

COLLEGE STREET MEDICAL PRACTICE

Patient Questionnaire Outcome

December 2023

Thank you to everyone who took the time to complete our recent survey, it is useful for the Practice to understand how we are doing and what we can improve on

Out of the 216 completed questionnaire we had the following responses:

196 of patients completed the questionnaire on their behalf – 90.74%

12 of patients completed the questionnaire for either their spouse or partner – 5.5%

8 of patient completed the questionnaire on behalf of a relative or friend – 3.7%

1. When ringing the Practice is your call answered politely and in an acceptable length of time?

176 patients said their call was answered politely and within an acceptable length of time – 81%

34 patients said their call was not answered politely or within an acceptable length of time – 15%

8 patients failed to answer the question – 3.7%

2. On this occasion when you visited the Practice how helpful were the reception staff?

173 patients said the reception staff were excellent – 80.09%

39 patients said the reception staff were good – 18%

2 patients said the reception staff were fair – 0.92%

2 patients failed to answer the question – 0.92%

3. What did you attend the Practice today for?

14 patients visited the practice to drop of a prescription – 6.48%

12 patients visited the practice to make an appointment – 5.5%

171 patients visited the practice to attend a appointment – 79.1%

10 patients visited the practice for something else -4.62%

7 patients did not answer the question – 3.24%

4. If you attended an appointment today were your needs met or will you need to return for a further an appointment?

149 patients that their visit today met their needs and did not need to return for a further Appointment – 68.98%

25 patients said that their visit today did not meet their needs – 11.5%

36 patients said they required a follow up appointment. – 16.66%

8 patients failed to answer the question – 3.70%

5. If your appointment today was with the Doctor did they involve you with the decision about your care?

140 patients were involved with the decision about their care – 64.81%

22 patients were not involved with the decision about their care – 10.18%

42 patients indicated this question was not relevant – 19.4%

12 patients failed to answer this question – 5.5%

6. If you saw the Practice Nurse, Health Care Assistant or the Nurse Practitioner today how helpful was she?

160 patients who saw the Practice Nurse, Health Care Assistant or the Nurse Practitioner said they were helpful -74.07%

22 patients who saw the Practice Nurse, Health Care Assistant or the Nurse Practitioner said they were helpful – 10.18%

34 patients failed to answer this question – 15.70%

7. How long have you been a patient at this Practice?

88 patients said they had been registered with the practice for less than 12 months

48 patients said they had been registered with the practice for between 12 months and 10 years

76 patients said they had been registered with the Practice for more than 10 years

4 patients failed to answer the question not answered

Below are some additional comments we received:

- Appointment times are frustrating and kept waiting more than 30 minutes
- Happy with the Practice and staff are very helpful
- Nothing, keep being great

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- Friendly reception staff and GP. Happy with service
- Anne is very helpful and always willing to help
- Unable to get Covid jab and Flu jab at the same time
- Had to wait 30 minutes over y appointment time
- I have no issues
- Very long waiting time to connect the call, find booking appointments very difficult
- The staff and doctors are wonderful, I get great treatment and reception staff are friendly and go the extra mile
- On the whole good service but sometimes the reception team come across as being impatient or on edge/ rude, not sure why
- Happy to be a patient
- Maybe more telephone appointments
- Helen and the other nurses are brilliant
- Having a blood test with a bonus of having a laughter – well done
- The whole booking system is not fit for purpose. The telephone system isn't good enough
- Always so friendly and polite, staff go above and beyond
- It is very hard to get through to someone on the phone.
- Encourage more patients to use the app which in turn will free up the phone lines
- Appreciate that the need for appointments outweighs the availability but it is incredibly difficult to make an appointment, however the staff are always polite and helpful when you do get through
- Always been very appreciative of the healthcare provided
- Car park a bit tight
- Trying to get an appointment is a struggle
- Book in advance would be helpful
- The appointment system is incredibly unhelpful and frustrating
- Lack of Doctors
- Always very helpful and cant thank everyone enough
- Sometimes feel like the reception ask too many questions, but always polite and nice
- Can't get an appointment for over a week
- Dr OT is brilliant, keep up the good work
- Exceedingly difficult to see a doctor, or nurse or make an appointment
- The service has got better and better
- I find the practice excellent, everyone is lovely
- No improvement needed, first class service
- Waiting time over appointment time
- The staff are very good
- Perfect, very happy with he service
- Never had a problem with the practice, very good
- Staff remain polite and helpful despite the pressures the whole NHS are under

- Could we have a board up with photos of staff members, this would make it more welcoming when you attend
- Found the doctors can be dismissive, condescending, although the Nurse Practitioners are wonderful, excellent and listen
- Be able to book appointment sin advance and on line
- I have never had a problem or issue with the Practice I only have positive things to say about the Practice
- On line booking would be good in the future
- Ability to book appointments on online
- Do find it hard to get an appointment since Covid, sometimes the appointment is cancelled at very short notice

We thank everyone for their time in completing the questionnaire, and the comments some patients have added. We have already re-introduced the ability of booking some appointments on line, this will continue to evolve and the availability in the future will be more appointments on line. As part of the NHS improvements we are also looking at upgrading the phone system but this will take some time and resources, hopefully this will improve the patient experience. It is lovely to read the positive comments and that our staff are on the whole appreciated.

The Practice will continue to make changes where possible but should you have any further suggestion we are always happy to receive these comments

Helen Millward

Practice Manager

10.1.2024