# BUDLEIGH SALTERTON MEDICAL CENTRE

## PATIENT SURVEY (4) – THE PATIENT EXPERIENCE (2014/2015)

(329 COMPLETED SURVEYS)

**Accessing Your GP Services:**

Q1: Generally, how easy is it to get through to someone at the surgery by telephone?

Not very easy – 7% Fairly easy – 50% Very easy – 43%

Q2: How helpful do you find the receptionists at the surgery?

Very Helpful – 77% Fairly helpful – 22% Not very helpful – 1%

Q3: How easy do you find booking a convenient appointment time?

Not very easy – 12% Fairly easy – 59% Very easy – 29%

Q4: How important is it, to you, that you see a specific GP when coming to this practice?

Not important – 26% Fairly Important 47% Very important – 27%

Q5: The surgery is open Monday to Friday, 8.30am to 6.00pm. How do you rate this?

Excellent - 31% Satisfactory – 62% Poor – 4% No opinion – 3%

Q6: Are you aware there are extended opening hours for working people on a Monday morning (7.00 am – 8.00 am) and evening (6.30 – 7.30 pm) and 2 Saturday mornings in a month?

Yes – 91% No – 9%

**Arriving for an appointment:**

Q7: Did you know there are 2 touch buttons outside the main entrance and 1 inside the waiting room which automatically open the front door?

Yes – 91% No – 9%

Q8: On arrival for your appointment do you use the checking in panel in the foyer?

Yes – 63% No - Prefer to Speak with a Receptionist – 37%

Q9: Do you find the reception area comfortable and clean?

Yes – 99% No – 1%

**Your appointment:**

Q10: Are you treated with dignity and respect at all times?

Yes – 98% No – 2%

Q11: Are you aware that you can request a chaperone for all intimate examinations before or during your appointment?

Yes – 80% No – 20%

Q12: At your last visit did you understand what was discussed and what was said to you?

Yes – 99% No – 1%

Q13: Were you involved in the decisions about your care / treatment?

Yes – 96% No – 4%

Q14: Did you have confidence and trust in the clinician you saw?

Yes – 98% No – 2%

Q15: Does the clinician always verify your name at the start of your consultation?

Yes – 82% No – 18%

**SystmOnline:**

**SystmOnline allows the user to interact with our practice via a computer or mobile phone at your convenience, even when we are closed. You can book and cancel appointments, request medication through your medical record and view your summary care record (ie allergies, acute and repeat medications).**

Q16: Did you know about SystmOnline?

Yes - 23% No – 77%

Q17: Are you currently signed up to use SytmOnline?

Yes – 10% No – 90%

Q18: Will you be signing up to use SystmOnline?

Yes – 39% No – 61%

We are taking part in the National Family and Friends Test and we are asking the following questions of our patients both in the surgery and online.

Q19: How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?

| | |
|---|---|
| Extremely likely | 68% |
| Likely | 24% |
| Neither likely nor unlikely | 6% |
| Unlikely | 1% |
| Extremely Unlikely | 1% |
| Don't know | 0% |

Q20: If you could make just one change, improvement or introduction to the surgery to enhance your patient experience what would it be?

60% patients did not think any changes were necessary; 8% appointment improvements; 1% suggested on line improvements; 7% open time improvements; 9% reception improvements; 5% prescribing/pharmacy improvements; 10% miscellaneous improvements

Gender:

| Male | Female |
|---|---|
| 48% | 52% |

Age:

| 16-24 | 25-34 | 35-44 | 45-54 |
|---|---|---|---|
| 3% | 3% | 8% | 12% |

| 55-64 | 65-74 | 75-84 | 85+ |
|---|---|---|---|
| 18% | 27% | 20% | 9% |