**BENTHAM MEDICAL PRACTICE**

**RESULTS OF PATIENT QUESTIONNAIRE**

**2016 - 2017**

**The following is a graphical analysis of the results of this year’s patient survey. This time we have compared the results with the results from last year. Interestingly, as last year, the results are pretty similar for both years.**

**I hope you find the results interesting. They will form a basis for the work that the Patient Representative Group does this coming year.**

**Most encouraging is that of the 712 patients who gave a viewpoint over the past three years 39% think that the service from the surgery has increased, 52.0 think it has stayed the same and just 9.0% think it has decreased.**

**Annual Questionnaire Comments 2016 / 17**

1. Bentham

* Accessibility to the same doctor is difficult without a long time span between appointments. Telephone lines for making appointments are often busy.
* **Excellent** service
* Very lucky to have such a good practice at Ingleton and Bentham
* I find the service excellent
* As far as I am concerned this practice is run excellently
* Seeing the same doctor regularly might help
* The length of time you have to wait to see the doctor of your choice is far too long. Some of the receptionists should learn to smile they don’t realise that they are in the customer service environment.
* A good sensitive practice overall
* I have always had very good service and also very friendly
* Reception could be more private
* Very nice staff and well run
* Every time I go to the doctors they are great and kind.
* Can any pressure be put on the Chemists to sort out their act with prescriptions?
* By providing free tea & biscuits.
* No they’re pretty helpful.
* Very happy with the service.
* I heard that having copper (or I think alloys or copper e.g.brass door handles kill bacteria as soon as it rubs onto the handle.
* The pen was sticky.
* You could offer paid flu jabs to the public not just the elderly.
* Quicker appointments. Have to book a week in advance some times.
* An excellent local service Well done.
* There is no email reception in Bentham Surgery. Know this isn’t a priority but would be useful in waiting room.
* Put up a “New Information Board” as if there is new information it can get lost with existing posters. Many thanks for a good service.
* Phone answering could be improved.
* When you need to see a doctor/nurse instead of phoning for the triage it takes the same time to see the doctor/nurse as it does to speak on the phone. Also not wasting time waiting for the doctor/nurse to phone back.
* More Ingleton Appointments(although I Know that this is not possible)
* Very good xxx
* The surgery seems to be just about managing to cope with the demands on it at the moment. Not confident it will when the new housing proposed is built.
* Have 10 Sister Karens
* Can I suggest putting mugshots of all practice staff on the web? It’s hard to remember who is who otherwise. It also puts a ‘friendly face’ on the practice. To see examples of what I mean take a look at any university department’s web pages. The practice website is good informationally but somewhat ‘cold’ and impersonal. Best of luck!
* GP appointment delays see to be getting longer.
* Re last question ‘same’ means continued high level of service.
* Good service – thank you.
* I do not understand why the service offered at the chemists has declined. Prescriptions seem to take longer to be available and the procedure more complicated.
* (Re: ‘How happy were you with the length of time it took you to get an appointment’ respondent ticked Not Happy) Overall I am happy with the service. Not happy is too strong a wording as I understand it must be hard to get an early appointment.
* Shorter appointment waiting time. More out of working hours appointments.
* Telephone appointments have taken the place of face-to-face appointments in too any instances.
* Telephones poor answering
* Maybe – more opportunity to see a nurse for occasional concerns, they could recommend if it is necessary to see a doctor. Making an appointment with a Dr. you are assigned to, usually there is a long wait, I expect this is difficult to alleviate. On the whole we have a good local practice, with a good team.
* Not happy with triage system. To see your own doctor often necessitates a wait of 2-3 weeks which is unacceptable.
* It would be an improvement if none too urgent appointments could be seen sooner. It is worrying when an appointment has to be made 3 weeks or a month beforehand.
* Mental health support group.
* Often difficult to get an appointment with preferred doctor unless booking (for something routine) well in advance.
* Not just releasing appointments a few at a time. Waste of time trying to get a Doctor you want to see and no appointment available until next release date.
* New to the Practice but found excellent.
* Very impressed with whole organisation and planning which has gone into my appointment. Much improved from previously. No improvement required.
* On-line symptom checklist, to field concerns which do not need to be considered by triage doctor.
* No comments about practice, really very good, but can you do anything about the chemist.  Prescriptions never ready.
* Would be good to see the same Doctor.  Waiting times can be very long.
* Highly delighted with service here and at Ingleton. Parking sometimes a problem at Bentham, otherwise everything excellent.
* Late surgery at Ingleton.
* I have always found the Bentham Practice to be of a very high standard.
* Sometimes you have to wait quite a long time for an appointment to see the doctor that you prefer or you have seen before.
* Original appointment was booked 3 weeks in advance because nurse was booked up (reg.particular nurse) I had to rearrange and was very happy with how soon my rearranged appointment was.
* Getting an appointment under 2 weeks not easy at times.
* It’s hard to get an appointment with the same doctor at short notice. But I think the Practice provides a fantastic service and we are lucky people in Bentham.
* Had recent brain surgery (removal of Meningioma).Would have liked to see designated G.P just for continuity . Persons not possible though due to workload
* I was lucky today and managed to get an appointment due to a cancellation. Usually you have to wait a month for a general appointment. I usually use the triage service as I seem to be taken more seriously that way and get seen a lot faster. Phone calls are being answered faster now though.
* Decrease waiting times each time visited I waited for over 25 minutes.
* Not to be ignored by staff whilst stood at reception
* No- the practice is excellent – thank you
* None that I can think of. The staff are always very helpful
* Doesn’t need improving
* The appointment was made on the wrong day by reception staff. A new appointment had to be made!!
* Reception staff to be aware when certain doctors are available.

1. Ingleton

* Evening appointments in Ingleton - maybe 2 late a week 5pm - 8.00 or 8.30pm
* Could do with a telephone number to contact Ingleton Surgery directly in case need to alter appointment, as can be difficult to get through to Bentham
* Everyone is lovely and helpful - just seem to struggle to get through the amount of work
* Took a long time to make appointment, kept being asked to phone later
* Appointments with some doctors are difficult to get swiftly
* Provide coffee and biscuits while waiting
* Appointment with Rachel was excellent – friendly, efficient, totally professional.
* Offer more appointments at Ingleton to save me time travelling to Bentham – especially for appointments during work hours.
* Very happy
* Very good practice
* Nothing other than providing miracle cures

**Thank you to everyone who contributed to this year’s questionnaire and the PRG Group for all their efforts.**