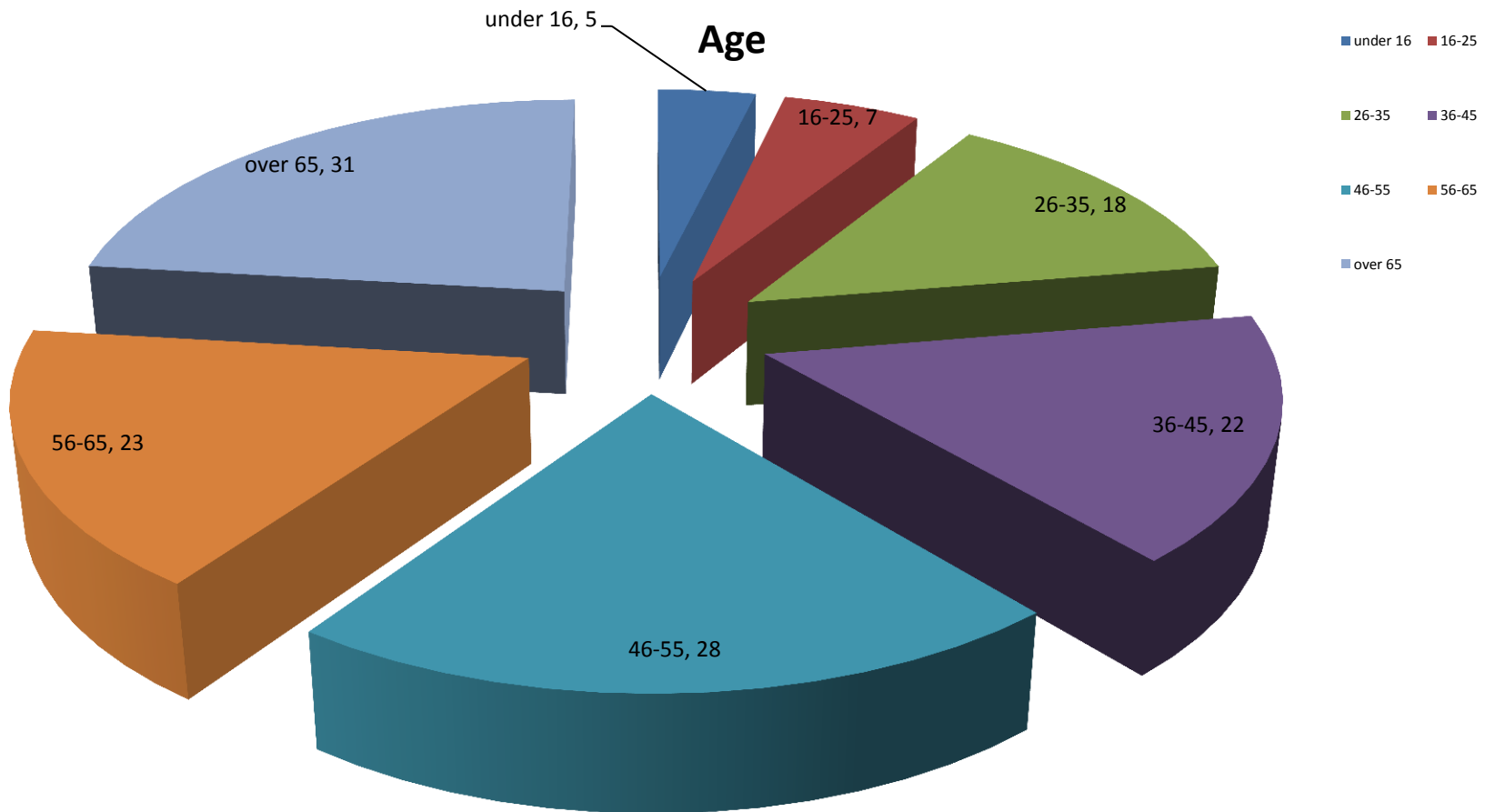


St Ann's PPG

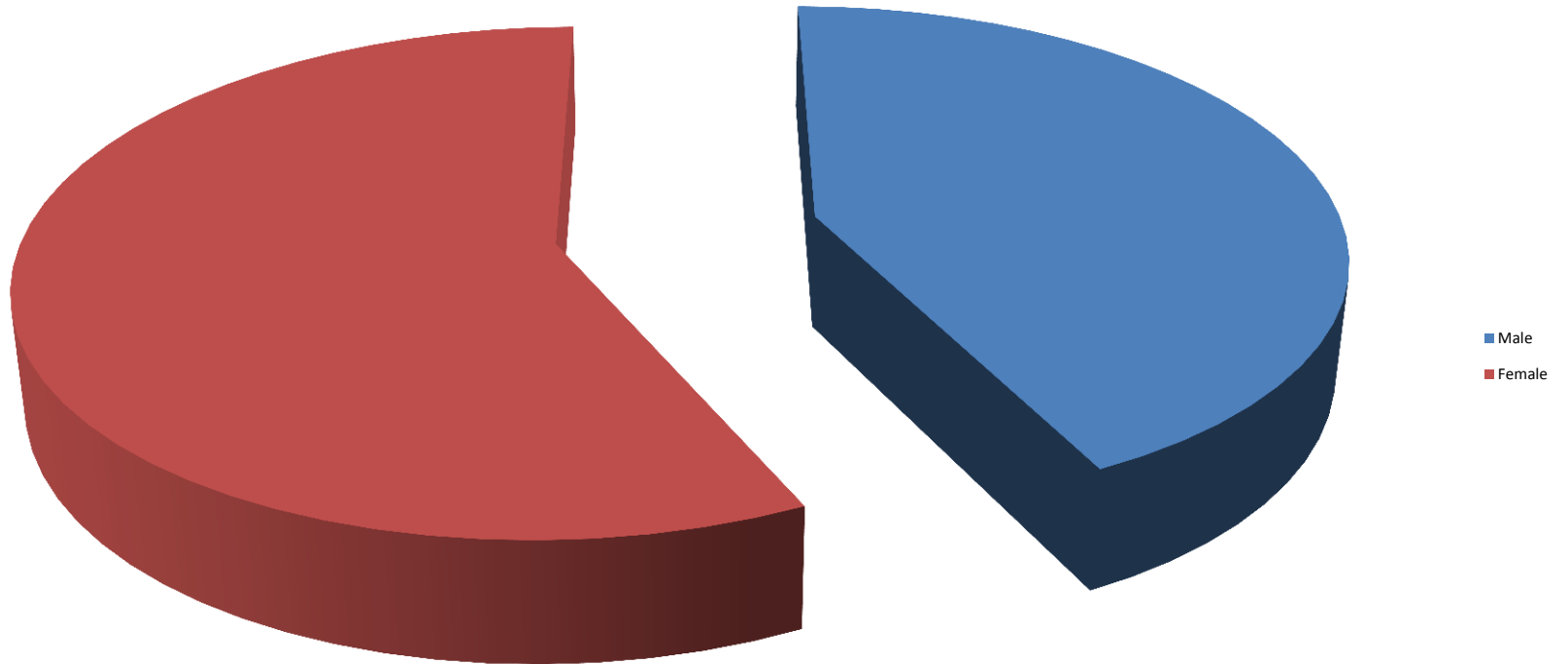
Survey Results

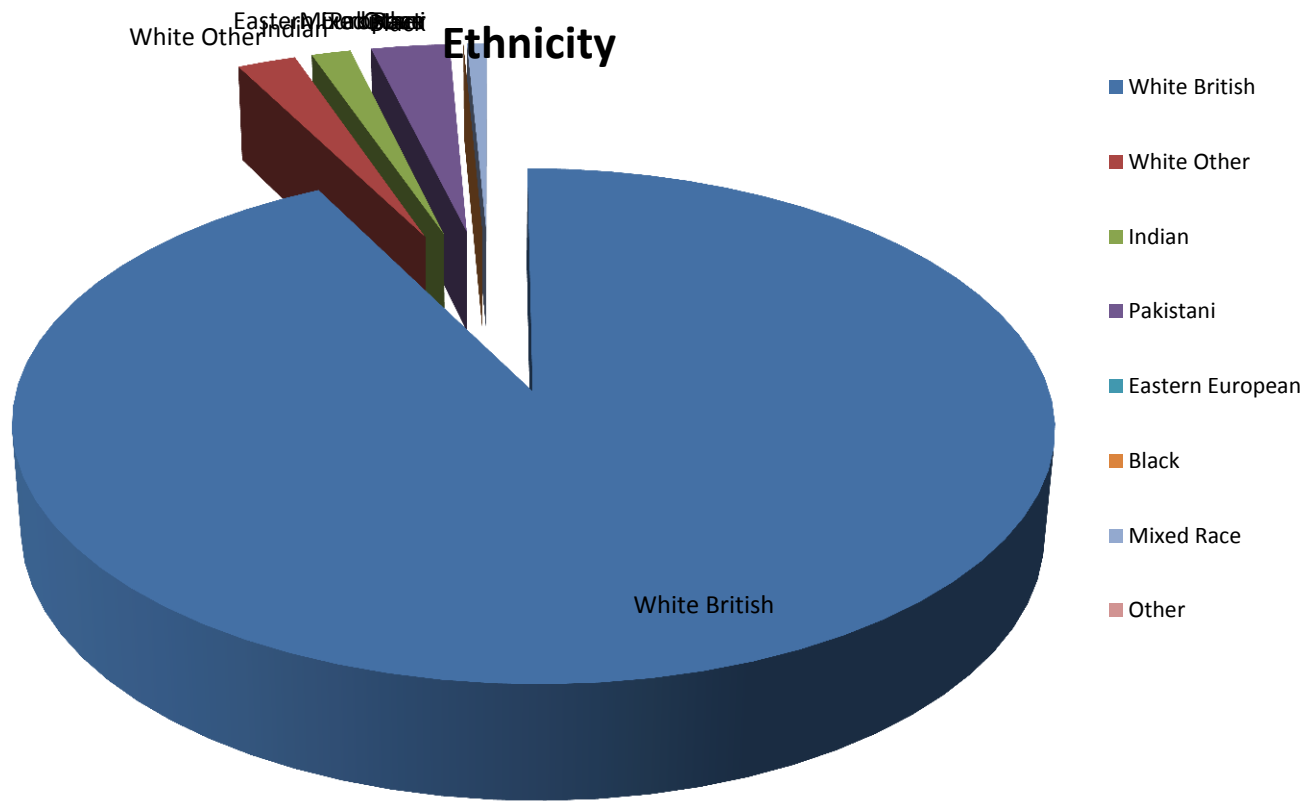
2013/14

Patient Demographics

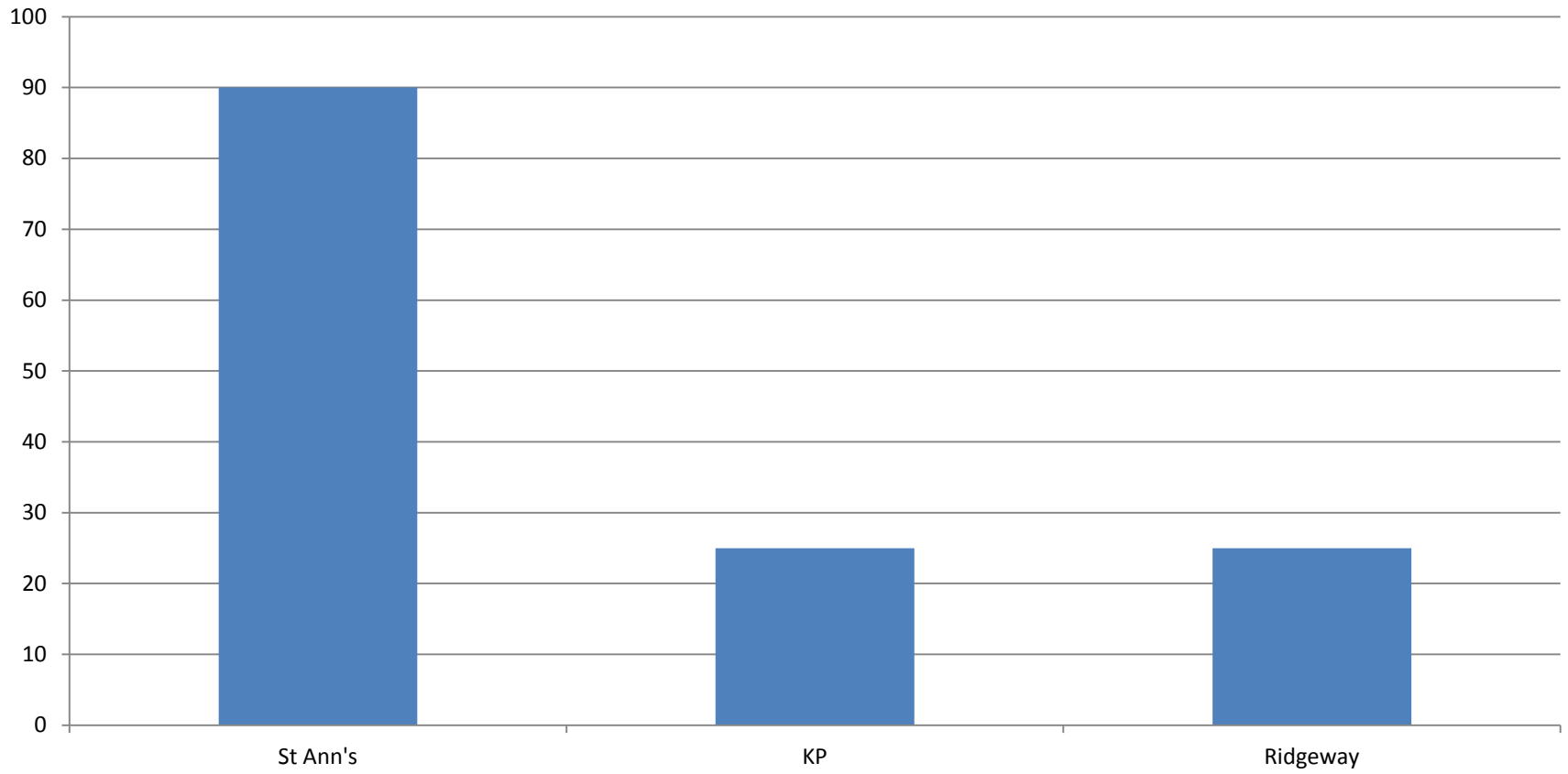


Sex



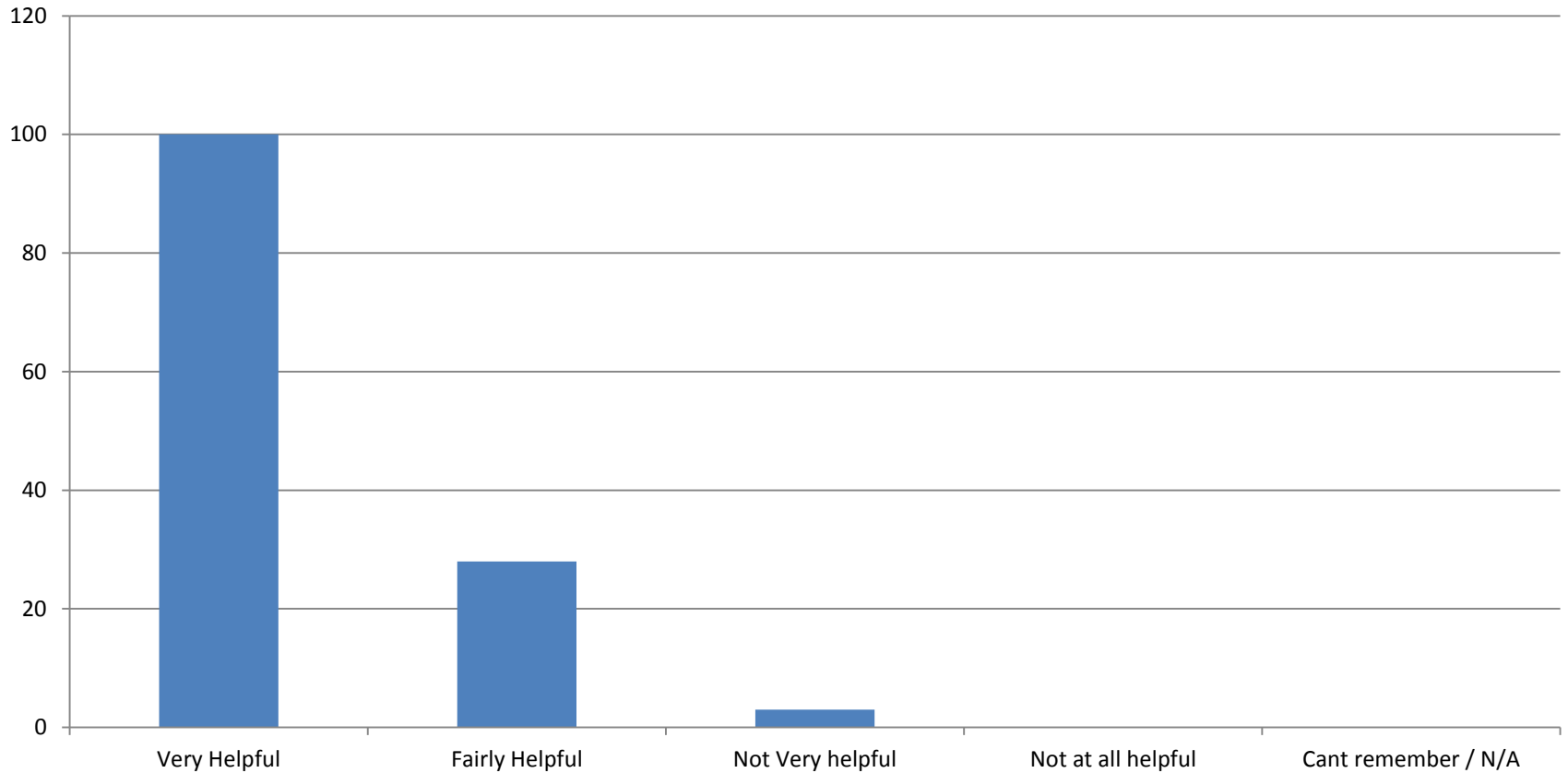


Site Usually Attended

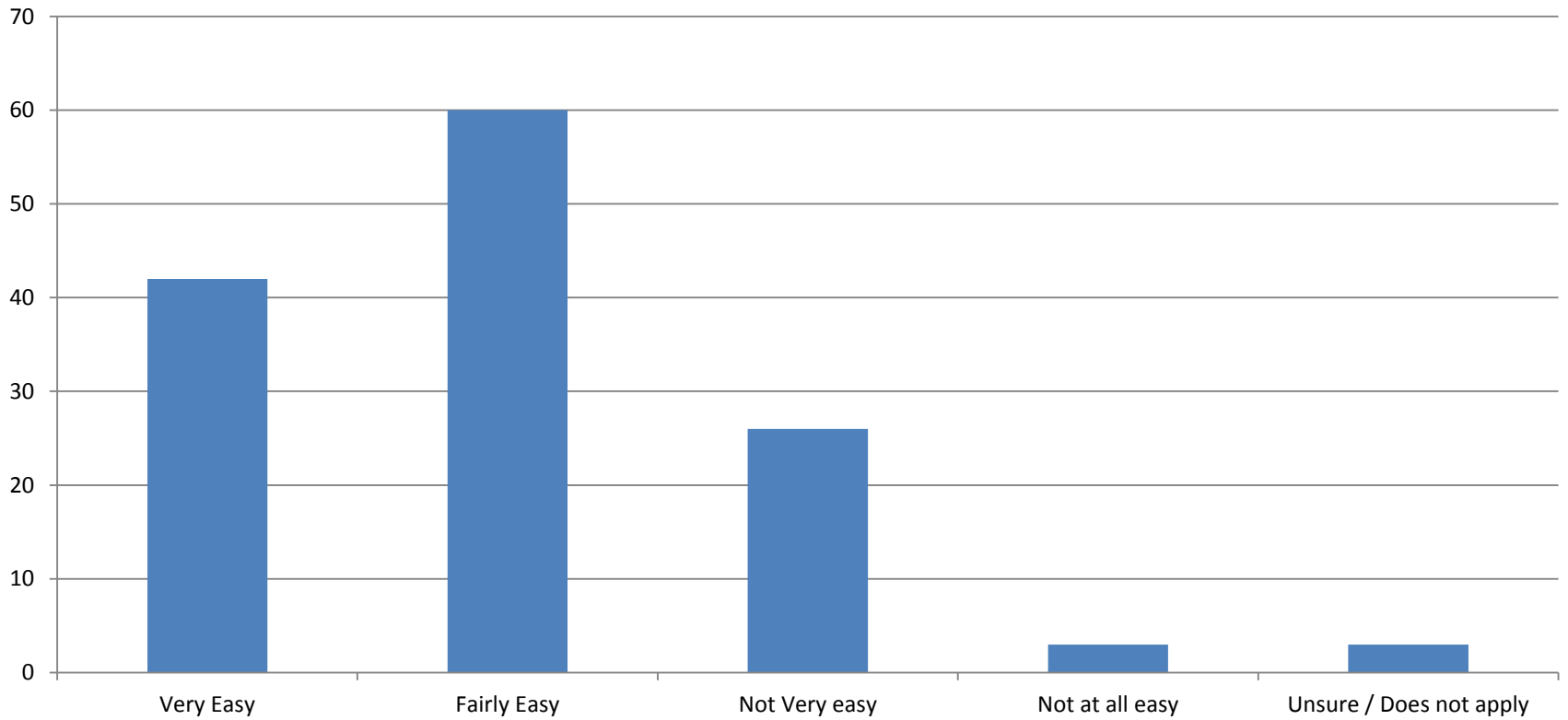


Reception Issues

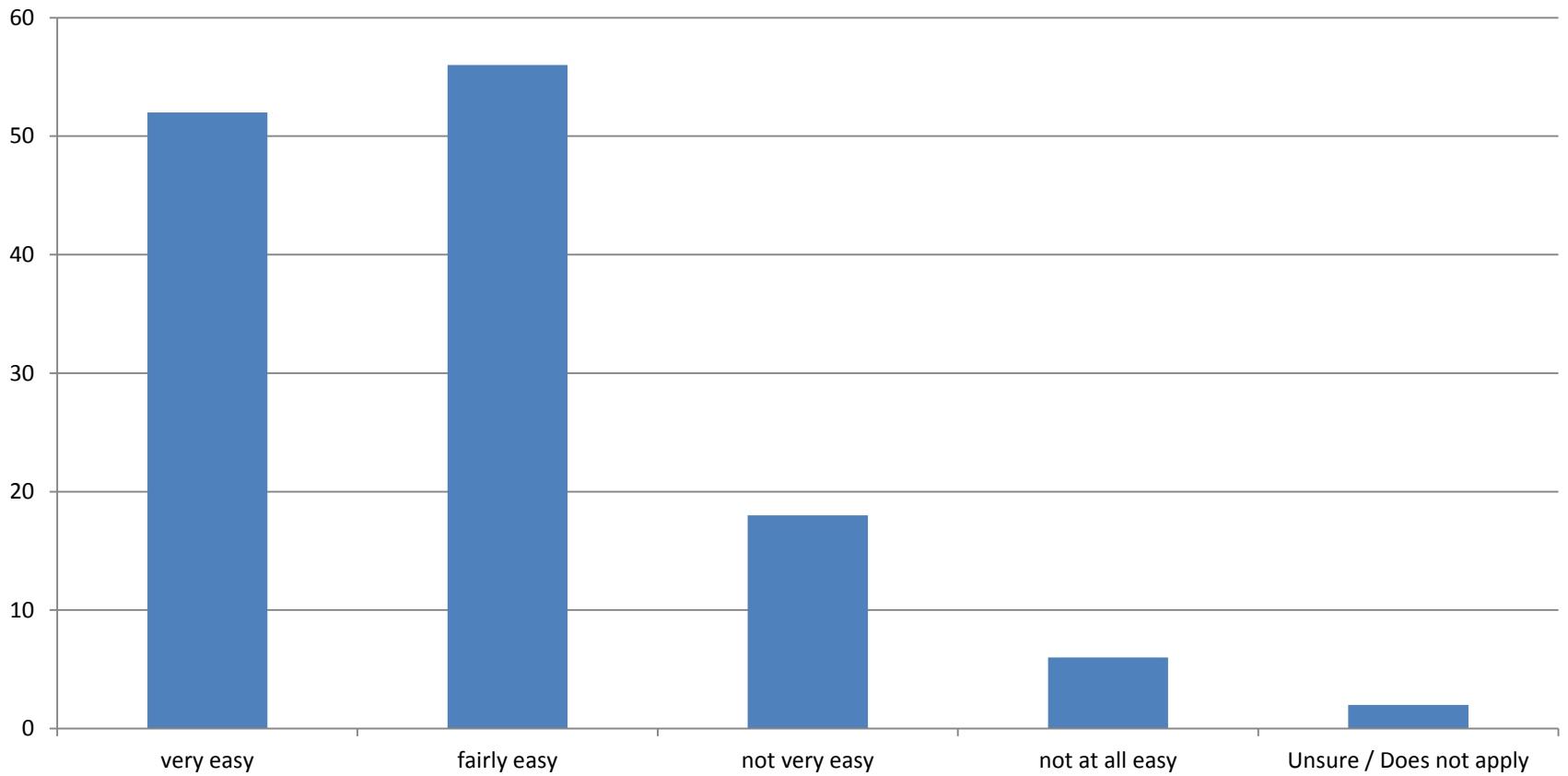
How Helpful are Receptionists



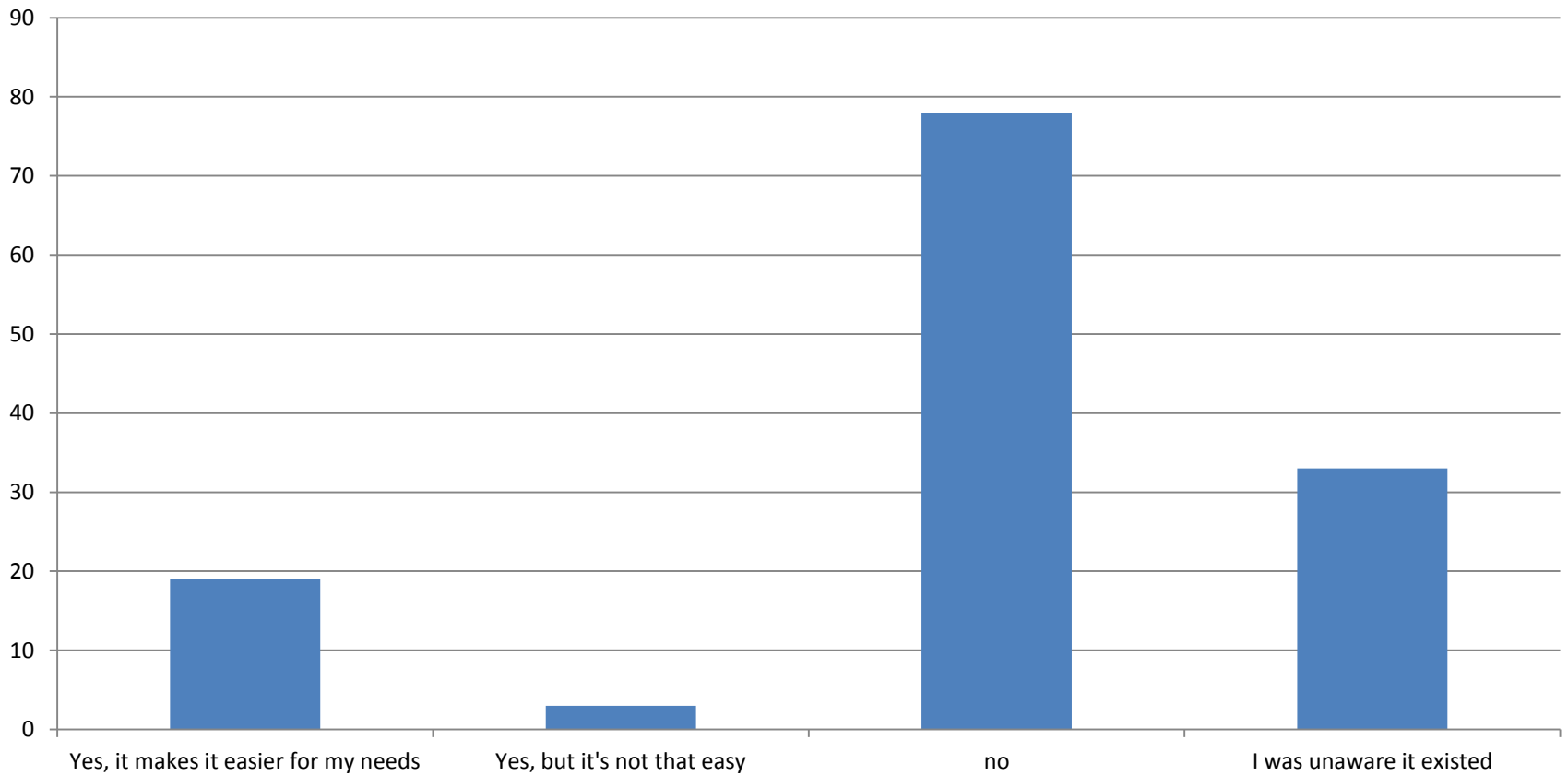
How Easy is it to get through on the phone



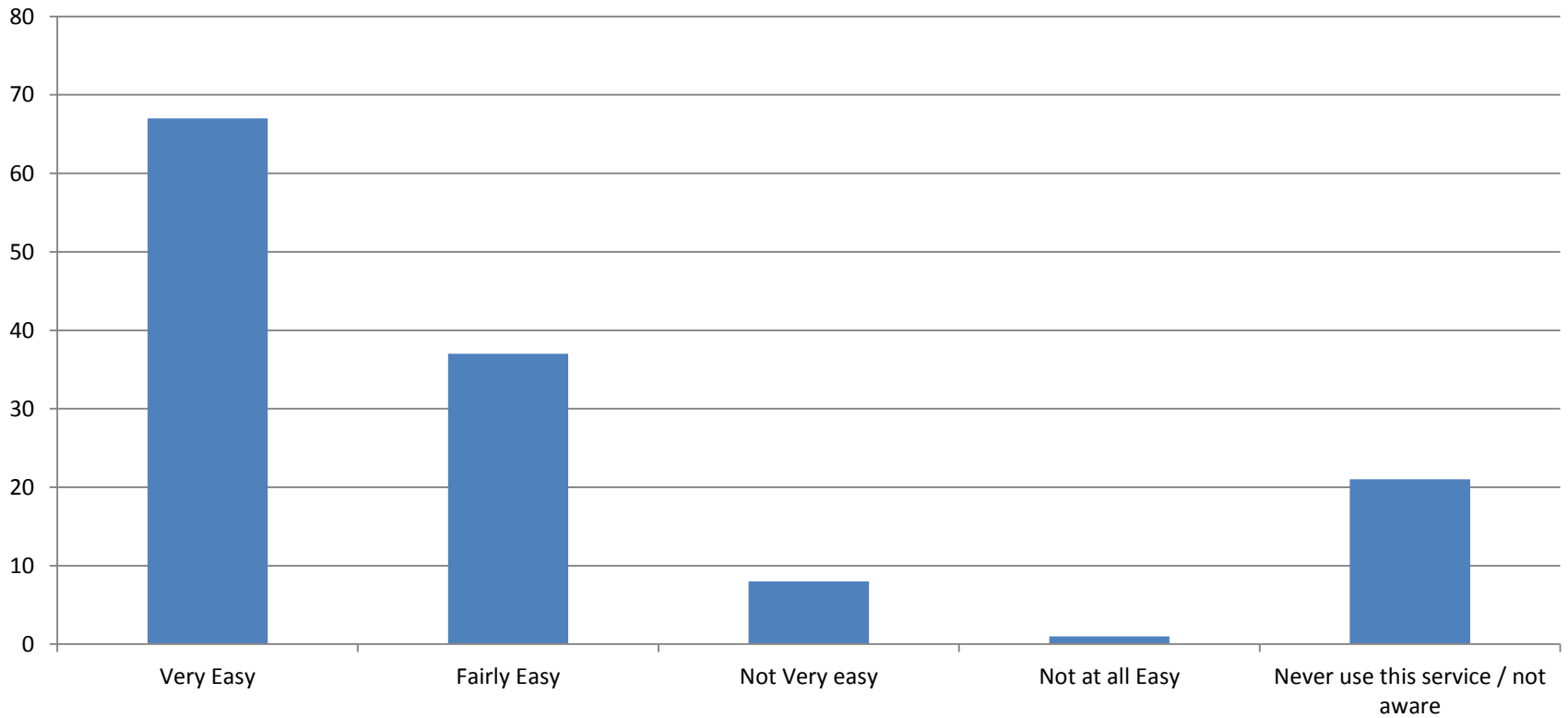
Booking appointments by phone



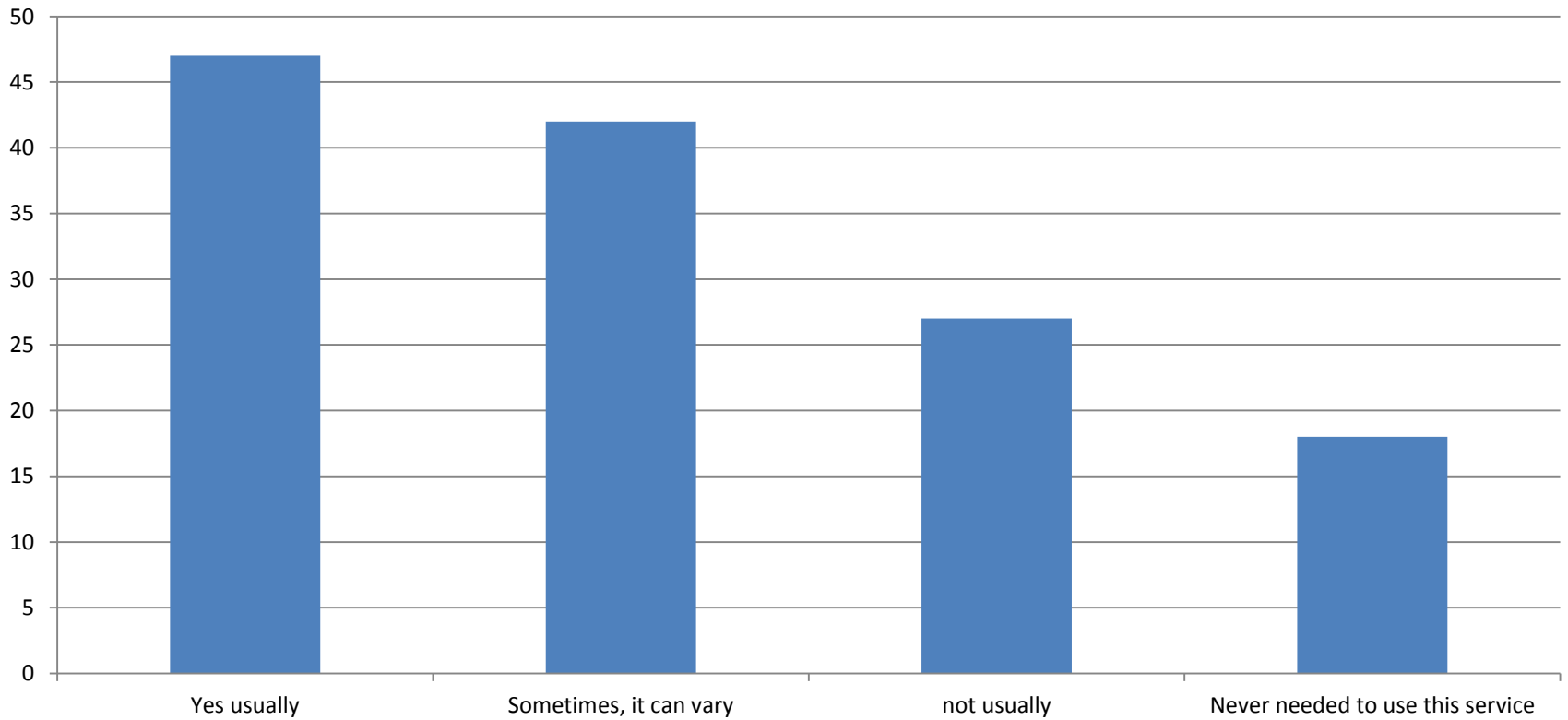
Do you use our online appointment booking?



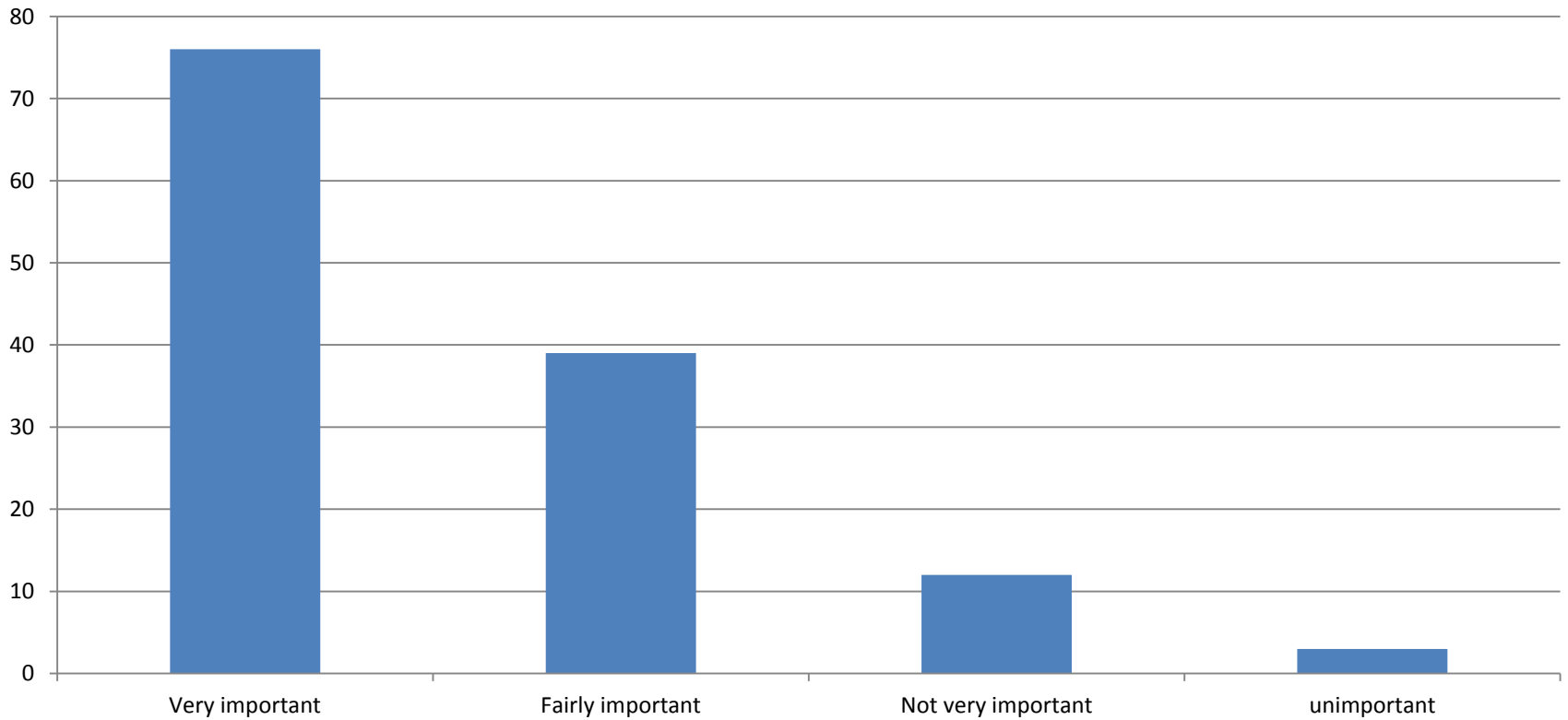
How Easy do you find using the Nurse Triage system for urgent appointments?



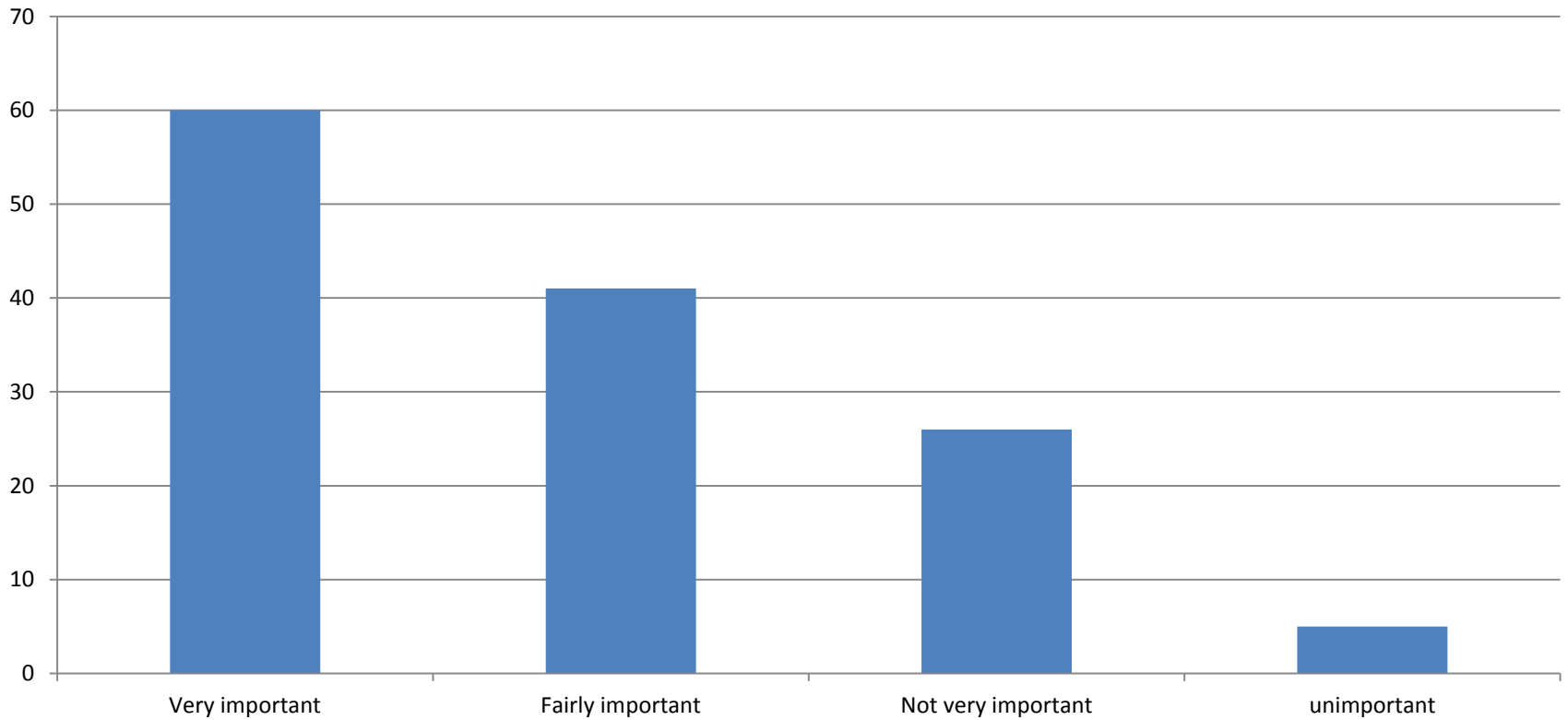
If you need to see a GP or nurse practitioner urgently, can you usually get seen on the same day?



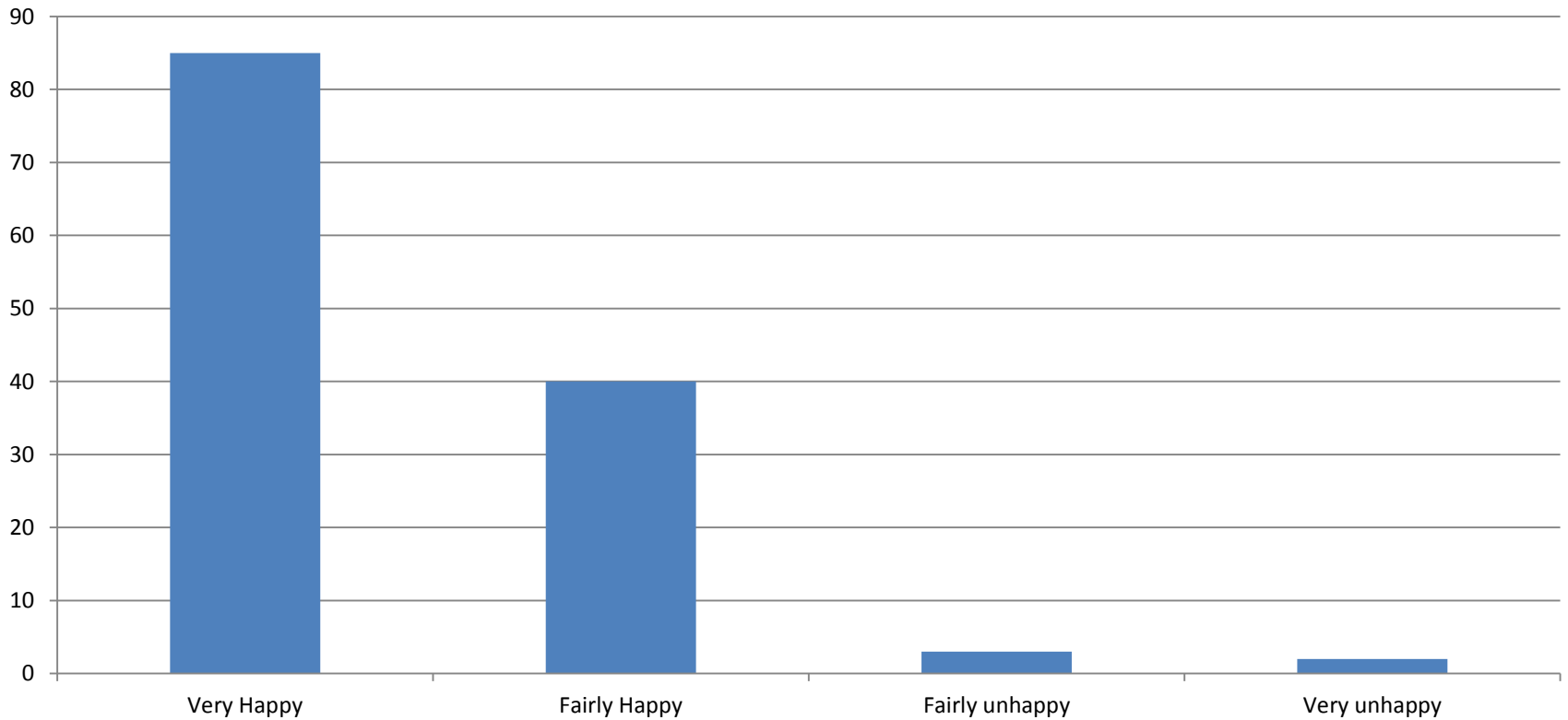
How important is it to you to be able to book appointments in advance?



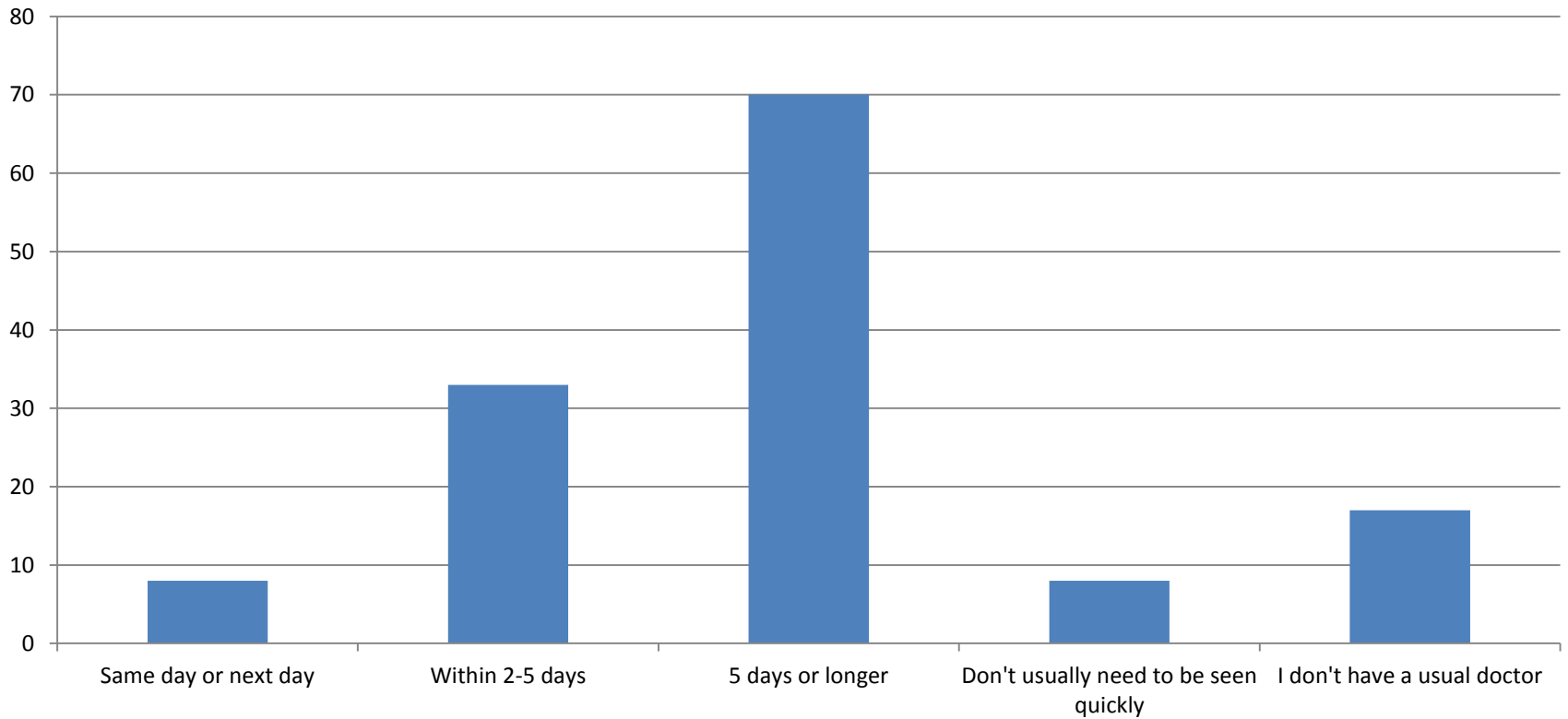
How important is it to you to see your usual doctor for routine problems rather than the next available doctor ?

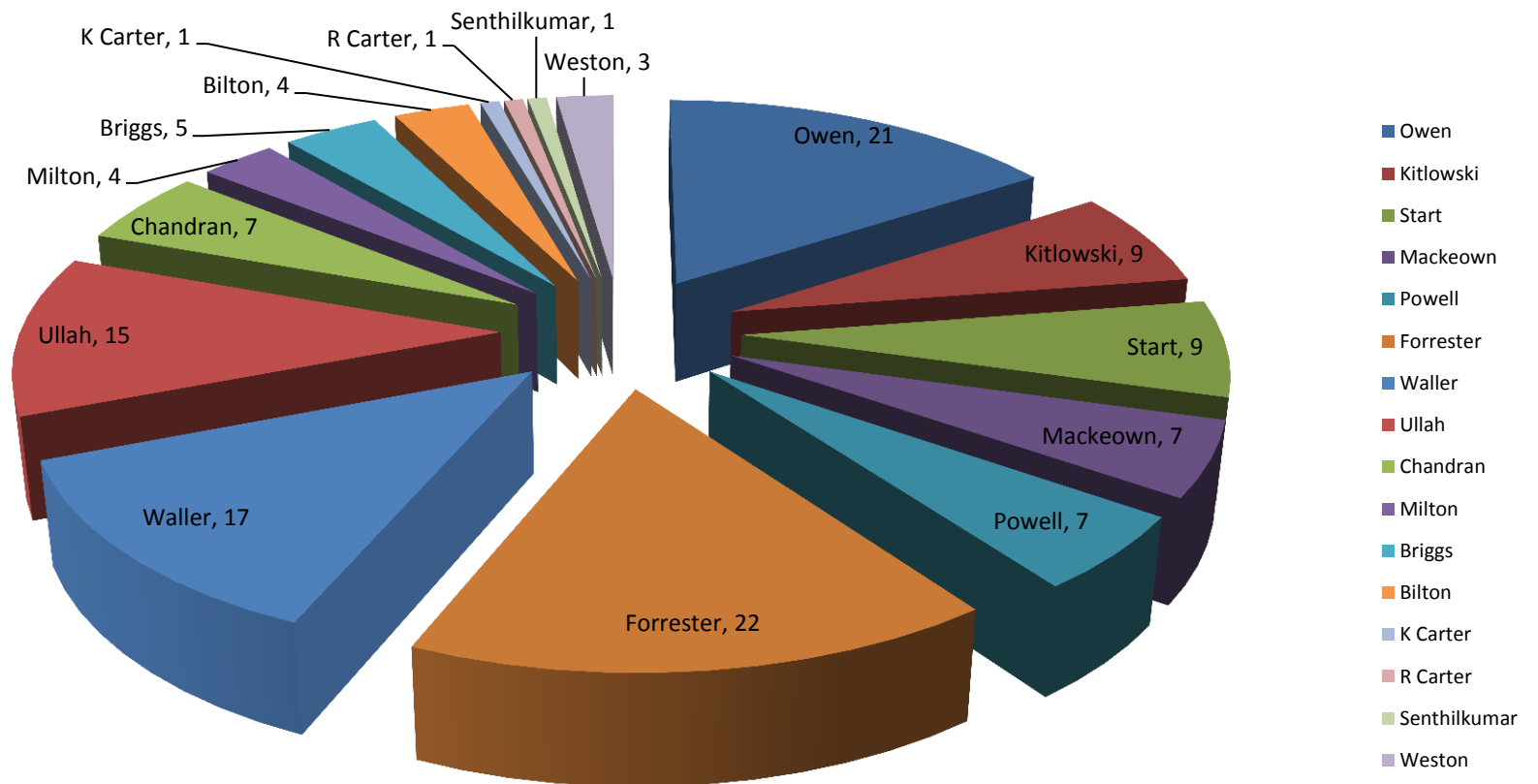


How happy are you to see any doctor if you have an urgent problem and can be offered a same day or next day appointment?

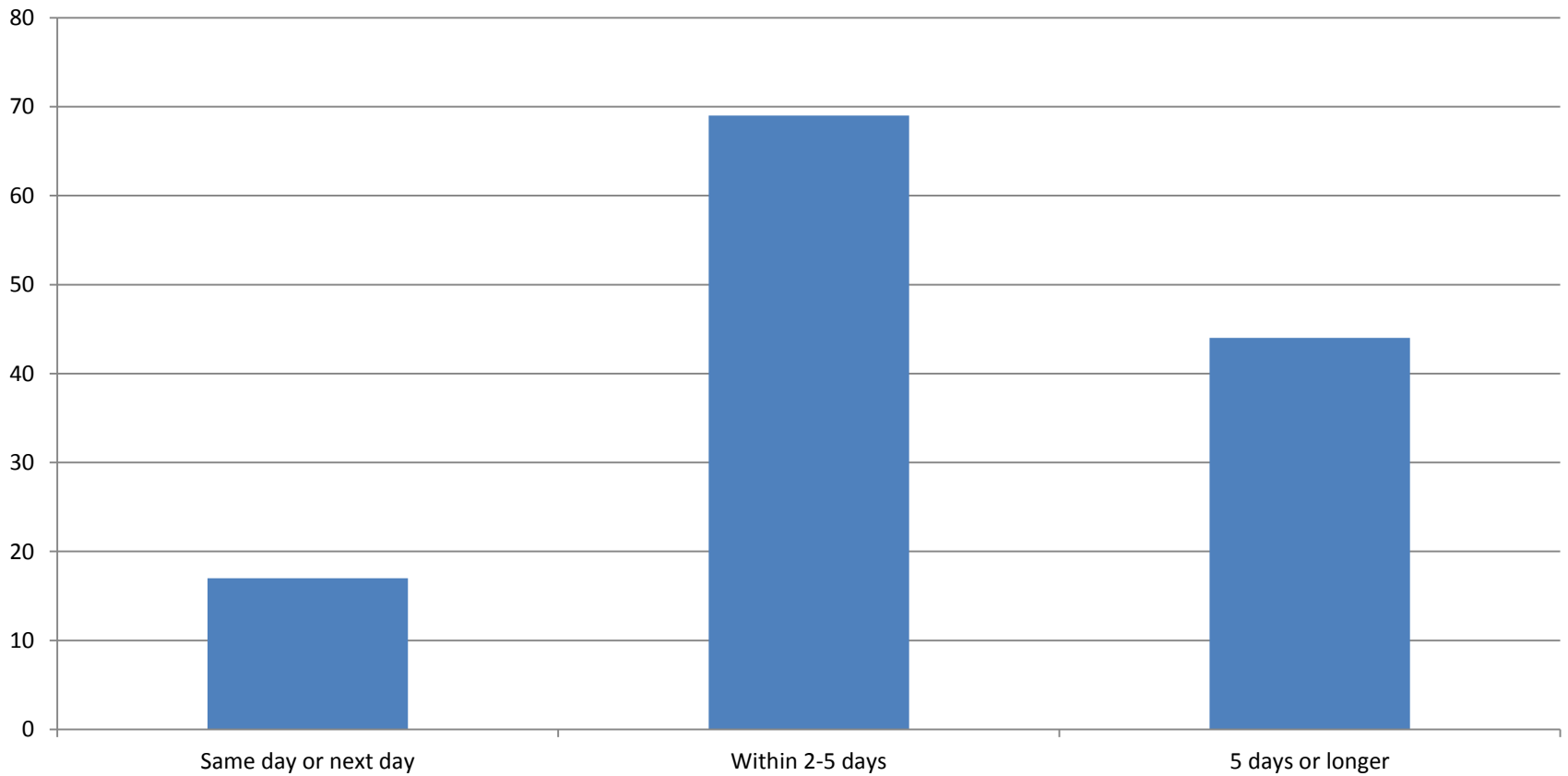


How long does it take to get an appointment with your preferred doctor?

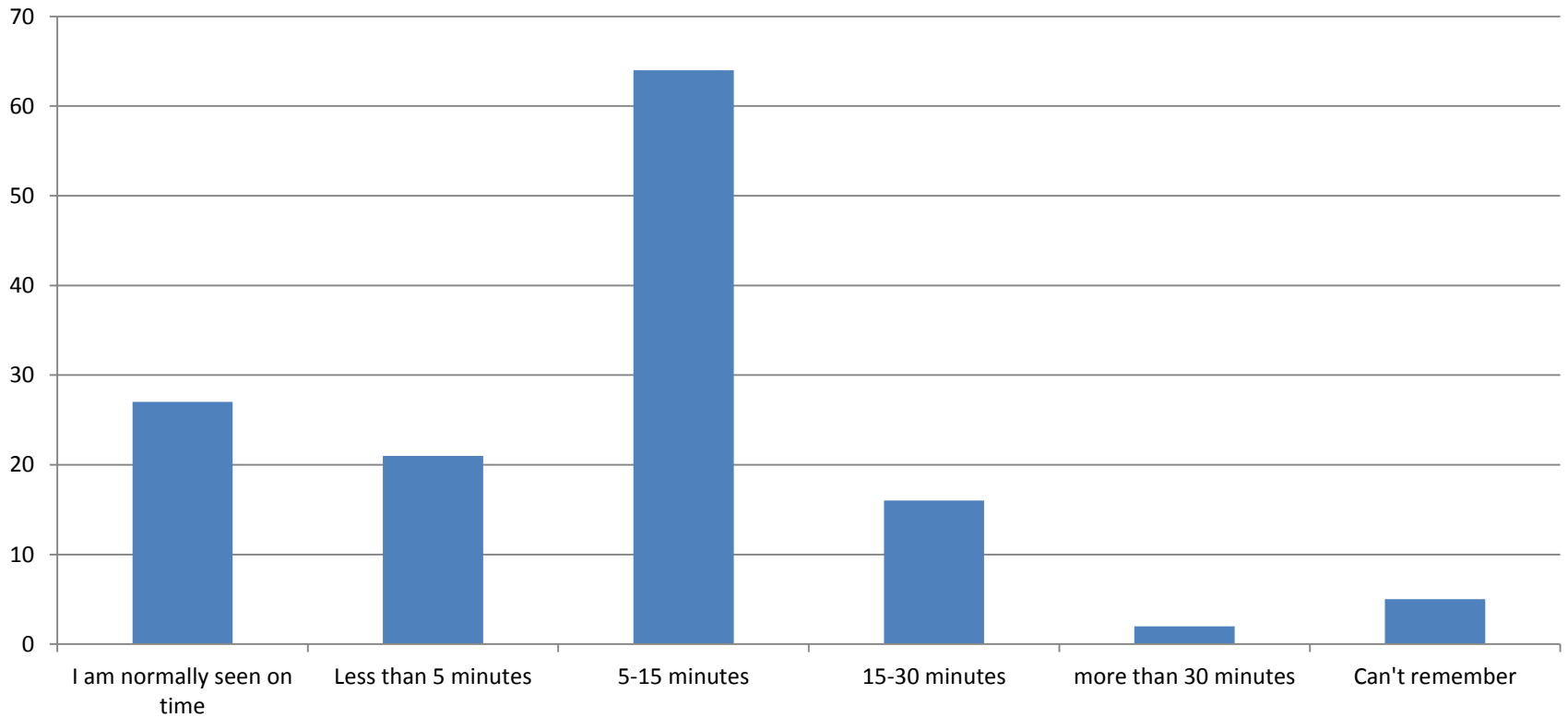




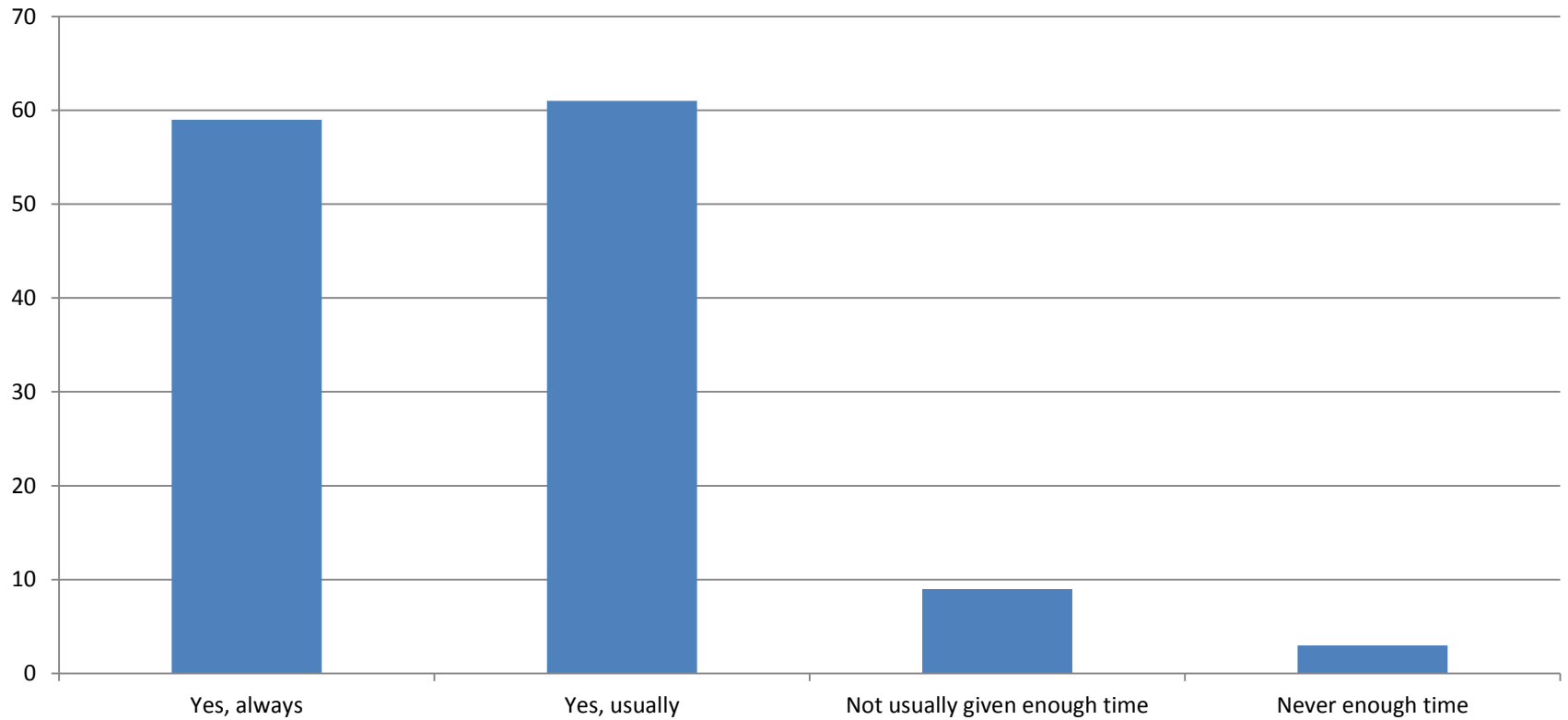
How long does it take to get an appointment with any doctor ?



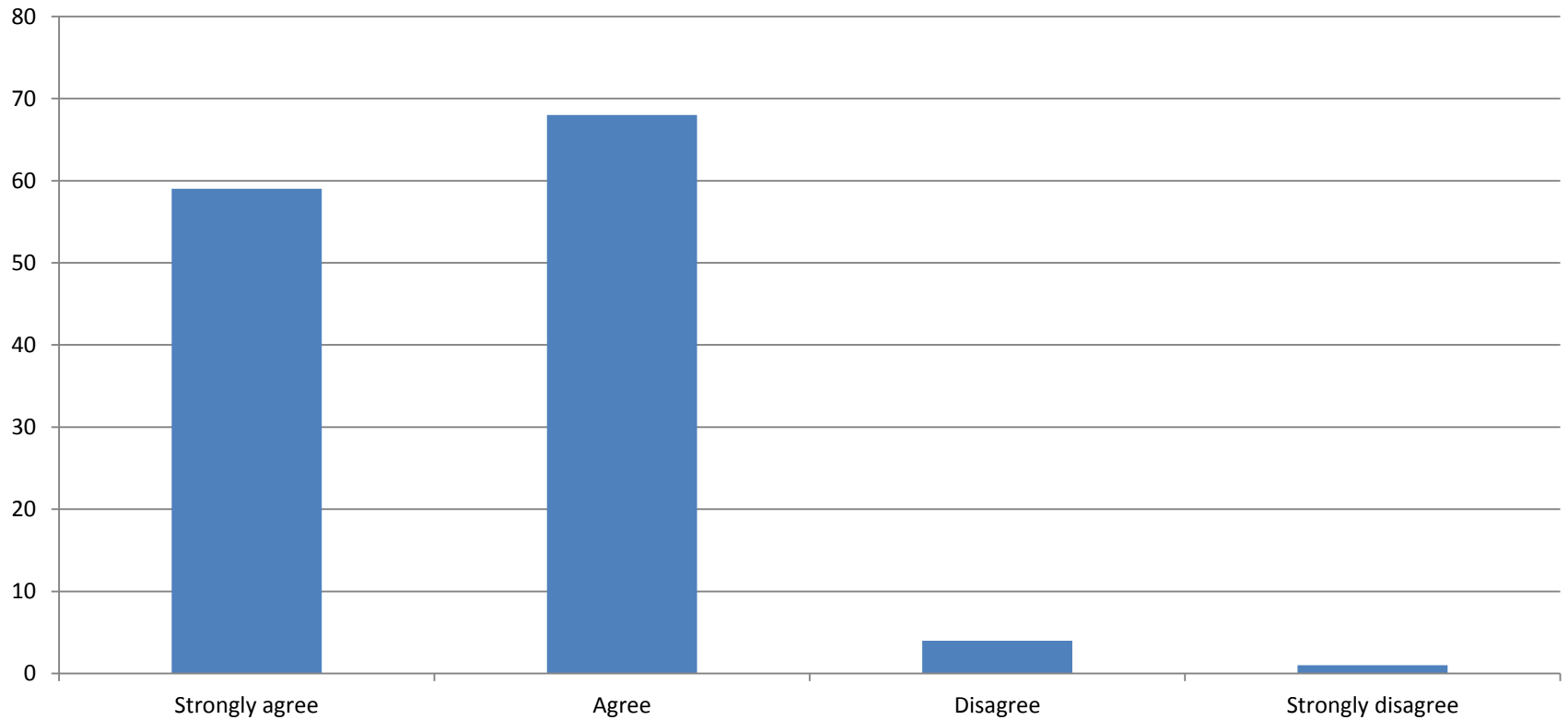
How long after your appointment time do you normally wait to be seen?



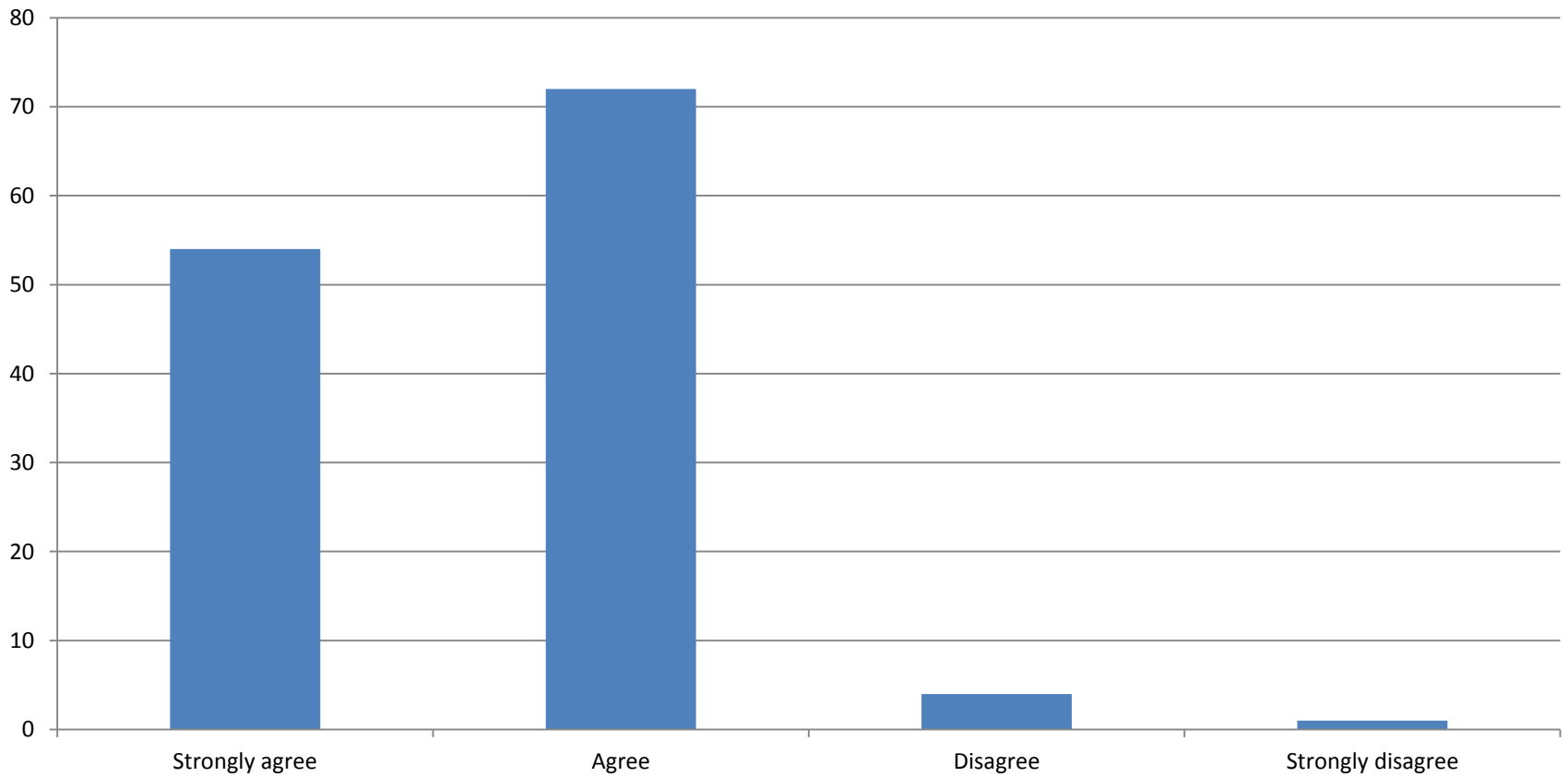
Do you feel when you see the doctor or nurse that you are given enough time?



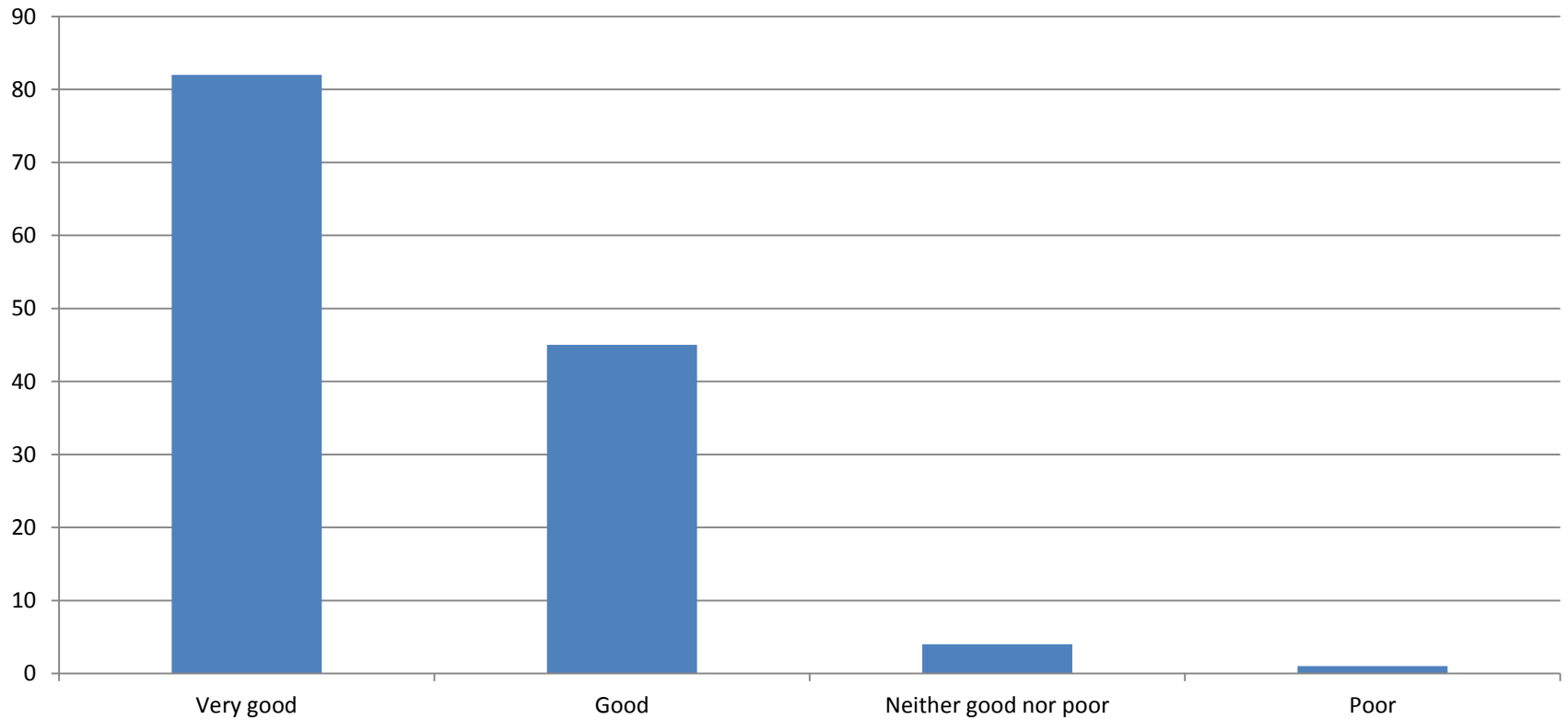
Do feel that the doctors or nurses listen to you during your consultation ?



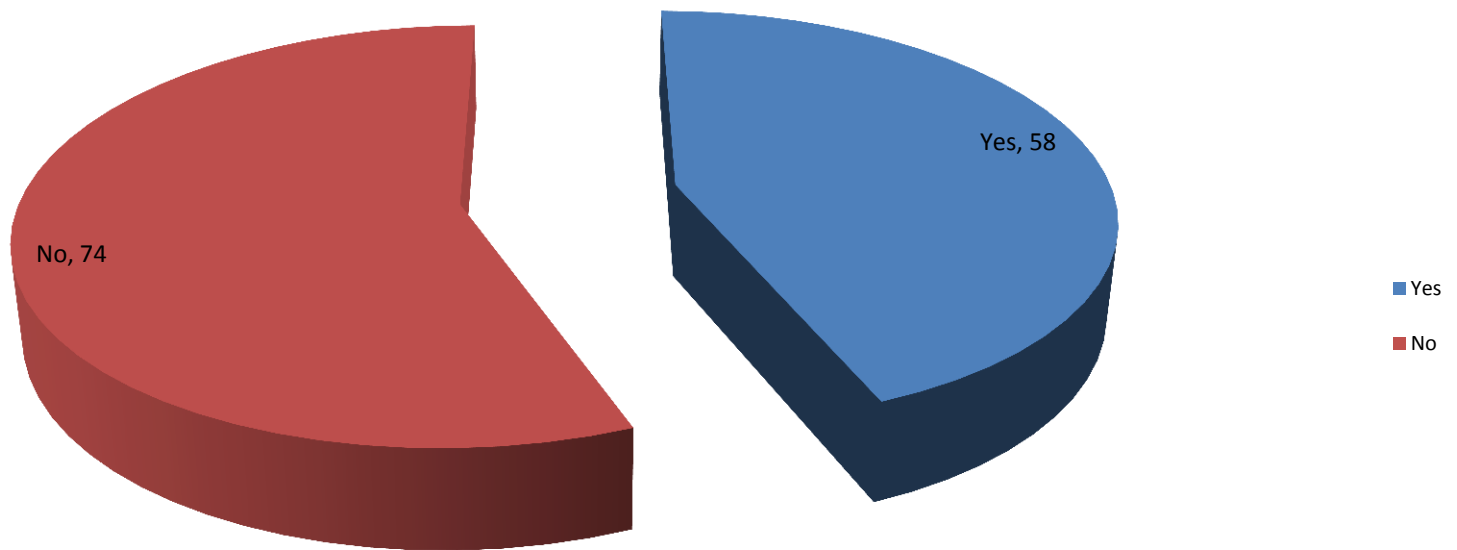
Do the doctor and nurse involve you in decisions about your care?



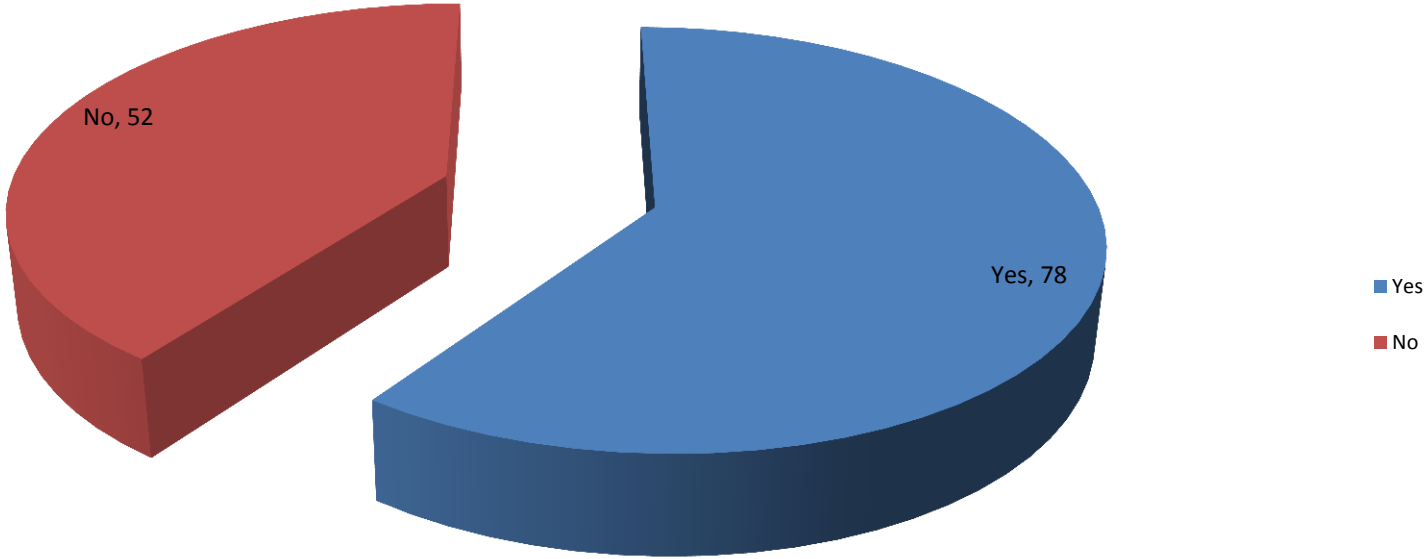
How good was the doctor or nurse at explaining things clearly and patiently?



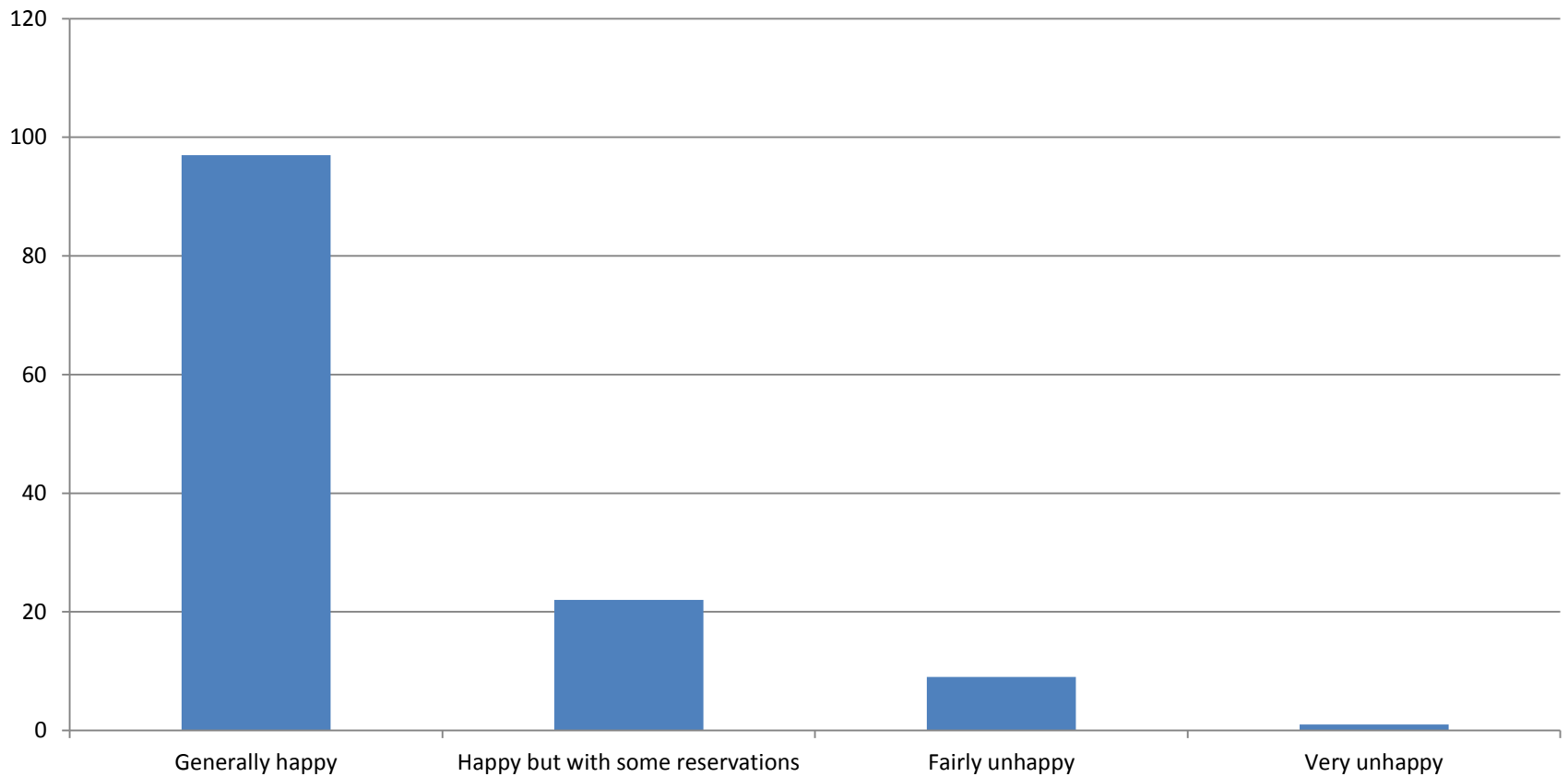
Would you be interested in having a 5 minute appointment where the GP only deals with 1 new problem



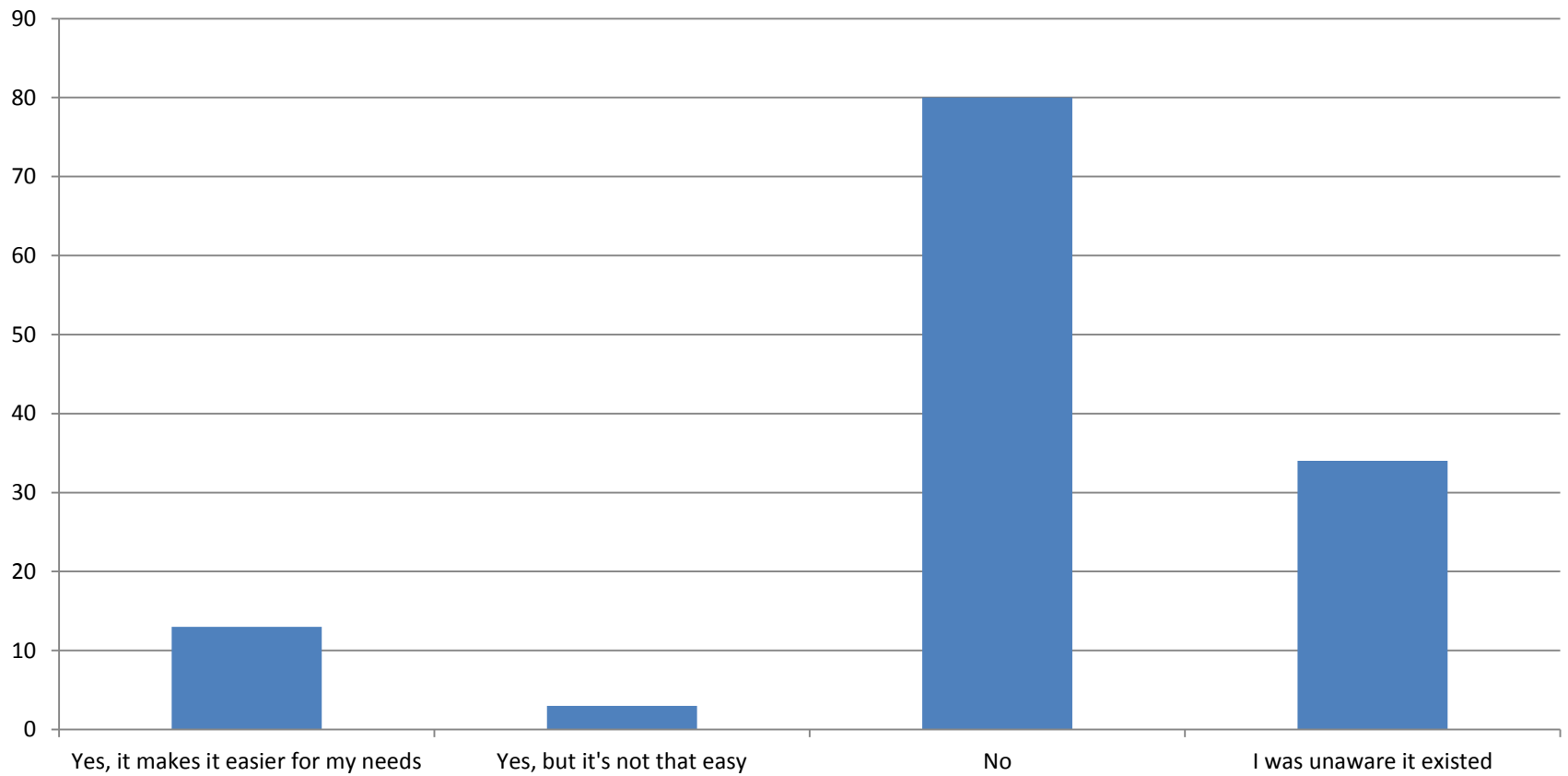
Would you be interested in having a GP ring you back even if this meant a reduction in face to face appointments



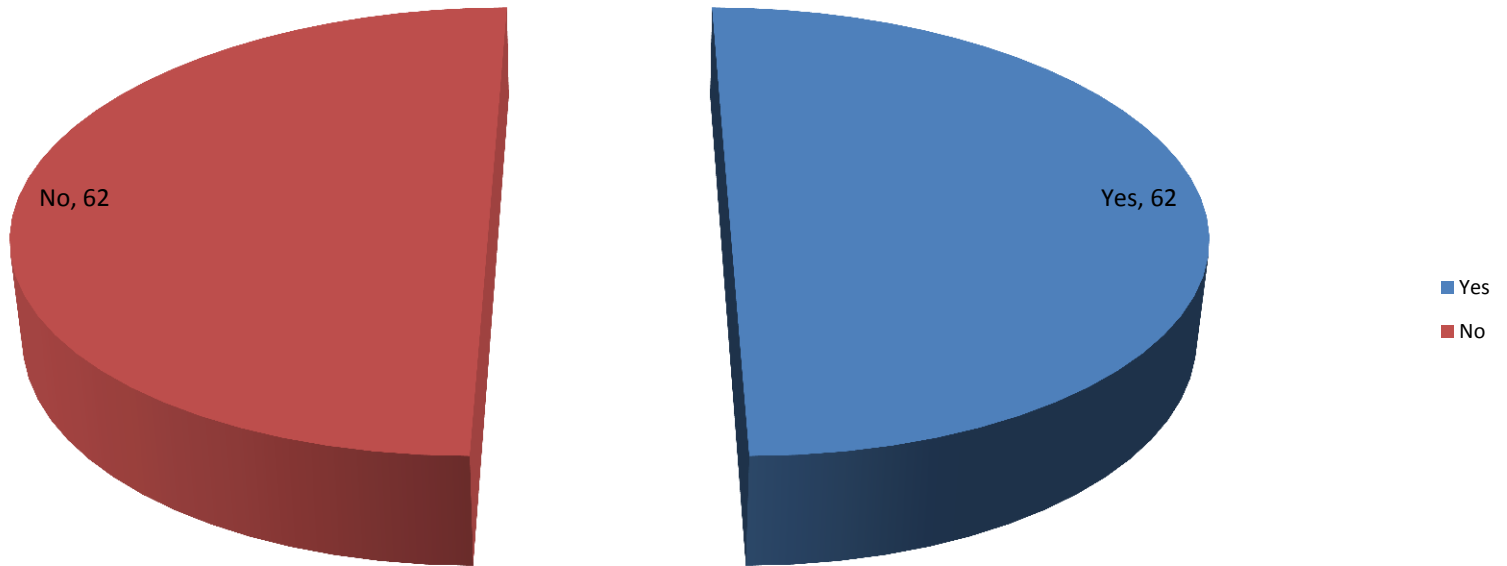
How happy are you with the current repeat prescription service ?



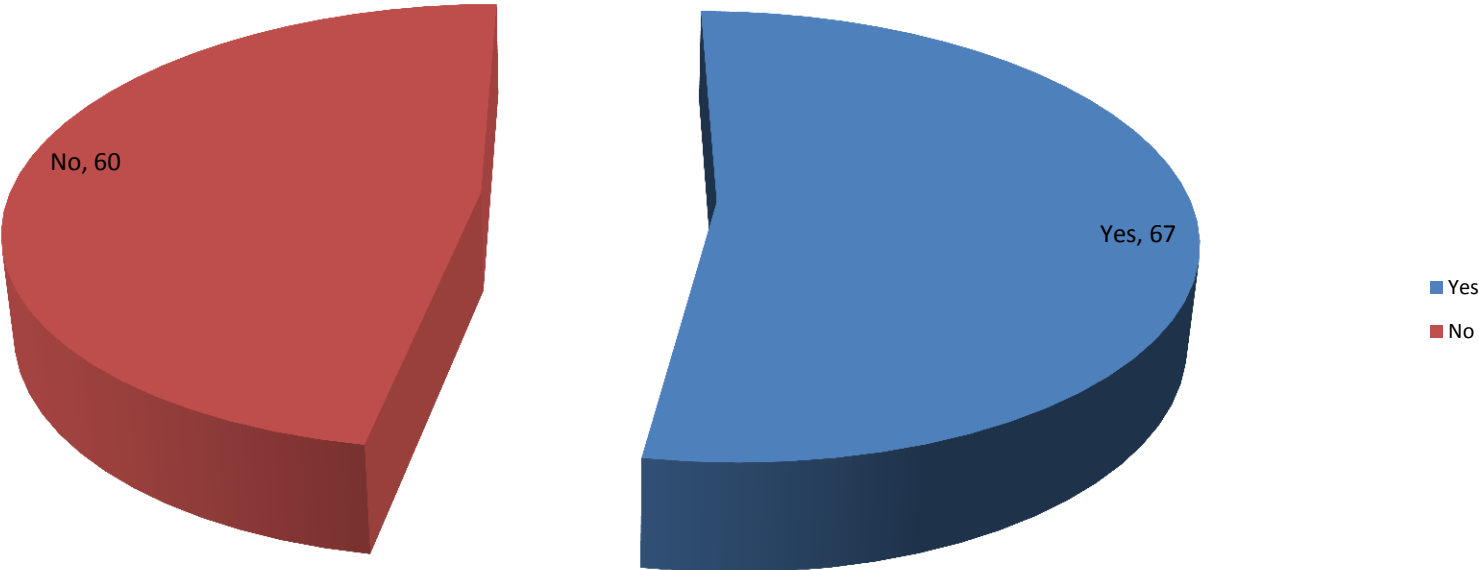
Do you use our online prescription ordering system ?



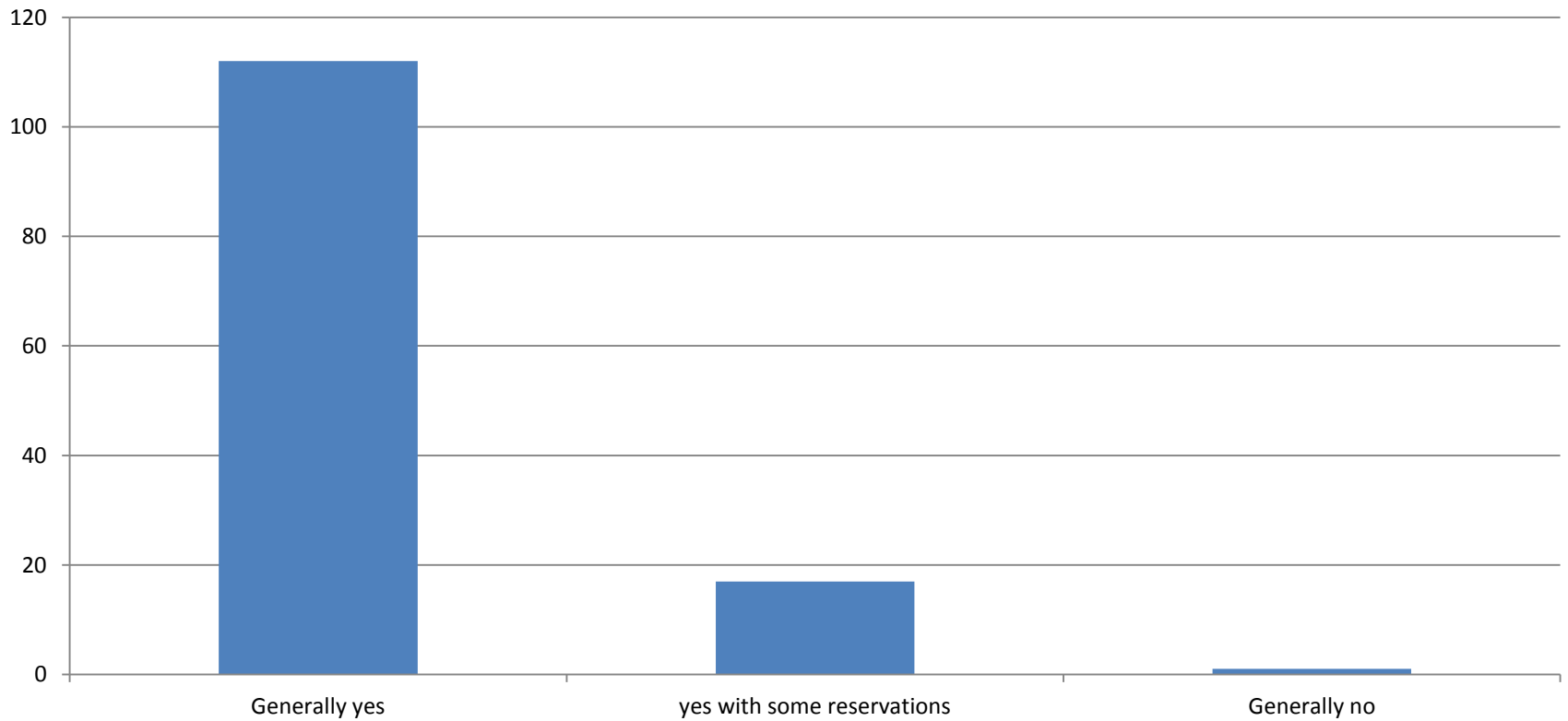
Are you aware the Practice has a website?



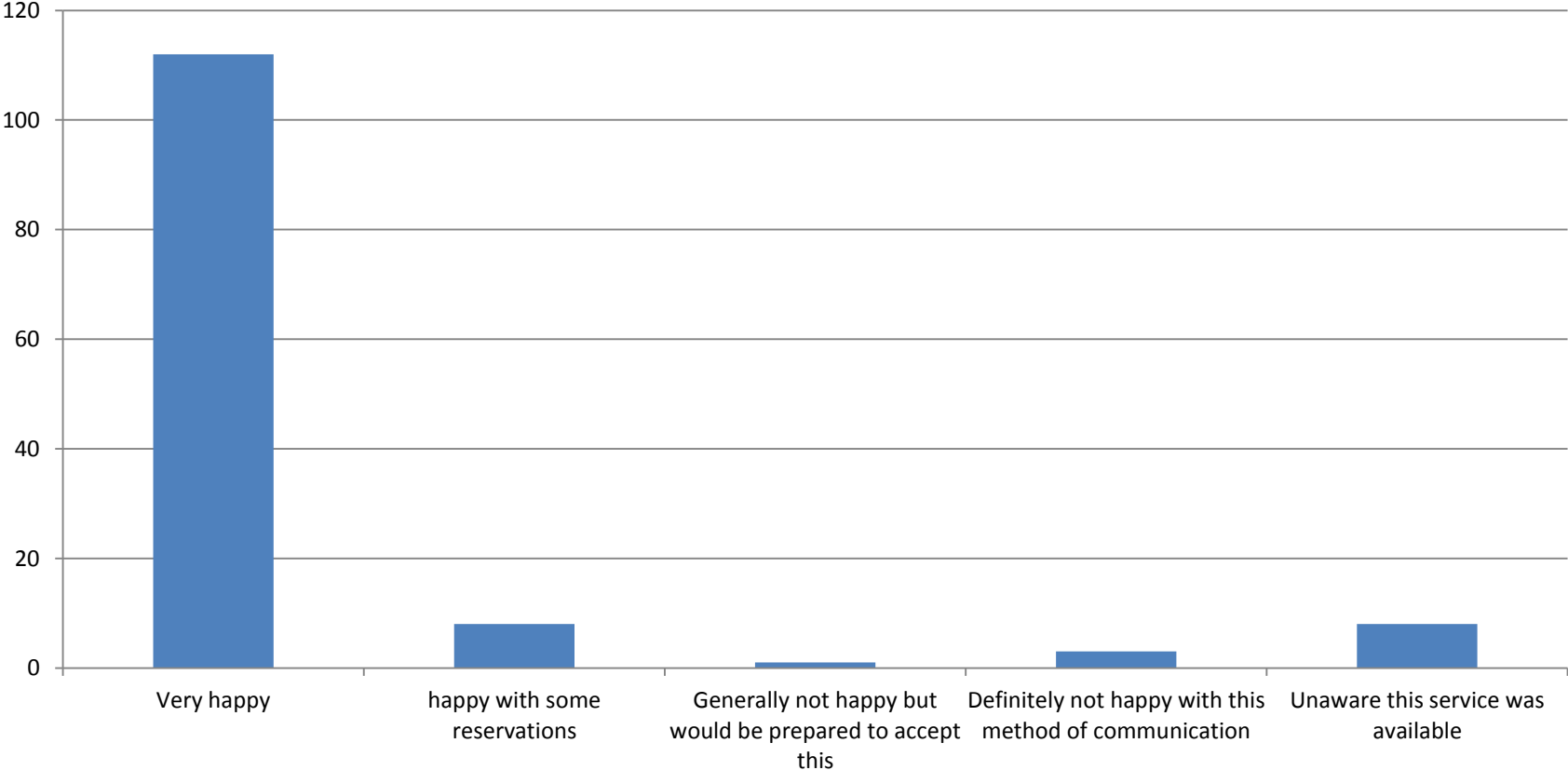
Would you use the website to find info about the practice?



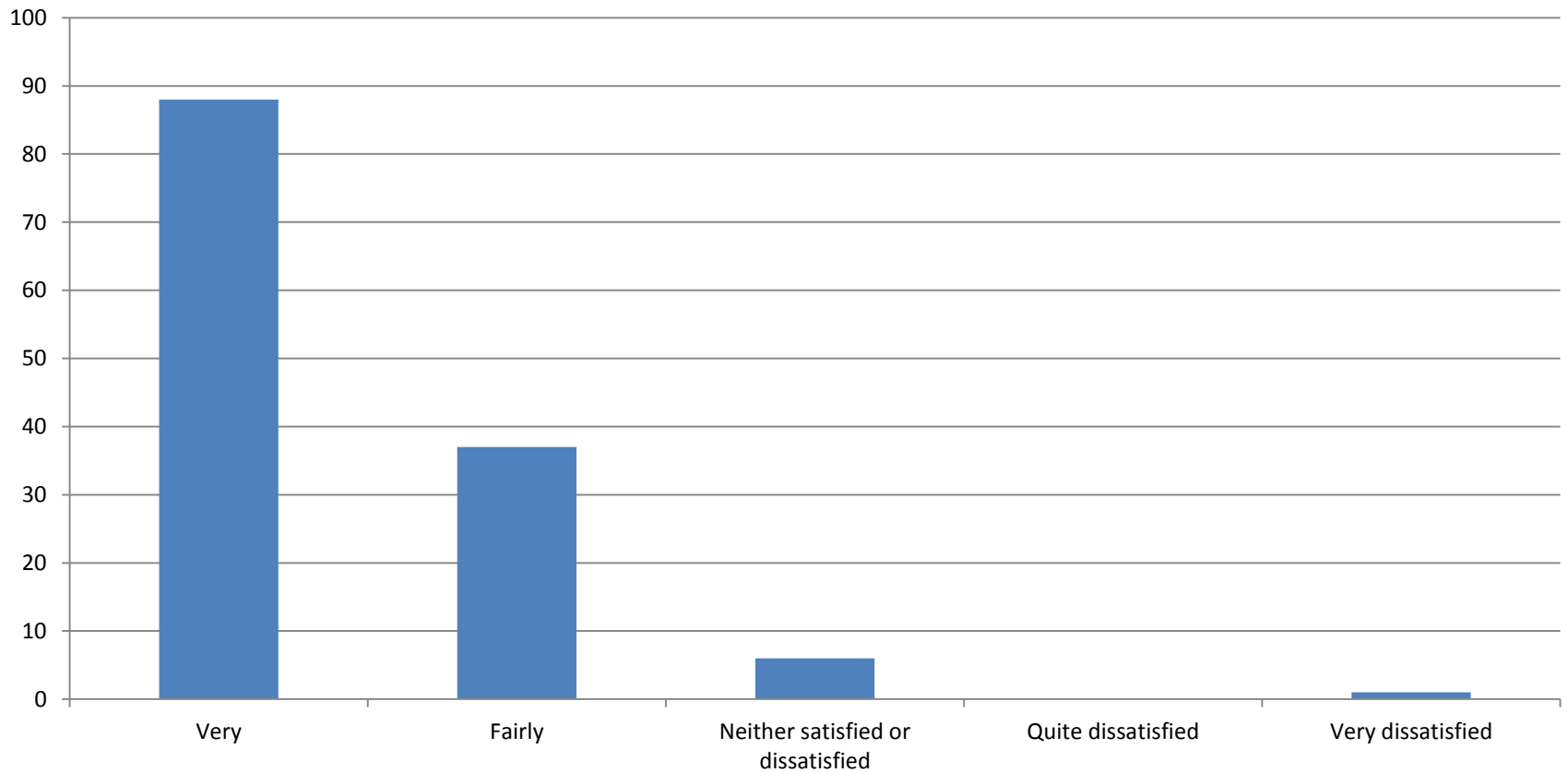
Do you feel happy that the surgery is clean, safe and accessible with appropriate reception layout?



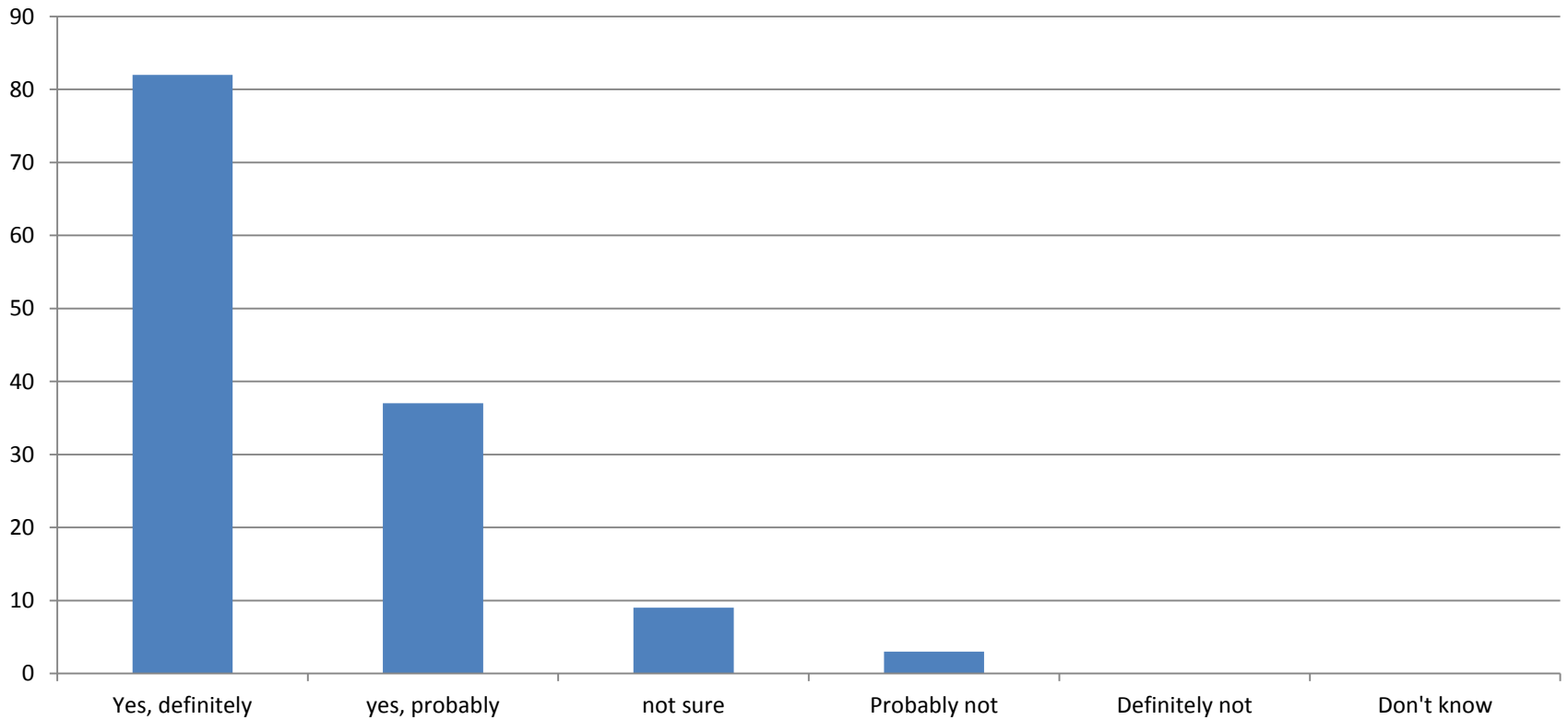
Are you happy to be contacted by the surgery via text messages?



Overall, how satisfied are you with your experience of the surgery?



Would you recommend the surgery to someone who has just moved to your local area?



Reasons not to recommend us

- I have been kept waiting in reception with an emergency appointment for over an hour on many occasions.
- Problem getting to Doncaster gate with out transport.
- I am deaf
- Because I don't like to wait
- Generally unhappy with previous experiences

Comments

- Generally happy with the surgery and doctors though turnover can be a problem
- I'm very happy with my doctors, they are all very good, my only complain is you cant get in to see one in under 1 week unless its urgent, I think this should be 48 hrs
- Waiting lists for some specific services are still too long

- make sure patients understand that they will be contacted if there is something wrong after bloods
- Generally you have very good service and the doctors and staff help you as much as they can. Thanks to all at St Ann's for your good work
- all good. Helpful. Thanks for a chance to complete this survey
- Helpful staff + GP very helpful + honest with me

- I like to see a doctor face to face (regarding phone consultations)
- I have always used this surgery and generally the staff are helpful and can generally get you in asap if you need an emergency appointment.
- I do not use website for appointments.
- Not enough parking spaces
- You could cut queues by having staff just for prescriptions

- Longer opening hours would be better
- I never see appointments available at Ridgeway (in relation to online appointments)
- A low counter for people who are shorter than it so you can see who you are talking to
- Parking seems to be getting harder as 2 have noticed people are parking the car and going into town and disabled spaces are being used by none disabled people

- I don't have reason to visit often, but have found it difficult to book an appointment that isn't week away
- Needs some books or toys for children
- An outside letterbox would be helpful when dropping repeat prescriptions off when surgery is closed
- I am very happy with my dr's surgery + doctors and nurses and receptionists

- My son is 5 and has quite severe autism. This makes waiting in a busy waiting area impossible. This could be improved by having this first or last appointment in a day. Or provide a different area to wait when I've mentioned the difficulties. I have to the receptionist in the past they haven't been very helpful.