

Nork Clinic



THE NORK CLINIC PATIENT SURVEY 2014 - 2015

Key Results January 2015 – February 2015 for Nork Clinic

THE PATIENT SURVEY

NORK CLINIC

Nork Clinic

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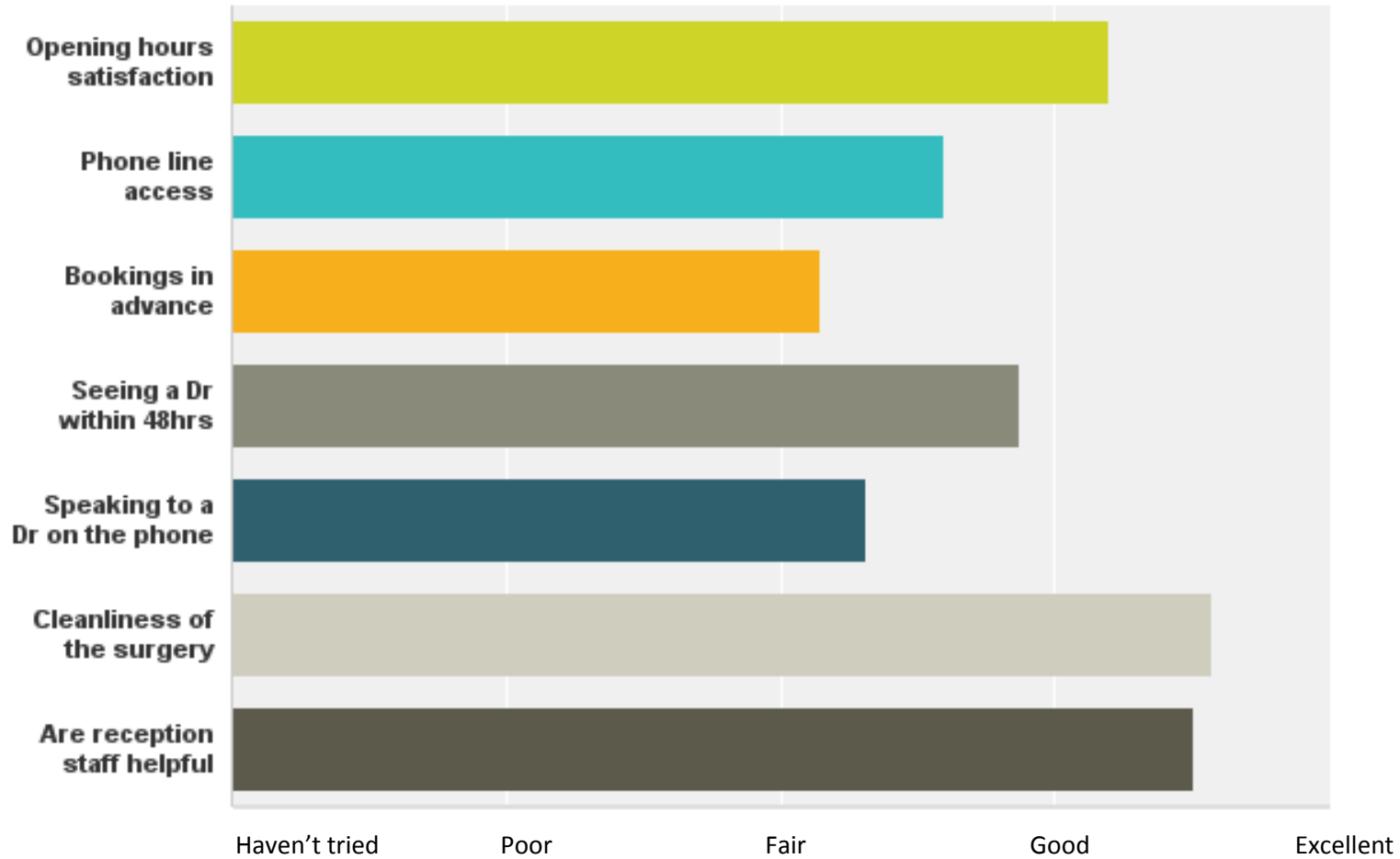
Technical Details of the Patient Survey January 2014 – February 2015

- This document shows the practice results for a number of key questions from the survey. The results in this report are based on data collected between January 2015 and February 2015.
- 250 questionnaires were handed out to patients after their appointment with the GP/Nurse at the practice and 135 questionnaires were returned completed. The response rate of 54% for the practice has remained the same as last year despite the short time frame to conduct the survey.

ABOUT THE PRACTICE

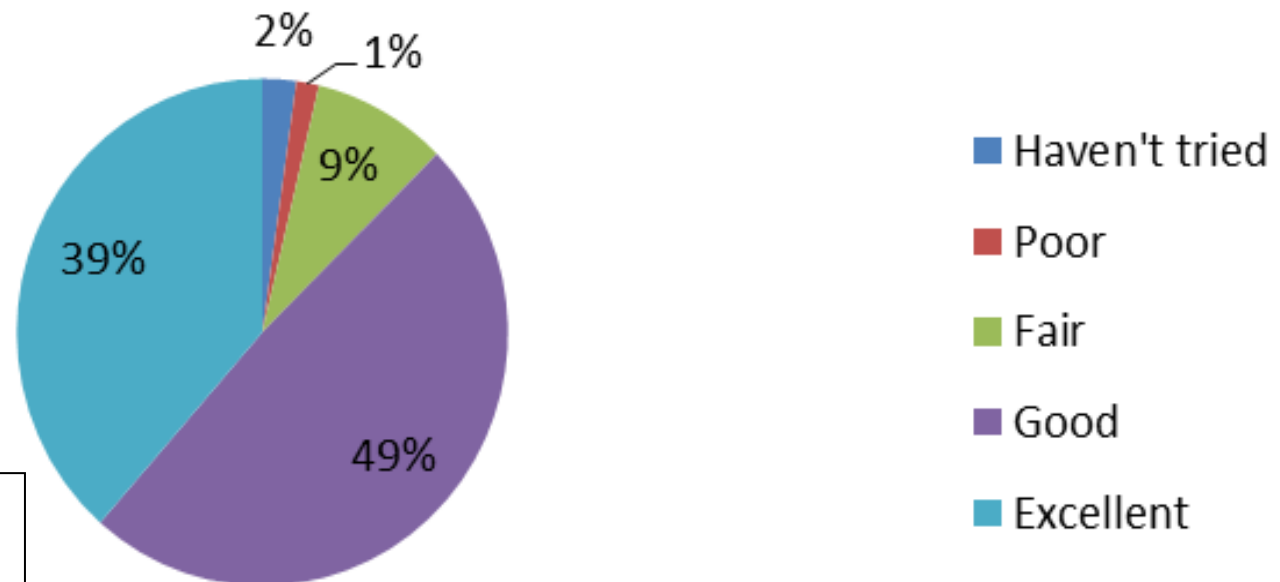
Q1 ABOUT THE PRACTICE (To complete BEFORE your appointment)

Answered: 135 Skipped: 0



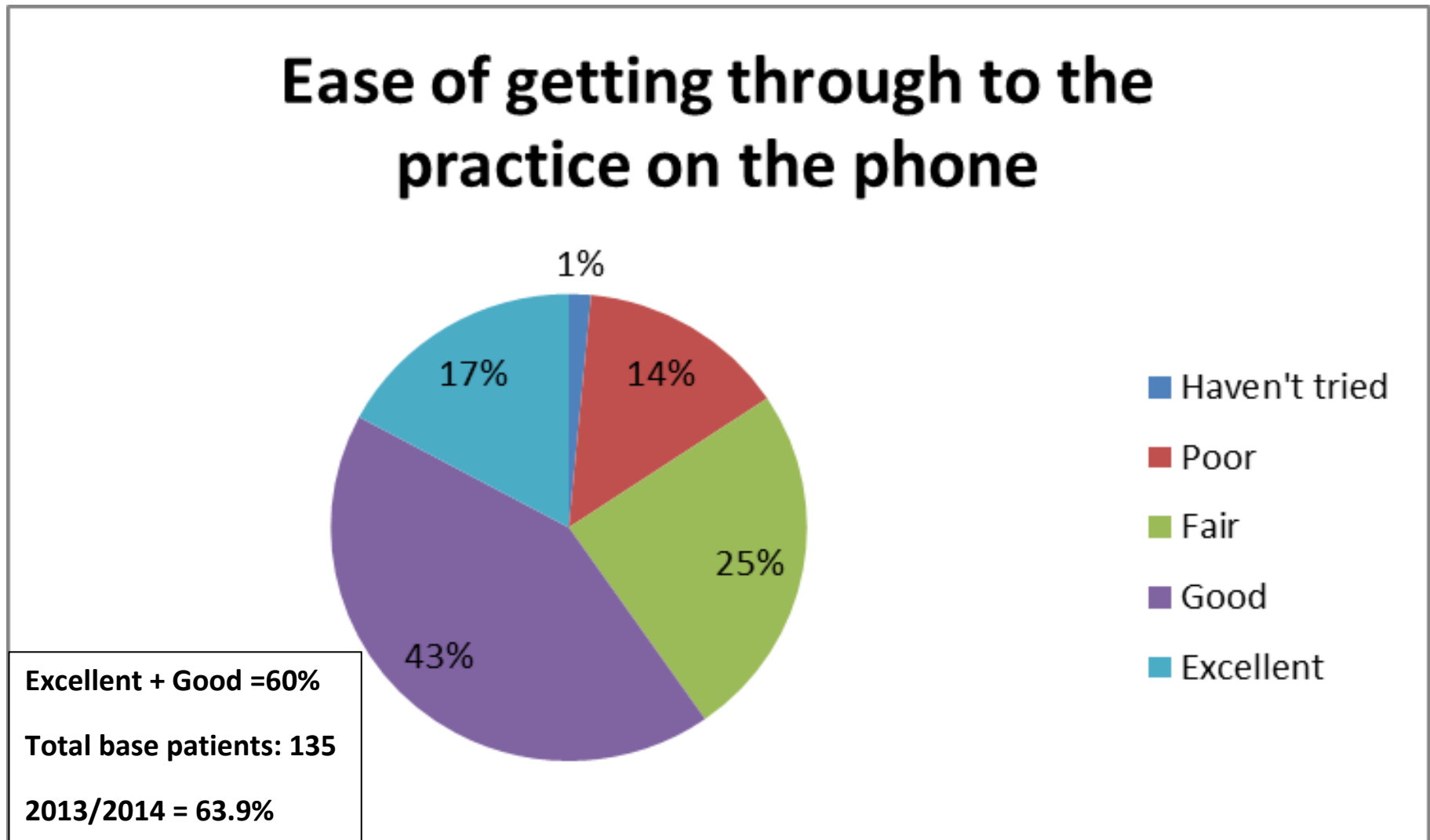
ABOUT THE PRACTICE

Your level of satisfaction with the practice's opening hours (includes Monday late evening to 20:15)



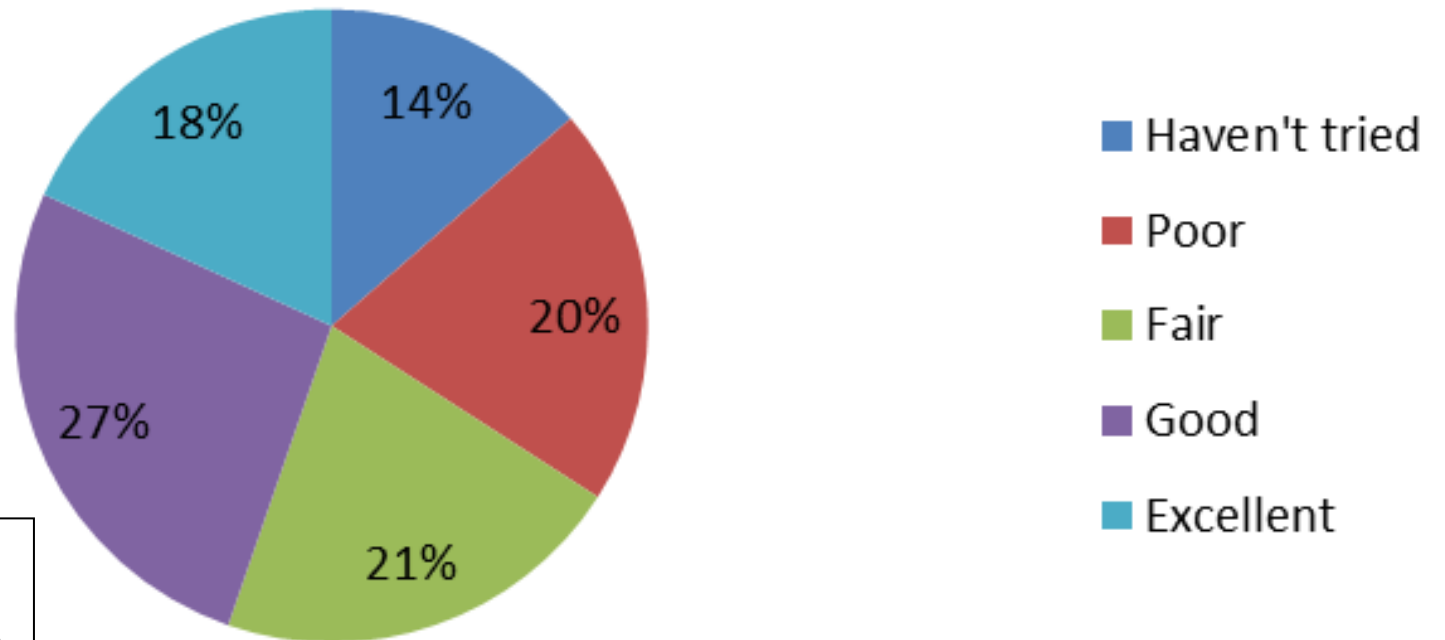
Excellent + Good = 88%
Total base patients: 135
2013/2014 = 78.4%

ABOUT THE PRACTICE



ABOUT THE PRACTICE

Ease of booking an appointment in advance (more than 2 days ahead)



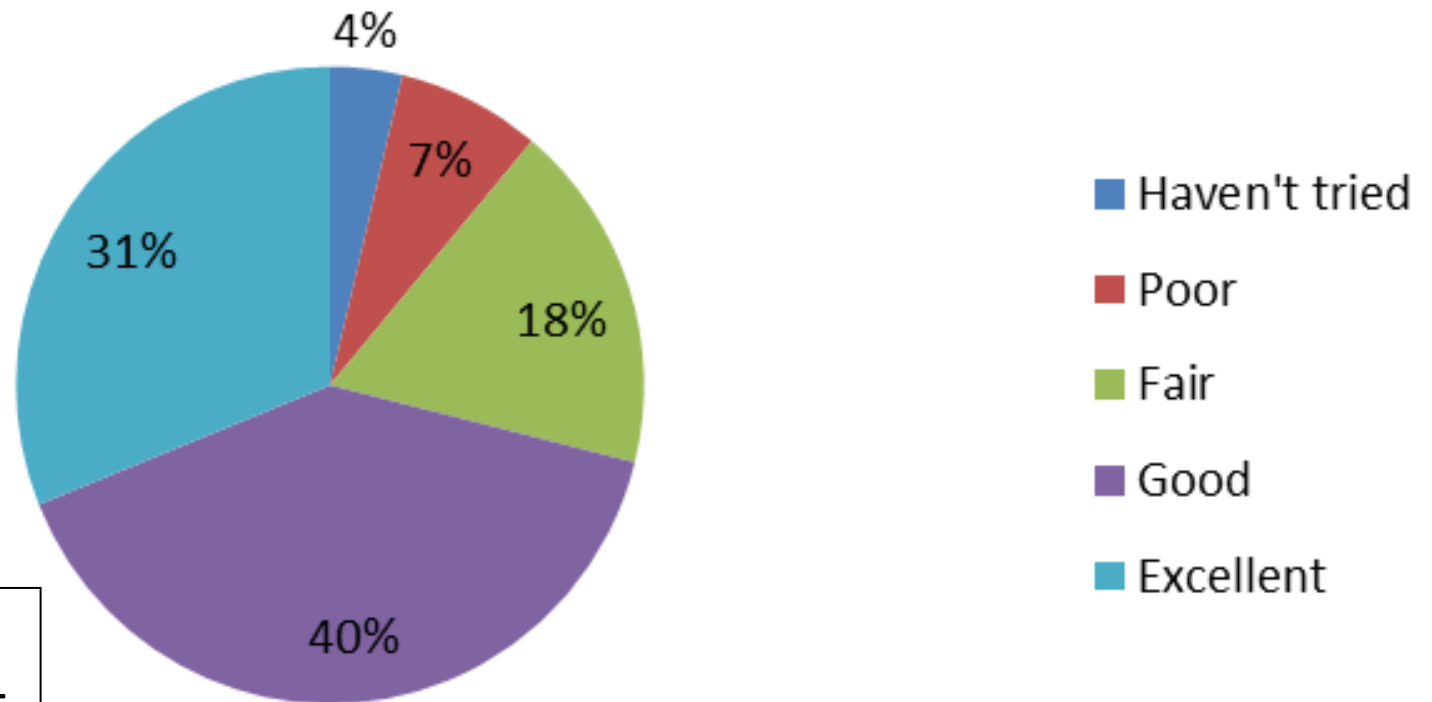
Excellent + Good = 45%

Total base patients: 135

2013/2014 = 52.2%

ABOUT THE PRACTICE

Ease of seeing a doctor within 48 hours.

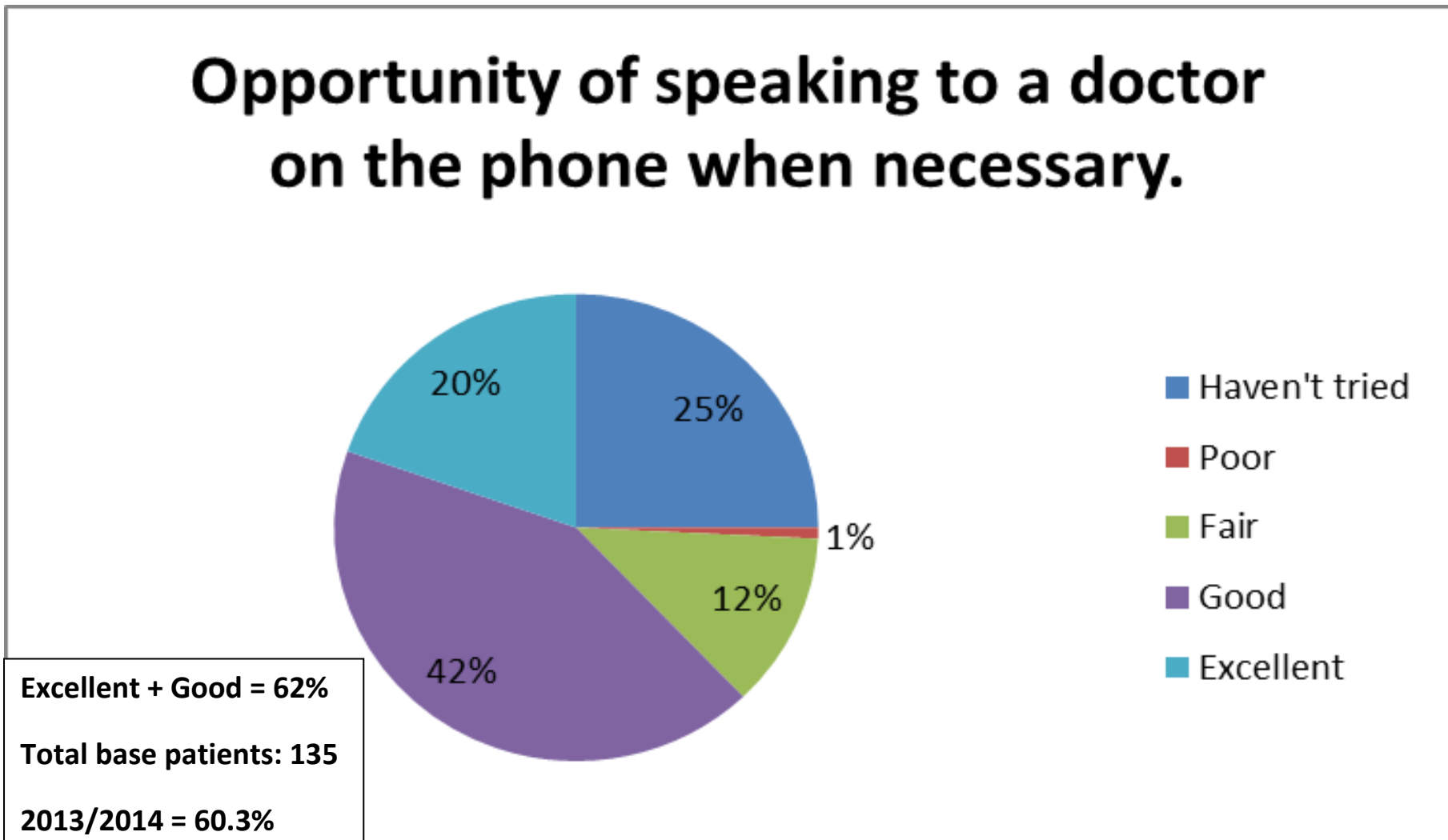


Excellent + Good = 71%

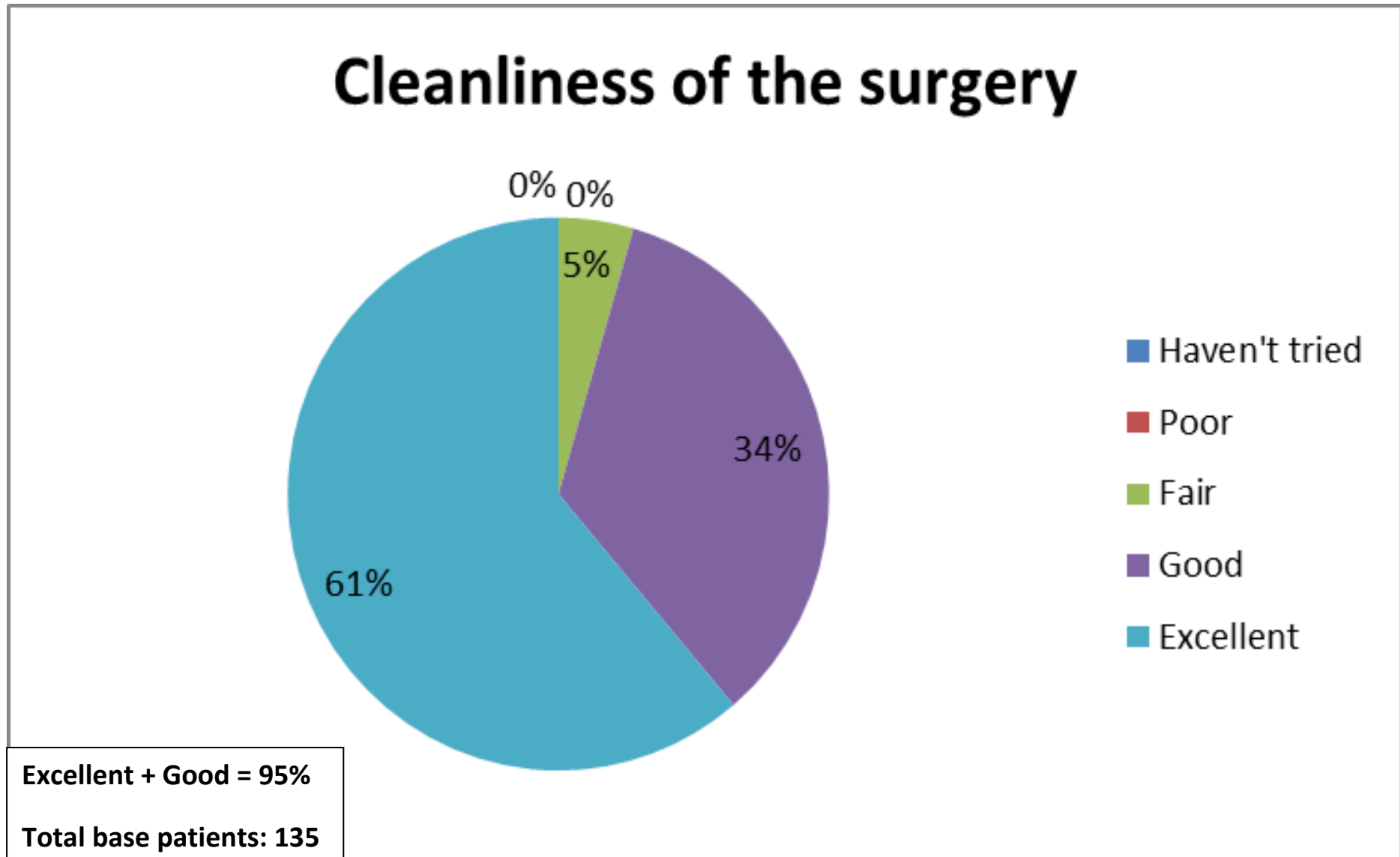
Total base patients: 135

2013/2014 = 76.6%

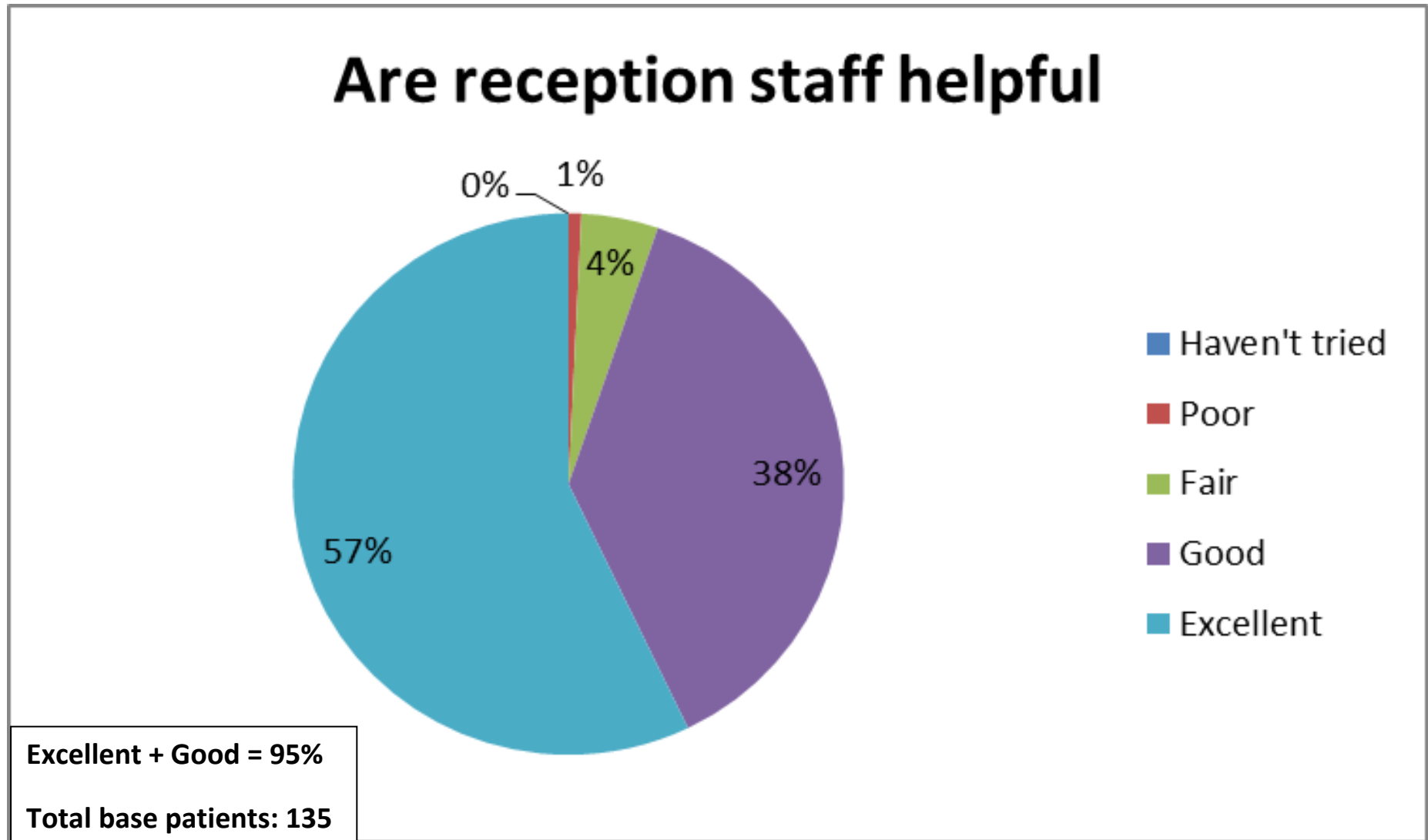
ABOUT THE PRACTICE



ABOUT THE PRACTICE



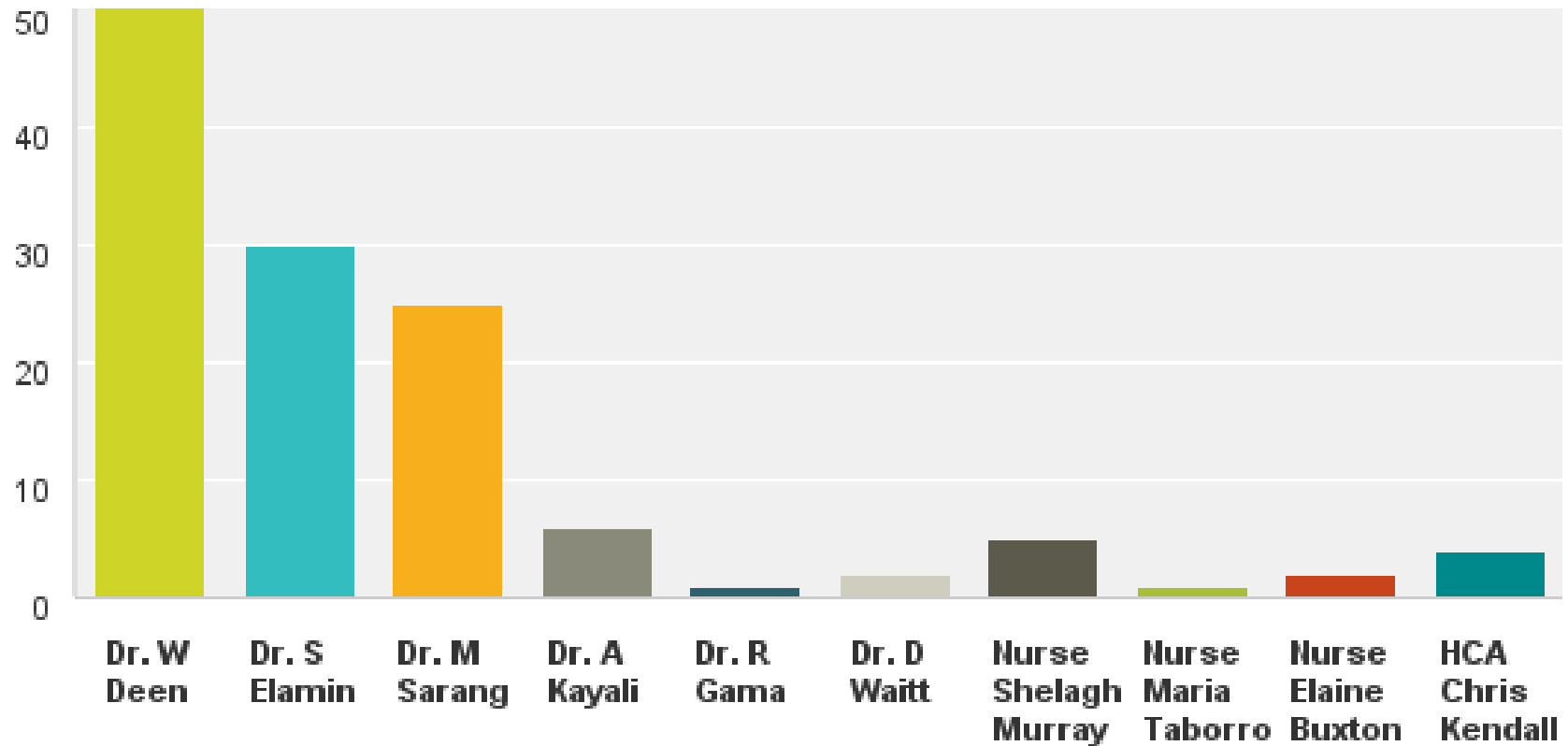
ABOUT THE PRACTICE



ABOUT THE DOCTOR / NURSE / HCA

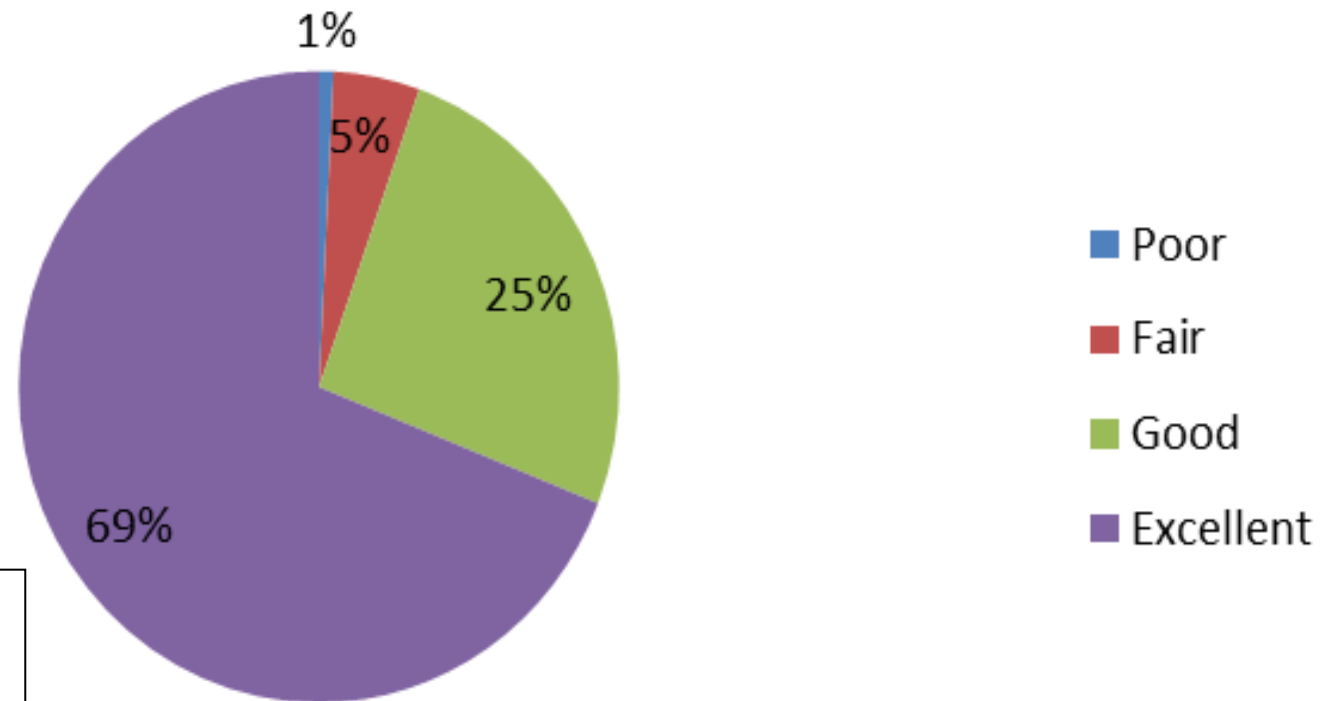
Q2 Which Dr/Nurse have you seen today? (To complete AFTER your appointment)

Answered: 122 Skipped: 13



ABOUT THE DOCTOR / NURSE / HCA

My overall satisfaction with this visit was ...



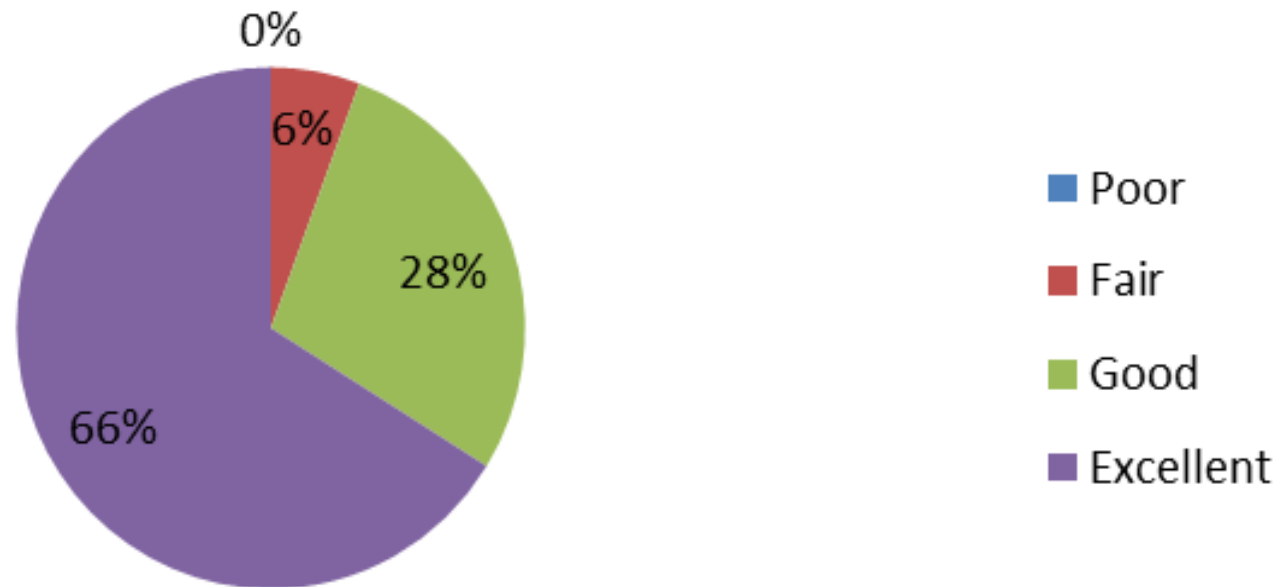
Excellent + Good = 94%

Total base patients: 135

2013/2014 = 91.1%

FINALLY

The opportunity given to me to become involved in decisions about my care & treatment was ...

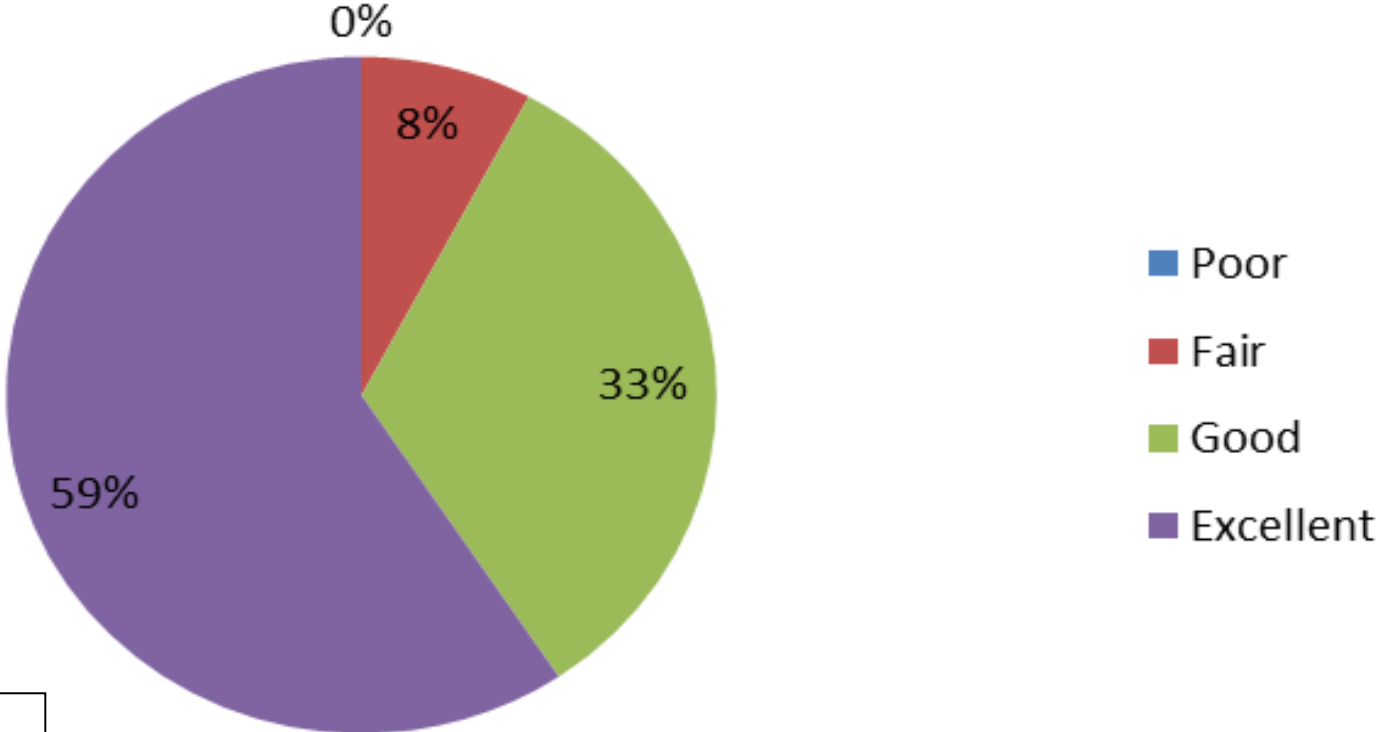


Excellent + Good = 94%

Total base patients: 135

FINALLY

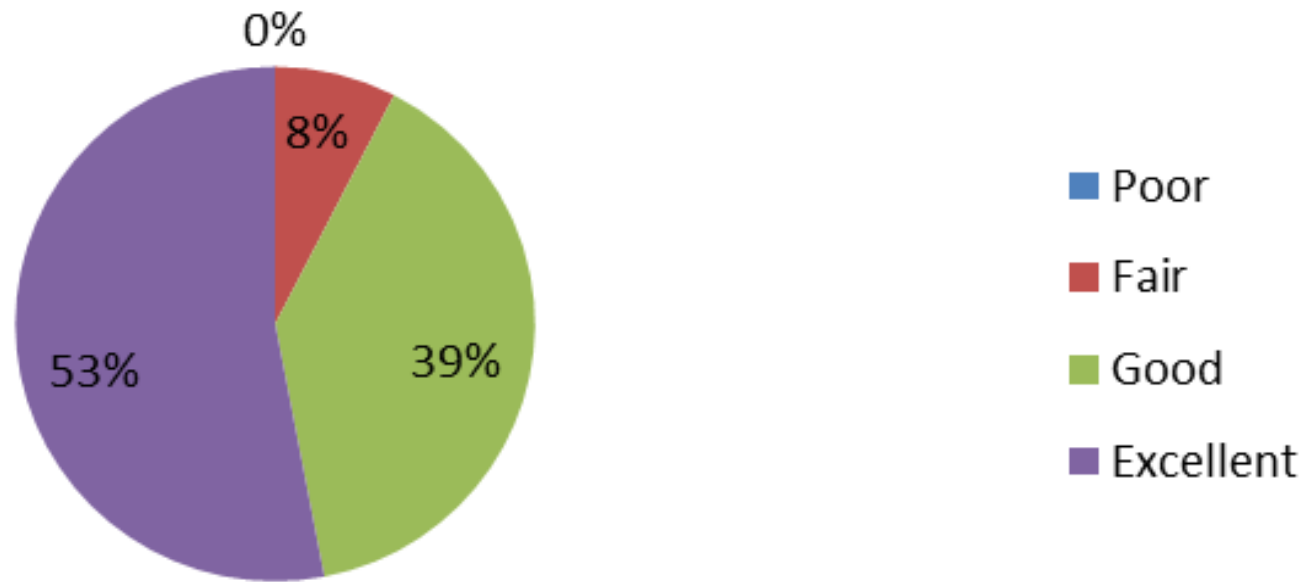
The amount of time given was ...



Excellent + Good = 92%
Total base patients: 135

FINALLY

The opinion I would give friends and family about this GP Practice would be...

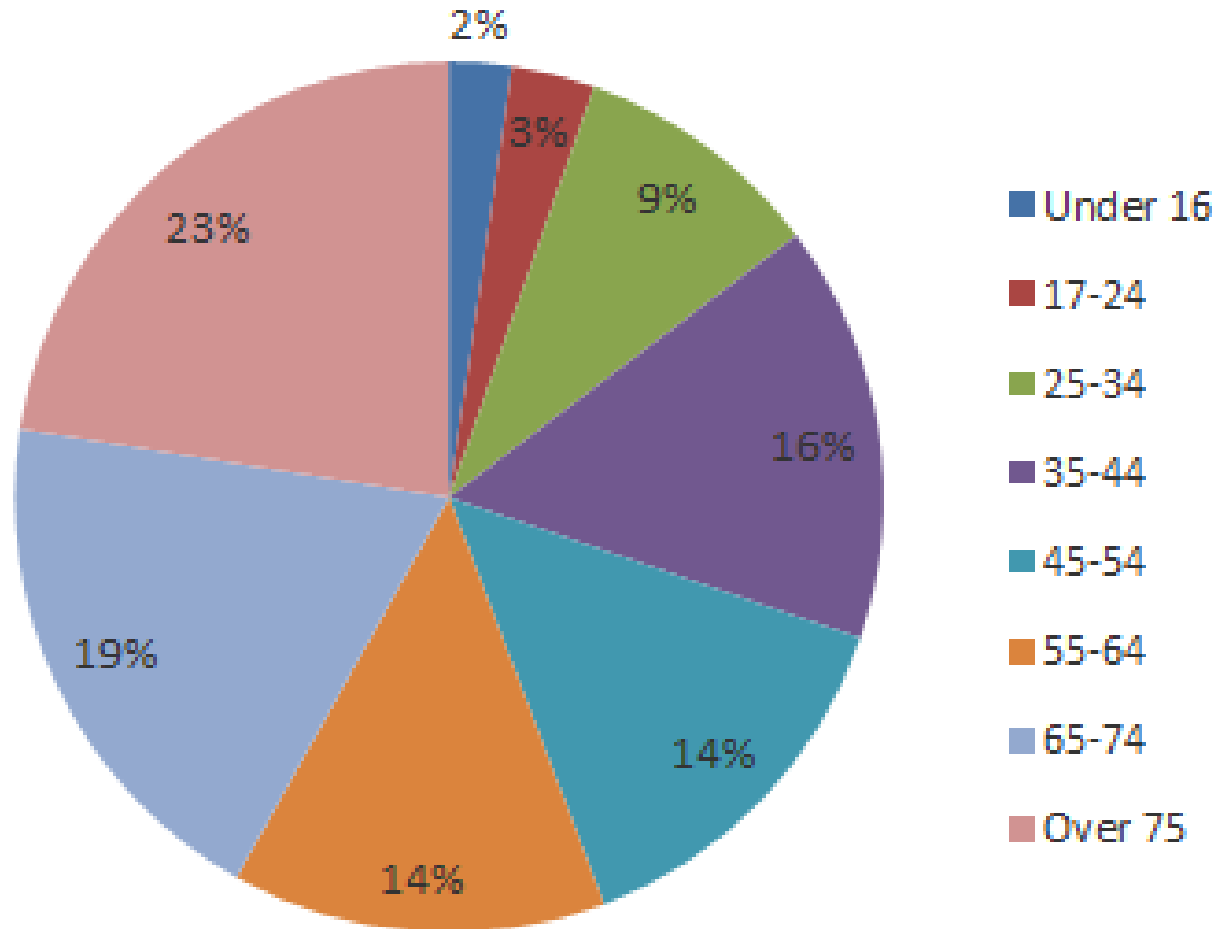


Excellent + Good = 92%
Total base patients: 135

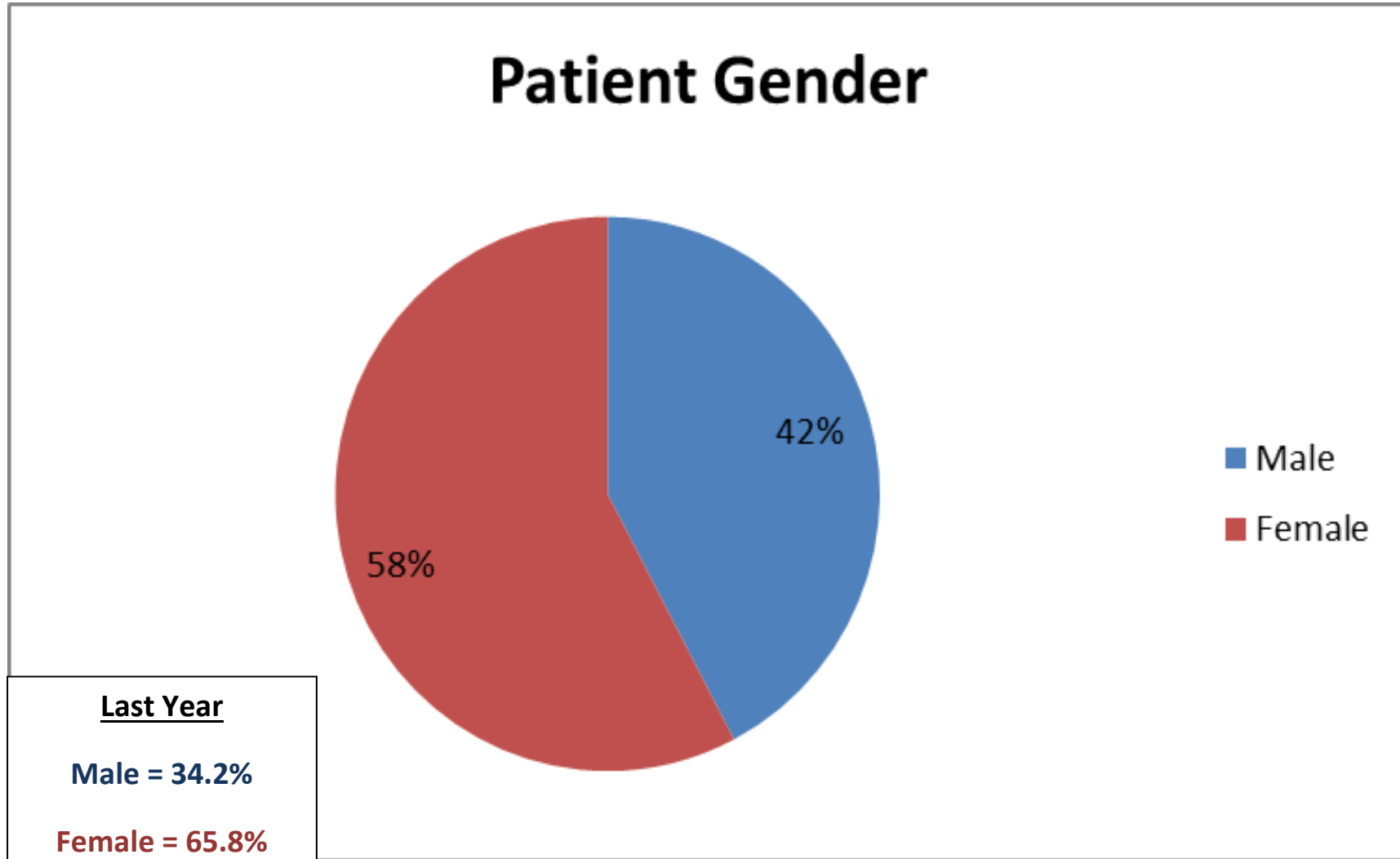
AGE GROUP

Age Group

Last Year	This Year
Under 16 = 1.5%	Under 16 = 2.3%
17-24 = 2.4%	17-24 = 3.1%
25-34 = 14.6%	25-34 = 9.3%
35-44 = 9.8%	35-44 = 15.5%
45-54 = 15.1%	45-54 = 14.0%
55-64 = 8.3%	55-64 = 14.0%
65-74 = 29.3%	65-74 = 19.4%
Over 75 = 19.0%	Over 75 = 22.5%



COMMENTS & SUGGESTIONS



COMMENTS & SUGGESTIONS

Positive Comments:

1. No suggestions – Excellent
2. Fantastic clinic, brilliant staff from reception to doctors.... Amazing
3. Service is excellent
4. I rarely have cause to visit the surgery but when I do I find it efficient and eager to please. Thank you
5. Excellent surgery – no need for further improvement
6. The practice has really improved over the last few months. The Drs are very nice and professional
7. Dr Deen very helpful and explains condition in full so understand what's wrong
8. Never any problems, all doctors are excellent
9. A practice where the GP's actively care about their patients
10. Carry on with your current excellent service (politics allowing)
11. Keep up good work
12. All is fine and so friendly

Suggestions:

13. Please remove screen
14. Pre-schooler surgery one day a week where visits are quick
15. Better efficiency of admin staff - wrong repeat prescriptions
16. Appointments with named Drs are wrongly allocated
17. Different entrance into reception - too small for disabled - especially wheelchair users

COMMENTS & SUGGESTIONS

18. Lunch time appointments for working class
19. More late evening appointments for working class
20. Online booking of appointments
21. More 20 minute appointments available
22. Pre bookable appointments
23. Bring back pre bookable appointments
24. More pre bookable appointments
25. More chairs in waiting room
26. Remove screen
27. Pre bookable appointments 2 days in advance
28. Saturday surgery
29. Advance bookings
30. More telephone lines open at 8.30
31. Better telephone system
32. Shorter waiting times
33. More phone lines so can get through easier at 8.30
34. Remove screen
35. Open on Saturday's
36. Difficulty ringing in at 8.30
37. When name comes up on screen can a buzzer go off because I read a magazine and don't hear the sound

COMMENTS & SUGGESTIONS

38. Useful to be able to email Drs + nurses direct for non urgent queries
39. Don't like screen - difficult to speak and everyone else can hear
40. Appointment system is awful
41. If unable to call at 8.30 then it is unlikely to get an appointment
42. Should be able to make appointments for the following day
43. Waiting time to be seen is far too long especially with children
44. When speaking to others and from experience, I find we are always waiting 35-40 mins to be seen. Drs are always running late
45. Too long a wait when calling on the phone to make an appointment
46. Advance bookings
47. More time with Drs
48. Make it a practice where the GP's actually care about their patients
49. More bookable appointments
50. 39th in queue on morning calls
51. Took 25mins for phone call to go through in the morning
52. Bring back book in advance appointments
53. Struggle to get an appointment
54. On hold for half an hour
55. Can never make an appointment in advance
56. Don't get a choice of female / male doctor when booking on the day
57. Make it easier to get through to surgery at 8.30 - called at that time and was 15th in the queue