

Drs P K George & G Palooran
Results of Local Patient Survey 2012

Number of Completed Surveys: 77 - Males 29 Females 48

Ages ranges

Under 18	18-24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+
5	4	11	8	5	23	12	9	0

Access to services	Total	%
Q1. When did you last see a Doctor at the GP Surgery?		
In the past 3 months	57	74%
Between 3 and 6 months	12	16%
Between 6 and 12 months	6	8%
More than 12 months	2	2%
Q2. When you tried to see a doctor how quickly were you seen?		
Same day	38	49%
1 – 2 days	34	44%
3 – 4 days	5	7%
5 – 7 days	0	
Longer	0	
Q3. How easy is it for you to get an appointment with a Practice Nurse?		
Very easy	25	32%
Fairly easy	40	52%
Not very easy	12	16%
Q4. In the past 6 months, have you tried to book ahead (more than two weekdays) for an appointment with a Dr?		
Yes	29	38%
No	48	62%
Q5. Which of the following methods would you prefer to use to book an appointment at the Surgery?		
In person	24	31%
By phone	39	50%
Online	1	
No preference	13	17%
Q6. When you order a repeat prescription is it processed within 48 hours?		
Yes	76	99%
No	1	

Q7. When you are invited in for a review have you got an appointment within a reasonable time?		
Yes	67	87%
No	2	2%
Not applicable	8	11%
Q8. How would you rate the healthcare you have received from the surgery?		
Excellent	28	36%
Very good	27	35%
Good	14	18%
Fair	8	11%
Poor	0	
Q9. How helpful do you find the surgery staff?		
Very helpful	48	62%
Good & Helpful	29	38%
Fairly helpful	0	
Not very helpful	0	
Q10. How satisfied are you with the surgery opening hours?		
Very	42	55%
Fairly	18	23%
Neither satisfied or dissatisfied	6	8%
Satisfied	11	14%
Dissatisfied	0	

Seeing a Doctor or nurse

Q11. The last time you saw a doctor at the surgery how good was the doctor at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	
Giving you enough time	16	57	4	0	0	0	95% good or very good
Asking about your symptoms	25	27	20	3	0	2	67% good or very good
Listening	21	31	16	8	1	0	67% good or very good
Explaining tests and treatments	17	23	26	11	0	0	55% good or very good
Involving you in decisions about you care	20	32	17	2	0	6	68% good or very good
Treating you with care and concern	31	24	18	4	0	0	71% good or very good

Q12. The last time you saw the Practice Nurse at the surgery how good did you find the Practice Nurse at each of the following?

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	
Giving you enough time	54	20	0	0	0	3	96% good or very good
Asking about your symptoms	56	15	0	0	0	6	92% good or very good
Listening	59	13	0	0	0	5	94% good or very good
Explaining tests and treatments	53	18	0	0	0	6	92% good or very good
Involving you in decisions about you care	54	15	0	0	0	8	89% good or very good
Treating you with care and concern	55	19	0	0	0	3	96% good or very good

Comments

None as all is very good

None

Very good

The reception staff and practice nurse have always been extremely helpful and professional

Always booked up

Doctors should be explaining the symptoms and causes and the treatment

Doctors should listen to patients more and accelerate the process of sampling (blood/urine)

The treatment I receive at Dr George surgery is first class

I would never want to go anywhere else, it is fantastic, friendly, lovely people

I would like to have more book on the day appointments

Everything very good

They are very good at what they do, I am very happy I come here they have helped me.

Very good thank you

I am very pleased with Dr Palooran & Dr George good understanding GP and nice surgery staff very helpful

There should be more and better car parking places, so people can see the Dr within minute rather than hours waiting for buses