

## **Feedback from Clifton Medical Centre Patient Questionnaire - 2013**

Patients were either sent a postal questionnaire or given one to complete in the practice after their appointment and return to reception. 75 were posted and 200 distributed in practice and 133 were returned, giving a good response rate of 48%.

### **Booking Systems**

Patient feedback told us you weren't happy with the appointment booking system, so we've made some changes.

#### **1. We've opened more appointments for booking online. How happy are you with this service?**

| <b>Response</b>           | <b>N</b>   | <b>%</b>   |
|---------------------------|------------|------------|
| Happy                     | 44         | 33         |
| Neither happy nor unhappy | 20         | 15         |
| Unhappy                   | 7          | 5          |
| Never used it             | 62         | 47         |
| <b>Total</b>              | <b>133</b> | <b>100</b> |

Comments for Q1:

- An age thing!
- Convenient
- Didn't know online bookings were available
- Didn't know about it
- Didn't know about it
- Don't do anything online
- Don't know how
- Don't use online services - old person
- Easier
- Easier to book appointment in advance
- Fantastic, helpful system
- Greater flexibility
- I was not aware we could book online
- It always says no appointments are available
- Never knew about online appointments
- No computer
- Not used yet
- Too long / not on the day
- Tried it a couple of times but 'there are no appointments available for you to book'
- Was not aware of this even though I use Emis
- Wasn't aware of it
- We don't have log in details despite requesting them

**2. We've changed the Wickersley telephone number to a local rate number, and introduced an additional local rate number at Clifton until we can change the main number. How happy are you with this service?**

| <b>Response</b>           | <b>N</b> | <b>%</b> |
|---------------------------|----------|----------|
| Happy                     | 76       | 57       |
| Neither happy nor unhappy | 28       | 21       |
| Unhappy                   | 3        | 2        |
| Never used it             | 26       | 20       |
| Total                     | 133      | 100      |

Comments for Q2:

- A lot cheaper
- Able to make calls from mobile as I have a block on 08 numbers
- Because I don't think you should pay to phone the doctors
- Because it's cheaper!
- Certainly wasn't happy about being charged for 084 number
- Cheaper
- Cost
- Didn't know about it
- Didn't know there was a local rate number?
- Does not cost as much to make an appointment
- Easier to come and book early morning. Long wait on telephone costing money
- Get through quicker, also a little cheaper
- Helpful as I only have a mobile, no landline
- Helpful when on hold or in a queue
- It would save some money
- It's cheaper
- Much cheaper
- No problems
- No reason to
- Very happy with the Wickersley number as I can always remember it now!
- What local rate number? We usually use an 084 number

**The Surgery Itself**

Patient feedback told us you weren't happy with some of the layout issues of the surgery and the way reception works, so we've made some changes.

**3. We've re-organised the signage to make doctors room locations clearer. Do you think it's any clearer?**

| <b>Response</b>  | <b>N</b> | <b>%</b> |
|------------------|----------|----------|
| No answer        | 1        | 1        |
| Much clearer     | 54       | 41       |
| A little clearer | 34       | 26       |
| No clearer       | 15       | 11       |
| Not noticed      | 29       | 22       |
| Total            | 133      | 100      |

Comments for Q3:

- A board of doctors upstairs/downstairs and numbered rooms would be clearer
- As a new patient I only collect my prescription
- As I don't come often
- At Clifton - when book in, don't know if upstairs or downstairs
- Directs you to where you need to go
- Don't come that often
- Easier to find doctors room
- I always ask so I don't have a problem, but have seen patients a bit confused as to where doctors are
- It isn't always clear where you need to go, maybe it could show you this on the check in screen at reception
- No problems
- Notices are very often lost in other notices
- Only sat in reception at this point when filling in this questionnaire
- The Wickersley Surgery has always been clearly signed
- Uses same door every fortnight

**4. We've bought a new self-check in system to make it easier for you to book in. How much easier does this make it to book in?**

| <i>Response</i> | <i>N</i> | <i>%</i> |
|-----------------|----------|----------|
| Much easier     | 59       | 44       |
| A little easier | 33       | 25       |
| No easier       | 16       | 12       |
| Not used it     | 25       | 19       |
| Total           | 133      | 100      |

Comments for Q4:

- Always told receptionist
- As a new patient I only collect my prescription
- Because it does not work any time I use it
- But should say whether appointment is upstairs or downstairs
- Can't always book in
- Can't get on system sometimes
- Does not help when it crashes
- Doesn't work when used it (twice)
- Don't have to bother reception
- Don't have to queue
- Don't need to queue at reception
- Faster than queuing
- Haven't noticed the difference
- It means not having to queue for reception
- It saves time at reception
- Last twice have used it but did not work

- Nicer to talk to someone rather than a computer!
- No problems
- No queuing at busy times
- No waiting in a queue
- Saves on queuing
- Saves queuing
- Saves time and queuing
- Sometimes it doesn't book you in so you end up waiting longer
- Stops the queuing system, much easier
- There is no need for one at Wickersley as there is never a queue and always a receptionist
- Was not working on last visit to surgery and had to queue
- When it's working!
- Will not work for nurse appointments

**5. We've increased staffing on reception when the queue gets too big. Have you noticed this making a difference?**

| <b>Response</b>          | <b>N</b> | <b>%</b> |
|--------------------------|----------|----------|
| Yes                      | 36       | 27       |
| No                       | 20       | 15       |
| Not noticed a difference | 77       | 58       |
| Total                    | 133      | 100      |

Comments for Q5:

- Always a big queue at Clifton with only one receptionist. Very annoying
- As a new patient not I only collect my prescription
- Don't attend often
- Don't use the surgery much, use Wickersley more
- Haven't experienced a problem - but don't visit very often
- I always use the self-check in screen so not really needed to use the reception
- I have always been happy with reception
- My waiting time is reduced
- No queues, seems to be quicker
- Not as long waiting times
- Not been at a busy time
- Not been in the practice when this has been in operation
- Not been since it changed
- Not waiting as long when in a rush
- Not waiting long
- Not when I'm in the surgery!
- Only one on at all times on reception - should have 2/3 at all times!
- Seems the same, depends when you go
- Still queue a mile long!
- Stood in a queue of 5 patients with 1 receptionist for over 10 minutes on Friday 22nd
- There are often two at Wickersley which is always adequate
- Waited 15mins which made me late for my appointment

**6. We've changed the electronic display to let you know when surgeries are running late. Is this information useful to you?**

| <b>Response</b>          | <b>N</b> | <b>%</b> |
|--------------------------|----------|----------|
| No answer                | 1        | 1        |
| Yes                      | 47       | 35       |
| No                       | 14       | 11       |
| Not noticed a difference | 71       | 53       |
| Total                    | 133      | 100      |

Comments for Q6:

- Can alter plans if running really late
- I'm sure this information will be useful when I need it
- Is there one at Wickersley?
- Keeps you informed
- May have other time to keep
- Not attended the surgery for a long time
- Not noticed any information yet
- Not noticed but a good idea
- Not noticed yet
- Not seen this in operation
- Not that you can do anything, but at least we know how late it's running

**Seeing the Doctor**

Patient feedback told us you didn't always feel you got long enough with the doctor, so we've produced some leaflets to explain how appointment times are set and how to make the most of your consultation.

**7. Have you seen these leaflets?**

| <b>Response</b> | <b>N</b> | <b>%</b> |
|-----------------|----------|----------|
| Yes             | 26       | 20       |
| No              | 81       | 61       |
| Not sure        | 26       | 20       |
| Total           | 133      | 100      |

**8. Do you think they're useful?**

| <b>Response</b> | <b>N</b> | <b>%</b> |
|-----------------|----------|----------|
| No answer       | 1        | 1        |
| Yes             | 27       | 20       |
| No              | 11       | 8        |
| Not sure        | 26       | 20       |
| Not applicable  | 68       | 51       |
| Total           | 133      | 100      |

Comments for Q8:

- Consultation seems long enough
- I haven't seen a doctor yet
- I haven't seen them
- I haven't used these and have always found my appointment to have enough time for what I have needed and never been rushed
- No idea how much time I'm allocated with the doctor
- Not had such problem with appointment time
- Not seen
- Where are the leaflets? I use Wickersley Surgery and have never seen any
- Where are they?

Due to exceptional circumstances we've lately had to use some locum doctors to make sure the practice runs smoothly.

**9. Have you had a consultation with any of the locum doctors?**

| <b>Response</b> | <b>N</b> | <b>%</b> |
|-----------------|----------|----------|
| Yes             | 68       | 51       |
| No              | 54       | 41       |
| Not sure        | 11       | 8        |
| Total           | 133      | 100      |

**10. How satisfied were you with the care you received from them?**

| <b>Response</b>                   | <b>N</b> | <b>%</b> |
|-----------------------------------|----------|----------|
| No answer                         | 9        | 7        |
| Satisfied                         | 49       | 37       |
| Neither satisfied nor unsatisfied | 12       | 9        |
| Unsatisfied                       | 10       | 8        |
| Didn't see them                   | 53       | 40       |
| Total                             | 133      | 100      |

Comments for Q10:

- After seeing about 4 locums I was made a hospital appointment
- Both of the two doctors I saw were absolutely fantastic with my sons
- Each doctor told me I had a different diagnosis - all wrong!
- He was very efficient and asked many questions
- No reason to
- Not sure who is a locum doctor
- Still 1st class service
- They didn't give me the right diagnosis which resulted in me going to A&E and having surgery twice
- They tend to fob you off for a week, then go back if necessary
- Would prefer to see my own doctor

## 11. Is there anything else you want to tell us about the practice?

- All in all I am very pleased with the surgery. I am a new patient with the surgery and have no complaints, thank you
- All staff are very helpful
- Always polite receptionists, helpful
- Be able to pre-book to see a doctor when I need to
- Be nice to get appointments quicker
- Change number of Clifton from an 08 number to a local one
- Dr Hough the locum didn't even get up to ;look at me, he just stayed in his seat causing him to misdiagnose me - terrible doctor
- For working people who need to book an appointment for that day or the day after, we have to ring at 8am on the day when travelling to work. By the time I get through there are no appointments. When need to book time off at work would be more convenient to book an appointment for the next day but not possible with current system
- Hours open - I work 8-5 and find it very difficult to get time off to visit the doctor. A Saturday morning service or late one evening would be a good thing for a lot of people
- I am happy with the whole service the surgery provides for my children and myself
- I feel me and my wife get an excellent service from the practice
- I find what services I require are very good, depending on what doctor you see
- I have always found the reception to be very helpful and polite at all times. The doctors and nurses are so easy to discuss our problems with and have the time to hear what makes us worry. I wish you every success
- I think the service that the Clifton Medical Centre provides is excellent. I am very happy with this service and always feel supported
- In general the practice runs ok, could be improved in some areas i.e. booking appointments in advance for people that work as they have limited time
- It's very good, no concerns
- Last appointment I had patients seemed to be confused as to whether they would be seen upstairs or downstairs
- Most things have been covered. The main gripe being the queue at reception with only one person on. St Ann's reception appears to run more smoothly, perhaps because the desk isn't built up with the glass partitions and more staff available
- No concerns, very happy with service
- Not at this time
- Phoning for an appointment in a morning is annoying; having to wait for a long time to get through and having got through there are no appointments left!
- The appointment system needs changing. We need to be able to make appointments in advance
- The doctors and receptionists have always been very good and I have always been very happy here
- The only experiences I have at Clifton are great. No complaints at all, I always receive exceptional care, thank you
- There are not enough doctor/nurse appointments at Wickersley. As I love at Wickersley I prefer to have consultations there and I feel the level of service has deteriorated over the last few years
- Trying to get an appointment with a doctor can take up to 2 days even when I keep ringing back every morning!
- Using patients email to make them aware of improvements and changes - this would be helpful for people such as me who do not have to use their GP services on a regular basis

- Very pleased with every service offered. Dr Capehorn has never rushed me during consultations. I have always disliked the display system calling me into appointment - no confidentiality. The old colour coded system was better for this. Your phlebotomy service is excellent.
- When one gets to see a practice doctor, that doctor listens and offers appropriate advice. The difficulty for me has been getting an appointment with a practice doctor
- Whenever my family and I have seen the doctors they have given us time and have been caring and done a great job
- Why don't the doctors listen to their patients? My daughter is in so much pain with gallstones and they won't refer her to hospital for surgery!
- YES! What I want from the practice is to be able to phone up (ONCE would be nice) to get an appointment with a doctor of my choice, preferably on the same day, but certainly within a few days (i.e. 2 or 3)