

Woodlea House Surgery Practice Survey Results 2013

(100 completed)

Q1.

Have you ever had a telephone consultation?	Y	N
Comments:	59	41
<ul style="list-style-type: none"> • Didn't know I could • Yes, saves time • No, but I would like to • Is the service advertised in the surgery? • I would like to speak to a doctor when I phone not wait until the afternoon. 		

Q2.

Was the consultation for	New urgent problem	New routine problem	Follow – up	Not able to get a face to face appointment	other
	36	8	4	8	3

Q.3

Did the GP phone you when you expected?	Y	N
	56	3
Comments:		
<ul style="list-style-type: none"> • Yes, reception made it clear it would be after surgery but I would like to speak to a GP earlier in the morning. • No, I had to wait by the phone all day • The time frame given is too long to wait 		

Q.4

Was the GP able to deal with your problem by phone?	Y	N
	44	15
Comments:		
<ul style="list-style-type: none"> • Prescription was faxed to the chemist – very good. • Good advice went to buy recommended medicine from the chemist shop, pharmacist very helpful • Sometimes yes / sometimes no 		

Q5.

Following the telephone consultation were you asked to come to the surgery?	Y	N
	12	47
Comments:		

Q.6

Would you like to be able to e-mail prescription requests to the surgery?	No.
YES	54
NO	46
Comments: <ul style="list-style-type: none"> • Don't need prescriptions • Possibly • N/A • Good for me because I have to request different medication at different times so lots of trips to the surgery. • Would save me loads of time • Yes, would save me having to go to the surgery • Good idea 	

Q7.

In the last 12 months have you used any of the health services below instead of using similar services which might be available at your surgery?	No.
Going to A&E at a hospital (instead of your GP)	54
NHS Direct (24hr telephone line)	34
NHS walk in centre	6
Private Dr (that is not through the NHS)	4
Family planning clinic	0
Counsellor	4
Comments: <ul style="list-style-type: none"> • Yes as live near, couldn't get an appointment at the doctors • No appointments left I was really ill • Very good counsellor 	

Q.8

In your opinion how easy or difficult would it be for people with disabilities to move around in your GP surgery?	No.
Very easy	26
Fairly easy	38
Fairly difficult	22
Very difficult	10
Don't know	4
Comments : <ul style="list-style-type: none"> • Front doors are heavy • I am in a wheelchair and find the front door tricky • In my view there is a longish walk for a disabled to surgery one. • Front doors could be less stiff to open • Do you need two doors at the front? • It would be more easy if doors were automatic • Too narrow • Bottle neck at hatch for my chair • Waiting que for reception sometimes goes out the door 	

<ul style="list-style-type: none"> • I can hear patients talking in the nurse's room if I'm waiting outside their door for a receptionist. • It depends how disabled they are 	
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Q.9

Would you like to be able to receive selected test results on-line or via a text message	No.
YES	64
NO	36
Comments: <ul style="list-style-type: none"> • Yes as I can't always get through on the phone • Yes, the surgery doesn't ring me unless something is wrong but I still want to know my results • Is this safe? 	

Q.10

Do you think there are enough blood test appointments available at the surgery?	No.
YES	54
NO	34
Don't know	12
Comments: <ul style="list-style-type: none"> • I can always get my blood test done • Yes I am on warfarin • No, I have to wait ages at the hospital • I can't get it done when I'm free in the afternoons • Can never get an appointment • The hospital is always busy 	

Q.11

Do you think there are enough routine appointments available at the surgery?	No.
YES	58
NO	40
Don't know	2
Comments: <ul style="list-style-type: none"> • No I can never get to see a GP • Yes I have diabetes and see the nurse • Yes I am retired and can go anytime • No, can I talk to my GP on the telephone for my long term illness instead? • No evening surgery when I am available is very popular • No my employer will not let me leave work early for an appointment • I like the telephone consultations, can I book one in advance instead of coming in? • I would like to ring the nurse as I can't always get in • Probably 	