

# Chew Medical Practice

## Local Patient Survey January 2012

This questionnaire has been devised with the help of a representative group of patients from Chew Medical Practice. The results will be used to develop an action plan for the surgery based directly on patients' views. Thank you for taking part.

Please return the completed form to the surgery by Tuesday 31 January.

**Total number of responses: 328**

**Comments in red**

### Section 1: Appointments

- 1.1 How far in advance would you like to be able to book routine appointments with doctors or nurses? *Please tick*

One week	123
One month	167
Three months	33
Six months	5

**88% of respondents are happy with current arrangements**

- 1.2 If the surgery wanted to remind you of your booked appointments, which of these would you prefer? You can choose more than one, but please make your first preference clear. *Please tick and show preference*

Phone call/answerphone message	146
Text message	145
Letter	34
Email	140
Facebook message	3

- 1.3 For urgent on-the-day matters, which of these would you normally prefer?  
*Please tick*

Phone conversation with doctor	178
Phone conversation with nurse	13
Drop-in session at surgery between specific times	52
Booked appointment with any available doctor	127

**86% are happy with current arrangements**

- 1.4 For routine matters, would you like to be able to book a phone appointment, when the doctor would ring you to discuss your problem at a specified time?  
*Please tick*

Yes	219
No	16
Maybe	95

We need to look into this one once we have a new computer system (May/June 2012) to give us some extra flexibility.

## Section 2: Prescriptions

- 2.1 If you order repeat prescriptions, which of the following would you find most convenient? Please think about how you might request multiple medications at different intervals if necessary. You can choose more than one, but please make your first preference clear. *Please tick and show preference*

Automated system, no need for you to do anything except collect every four weeks with a reminder sent to you a few days before	109
As above without a reminder	27
Order by phone during restricted hours to a member of surgery staff	29
Order by phone any time leaving an ansaphone message	48
Order by letter	6
Drop box in surgery	54
Order by email	103
Order using Emis Access on the surgery website	62
Order by text	29
Order by ticking box on form when collecting previous prescription	62
I don't have repeat prescriptions	46

We need to consider new options. The automated system with reminders will be possible with our new computer system and once we have mobile phone numbers and emails for more of our patients. It should be possible to put a voicemail option on the prescriptions phone line.

## Section 3: Out of Hours service

- 3.1 If you have used the Out of Hours Service (ie between 6pm and 8am or at weekends) within the last year, please state how satisfied you were with the following aspects of the service, if you used them. *Please tick relevant boxes*

	Very Good	Good	Ade-quate	Poor	Very Poor	Haven't used	%VG /G	%VG /G/Ad	%P/ VP
Speed of response to initial phone call	32	31	15	3	1	148	75	83	7
Satisfaction with the	23	34	14	2	2	99	76	96	4

initial nurse's response									
Speed of response from the doctor if a call back is offered	23	23	17	7	2	100	64	88	12
Satisfaction with the doctor's response	26	30	4	10	3	98	77	82	18
Ease of getting to hospital if requested to do so	13	20	11	4	2	114	66	88	12
Satisfaction with outcome at hospital	21	17	9	2	1	113	76	94	6
Satisfaction with outcome if a home visit was made	10	10	0	0	1	129	95	95	5
Satisfaction with speed of arrival of ambulance if called	10	6	2	1	1	130	80	90	10
Satisfaction with treatment received from paramedics and further developments	15	3	1	1	1	137	86	91	9
Satisfaction with follow up from surgery if provided	10	9	4	2	0	130	76	92	8
Overall satisfaction	18	25	17	4	1	99	66	26	8

There doesn't seem to be significant dissatisfaction, other than with the speed and quality of response from doctors. This is a serious issue, and these results will be passed on to the Out of Hours Service.

#### Section 4: New services

4.1 Once the surgery moves to its new building, we should like to support a number of self-help groups and patient information sessions. Please indicate which three of the following you think would be the most useful, and whether you would attend them. Feel free to suggest others. *Please tick three*

Top three that patients would attend are highlighted in red

	Useful	Would attend
Alcohol management	26	2
Antenatal group	54	8
Bereavement support	65	19
Carers' support	76	24
Exercise	77	43
Dementia support	80	23

Growing old in the Chew Valley	64	39
Living with cancer	56	14
Living with diabetes	46	17
Men's health	66	21
Mental health	51	15
Mother and baby	47	11
Nutrition and diet	39	16
Pain management	57	23
Smoking cessation	36	5
Weight management	55	29
Women's health	98	54

What other groups or activities should the surgery support?

Financial and other advice services  
 Arthritis management  
 Pilates/yoga  
 Lip reading  
 Relationship advice  
 Sexual health  
 Other addictions – drugs, gambling

4.2 Which of the following private therapies would you be willing to pay for at the surgery? *Please tick as many as you like*

Top three are highlighted in red.

Acupuncturist	75
Alexander Technique	24
Aromatherapist	26
Audiologist (hearing tests)	54
Chiropodist/podiatrist	128
Chiropractor	67
Counsellor	66
Dermatologist	45
Health screening programme	112
Homeopath	28
Minor cosmetic procedures eg Botox	21
Nutritionist	33
Osteopath	84
Physiotherapist	131
Pilates	60
Weight clinic	45
Yoga	58
Other?	7

Other: Opticians, Laser Hair Removal, Reiki, Hypnotherapy/EMDR, Shiatsu, Reiki/EMDR

## Section 5: Tell us about yourself

5.1 Are you:

Female	232	71%
Male	96	29%
<b>Total</b>	<b>328</b>	

5.2 What age are you?

17 – 24	9	3%
25 – 44	64	20%
45 – 64	118	36%
65 – 74	84	26%
75 – 84	43	13%
85 or over	10	3%
<b>Total</b>	<b>328</b>	

5.3 How often do you visit the surgery?

At least weekly	4	1%
Once a month or more	67	20%
3 or 4 times a year	155	47%
Once or twice a year	77	23%
Less than once a year	25	8%
<b>Total</b>	<b>328</b>	