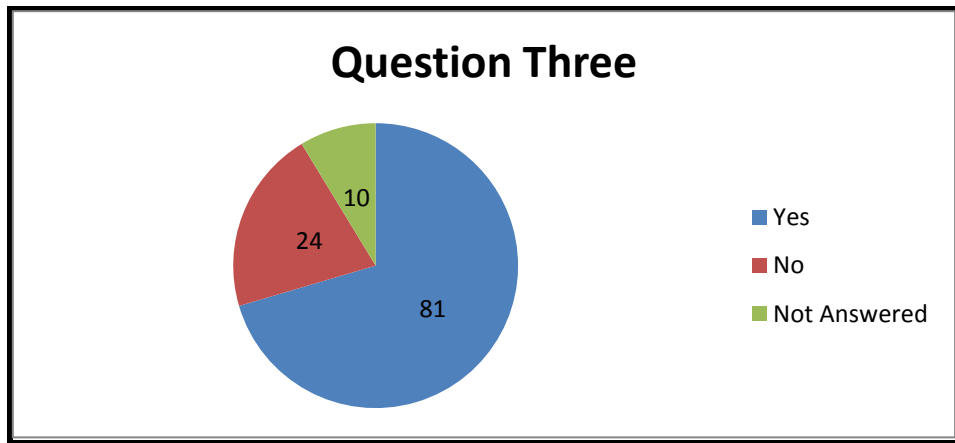
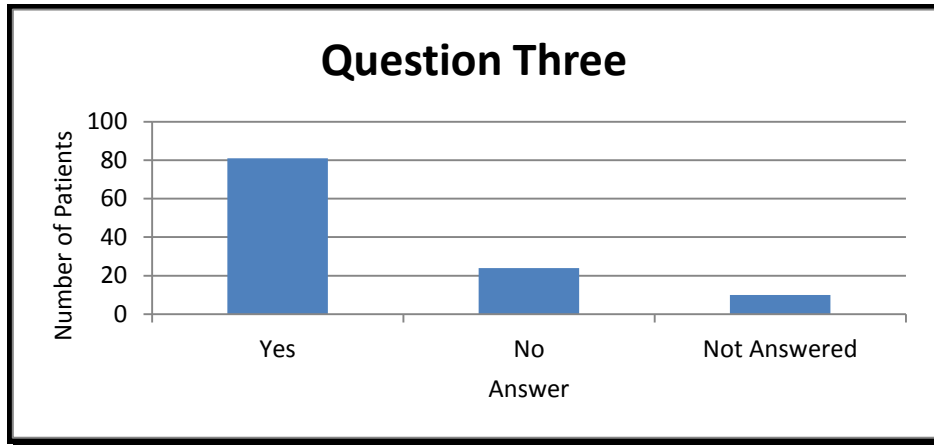
- Yes
- No



3 Do you find the staff members helpful/informative/knowledgeable and caring:

● Yes

● No

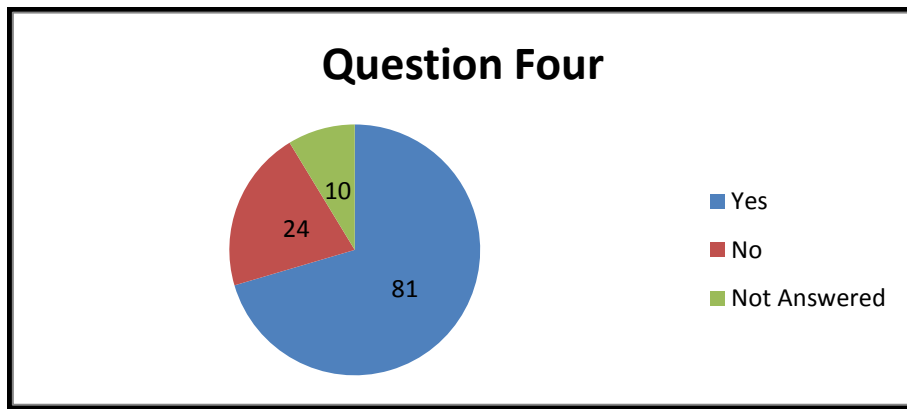
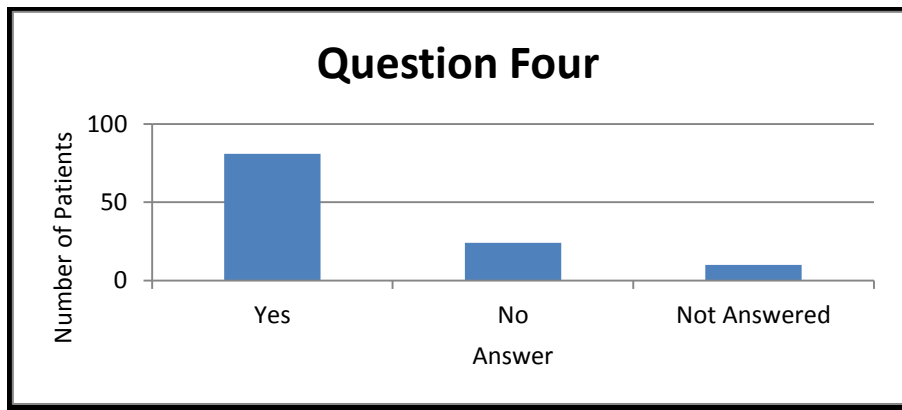


4 We are considering having a touch-screen in the waiting room as an option for self check-in; do you think you would use this facility

Note: The option to use this would be down to the individual patient, we would still have our Receptionist if you decide not to use this option.

Yes

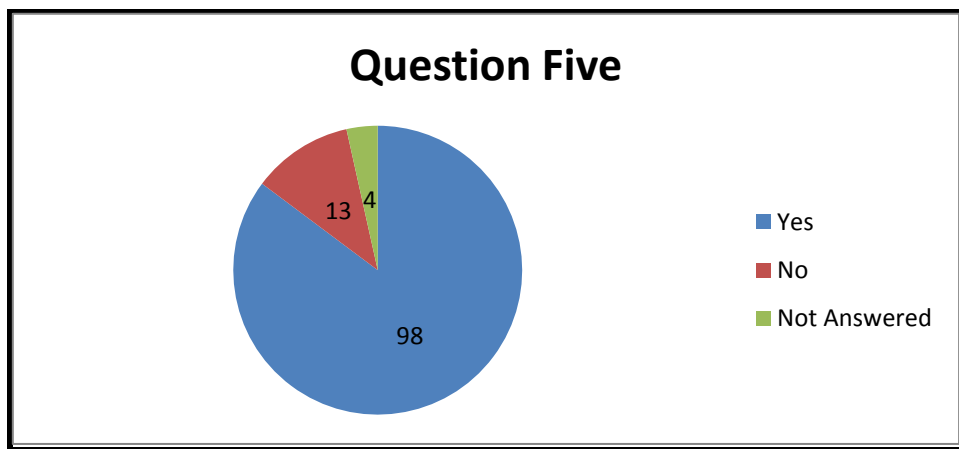
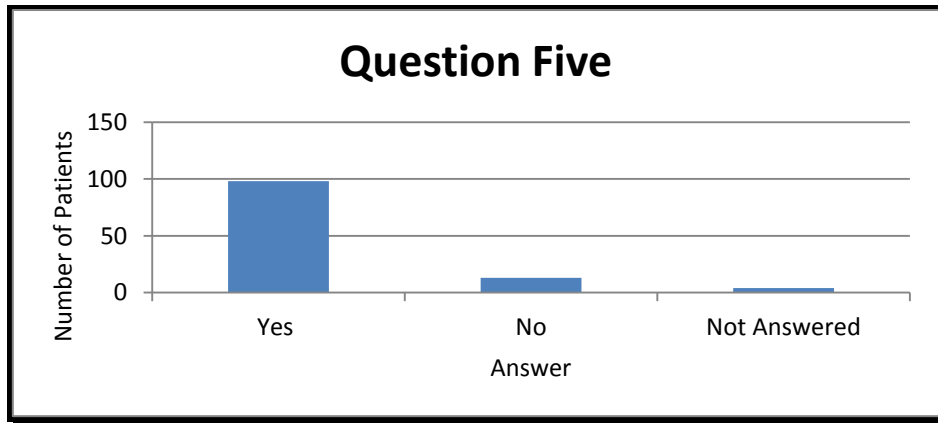
No



5 Are you aware that you can order a repeat prescription and also book and cancel an appointment on-line?

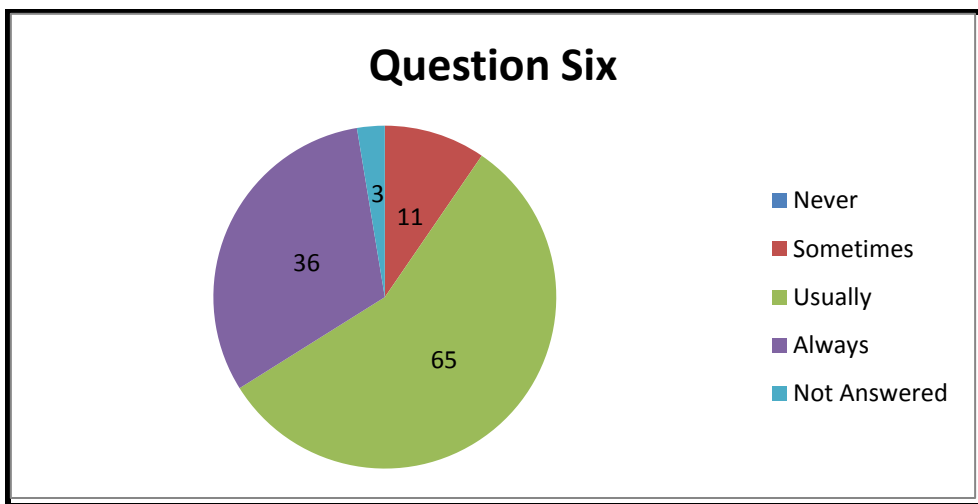
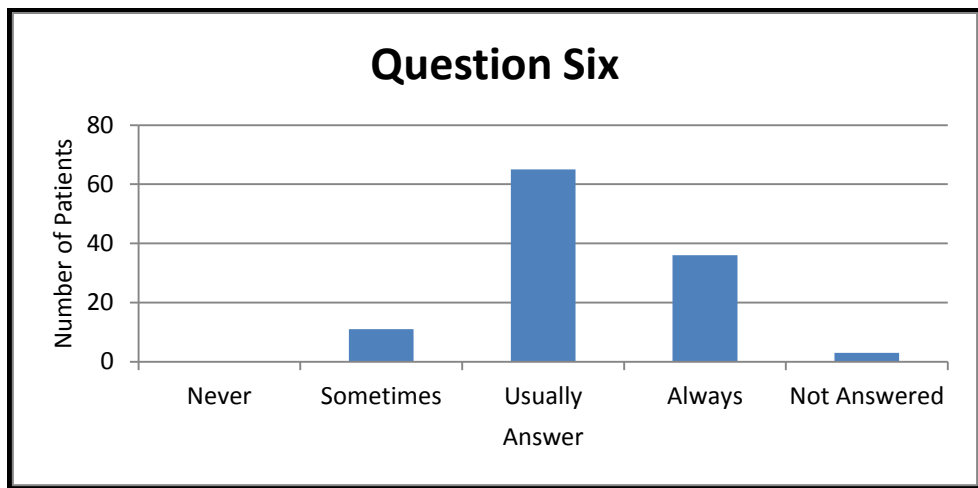
Note: The website gives guidance on how long you should book your appointment as well as asking you to book a blood test in the morning with one of our Health Care Assistant

- Yes
- No



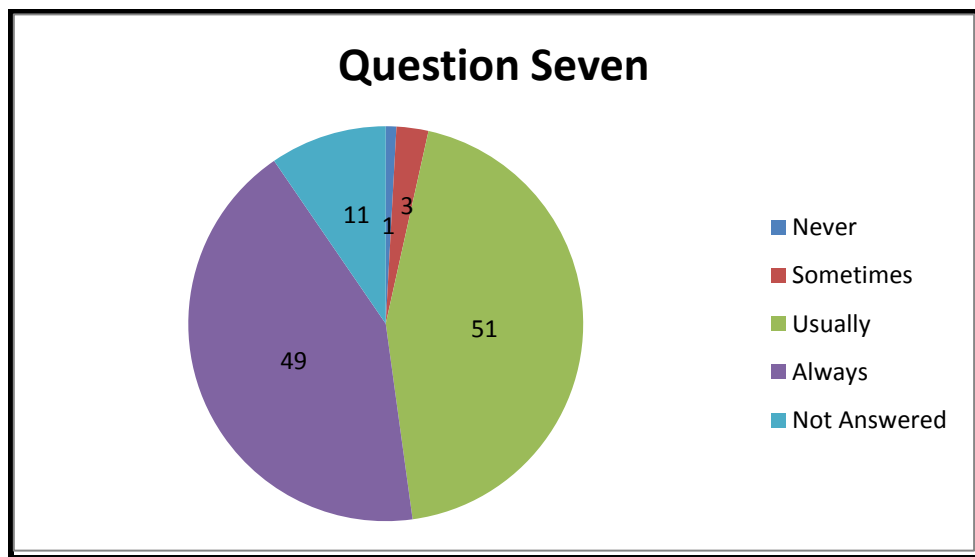
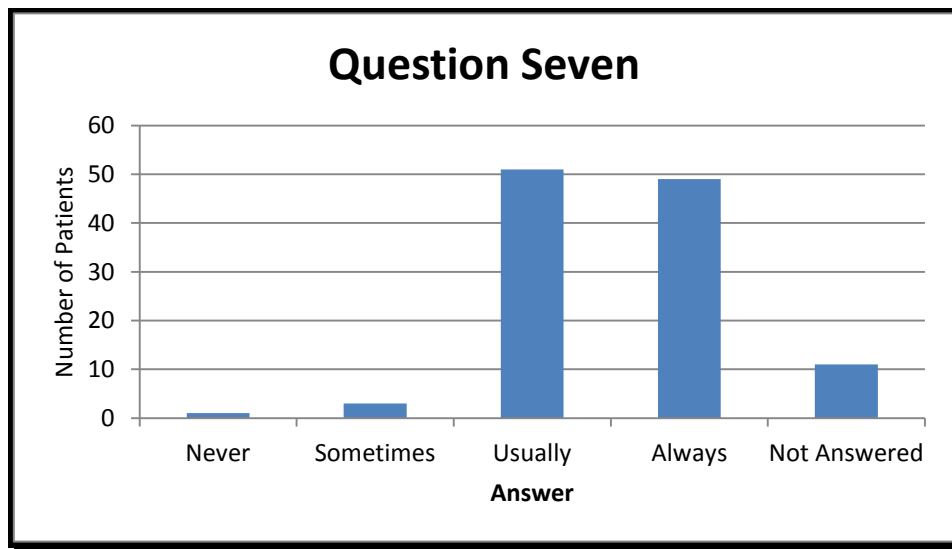
6 How easy is it for you to get an appointment with the GPs?

- Never
- Sometimes
- Usually
- Always



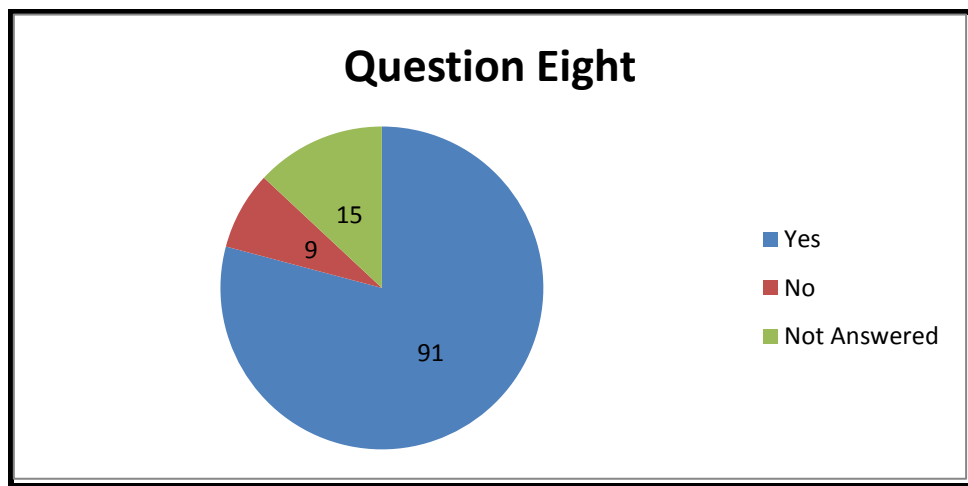
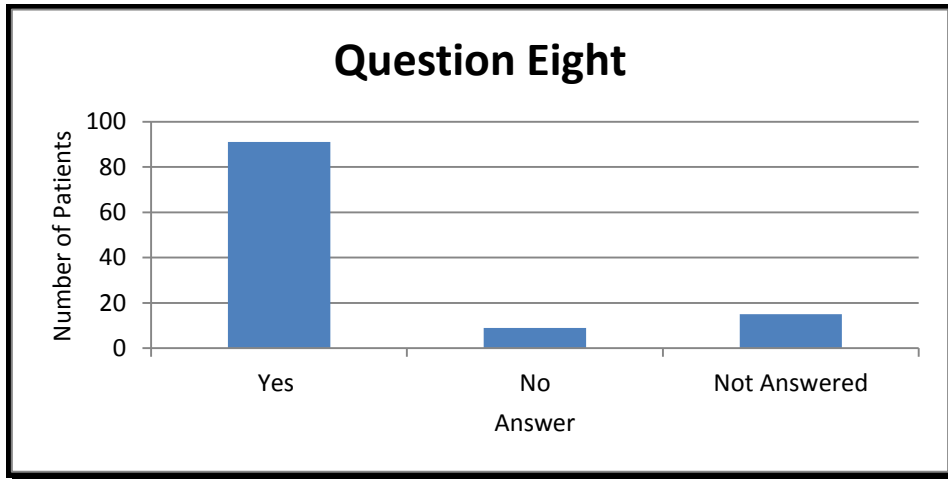
7 How easy is it for you to get an appointment with the Nursing Team?

- Never
- Sometimes
- Usually
- Always



8 Do you find the Notice boards/patient information leaflets informative?

- Yes
- No



9 What improvements would you like to see in the Waiting Room?

Comments:

10 What would you like to see in your practice i.e. another service that we are not providing etc?

Comments:

11 What is your race? Please choose one or more:

- White British
- Mixed British
- Irish
- European
- Other White Background
- White and Black Caribbean
- White and Black African
- Asian
- Indian or British Indian
- Pakistani or British Pakistani
- Chinese
- Other

Annual Infection Control Survey 2015:

1 Please rate the cleanliness of the Clinician's Consulting Room:

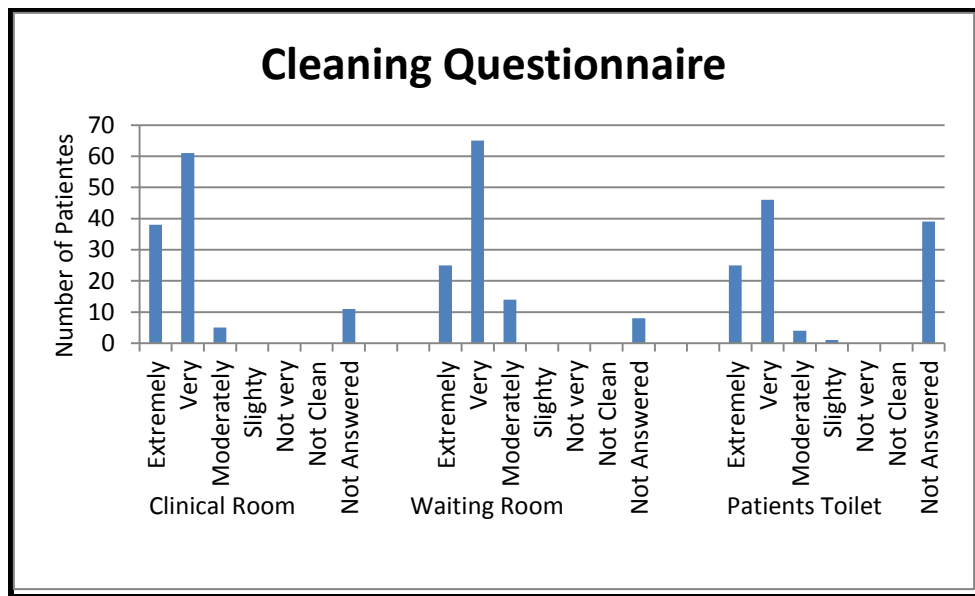
- Extremely clean
- Very clean
- Moderately clean
- Slightly clean
- Not very clean
- Not clean at all

2 Please rate the cleanliness of the Waiting Room:

- Extremely clean
- Very clean
- Moderately clean
- Slightly clean
- Not very clean
- Not clean at all

3 Please rate the cleanliness of the Patients Toilet:

- Extremely clean
- Very clean
- Moderately clean
- Slightly clean
- Not very clean
- Not clean at all



Comments Received:

Q1:

- Many people have no mobile phones or use them very infrequently perhaps patients who ring for an apt should be reminded of the need for cancellation.
- Good idea but can this be done via email.

Q2:

Q3:

- Some receptionist's manner is not friendly or helpful. Have been told a certain treatment is not necessary by the receptionist after being recommended by the Doctor – not impressed.
- We are new to the practice and have been so impressed by the helpful, sympathetic and constructive attitude of all staff
- Excellent
- Most helpful
- All staff are extremely efficient, always willing to listen and give time as well
- Excellent

Q4:

- Used in previous surgery. Great idea, very good when surgery is busy.
- The option of a receptionist would be vital for the many OAP
- Maybe not used by the elderly! Or will need some time of adaptation, to be installed at the entrance not at the back of the Waiting Room.
- In my experience this works well
- Much quicker, I have one at my university surgery and it saves a lot of time
- It is good to still have effective communication
- Efficient and avoiding queues
- With respect for older of persons with sight loss this maybe a distinct disadvantage as could feel unsafe, others could be waiting and taking too much time, this must never replace a receptionist entirely
- Health issue, hand wash

Q5:

- I would rather use the telephone or call in.
- Though handy if it allowed you to cancel an apt within the week.
- Very useful
- Do know about this but never known the procedure
- One week before the prescription runs out is not enough time if you do not live locally
- Never used it unsure where to go
-

Q6:

- Depends on the immediacy for an apt, most people refrain from using the emergency apt.
- Unfortunately you cannot fore tell when you are going to be sick!
- Very good service
- Depending on which GP, only working certain days, patients choice
- Sometimes a long wait to see Dr Morris but ok for the other Doctors
- Most efficient

Q7:

- Again depends on patients preferred choice to see particular nurses, have to wait longer
- In good time
- The Nurses are delightful
- They are brilliant
- More time to see the nurse for dressings etc.

Q8:

- Always seems cluttered
- Could do with some more variety on the notice boards
- Always a good selection
- Too much emphasis on promoting Government backed guidance on issues and targets, while little or none of alternative medications and treatments or conditions. Reading material patient choice of in-patient or out-patient hospital information not visible easily, Newsletter and carers magazine again placed in a more accessible place

Q9:

- None I find the Waiting Room welcoming and comfortable
- Individual seating
- Poss. a water dispenser, I don't notice any toys for small children
- More Children toys
- Change the music; install a TV, no sound, News? Teenage magazines
- Open windows in Summertime
- More Male-orientated magazines
- More classical music, not too loud
- Free Wi-Fi
- Face lift, a little old fashion in some areas
- Drinking water
- Waiting room is tired
- Better lighting
- Difficult to hear receptionists if the children are screaming
- Waiting Room very cluttered
- More seats with arms to assist when rising, separate area if one wishes to use a mobile phone, mag shelve away from Patients and receptionist area, suitable books and mags for patients with sight problems
- Removal of the fire place and clean the carpet
- None music top quality
- Separate are for infectious patients

Q10:

- I am very satisfied with the present arrangement.
- Patients are not made aware if Chiropody, Physiotherapy etc. are available, better out of hour's covers, more clinics people who work more appointments people who work and more preventative information.
- Not clear what all the services are.
- Weekend opening hours.
- More Chiropody.
- Maybe Osteopath treatments (on NHS) ultrasound, non-invasive treatments
- Better out of hours contact with a member of the practice and not an outside doctor
- Surgery open on each Saturday, dispensing to be applied to all patients regardless of distance they reside
- From my limited knowledge the Apples Surgery offers first-class service after all it is really the quality and expertise of the medical staff that counts
- Health check-ups, e.g. blood pressure well women cholesterol etc.
- I would like to see my GP at the time of my apt give or take 5/10 mins, normally have to wait 20/30 mins plus
- Hearing aid batteries
- More holistic approach to overall well being
- Poss. a Dementia advise attending by apt at specified times
- More info regarding free Health check

General Comments:

- Telephone staff sometimes abrupt
- We are very lucky to have such a great team at the Apples – thank you for your care
- Please take better care our your Apples Trees
- I have never been seen on my apt time, I have been with this GP for over 5 years

Infection Control comments:

Q1:

Q2:

Q3:

- I don't know where the Patient Toilet is.
- Cleanliness could be improved
- Not very good at all

General Comments:

- Cleaner than other GPs surgeries I have been at