

2017 Patient Survey Results

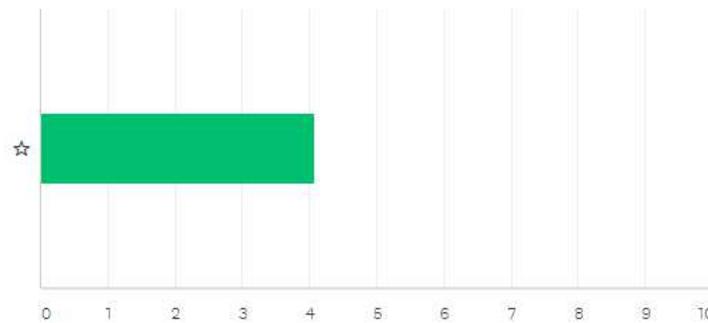
Q2

Customize

Export

Satisfaction with our services How satisfied are you with the services we provide. Are you aware of which services are available at the surgery?

Answered: 100 Skipped: 0



	VERY DISSATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	1.00% 1	2.00% 2	25.00% 25	33.00% 33	39.00% 39	100	4.07

Comments (11)

Responses (11)

Text Analysis

My Categories

Categorize as...

Filter by Category

Search responses

Showing 11 responses

Not having to wait 6 weeks for a routine appointment

Takes ages to get an appointment

When use always good & get things sorted

Yes I am aware but it takes 3 weeks to be seen by the GP and after all that wait you are given only 10 min which is not enough to address your issuesome of them which have accumulated while you wait to be seen

Very efficient and caring staff

This surgery is the heart of Gleadless Valley

Good service

Telephones are answered promptly, 3 minute surgery is great & if you need doctors advice, you can always get a call back same day!! Compared to some other doctors surgeries you get 10/10 from me.

I recommend you to friends as the best doctors I know

I am aware of the services that are available

My experience has always been superb

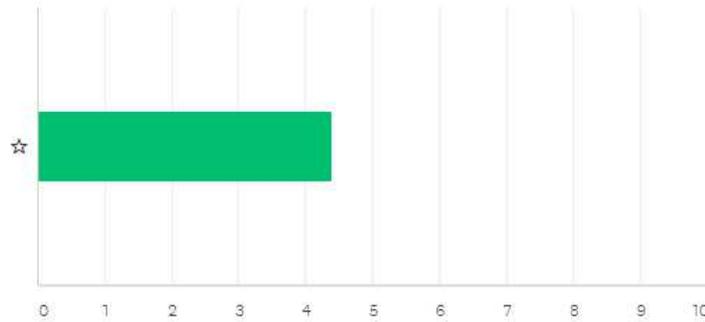
Q3

Customize

Export

Doctors and Nurses. How satisfied are you with the professionalism, expertise and courtesy of the doctors and nurses at the medical centre?

Answered: 100 Skipped: 0



	VERY DISSATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	0.00%	2.00%	9.00%	37.00%	52.00%	100	4.39
	0	2	9	37	52		

Comments (12)

Responses (12)

Text Analysis

My Categories

Categorize as...

Filter by Category

Search responses



Showing 12 responses

Neville the pharmacist is very rude

Nurses very good. Some doctors could be more professional

They do a good job

Very courteous, seems knowledgeable and display professionalism all the time. No complaints
The doctors and nurses work very hard. With more patients to see not always enough hours in the day

The professionalism and expertise of the Dr's & Nurses at GV MC are off the scale! If i moved to the other side of the planet i'd still only trust Dr's & Nurses here

Very good

Not always keen to give antibiotics when needed, situation got much worse due to this.

Always friendly helpful and supportive

All visits have been very positive

We have always been treated with great respect and kindness

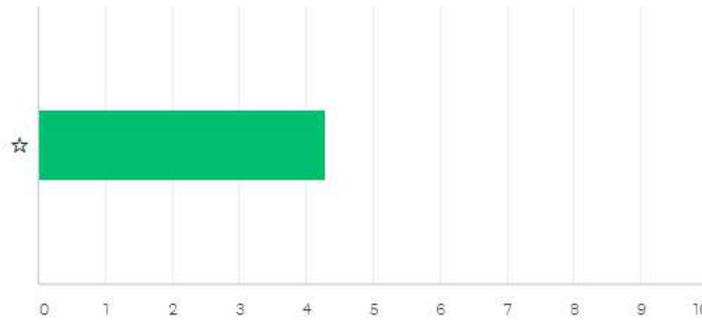
Very satisfied .

Q4

Customize Export

Reception and support staff. How satisfied are you with the professionalism, expertise and courtesy of the reception and support staff at the medical centre?

Answered: 100 Skipped: 0



	VERY DISSATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	6.00% 6	12.00% 12	29.00% 29	53.00% 53	100	4.29

Comments (14)

Responses (14) Text Analysis My Categories

Categorize as... Filter by Category

Search responses

Showing 14 responses

Some of the reception staff are very rude

Most are lovely and helpful

Can be quite sharp at times

Most of the staff is helpful but I do find time to time that the staff on the desk can be rude and not so helpful

Very supportive, easy to talk to and understanding. Always polite.

The reception team are an amazing crew who have to face varying service users/patients and they remain totally professional & friendly

Support staff helpful

Reception could offer more compassion when dealing with patients.

Happy and friendly

It depends on who is on as to the help you get

Not always helpful

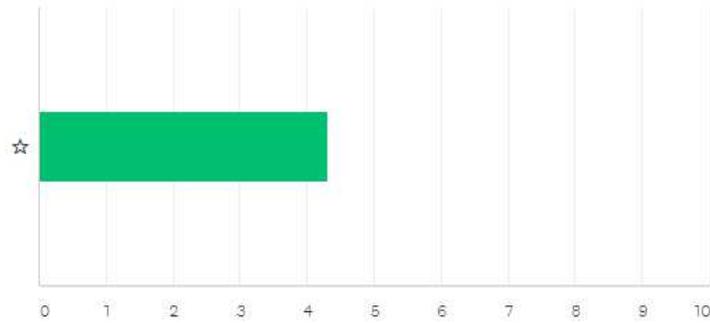
Polite, friendly and helpful and consistent service.

I've only given 3 stars because these days with appointments on line and the screen login at surgery I never really need to speak to them

apart from 1 lady all the staff are lovely and helpful. One staff member can come across a little aggressive at times

SPEAKING WITH a doctor or nurse. Following changes that allow anyone calling the surgery to speak with a doctor on the same day, how satisfied are you with this service?

Answered: 100 Skipped: 0



	VERY DISSATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED	I HAVEN'T NEEDED TO USE THIS SERVICE THIS YEAR	TOTAL	WEIGHTED AVERAGE
☆	0.00%	2.00%	19.00%	24.00%	52.00%	3.00%	100	4.30
	0	2	19	24	52	3		

Comments (11)

Responses (11)

Text Analysis

My Categories

Categorize as...

Filter by Category

Search responses



Showing 11 responses

Sometimes the Dr doesnt call back when they said they would.

Depends on how busy etc

It beneficial to get the call as soon as possible but you have to wait some time and getting anxious waiting for the call and your life is left at a stand still

Very satisfied with this

An excellent idea as hopefully this will relieve appt times in the surgery

Dr Sooklall great doctor

Very helpful services

Gives me piece of mind knowing I can speak to the doctor even if i cant get in to see them

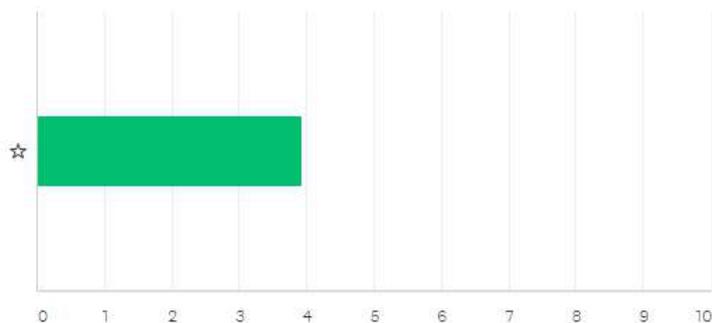
A really good service if 3 min not appropriate

This is very useful when simple advice is needed. We have used it many times.

I have used this service and found it very helpful and reassuring

SAME DAY appointment with a doctor or nurse. Following changes that allow anyone calling the surgery to speak with a doctor and be seen that same day, how satisfied are you with this service?

Answered: 100 Skipped: 0



	VERY DISSATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED	I HAVEN'T NEEDED TO USE THIS SERVICE THIS YEAR	TOTAL	WEIGHTED AVERAGE
☆	5.00%	4.00%	19.00%	19.00%	36.00%	17.00%	100	3.93
	5	4	19	19	36	17		

Comments (8)

Responses (8) Text Analysis My Categories

Categorize as... Filter by Category

Search responses

Showing 8 responses

Receptionists seem to brush off requests for same day appointments

Took a while to try get lump seen so had to wait to do 3 minute on day off

I have never used this service but my family does and its reliable

Think this service needs to be more organised with timings so you know what time the doctor is phoning

I havent seen a Dr on same day and whilst I think excellent I worry the Dr's & Nurses are going to be under more pressure

Very helpful this service

I can never get a same day appointment unless its 3 min

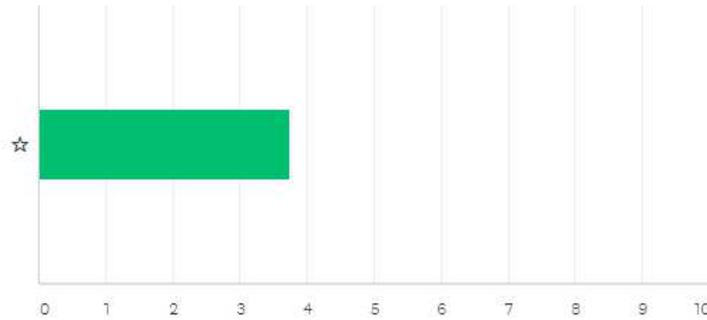
If the doctor needs to see me he or she can see me that day or recommend another surgery

Q7

Customize Export

ROUTINE Nurse & Doctor appointments How satisfied are you with arranging to see a nurse or a doctor for a routine (non-urgent) matter?

Answered: 100 Skipped: 0



	VERY DISSATISFIED	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY SATISFIED	I HAVEN'T NEEDED TO USE THIS SERVICE THIS YEAR	TOTAL	WEIGHTED AVERAGE
☆	6.00% 6	8.00% 8	26.00% 26	19.00% 19	36.00% 36	5.00% 5	100	3.75

Comments (13)

Responses (13)

Text Analysis

My Categories

Categorize as...

Filter by Category

Search responses

Showing 13 responses

4 weeks for an appointment is ridiculous

The service is excellent

Very satisfied, no problems

I have to wait a long time for an appointment

I recently had an appointment to have bloods taken for my thyroid which were done but not for thyroid I made second appt which was cancelled and still have no medication which is affecting me.

A non urgent appt is attainable within a reasonable time. On occasion it has been a long time but a non emergency is exactly that - non emergency

Very helpful service

Sometimes you are waiting for 3 weeks but if its not urgent its not a problem because you can speak to a doc. They will see you before if they think you need to.

Excellent doctors high standards of respect and care. Worth the wait.

You have to wait a long time for a routine appt. 4 weeks in my experience.

Sometimes waiting a while.

I have b12 every 3 mths so appointments are consistent and easy to make. I have struggled to get in the Drs within a 2 week period though

The online booking system is very good. I can choose times suitable for us.

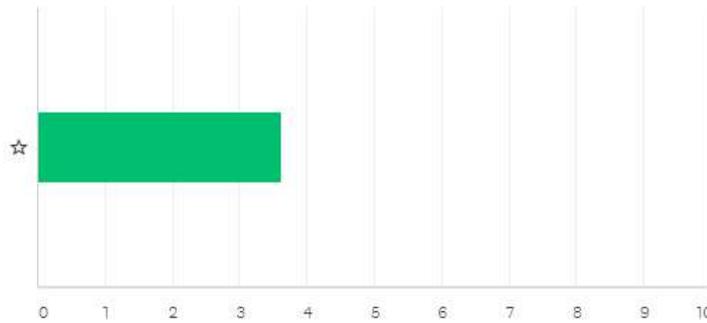
Q8

Customize

Export

How easy is it to get through on the phone? Taking into consideration that patients will always try to phone first thing in the morning, how easy do you feel it is to contact the surgery by phone?

Answered: 100 Skipped: 0



	NOT EASY AT ALL	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY EASY	TOTAL	WEIGHTED AVERAGE
☆	6.00% 6	9.00% 9	28.00% 28	32.00% 32	25.00% 25	100	3.61

Comments (13)

Responses (13) Text Analysis My Categories

Categorize as... Filter by Category

Search responses

Showing 13 responses

Sometimes the phone rings for 10-15 mins and no-one answers

Spend too much time listening to options to speak to someone

It is not always easy to get through seems to take quite a bit.

There is always someone at the end of the line

I've never had any problems

Long hold time

Never waiting long on hold always get through and they're always polite happy to help

Very easy

Not easy at all always engaged

Max wait time no longer than 5 mins which to me is acceptable. Compared to other GPs surgeries you excel in this

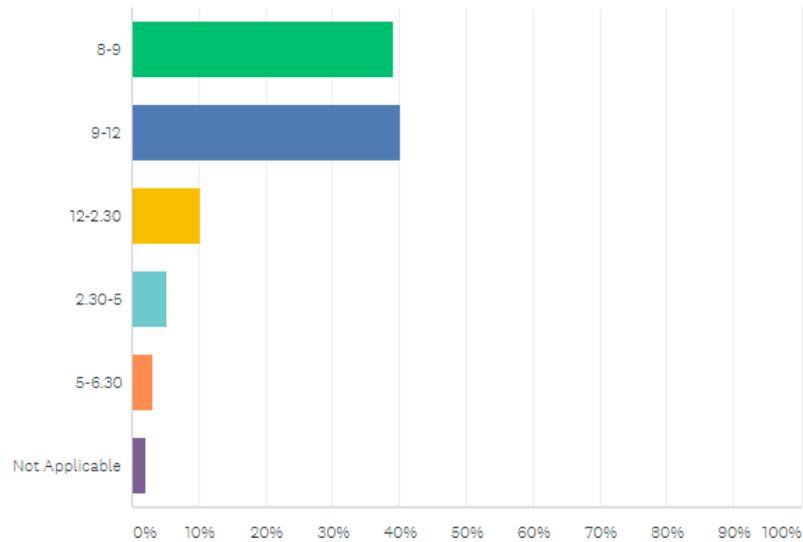
It's never straight forward I always get put on hold.

It depends on time of day. Pointless trying in the morning. Best time I've found is mid afternoon

it can be difficult when it comes to reordering prescriptions on line due to the small time slot that's available

What time are you trying to phone the surgery?What time of day are you trying to contact the surgery?

Answered: 97 Skipped: 3



ANSWER CHOICES	RESPONSES
8-9	39.18% 38
9-12	40.21% 39
12-2.30	10.31% 10
2.30-5	5.15% 5
5-6.30	3.09% 3
Not Applicable	2.06% 2
Total	97

Comments (7)

Responses (7) Text Analysis My Categories

Categorize as... Filter by Category

Search responses

Showing 7 responses

Call at different times

It varies and now I use emis (when i remember)

Very happy I can always get through even at busy times.

Many times

No matter what time I phone I usually have to wait but it does get easier as the day goes on

Varies

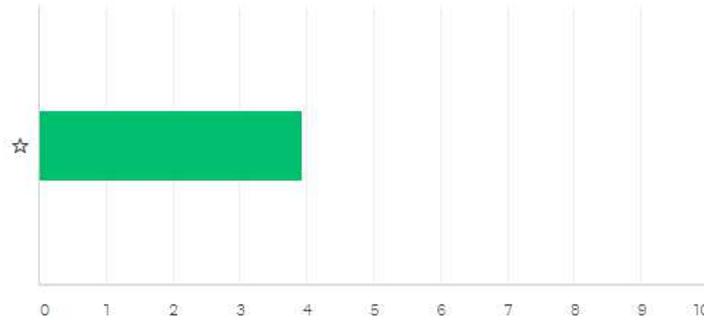
I still have a massive problem trying to get a same day appointment. I have have been told more than once there are no appointment available and to use three minute service , which is not necessarily suitable

Q10

Customize Export

Online Services Do you find our online services for making an appointment and ordering repeat prescriptions easy to use?

Answered: 100 Skipped: 0



	VERY DIFFICULT	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY EASY	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
☆	2.00% 2	4.00% 4	6.00% 6	12.00% 12	17.00% 17	59.00% 59	100	3.93

Comments (20)

Responses (20) Text Analysis My Categories

Categorize as... Filter by Category

Search responses

Showing 20 responses

Sometimes it is and sometimes it is not.

I would like to be able to order repeat prescriptions over the phone.

Brilliant!

Never used them

Not computer friendly

Never used them

Dont use it

Not used online service yet.

I never tried online services

Never used it

Need to obtain new log in

Never used this service

Dont use online

Not used online service

Never tried, I didnt know this was an option.

Dont do online

I shy away from this as either on the go and not convenient or I've forgot log in details

I wasn't even aware of this service & I was going to say it would be easier to make an appointment online. I'll check this out!

I use it all the time for repeat prescriptions and booking appointments

the short time limit does make it very difficult. We have been hanging on the phone waiting to get through but when it comes to the deadline time we have been cut off and have to try again the next day. which seems a little unfair when we had rung in time but the line was busy