

# Wye Surgery

## Patient Questionnaire

Thank you for taking part in this short survey, which should only take a couple of minutes to complete. This is a vital tool in helping the Surgery provide the services that are important to our patients. Your views are extremely important and your answers will remain anonymous. If you would like information about the Patient Participation Group, please ask at reception.

### Question 1

In the last 12 months, how many times have you visited the Surgery to see a clinician?

*Over 98% of patients who answered this question had seen a clinician twice or more.*

### Question 2

The current Surgery opening hours are: Monday – Thursday 8.30am – 7.00pm and Friday 8.30 am – 5.30 pm. How do you rate this?

*72% of patients felt this was either good or excellent.  
28<sup>th</sup> of patients felt this was only satisfactory or poor.*

### Question 3

If you need to see a GP or Nurse Practitioner urgently, can you normally get seen on the same day?

*88% of patients can normally get seen on the same day.*

### Question 4

Thinking of the times you have phoned the Surgery, how do you rate the availability of being able to speak to a GP or Nurse on the phone, when you have a question or need medical advice?

*88% of patients can usually or always get to speak to a GP or Nurse Practitioner on the same day.*

### Question 5

Thinking about your usual doctor or the doctor you know best, how quickly can you usually get to see them. How do you rate this?

*Only 47% of patients think this is good or excellent.*

### Question 6

Thinking about your consultation today, how do you rate the following :

a) How thoroughly did the doctor listen to you and ask about your symptoms and feelings?

*75% of the patients rated this as excellent.*

b) How well did the doctor put you at ease during your examination and involve you in your care choices?

*96% of patients felt that the doctor had put them at ease and involved them in their care choices.*

c) How well did the doctor explain your problem and/or any treatment you may need?

*Only 5% of patients rated the doctors satisfactorily for this.  
72% of patients rated this as excellent.*

d) How do you rate the doctors care and concern for you and patience with your questions or worries?

*94% of patients rated this as either good or satisfactory.*

Question 7

Are you happy with the service you receive from Wye Surgery?

Reception	<i>Over 96% of patients were happy with the service from Reception.</i>
Dispensary	<i>66% of patient were happy with the service from Dispensary but 33% of patient's did not use the Dispensary.</i>
Nurses	<i>86% of patients are happy with the service provided by the Nursing Staff.</i>
Doctors	<i>99% of patients are happy with the service provided by the Doctors.</i>
Administration	<i>85% of patients are happy with the Administration team but 14% felt they could not comment.</i>

Question 8

What improvements would you like to see made at Wye Surgery?

Improved parking	<i>Only 15% of patients felt improved parking was essential with 14% saying it was unnecessary.</i>
Greater range of In-House Consultant clinics	<i>13% of patients felt more In-House clinics were not wanted with 46% of patients said it was desirable.</i>
Ability to order prescriptions On line	<i>Only 14% of patients felt on line prescriptions was essential, with 41% of patients saying it would be desirable</i>
Ability to book appointments On line	<i>56% of patients felt that on line appointments was either essential or desirable.</i>