

GPAQ 2011- Report for Orchard Surgery, Melbourn

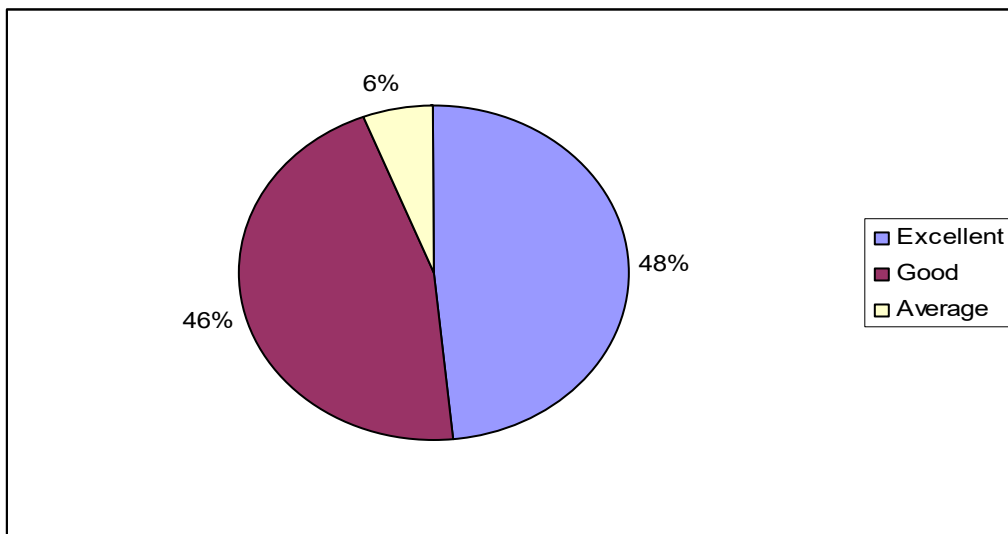
850 QUESTIONNAIRES DISTRIBUTED
351 QUESTIONNAIRES RETURNED
41% RESPONSE RATE

We would like to thank all those who took part in the patient questionnaire for 2011

OVERALL SATISFACTION

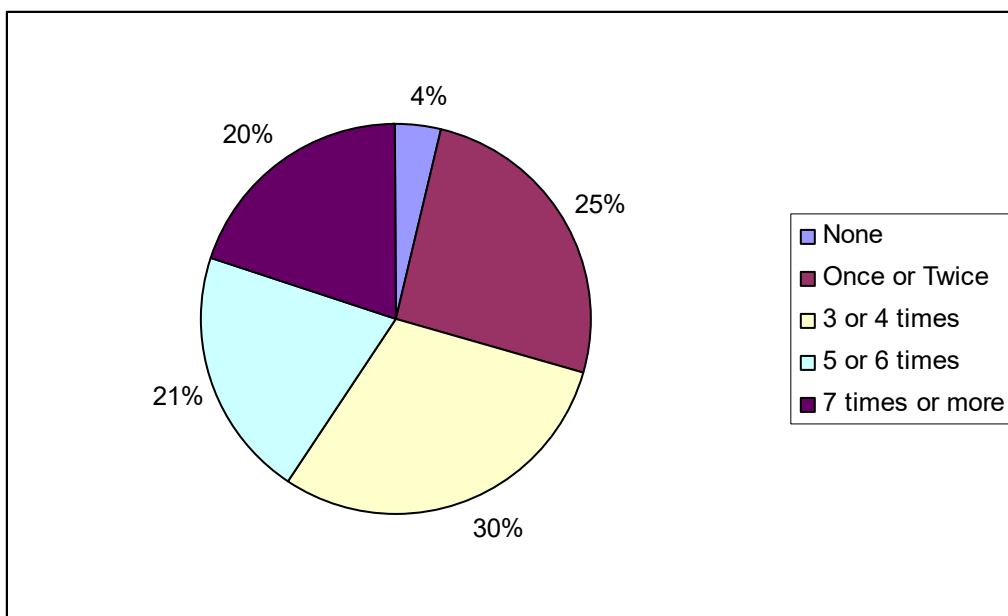
Excellent	Good	Average
170	161	20

94% of patients rated this good/excellent



In the past 12 Months how many times have you seen a doctor from your surgery?

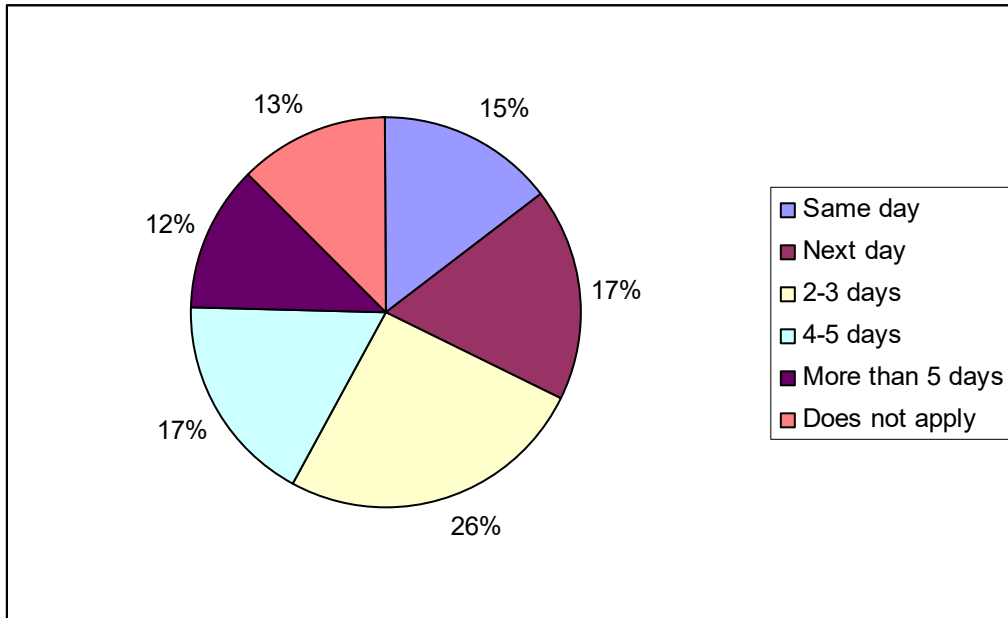
None	Once or twice	Three or four times	Five or six times	Seven times or more
14	89	105	73	70



When you want to see a particular doctor, how quickly do you usually get to see that doctor?

Same day	Next day	2-3 days	4-5days	More than 5 days	Does not apply
52	61	90	61	43	44

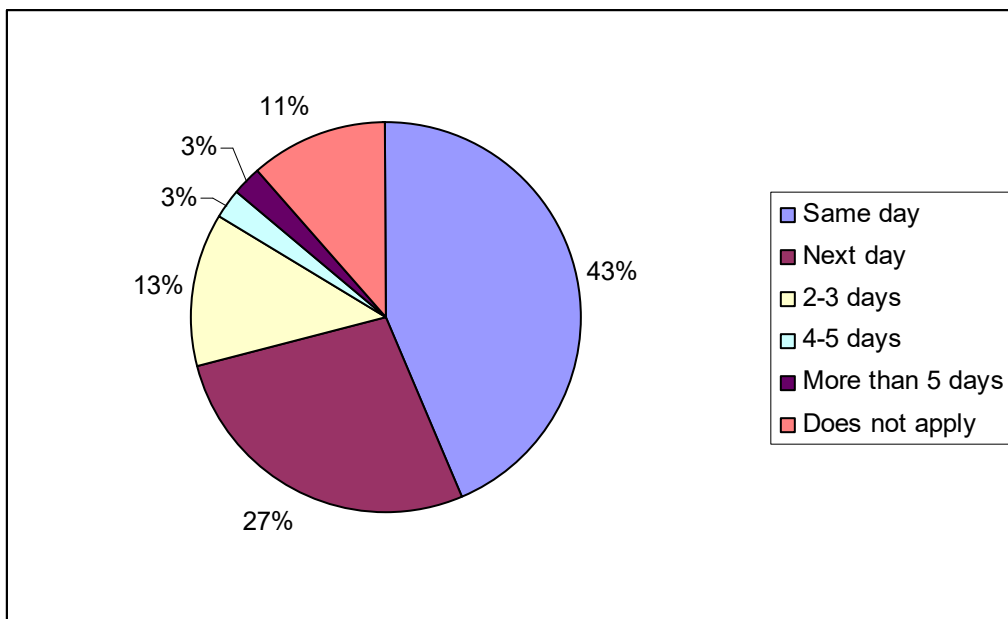
57% of patients rated this good/excellent



When you are willing to see any doctor, how quickly do you usually get seen?

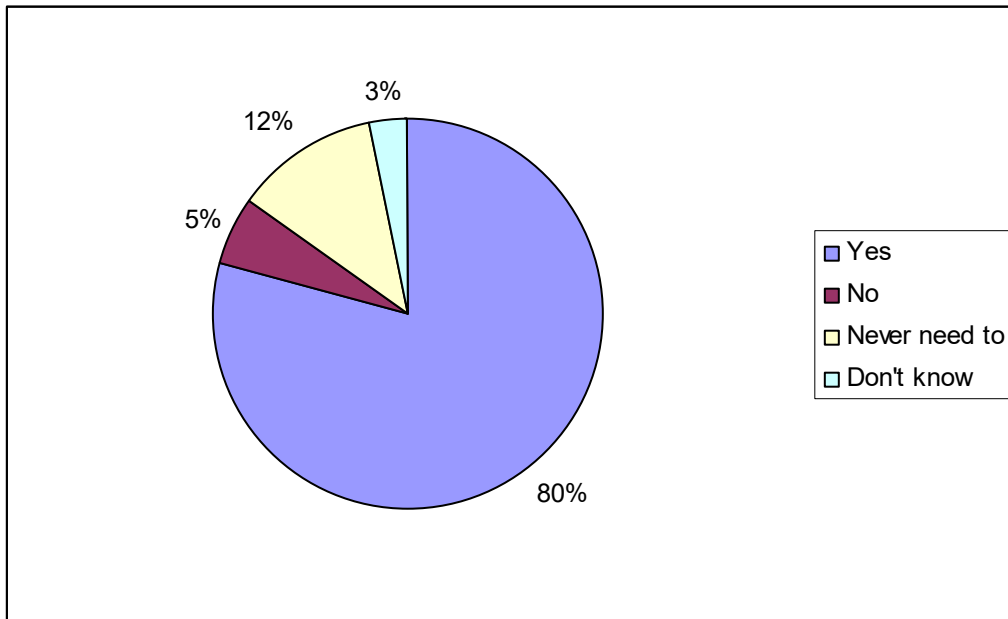
Same day	Next day	2-3 days	4-5days	More than 5 days	Does not apply
153	96	44	9	9	40

70% of patients rated this good/excellent



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

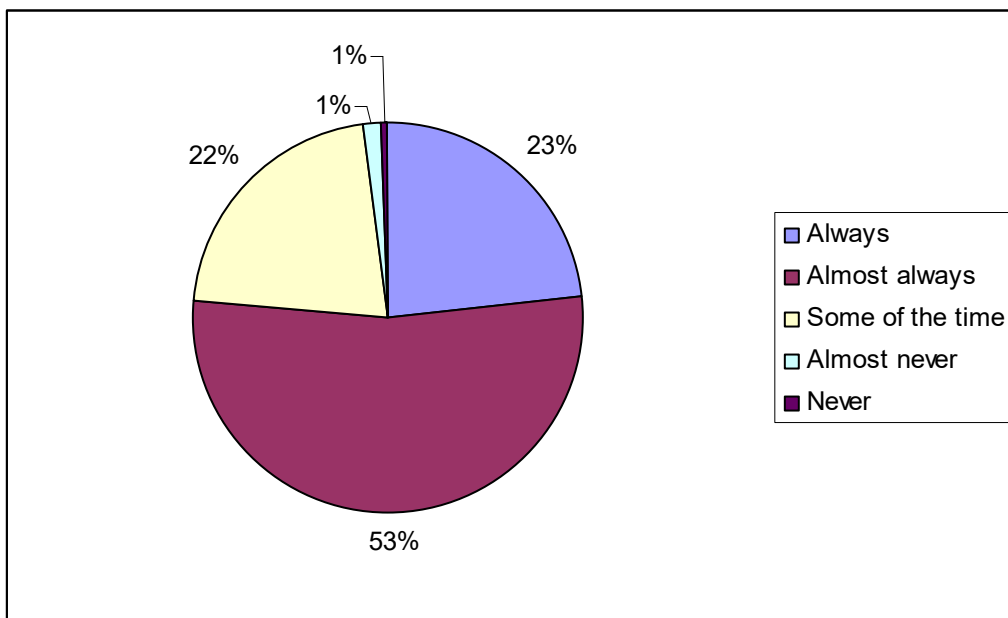
Yes	No	Never need to	Don't know
278	19	43	11



In general how often do you see the doctor you want to see?

Always	Almost always	Some of the time	Almost never	Never
82	186	76	5	2

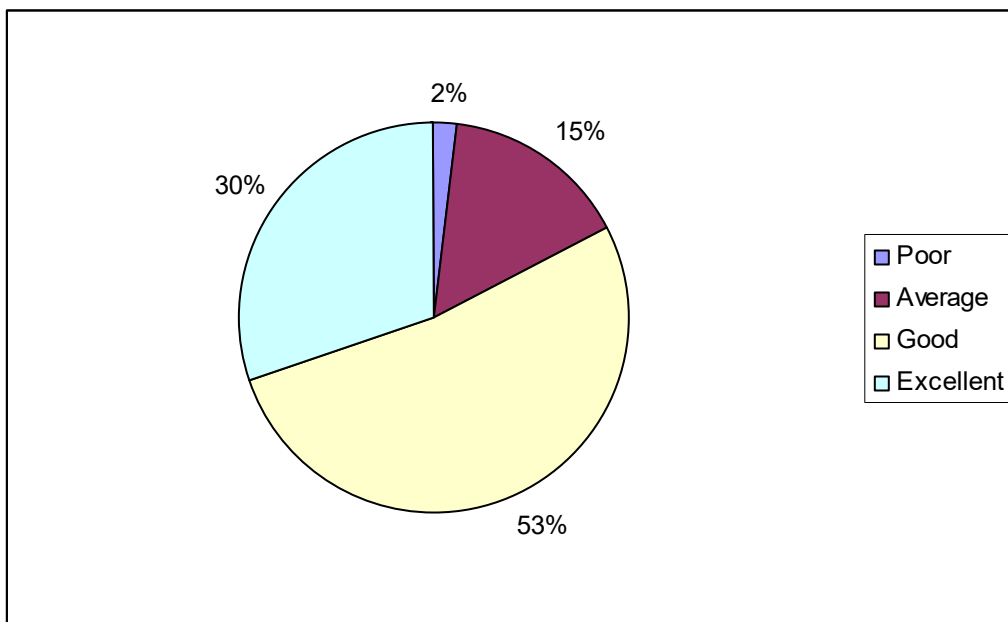
74% of patients rated this good/excellent



How do you rate the way you are treated by receptionists at your surgery?

Poor	Average	Good	Excellent
7	54	184	106

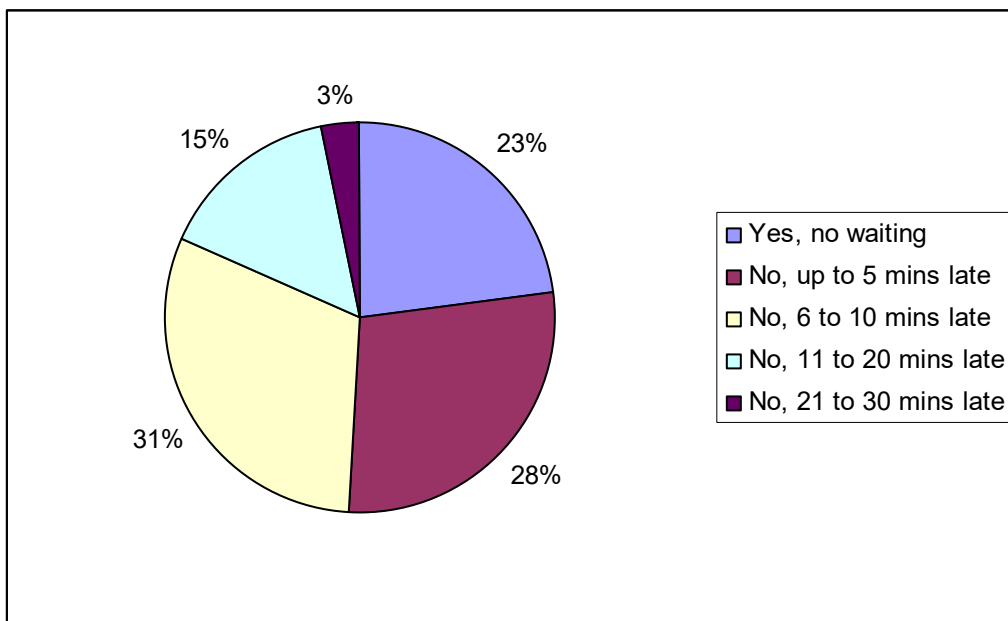
82% of patients rated this good/excellent



Do your appointments begin on time?

Yes, no waiting	No, up to 5 mins late	No, 6 to 10 mins late	No, 11 to 20 mins late	No, 21 to 30 mins late	No, 31 to 45 mins late	No, more than 45 mins late
81	97	109	53	11	0	0

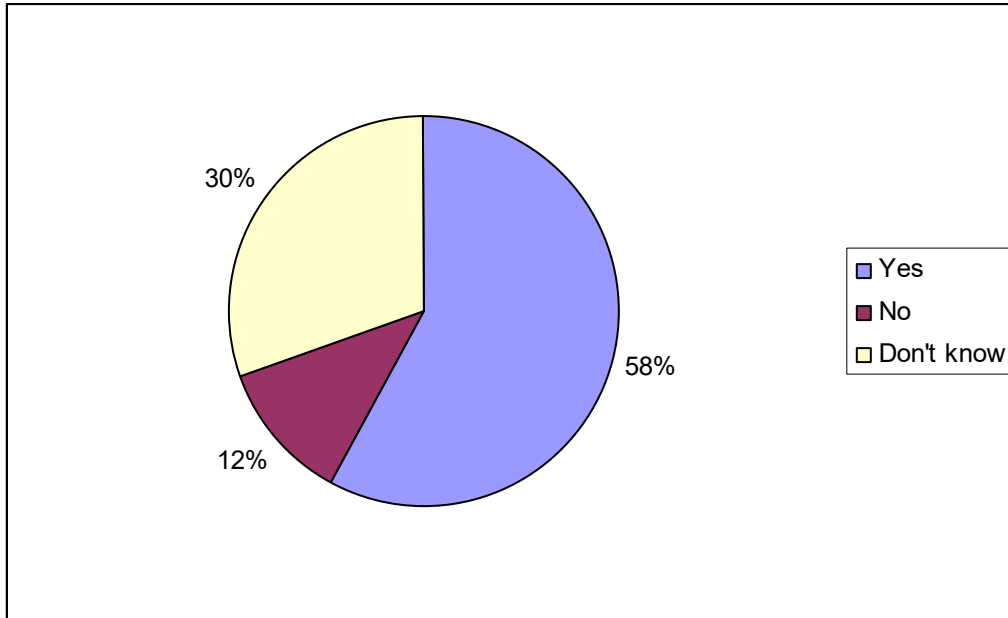
64% of patients rated this good/excellent



Orchard Surgery is looking at the possibility of starting up a Patient Reference Group and wanted to get patients opinion on the subject.

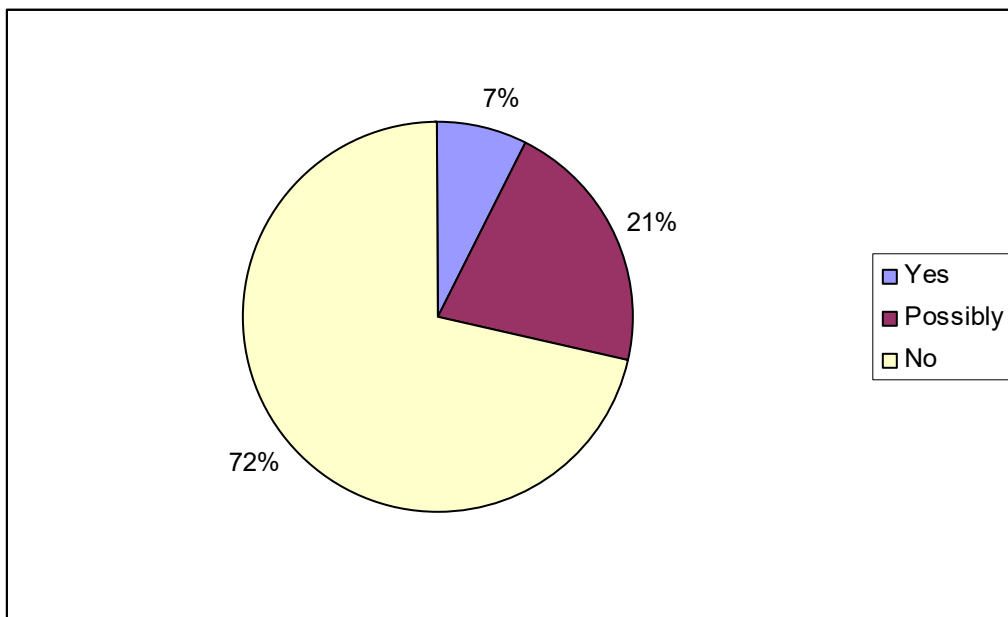
Do you feel a PRG would be beneficial?

Yes	No	Don't Know
203	41	107



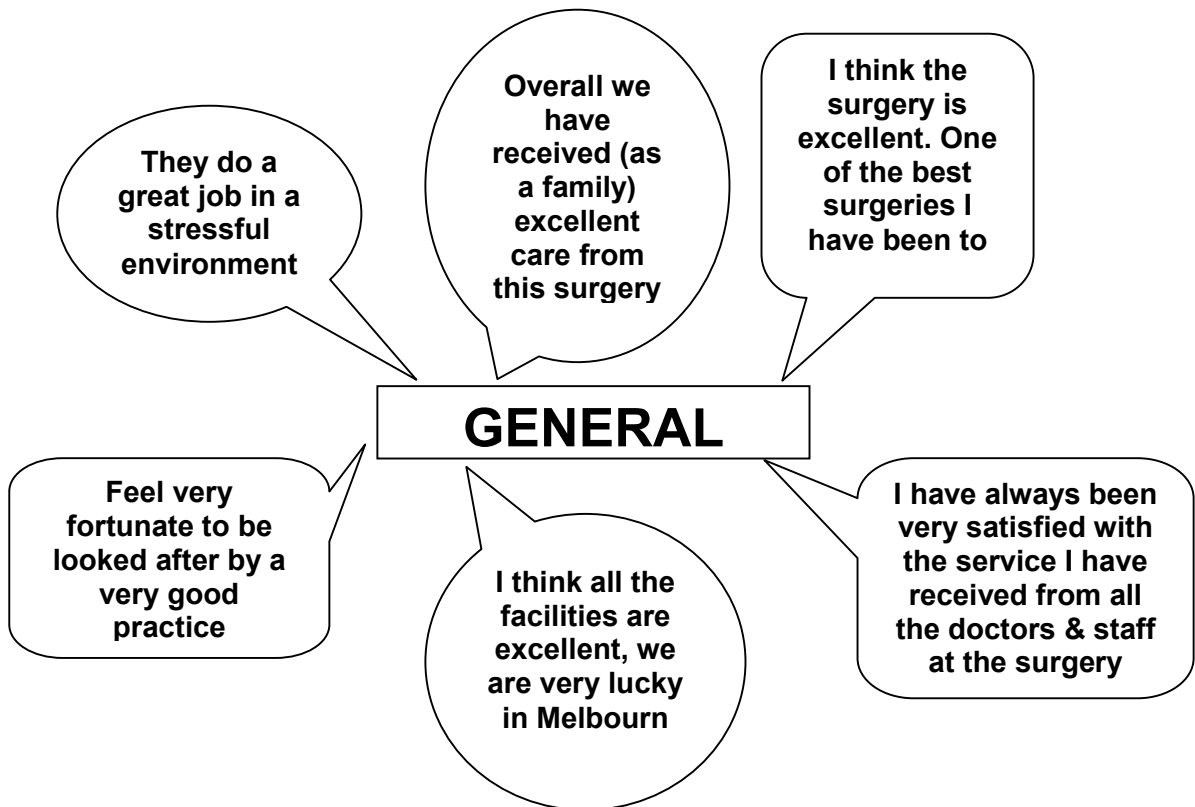
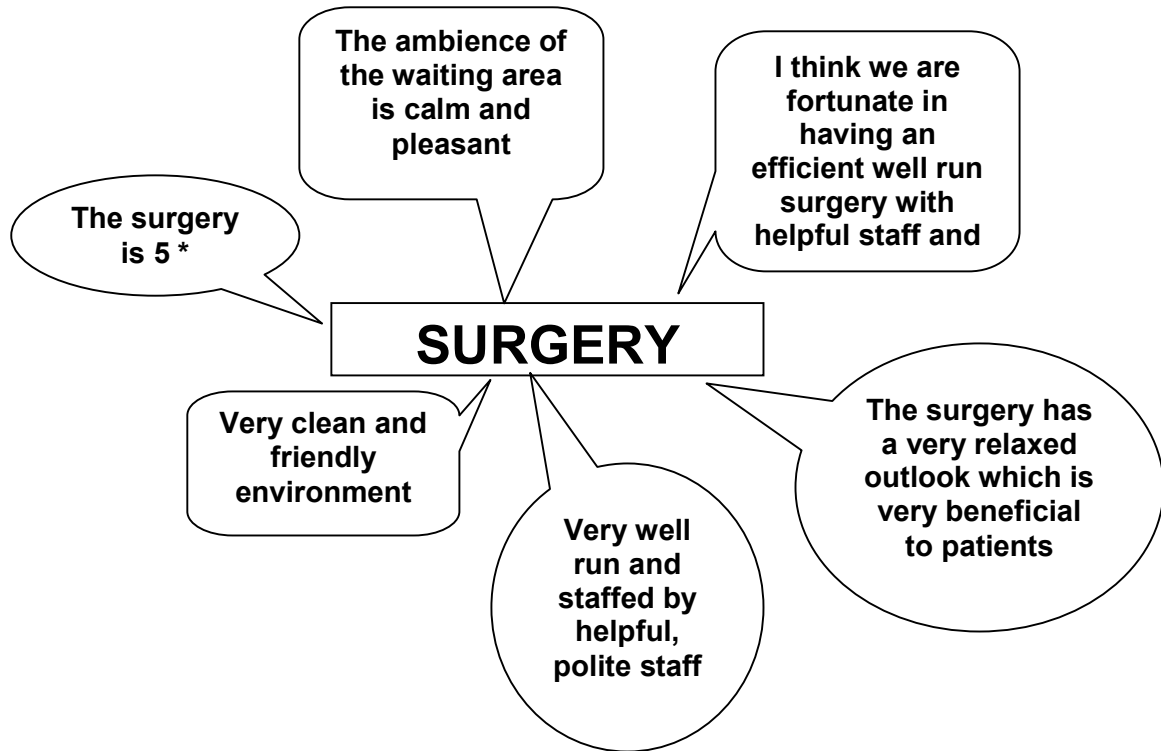
Would you be willing to volunteer to be a representative of a surgery PRG?

Yes	Possibly	No
26	74	251

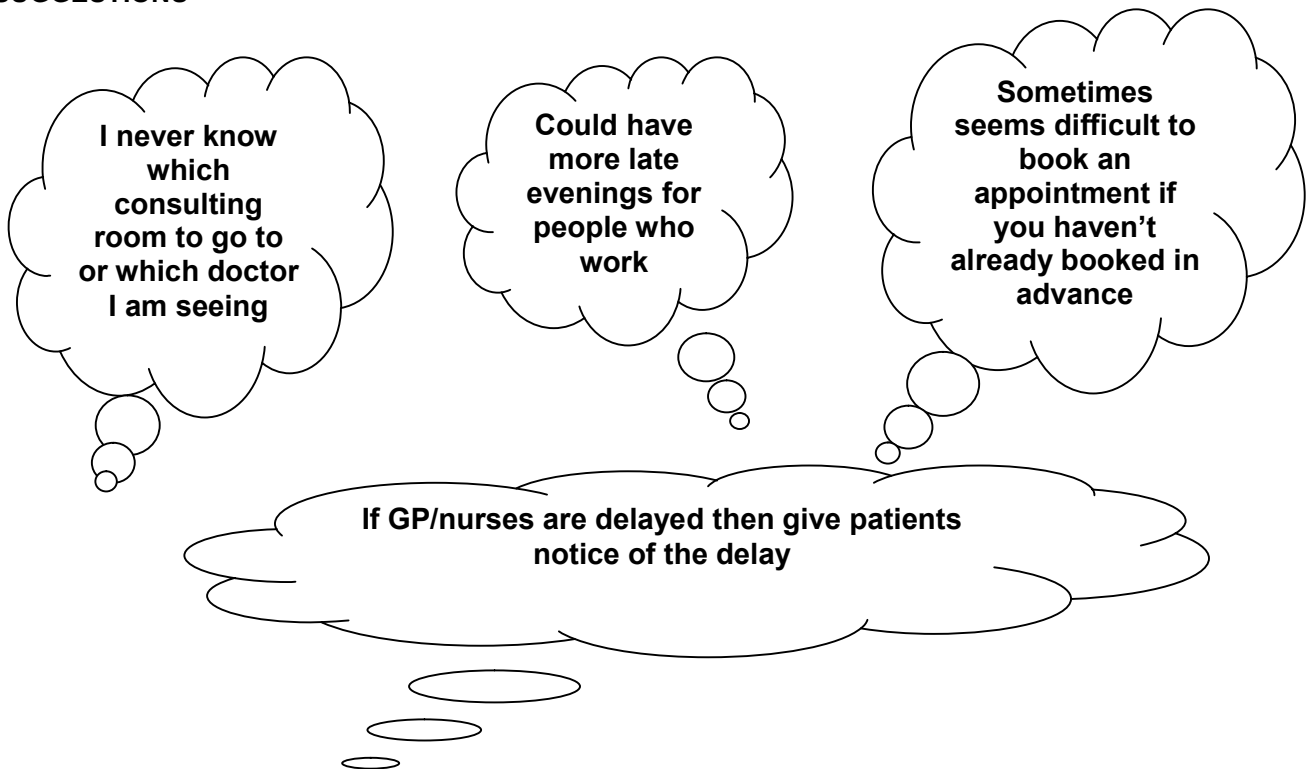


COMMENTS





SUGGESTIONS



Thank you for all your comments and suggestions, we have taken them on board and have made or are looking at the possibility of making the following changes:

- **Patients are able to book appointments, whether routine or urgent on-the-day that they ring.**
 - **Depending on availability of requesting GP and times**
 - **All appointments are booked in time order**
- **Patients are able to book appointments up to 6-weeks in advance**
- **All consulting rooms are clearly labelled with health professionals name and colour and direction arrows have been installed.**
- **The quantity of evening appointments is being reviewed.**
- **If a GP is delayed due to emergency reasons, all patients are informed and offered alternative appointment if necessary**