



HANNAGE BROOK MEDICAL CENTRE

Patient Survey November 2012



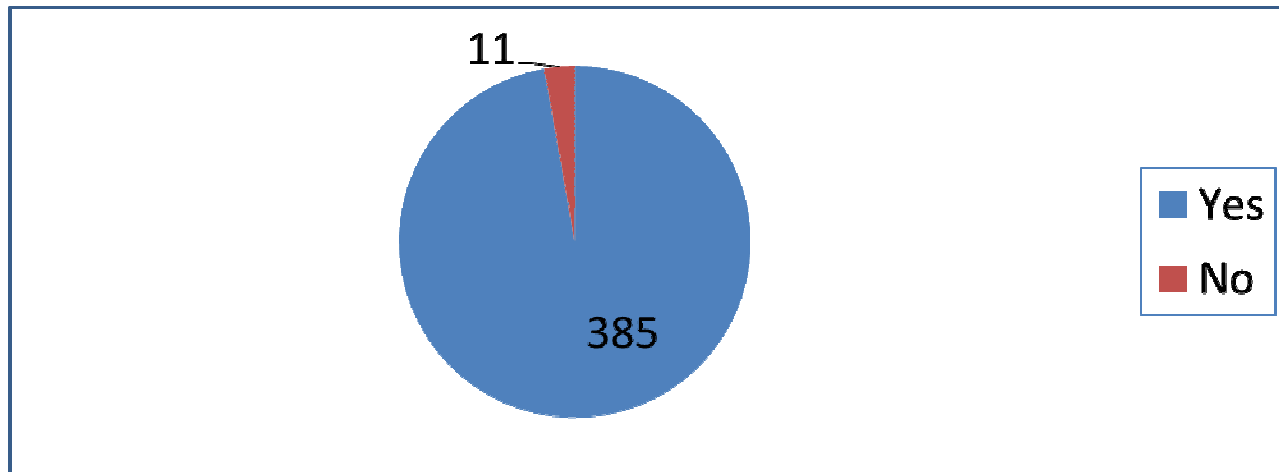
HANNAGE BROOK MEDICAL CENTRE

- Survey distributed during October and November 2012
- 397 completed forms returned
- Not all respondents answered every question



HANNAGE BROOK MEDICAL CENTRE

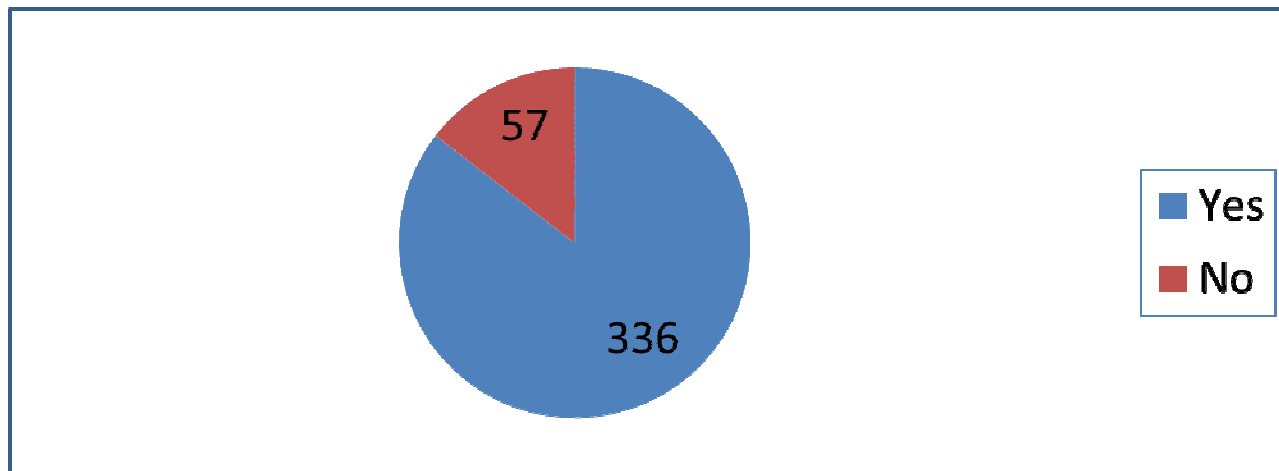
- Did you know that we have a self-check in screen? (396 responses)





HANNAGE BROOK MEDICAL CENTRE

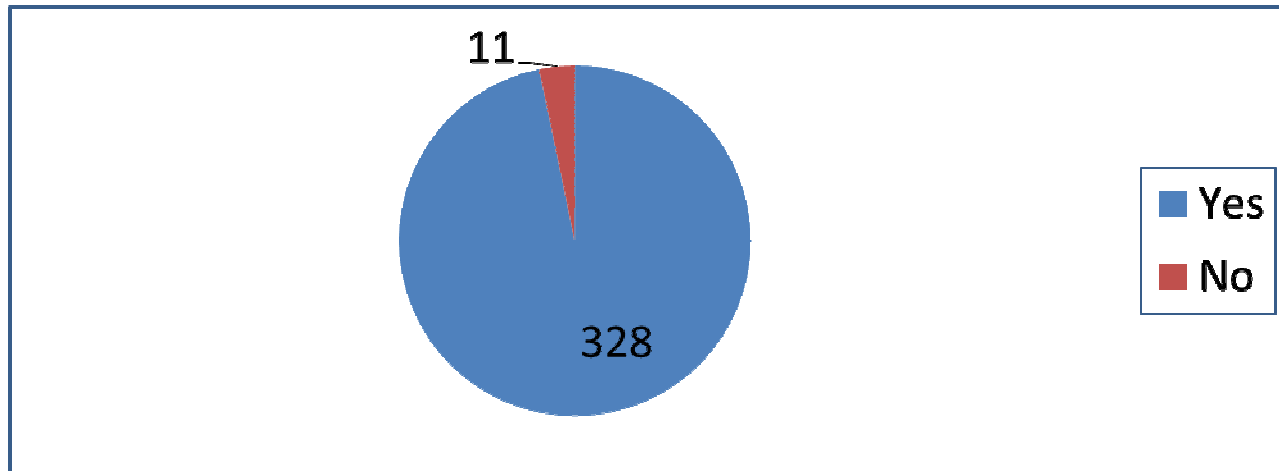
- Have you ever used the self check-in screen?
(393 responses)





HANNAGE BROOK MEDICAL CENTRE

- If you have used it was it easy to do so? (339 responses)





HANNAGE BROOK MEDICAL CENTRE

- If you didn't find it easy to use, why was this?

- Instructions not clear
- It would not let me check-in
- Touch screen difficult to use
 - It is always broken
- My birthday has 2 digits so the screen moves on before I have finished
 - How often is it disinfected?
 - Other people faff around!



HANNAGE BROOK MEDICAL CENTRE

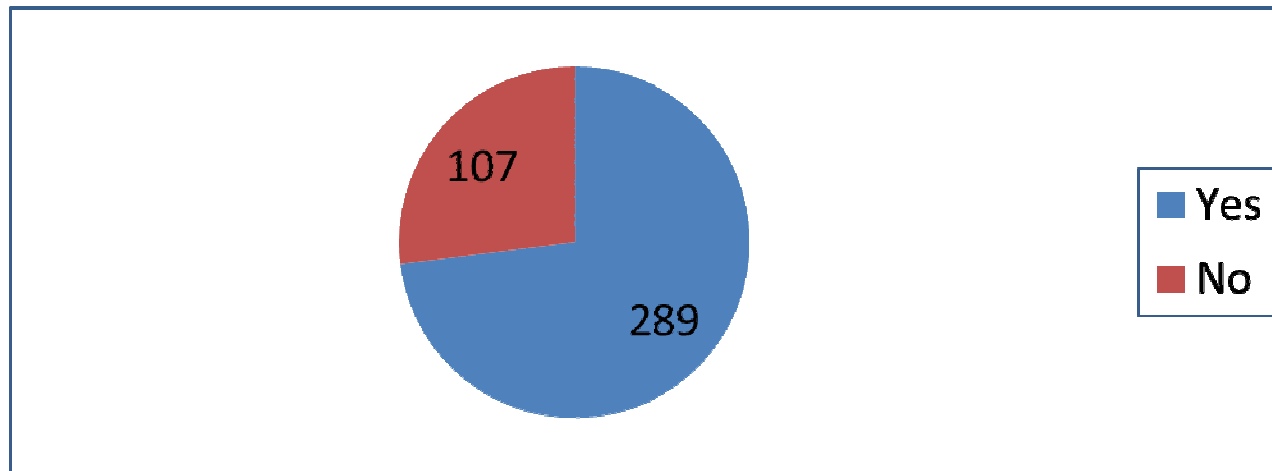
- If you have never used it why is this?

- I don't like computers
- I would rather speak to a receptionist
 - I didn't know about it



HANNAGE BROOK MEDICAL CENTRE

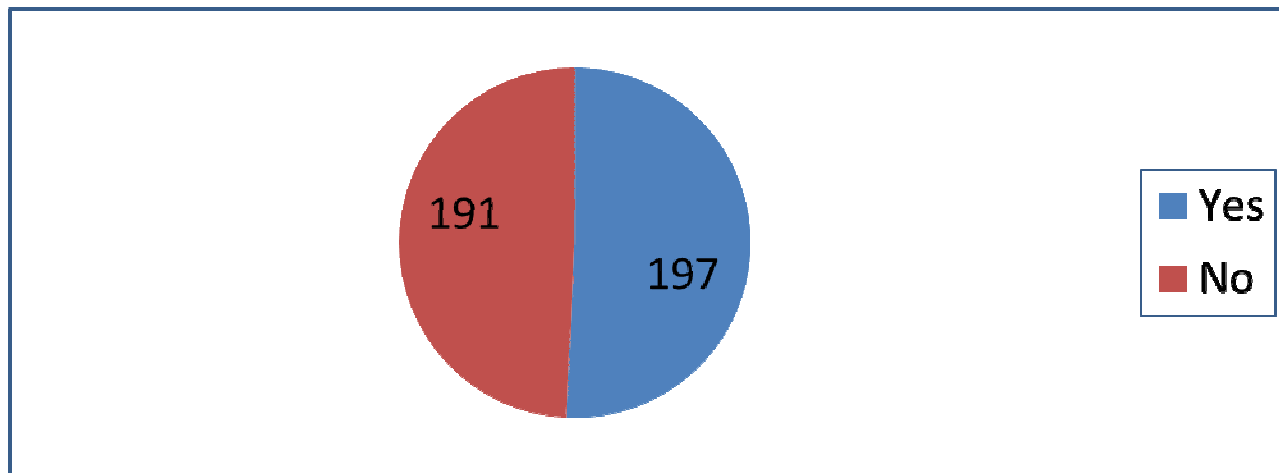
- Did you know that you can book a double appointment with a GP if you have more than 1 problem to discuss? (396 responses)





HANNAGE BROOK MEDICAL CENTRE

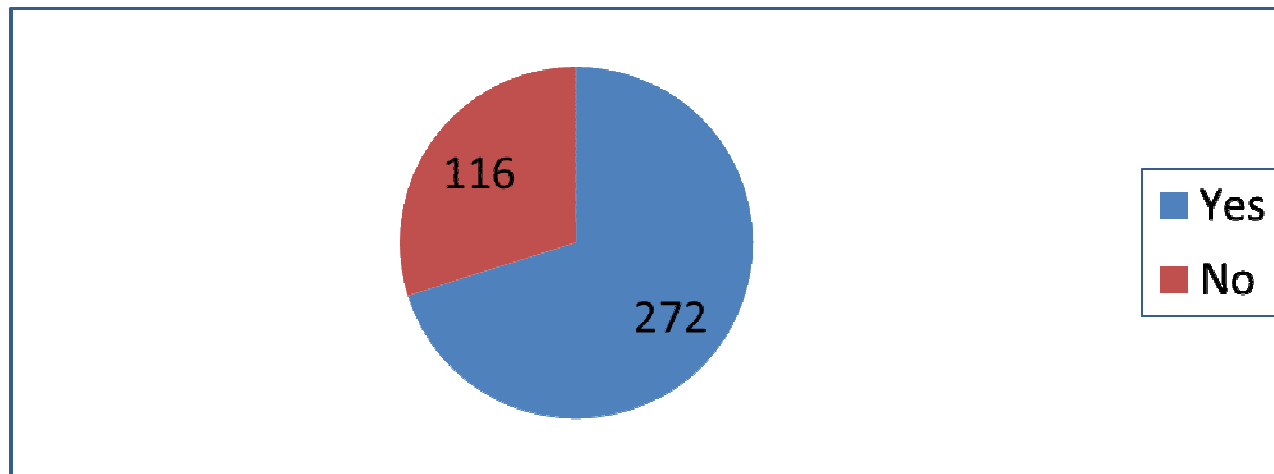
- Have you ever heard the term 'telephone triage'? (388 responses)





HANNAGE BROOK MEDICAL CENTRE

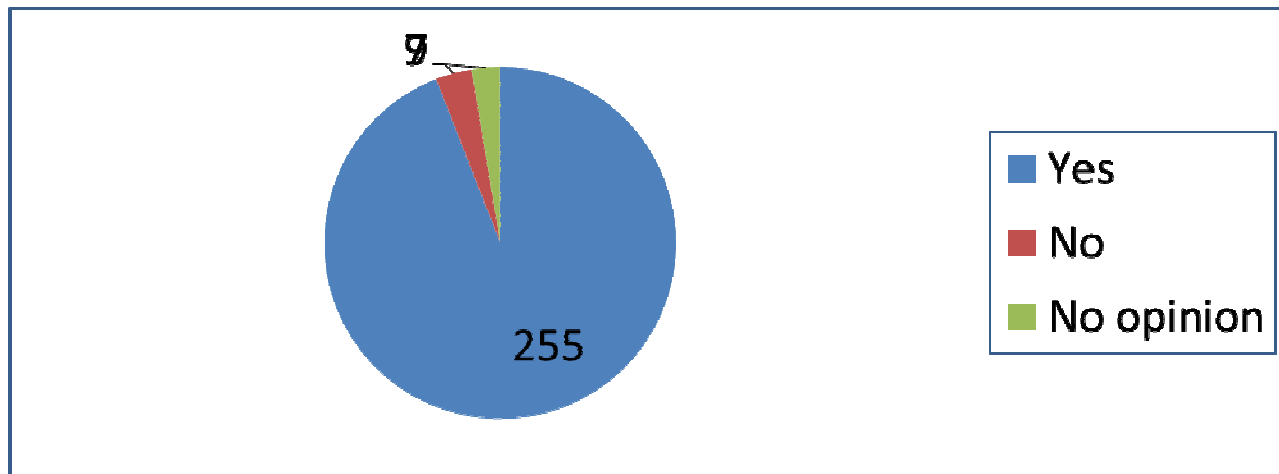
- Have you ever called the surgery to request a same day urgent appointment and been telephoned back by a doctor? (388 responses)





HANNAGE BROOK MEDICAL CENTRE

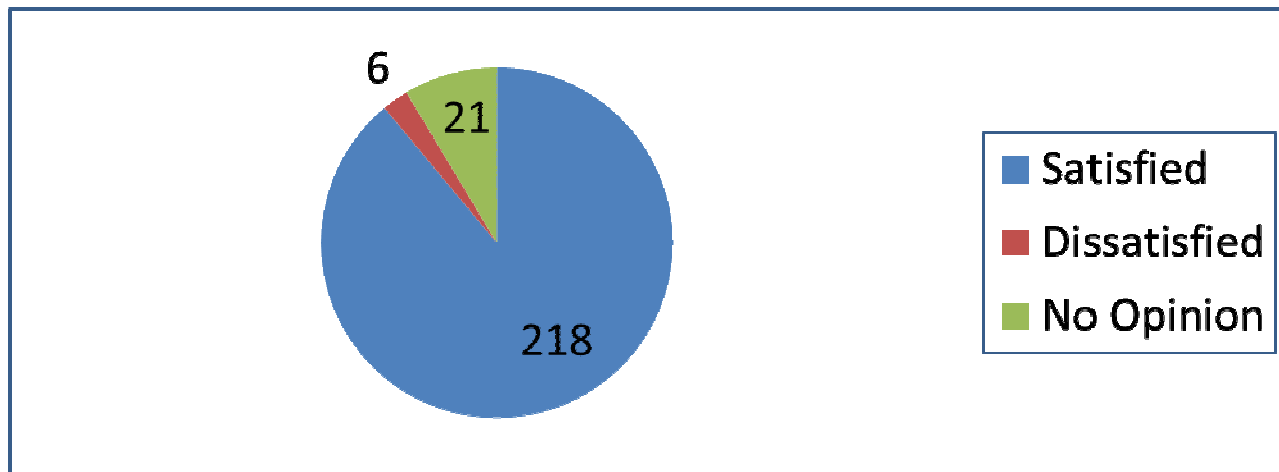
- If 'yes' when you were called back by a doctor did you feel that he/she was able to assess your needs adequately over the phone? (271 responses)





HANNAGE BROOK MEDICAL CENTRE

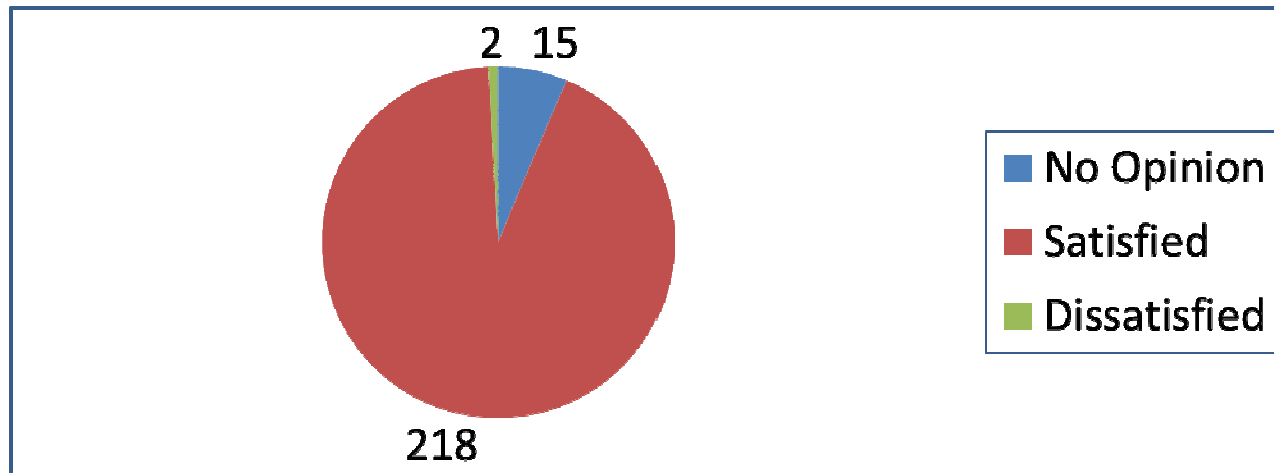
- If the doctor felt it was appropriate to deal with your problem entirely over the phone how satisfied were you with this? (245 responses)





HANNAGE BROOK MEDICAL CENTRE

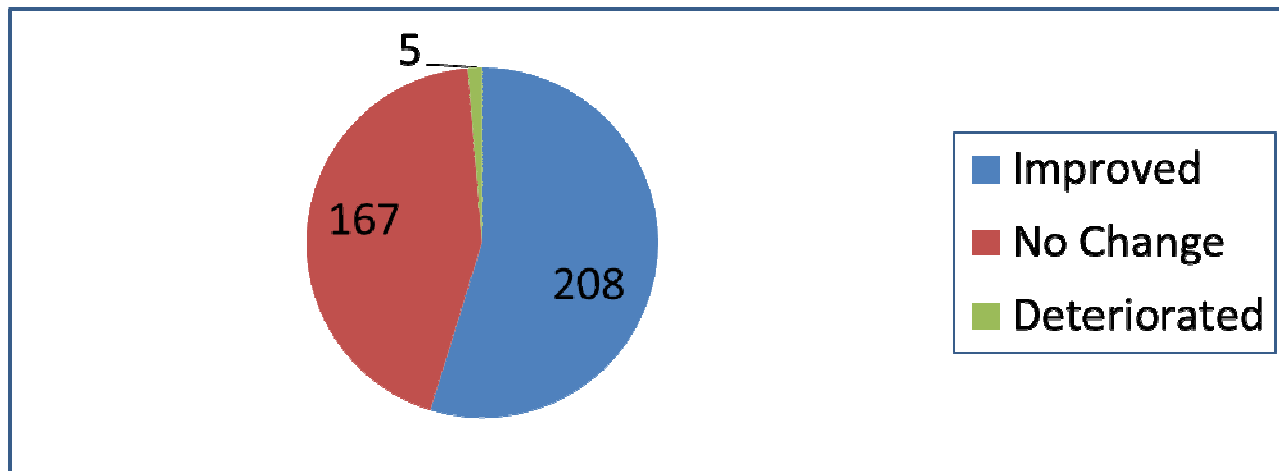
- If the doctor decided to bring you in to the surgery for an appointment how satisfied were you with this? (235 responses)





HANNAGE BROOK MEDICAL CENTRE

- Over the last 12 months, how do you think our service has changed? (380 responses)





HANNAGE BROOK MEDICAL CENTRE

- **How has our service improved?**

- Quicker/less waiting time
- Appointments on time
 - Touch screen
- Customer service is improving/staff very friendly, efficient, reception staff more confident/less stressed
 - Telephone appointments
 - Better layout in waiting room
- Better communication/more information available (website & electronic display)
 - Whole system runs more smoothly
 - More staff
- More appointments/flexible appointments/early & late surgeries
 - A new 'energy' about the practice



HANNAGE BROOK MEDICAL CENTRE

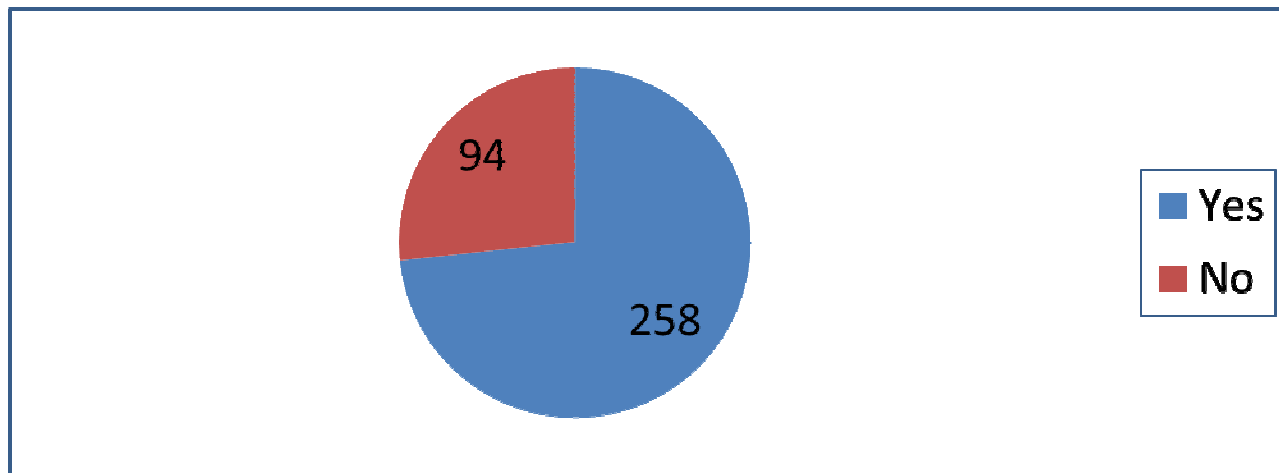
- How has our service deteriorated?

- Had to wait 5 days for an appointment
- Prefer to see a GP face to face than speak over the phone
- I feel that people answering the phone are trying to assess you before you see a GP
- You seem to be questioned more about why you want an appointment
 - Member of staff rude and abrupt
- My consultant's recommendations were questioned



HANNAGE BROOK MEDICAL CENTRE

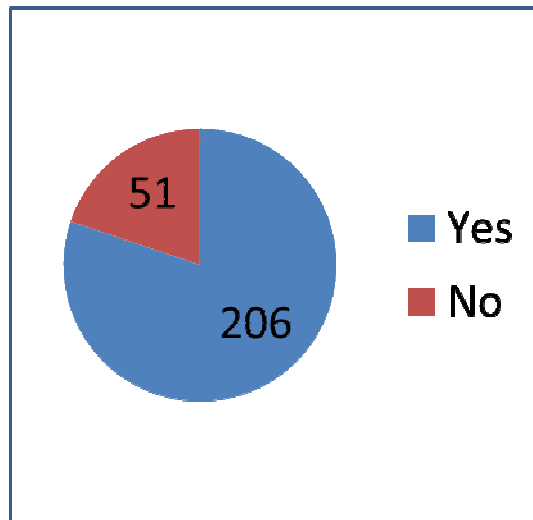
- Did you know that we have a website? (352 responses)



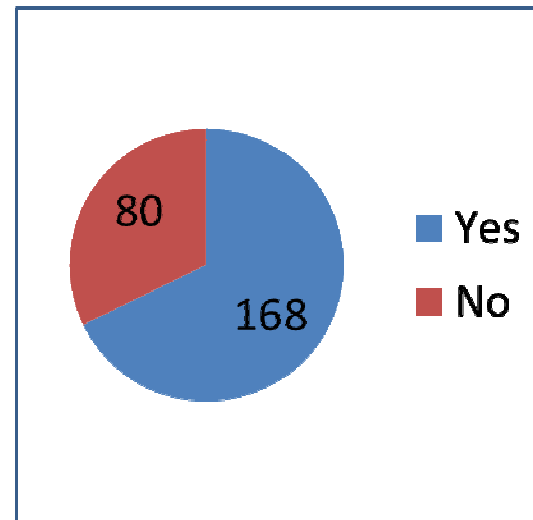


HANNAGE BROOK MEDICAL CENTRE

- Did you know that you can book/cancel appointments on line? (257 responses)



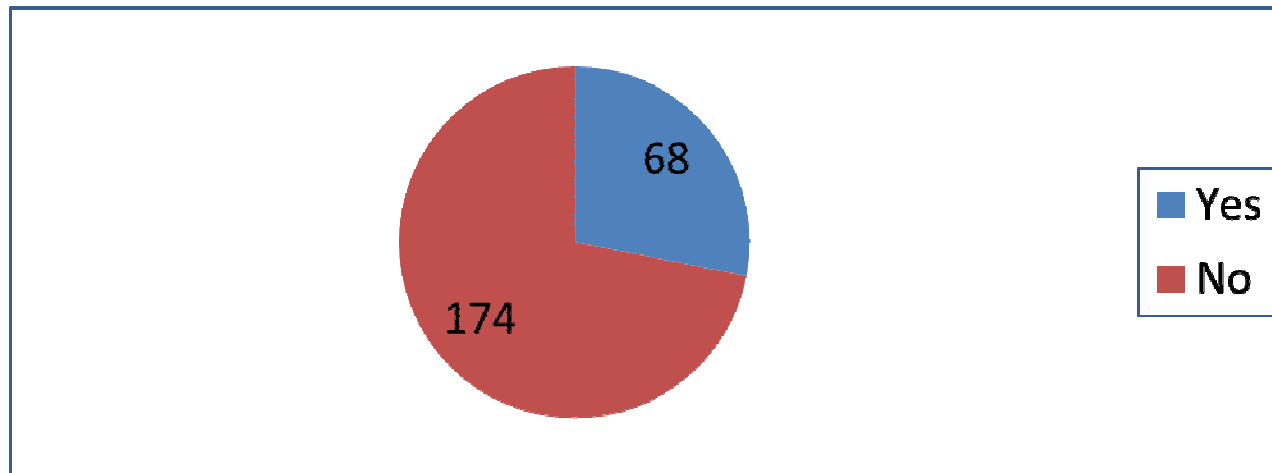
- Did you know that you can order repeat prescriptions on line? (248 responses)





HANNAGE BROOK MEDICAL CENTRE

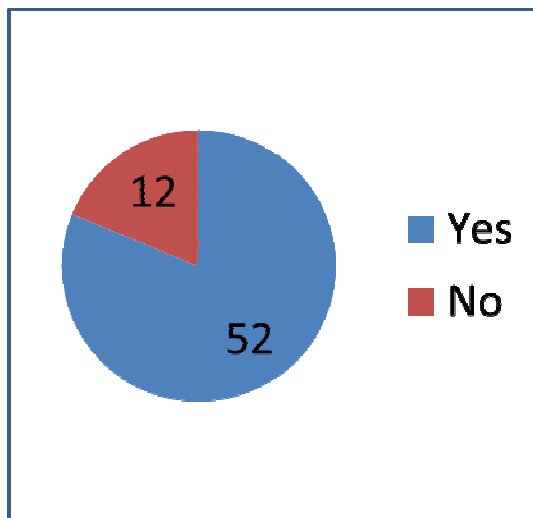
- Have you ever used our online appointment/prescription services? (242 responses)





HANNAGE BROOK MEDICAL CENTRE

- If you have used it was it easy to do so? (64 responses)
- If it wasn't easy to use could you tell us why?



- Couldn't access correct section of website
- Didn't realise I needed a log-in
 - Instructions not clear
 - Password not recognised
 - Can't change date of repeat
- Tried several times, it just didn't work



HANNAGE BROOK MEDICAL CENTRE

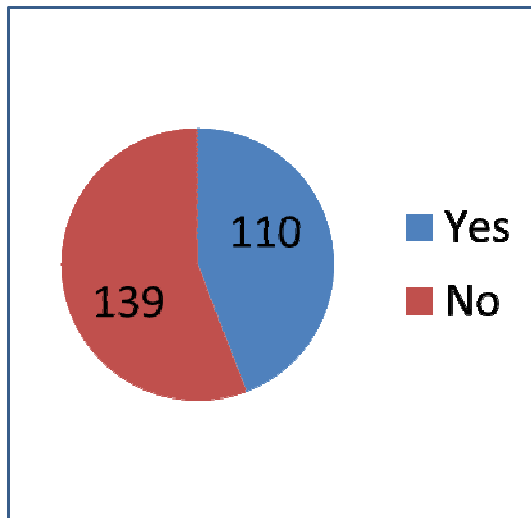
- If you have never used the online services why is this? (202 responses)

- I don't have a computer
 - I would rather call in or telephone
- I don't want to put my personal details on a website
 - I forget to get a password
 - I didn't know it existed
- I don't have access to the internet
 - I lost my log-in details



HANNAGE BROOK MEDICAL CENTRE

- Is it important to you to see the same nurse each time you visit? (249 responses)



Why is it important to you?

- Continuity & consistency
- Progress can be monitored
- Relationship/rapport is built

Why is it not important to you?

- All nurses are good at their job
- Computer should hold all the relevant information
- Any nurse can deal with the problem



HANNAGE BROOK MEDICAL CENTRE

Thank you!

We are very grateful to everyone who took the time to complete the survey, your views are very important to us