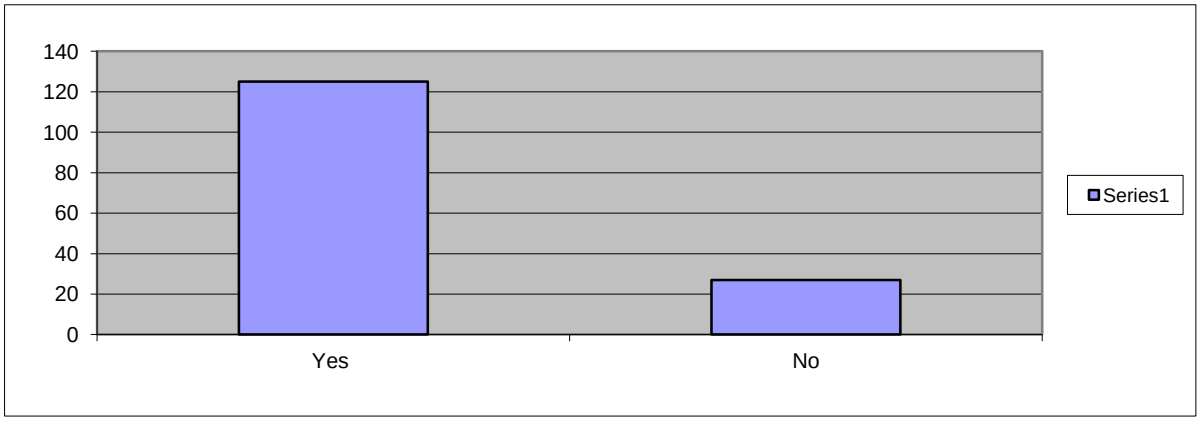
Spring Hall Questionnaire 2011

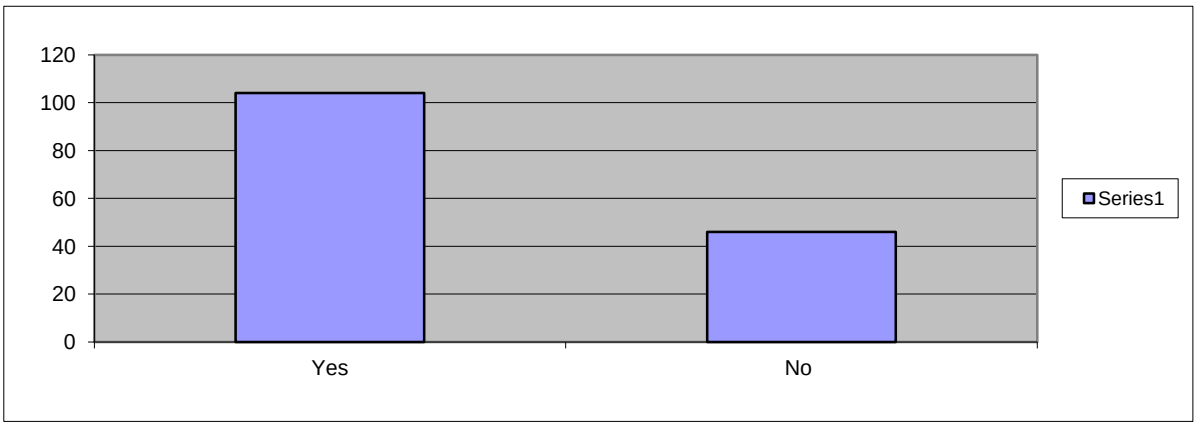
1.Are you aware that all urgent requests would be contacted the same day?

Yes 125
No 27



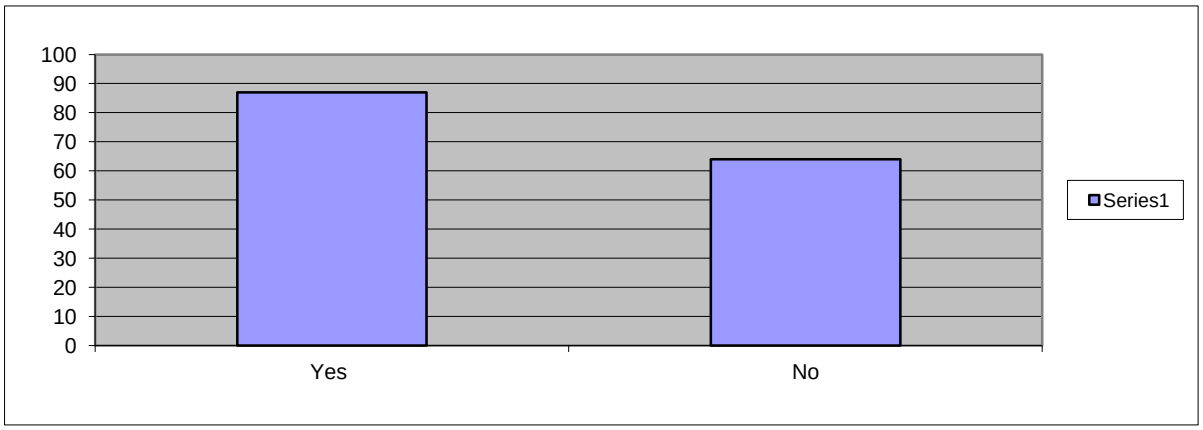
2, Are you aware that routine appointments with your doctor of choice can now be made by the receptionist

Yes 104
No 46



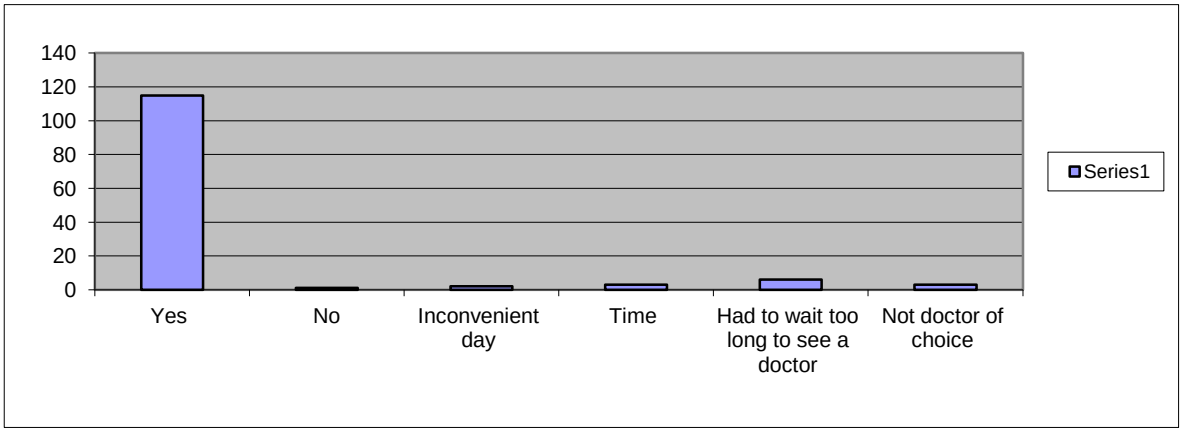
3, Are you aware we have a Saturday morning booked surgery at Boots in the town centre?

Yes 87
No 64



4, Was your appointment today at the time that suited you?

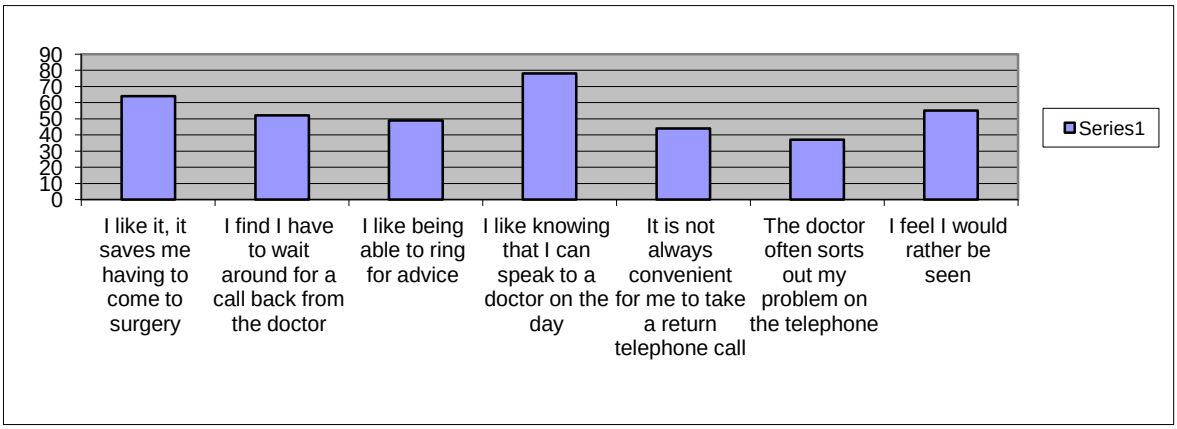
Yes	115
No	1
Inconvenient day	2
Time	3
Had to wait too long to see a doctor	6
Not doctor of choice	3



5, The patients who attended the group had mixed views on telephone triage.

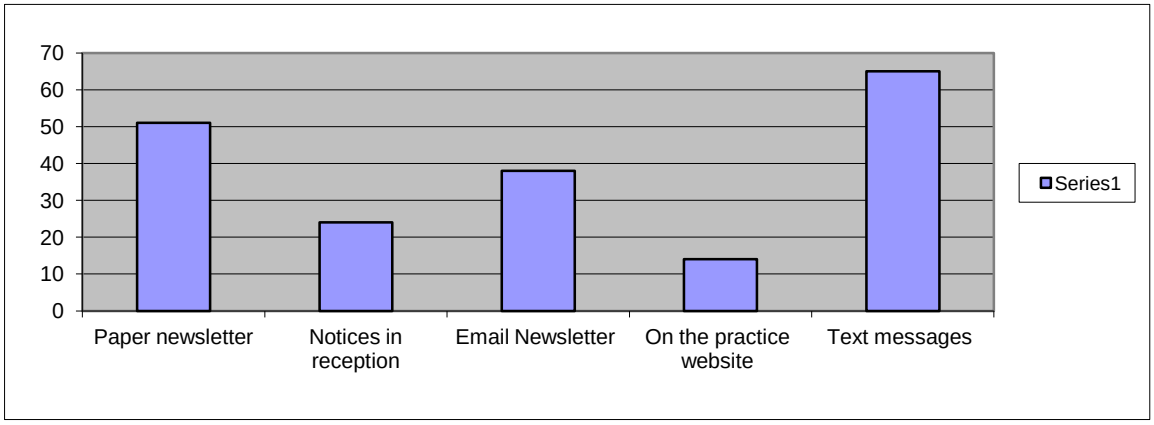
Which view would you have? Please check all those that apply to you

I like it, it saves me having to come to surgery	64
I find I have to wait around for a call back from the doctor	52
I like being able to ring for advice	49
I like knowing that I can speak to a doctor on the day	78
It is not always convenient for me to take a return telephone call	44
The doctor often sorts out my problem on the telephone	37
I feel I would rather be seen	55



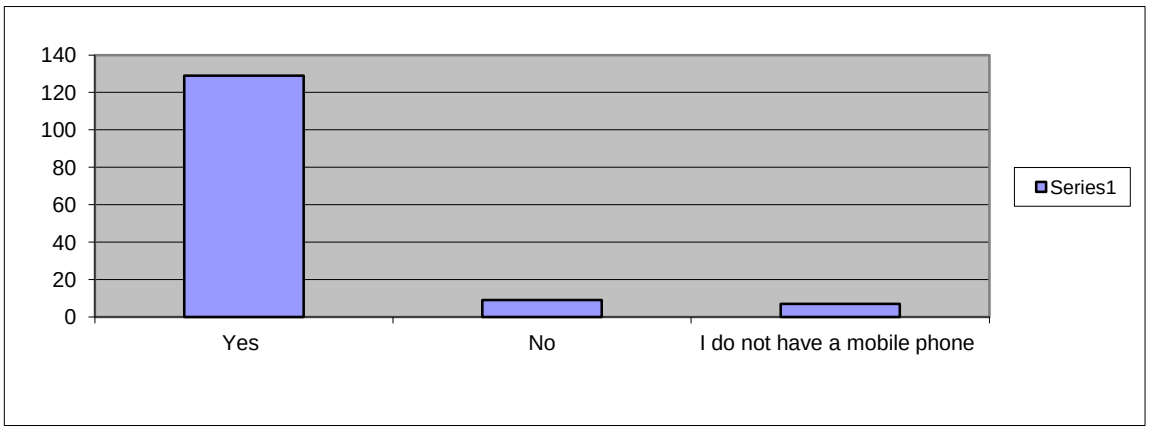
6. The patient group wanted more information about the services we offer. How would you like to receive this information

Paper newsletter	51
Notices in reception	24
Email Newsletter	38
On the practice website	14
Text messages	65



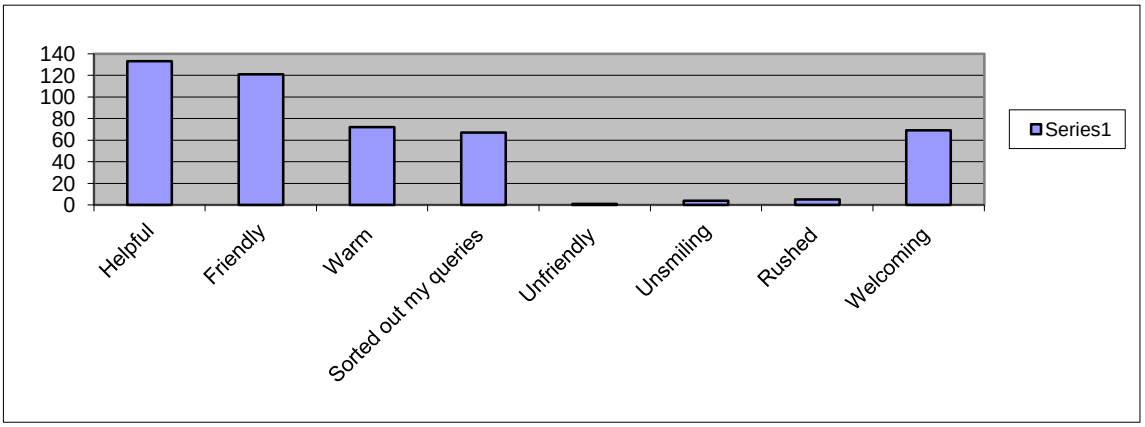
7. We now text patients reminders about there appointments/vaccinations/reviews etc. Do you find this useful?

Yes	129
No	9
I do not have a mobile phone	7



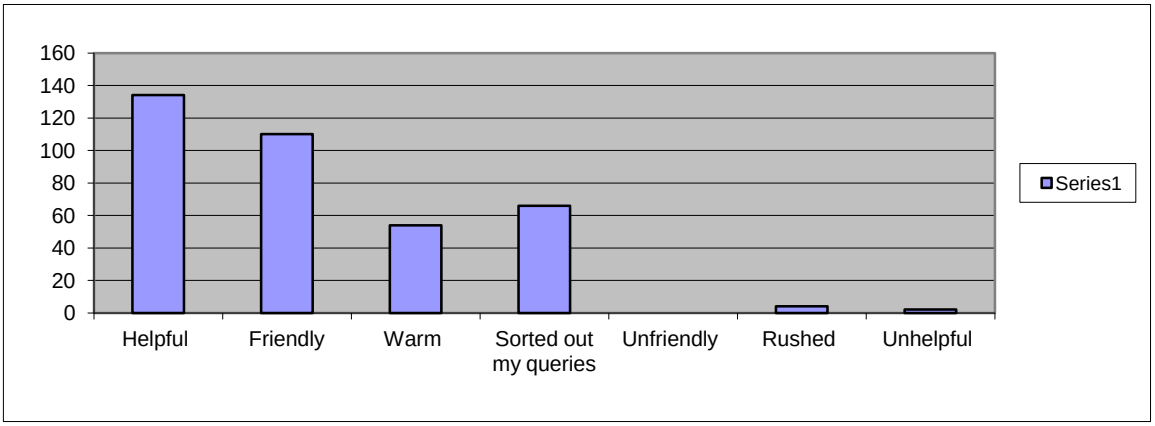
8. How do you find our reception staff when you attend surgery? Please tick all that apply

Helpful	133
Friendly	121
Warm	72
Sorted out my queries	67
Unfriendly	1
Unsmiling	4
Rushed	5
Welcoming	69



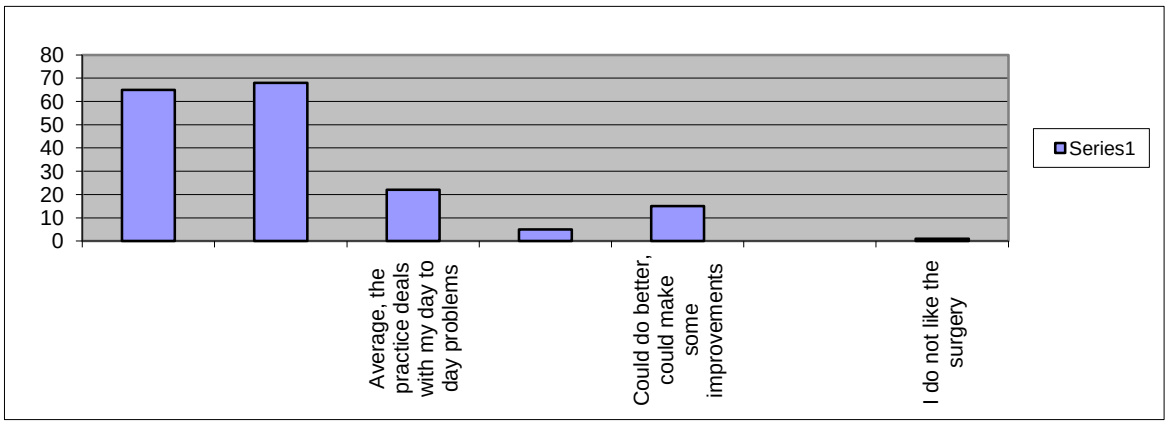
9. How do you find our reception staff when you telephone into the surgery? Please tick all that apply

Helpful	134
Friendly	110
Warm	54
Sorted out my queries	66
Unfriendly	0
Rushed	4
Unhelpful	2



10 Overall how would you rate Spring Hall Medical Centre

Excellent the practice has looked after me and I am confident in the care it provides	65
Very good, the practice usually looks after my needs, and I would still recommend them to a friend	68
Average, the practice deals with my day to day problems	22
Adequate	5
Could do better, could make some improvements	15
Poor	0
I do not like the surgery	1



Finally you were asked what you liked about the practice here are some of the comments

and what you least liked about the surgery here are some of those comments