

**Wheatfield Surgery Feedback**  
**Questionnaire 2012**

## Wheatfield Surgery Patient Feedback Questionnaire Results 2012

16<sup>th</sup> October – 23<sup>rd</sup> October 2012

Wheatfield Surgery likes to communicate with patients to see how they feel about the service they received and of course if there are any improvements that could suggest for the surgery to implement.

On Tuesday 16<sup>th</sup> October 2012, the surgery decided it was a good time to take a snap shot of the surgery, its services and more importantly the patients.

Every patient that was visiting a GP during this time was asked if they would complete a questionnaire about today's visit. Overall, 134 patients took part in this questionnaire during this time.

Please find attached this year's result of the questionnaire.

1

Are you filling in this questionnaire for:

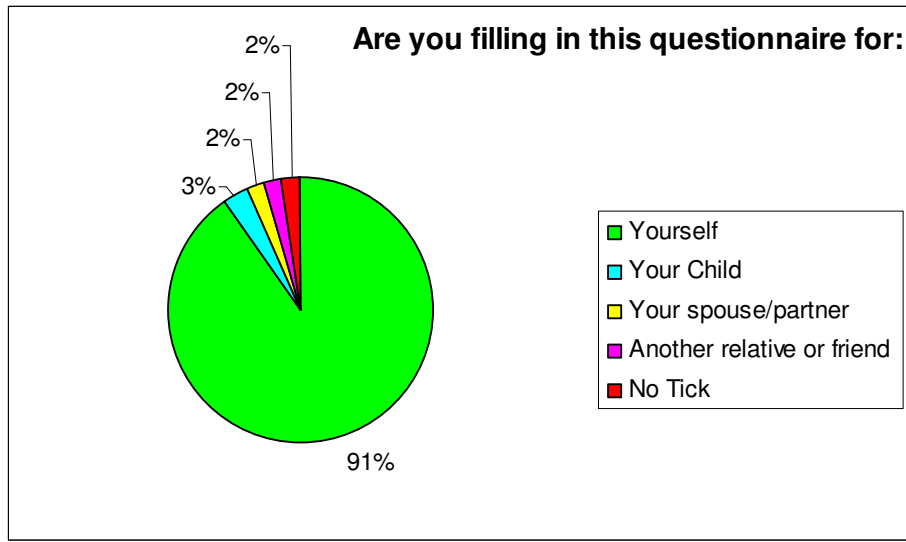


Figure 1

2

Which of the following best describes the reason you saw the doctor today?

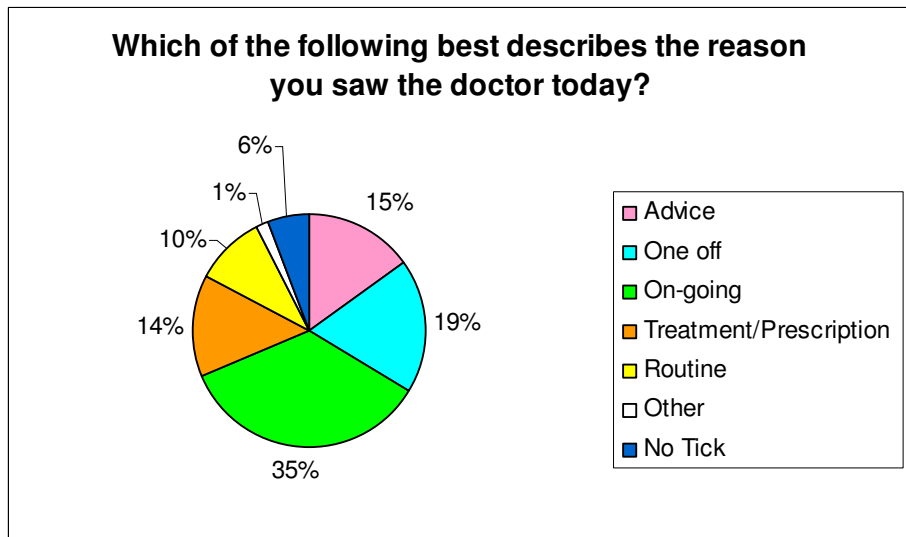


Figure 2

3

On a scale of 1-5, how important to your health and wellbeing was your reason for visiting the doctor today?

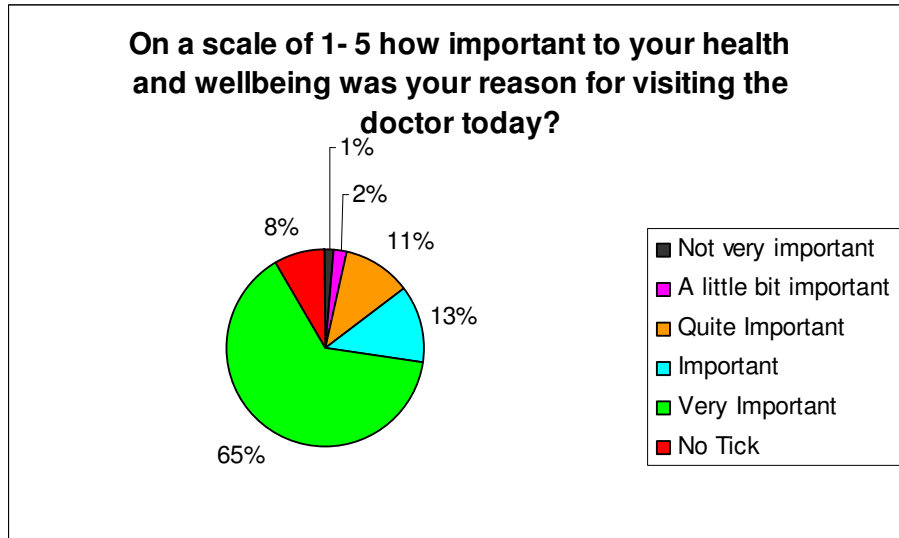


Figure 3

4a

On a scale of 1-10, how easy was it to get through on the phone to book your appointment?

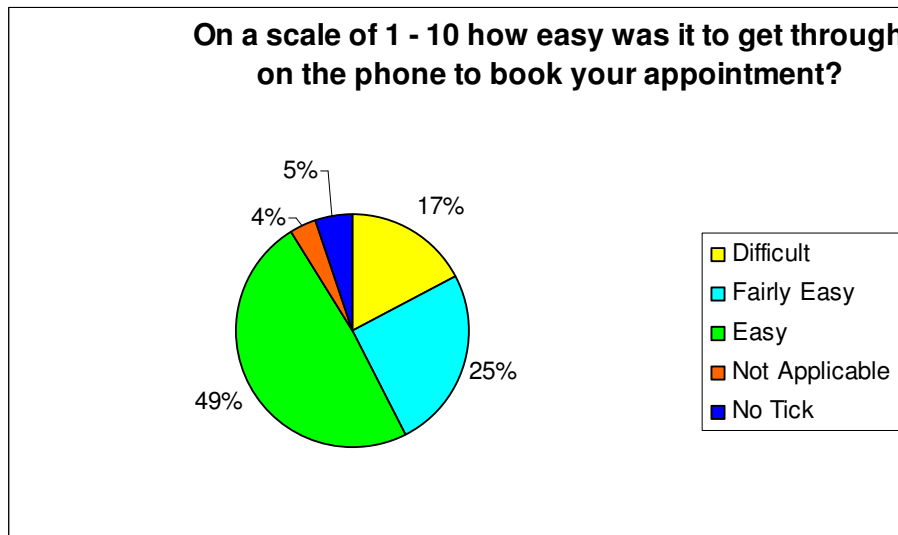


Figure 4

4b

On a scale of 1-10 how likely would you recommend this surgery to your friends and family?

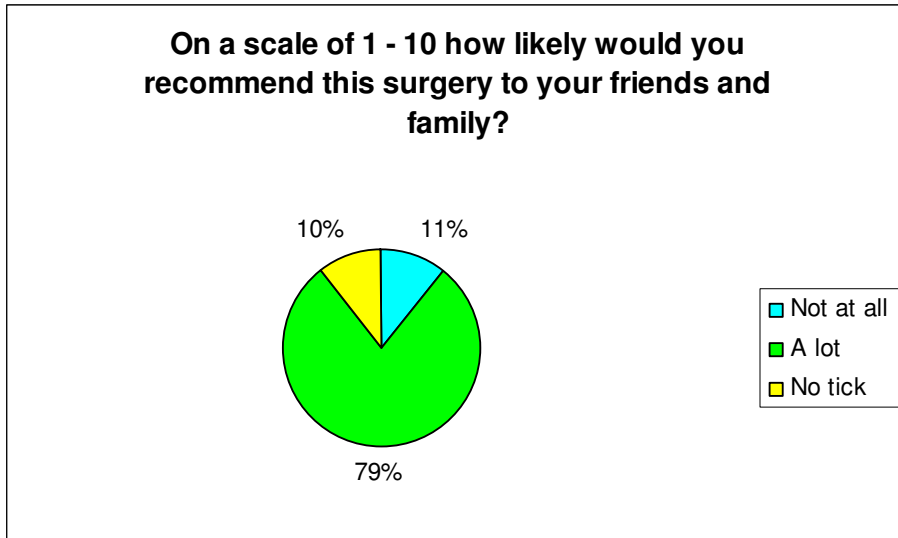


Figure 5

4c

What word would best describe: reception and support staff

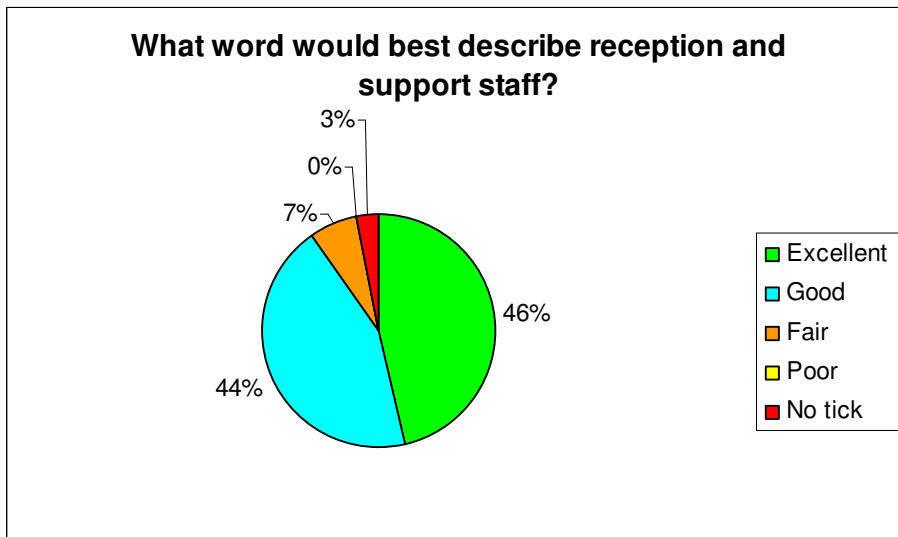


Figure 6

4d

What word would best describe your overall satisfaction with our services?

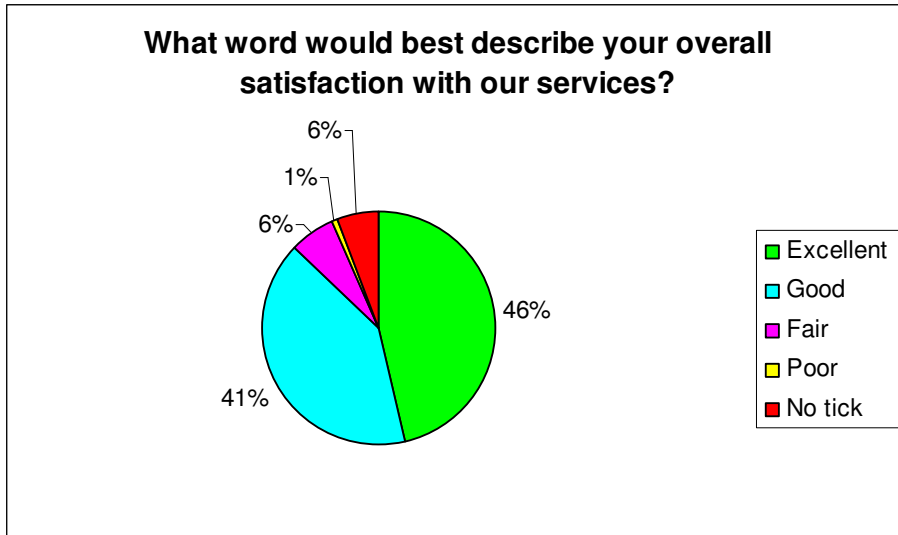


Figure 7

See last page for question 5

6

How good was your doctor today at each of the following?

6a

Polite

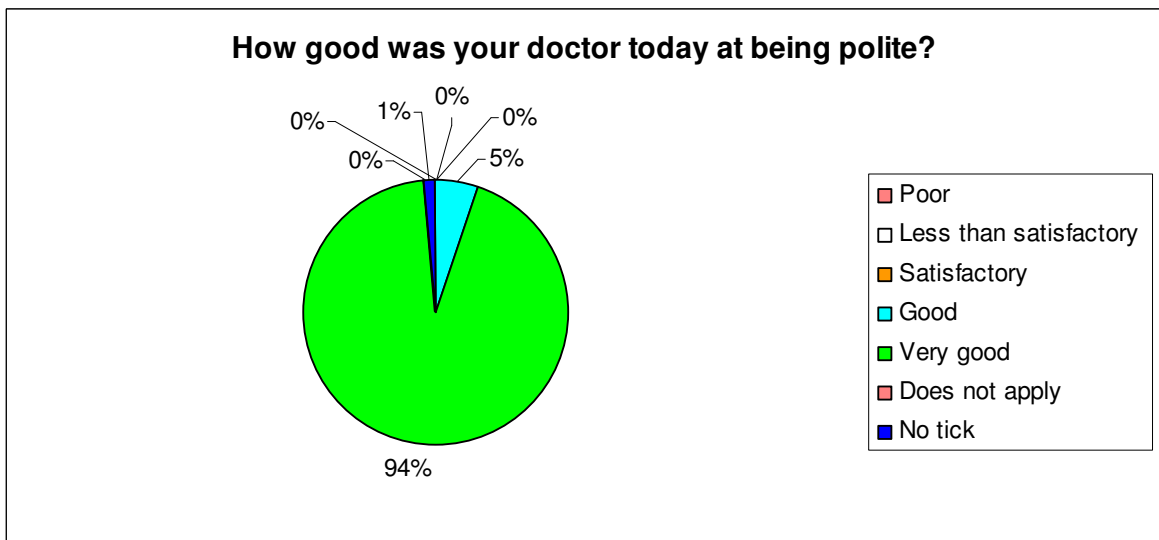


Figure 8

6b

### Making you feel at ease

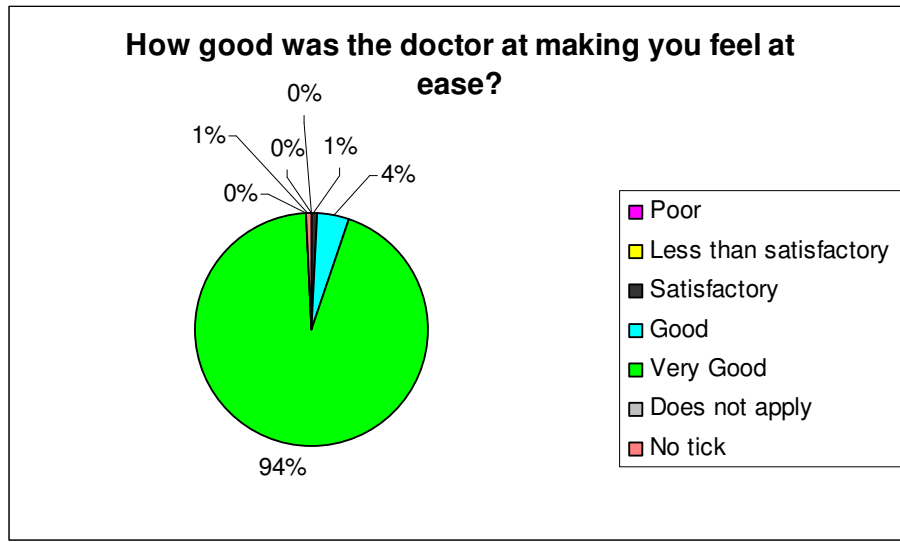


Figure 9

6c

### Listening to you

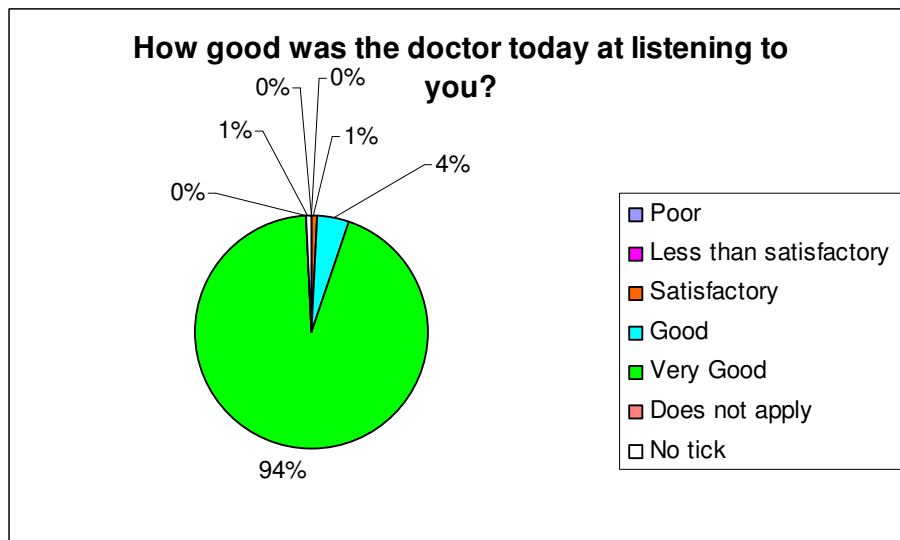


Figure 10

6d

### Assessing your medical condition

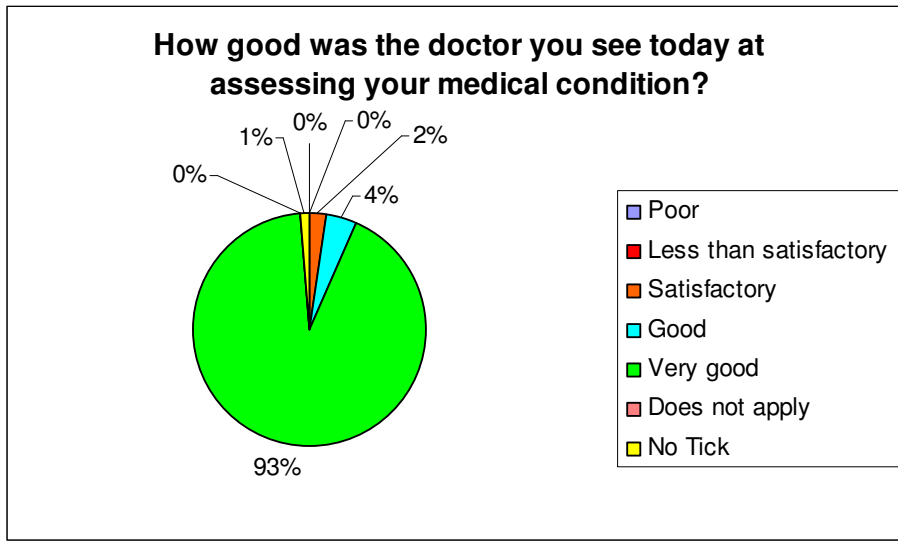


Figure 11

6e

### Explaining your condition and treatment

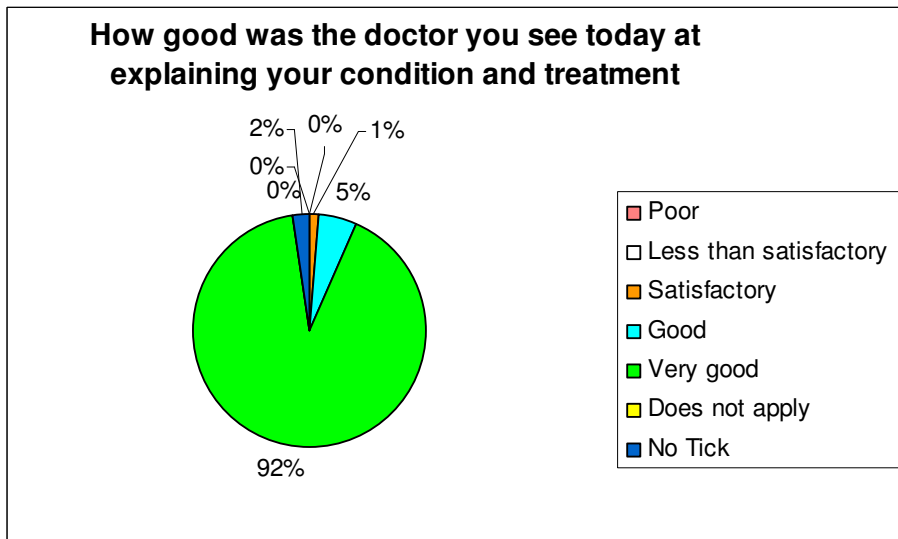


Figure 12



6f

### Involving you in decisions about your treatment

How good was the doctor you see today at involving you in decisions about your health?

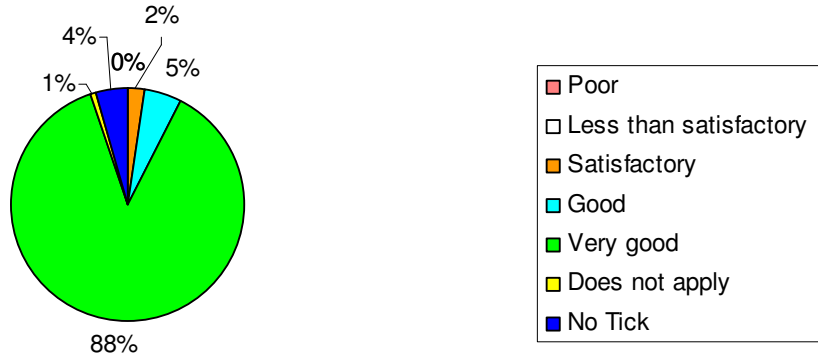


Figure 13

g

### Providing and arranging treatment for you

How good was the doctor you see today at providing and arranging treatment for you?

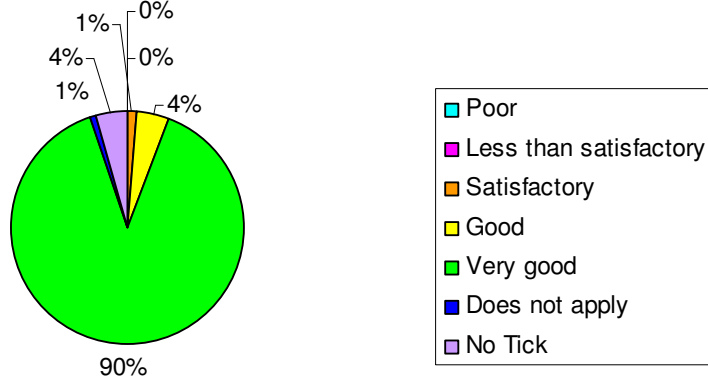
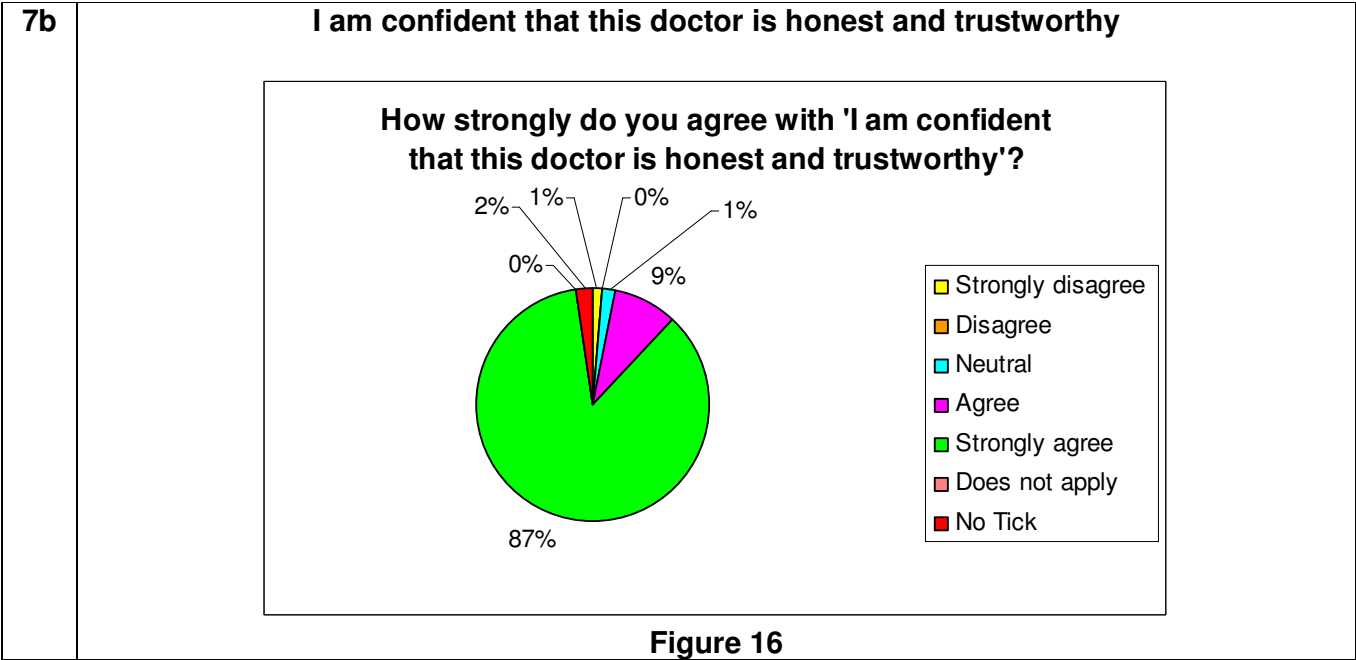
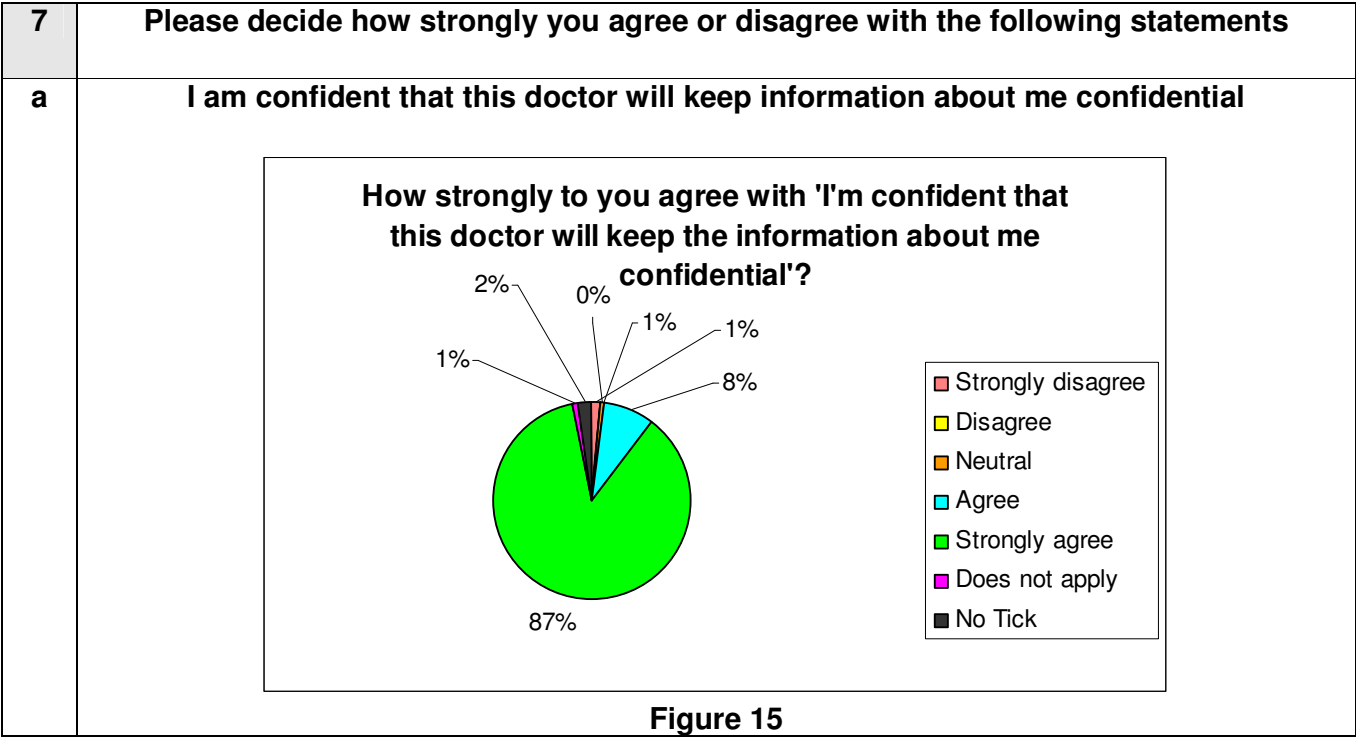


Figure 14



8

I am confident about this doctors ability to provide care

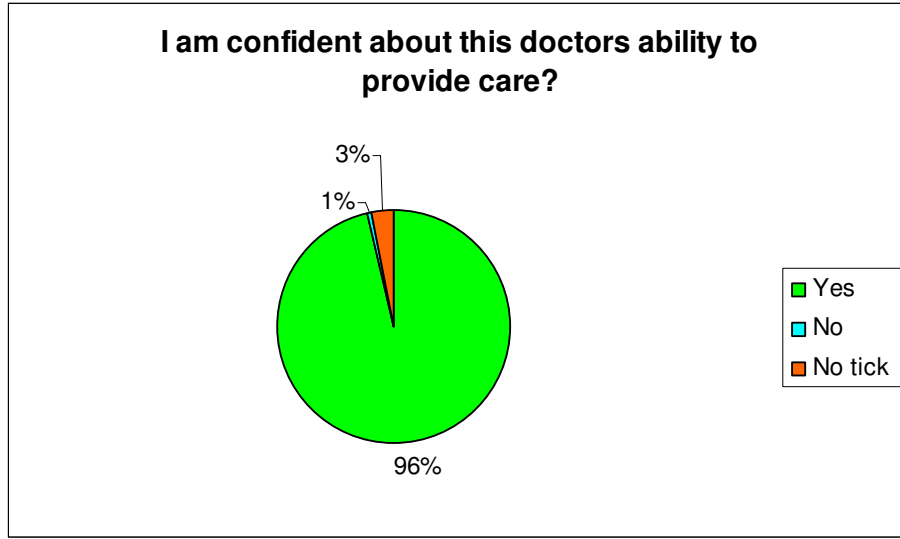


Figure 17

9

I would be completely happy if I was to see this doctor again

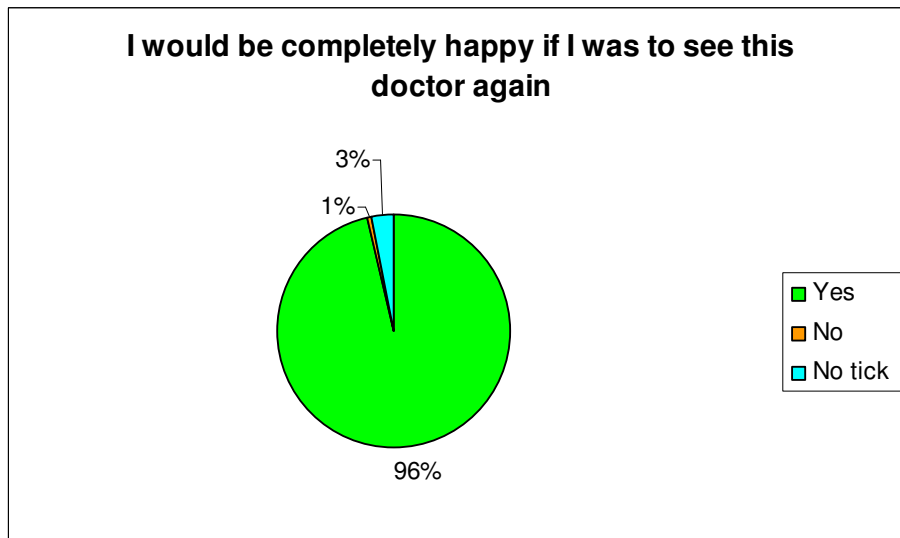
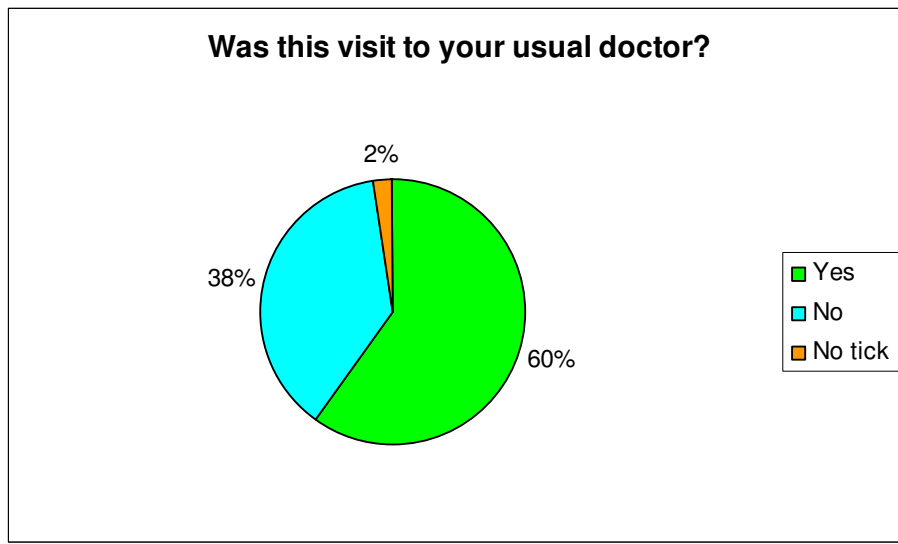


Figure 18

**Was this visit with your usual doctor?****Figure 19**

In regards to any further comments there were several suggestions:

- Making a larger car park – some patients mentioned that it was quite a struggle to park at the surgery and had to park in another road.
- Having a different means of booking appointments – patients mentioned the difficulty they faced when booking an appointment outside of full time working hours and having to ring at 8:30am when they were working, although with the new booking appointments online, this enables them to be able to book an appointment ahead of time if they need to.
- There were also a few suggestions of having two queues at reception, one queue to pick prescriptions up and drop them off and another queue to book people appointments, find out results as well as booking patients in if for some reason the booking in screen was not working or was very busy.
- There were several suggestions that blood tests should be easier to obtain as they sometimes have to wait a week to have a blood test done which prevents them finding out the cause of their illness.