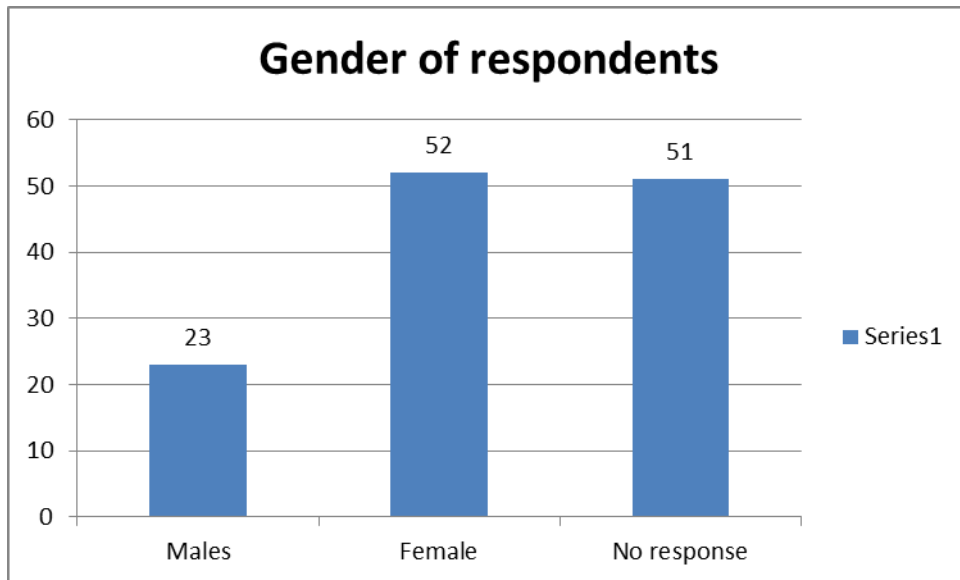
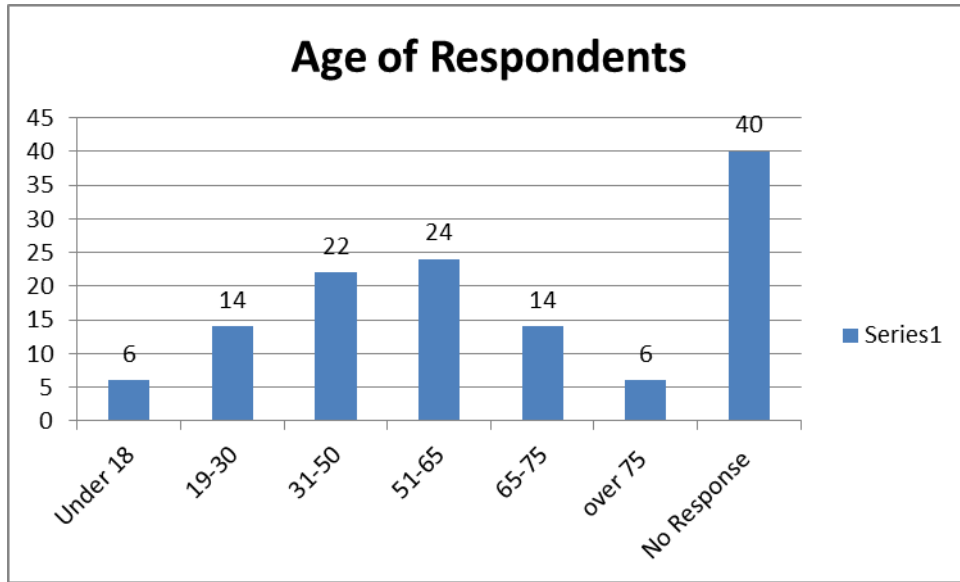


Portcullis Surgery-Patient Survey 2014

Results for patient satisfaction.

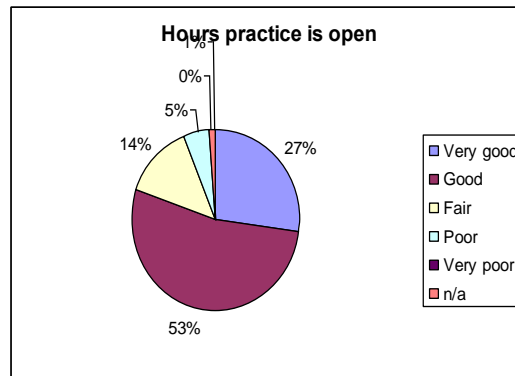
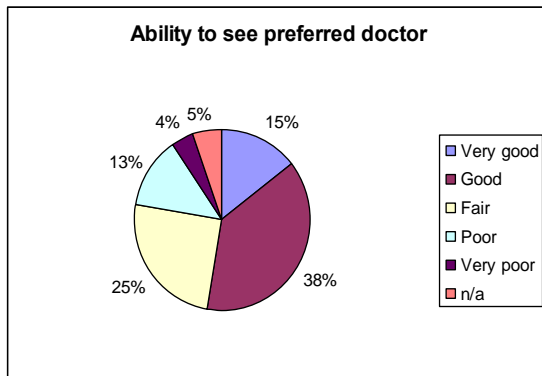
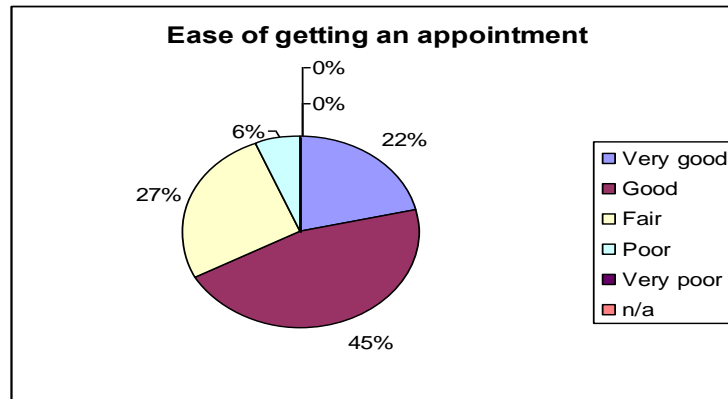


Portcullis Surgery- Patient Survey 2014.
Results for Patient Satisfaction

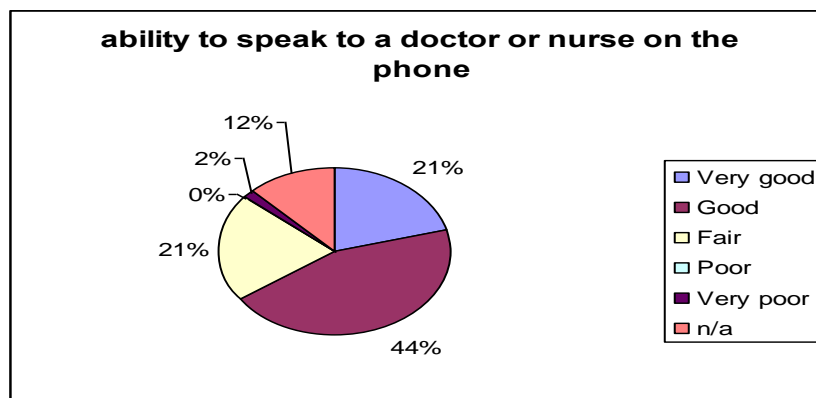
Ease and ability of getting care results

The graphs below show the how the patients thought the survey was doing in terms of different aspects.

This graph shows the ease in which patients feel they are able to get an appointment to see a doctor within 2 working days.



The graph below shows the ability to speak to a doctor or a nurse on the telephone.

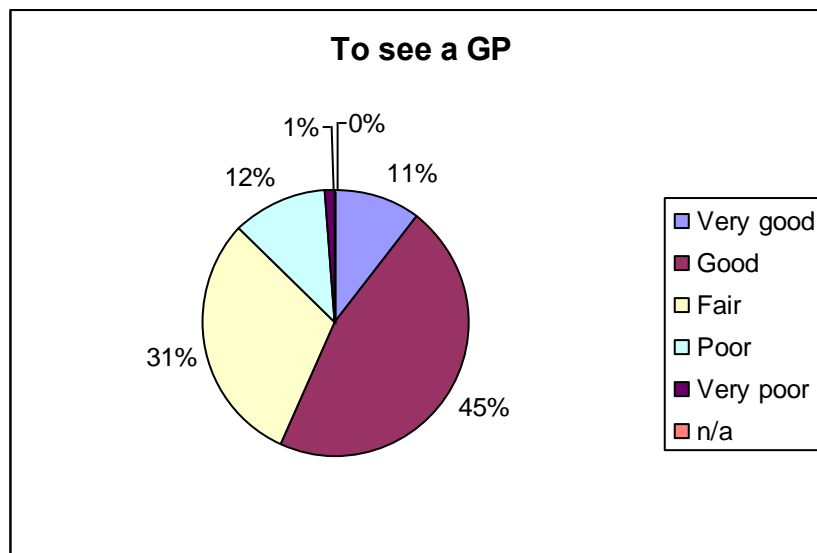


Portcullis Surgery- Patient Survey 2014.
Results for Patient Satisfaction

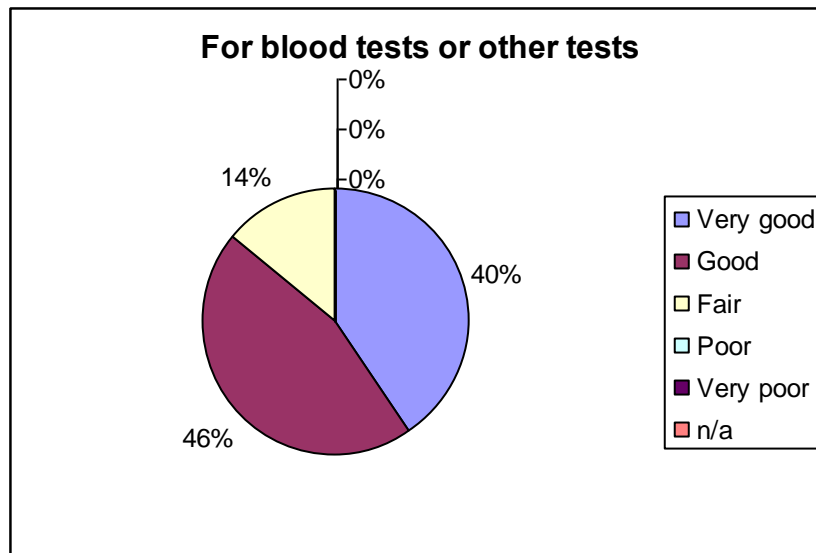
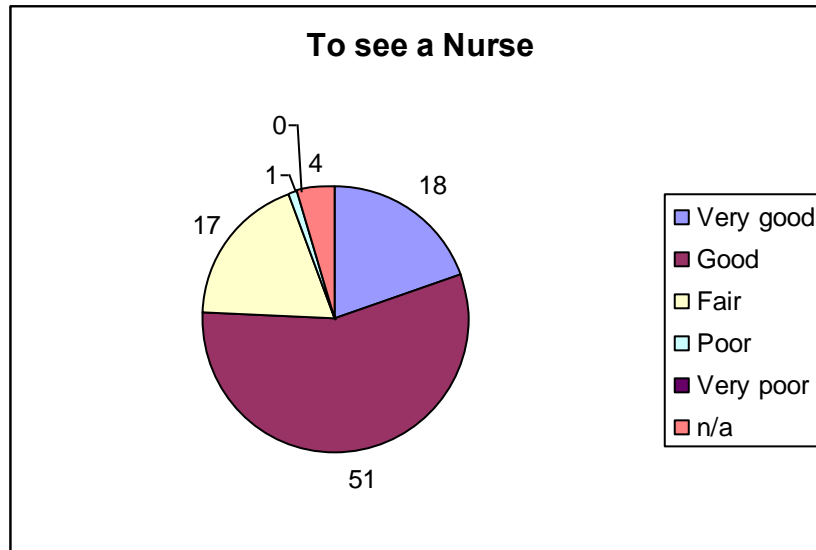
Ease and ability of getting care comments

- Difficult to get through on phone, very often engaged.
- Why don't you put opening hours on the door?
- Depends on time of year most appointments I have are emergency, getting better though.
- Very difficult to get appointment with your preferred doctor have to wait up to 2 weeks sometimes.
- Not clear on website how to arrange an 'urgent' appointment when not an emergency.
- Booked a telephone appointment to speak to doctor regarding a problem and the doctor in question was not able to tell me any further information than I already knew and told me to make another appointment.
- Would be good to offer early morning appointments before work.
- Only joined today but was fitted in on same day which is very good.

Waiting times for booked Appointments results



Portcullis Surgery- Patient Survey 2014.
Results for Patient Satisfaction

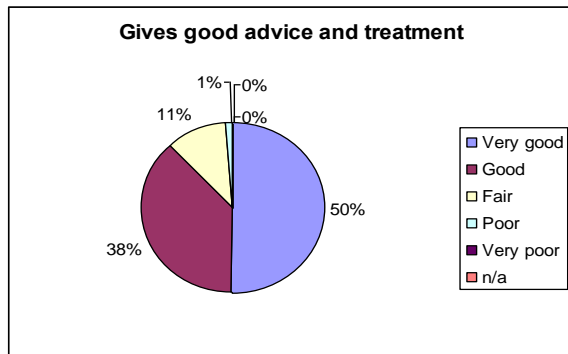
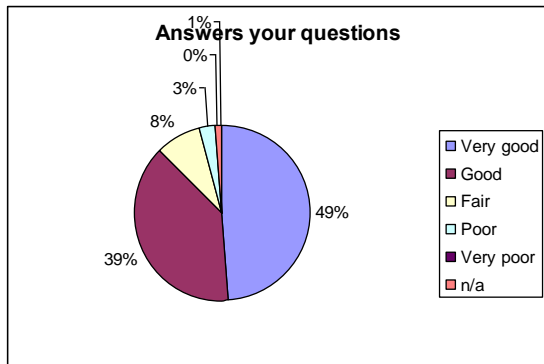
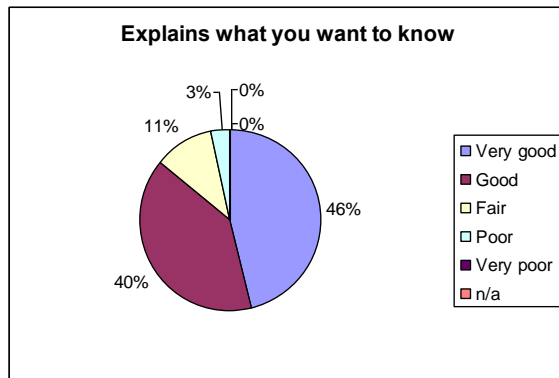
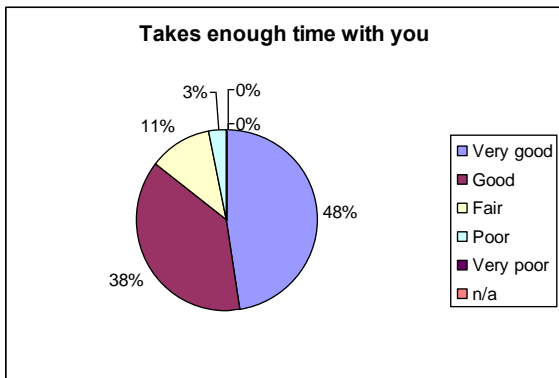
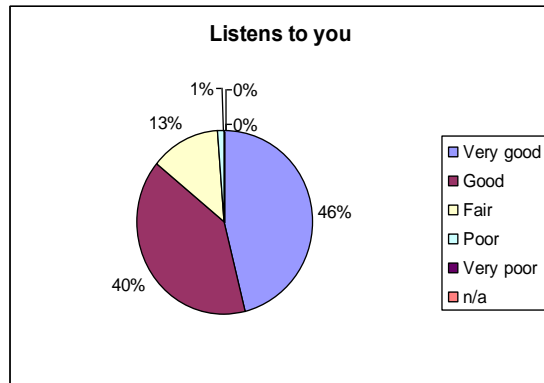
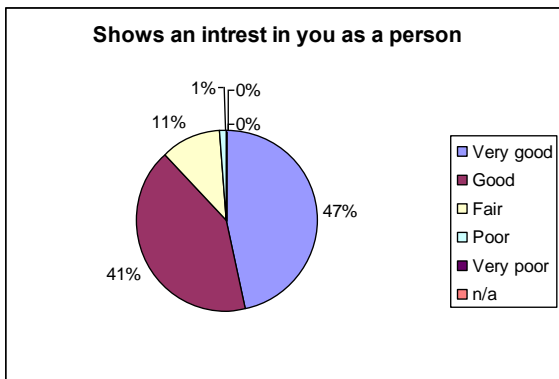
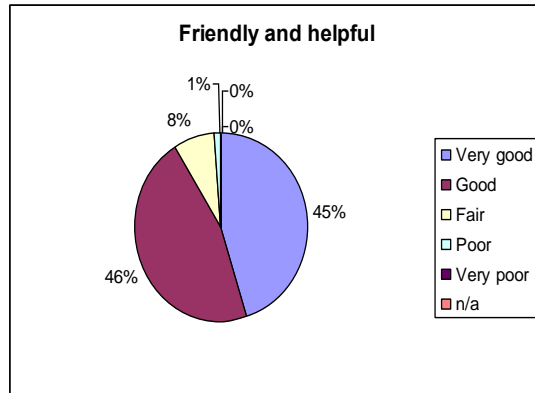
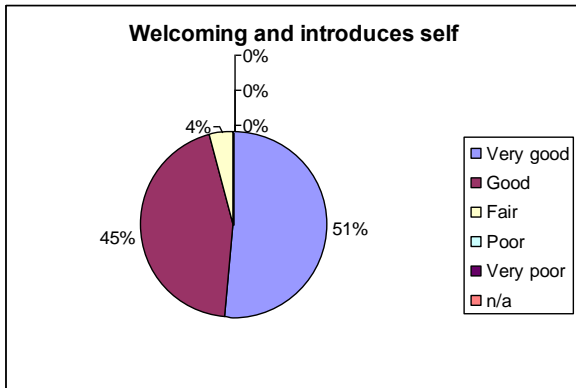


Waiting times for booked Appointments comments.

- Had to see nurse, Doctors appointment two days.
- I have had to wait an hour on more than one occasion.
- Every occasion varies, can be waiting over half an hour.
- GP needs enough time with each patient, so that neither feels under pressure.
- Had to wait 40 minutes in previous appointments.
- Hour and a half previously.
- Would be helpful if appointments ran to time.

Portcullis Surgery- Patient Survey 2014.
 Results for Patient Satisfaction

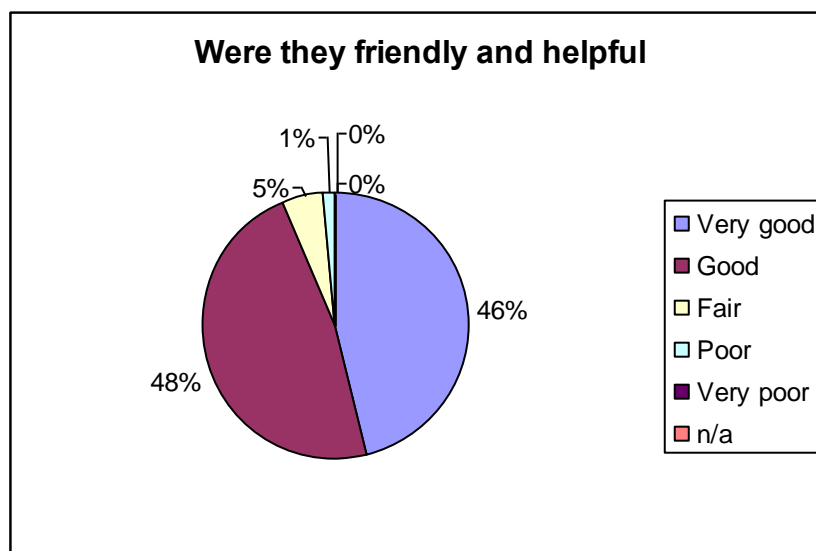
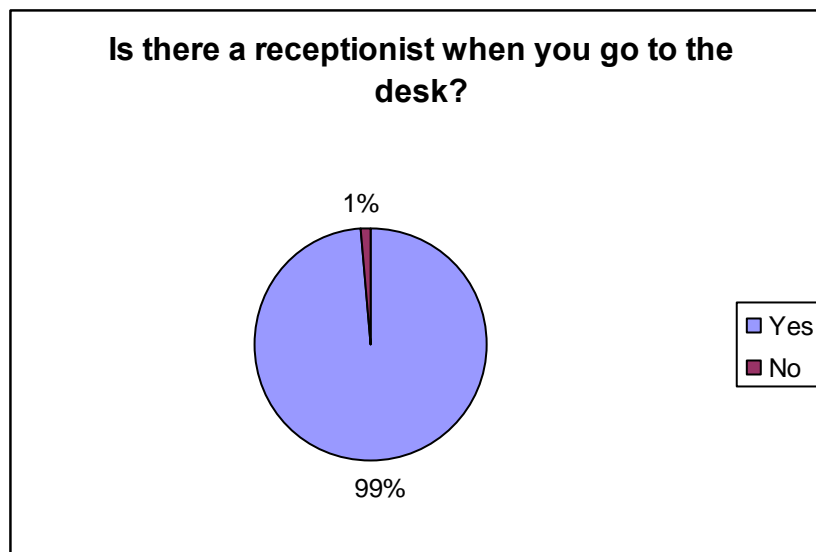
How well you feel the doctor or nurse you last saw treated you results.



How well you feel the doctor or nurse you last saw treated you, comments.

- I have seen 5 different doctors in 5 weeks, not good for continuity.
- Always grateful for all you help and advice, given in a friendly yet professional way.
- Very helpful, patient and friendly.
- Only time I have a bad experience was with phlebotomist I arrived on time but screen wasn't 'speaking'. I missed the call twice, she was grumpy. I felt she was rough taking the sample and unfriendly. I was nervous about seeing her again.
- Very happy with Dr BF shame she works one day.
- Dr NF is very good but hard going to get an appointment. Dr CB very abrupt.
- I trust the Doctors and Nurses who explain things that we don't understand.
- Depends who you see.

Results about receptionists on desk.

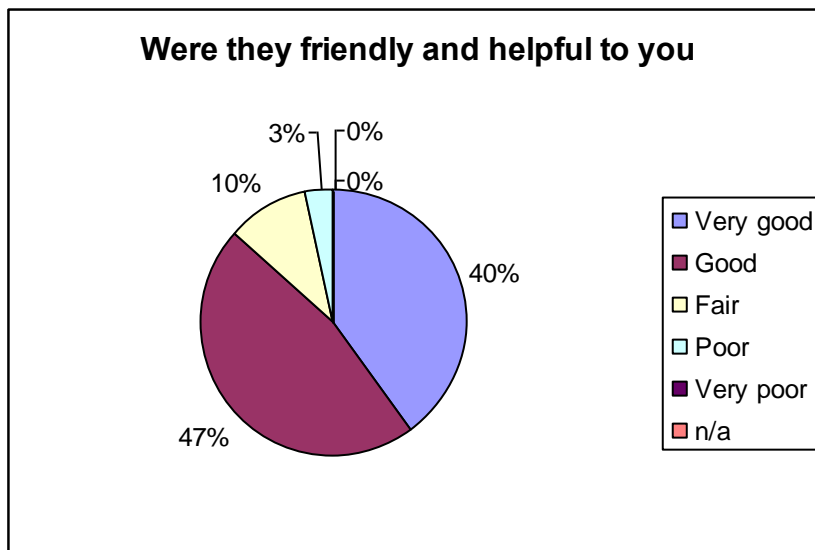
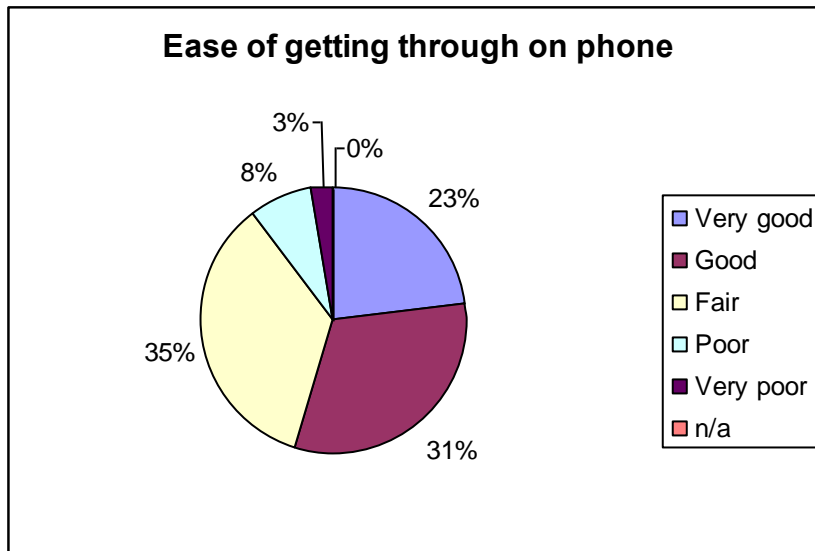


Portcullis Surgery- Patient Survey 2014.
Results for Patient Satisfaction

Comments on the receptionist on the desk.

- Helpful and friendly.
- Sometimes depends who you speak to.

Results of receptionist on the phone



Comments of receptionists on the phone.

- Depends on the day as to whether you can get through.
- Efficient and professional.

General comment on what patients like best about the surgery, what they like least and suggested improvements.

Responses to what you like best about our medical practice.

- Good treatment from GP (*Repeated many times*)
- Handy.
- Friendly and helpful. (*Repeated many time*)
- Advice and information.
- Easy to get an appointment.
- Name screen
- If no appointments will always try to sort one or see you as an emergency.
- Good space and facilities in waiting area.
- Confidence I have in some of the doctors at the surgery.
- Care of the patients
- Family doctor strong relationship of trust.
- Choice of male and female doctors

Responses to what you like least about our medical practice.

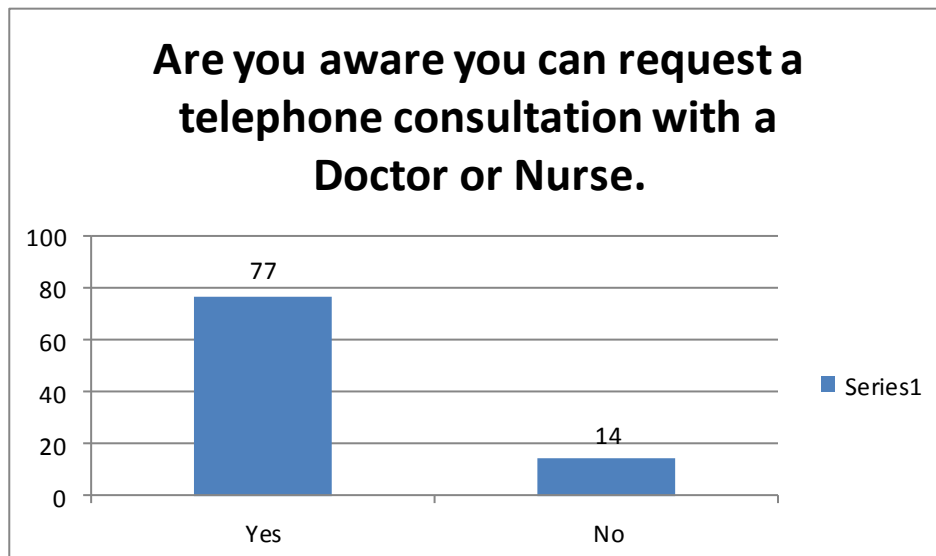
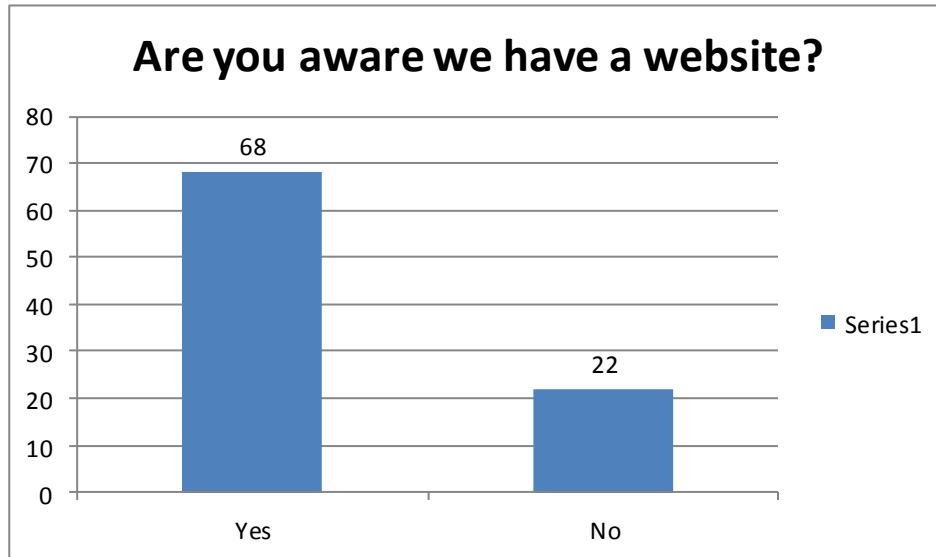
- Not enough time with the GP to explain. (*Repeated*)
- Waiting too long (*Repeated many times*).
- Out dated, need decoration (*Repeated*).
- Benches. (*Repeated*)
- Nothing to entertain children while waiting (*Repeated several times*).
- Not knowing where Doctors rooms are. (*Repeated many times*)
- Telephone difficulty in getting through. (*Repeated*)
- Front door.
- Reception area not big enough and confidential.
- Doctors always running behind.
- TV is a bit depressing.

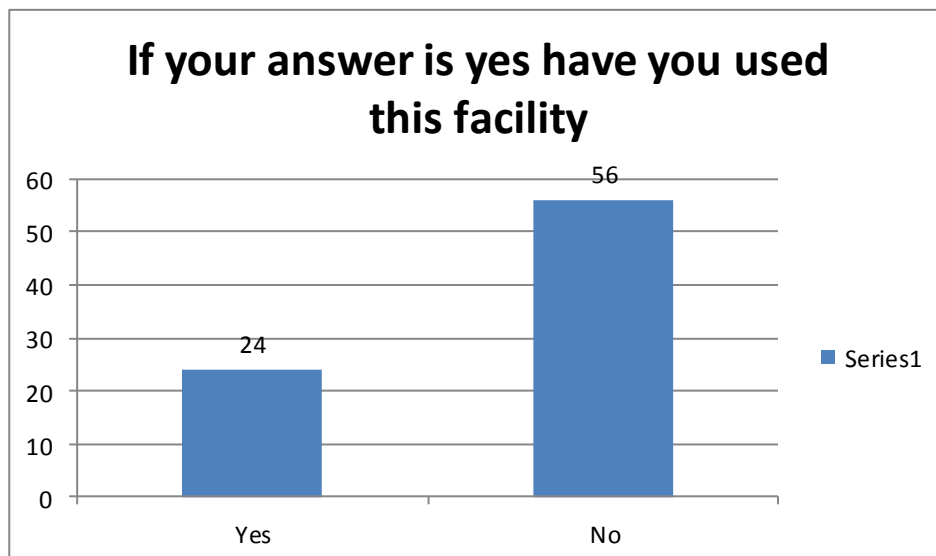
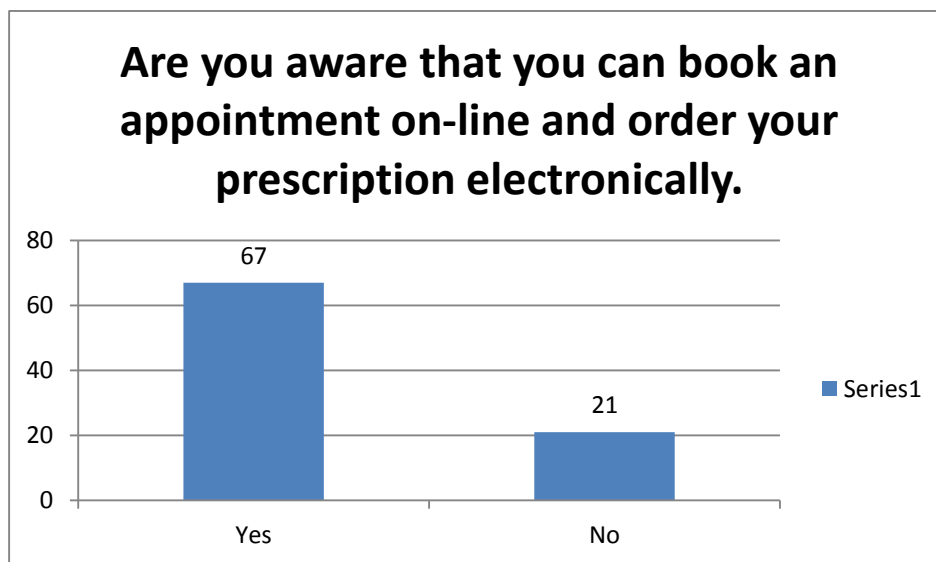
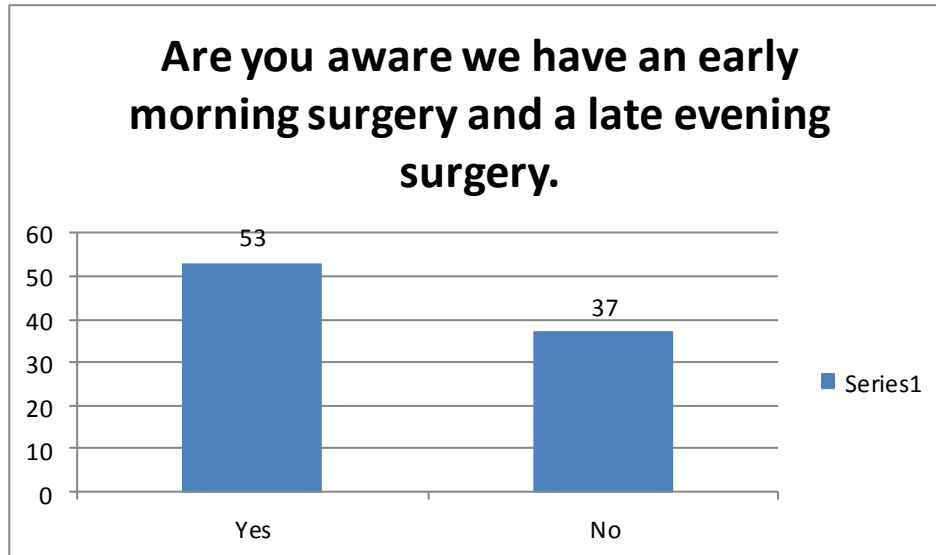
Responses of how to improve our new waiting room extension.

- More empathy from reception staff.
- Less 'Steve Wright in the afternoon', more calming 'classic FM' music (*repeated a few times*) & paintings or photos of local landscape.
- Repeating adverts in waiting room are annoying; avoid bleeps as you think it is the screen.
- Make over and new seating, no benches (*Repeated over and over*).
- Chairs with high backs and arms for elderly people to get up with ease. (*Repeated many times*)
- Childrens play area with toys (*Repeated many times*).
- Better reading materials.
- More comfortable seating that faces the screens (*facing TV screen was repeated many times*)
- Free car park designated just for users.
- Better signs to doctors and nurses rooms and more toilets to use (*Repeated several times*)
- Better lighting.

Communication used within the practice results.

This section of the survey was all about communication. We asked questions to try to establish in what areas we need to improve our communication to promote our additional services to make life easier for our patients.





Portcullis Surgery- Patient Survey 2014.
Results for Patient Satisfaction

