

St Michael's/The Beehive Surgery

Patient Questionnaire – February 2011

Based on 200 questionnaires completed by a randomly selected group of both male and female patients' aged 16yrs +.
Each clinician was allocated 10 questionnaires per surgery.

Overall total score possible for each questionnaire is 100, based on the score rating below.

Poor	Fair	Good	Very Good	Excellent
1	2	3	4	5

About the practice

Overall percentage.

❖ Satisfaction with the practice's opening hours.	75%
❖ Ease of contacting the practice by telephone.	80%
❖ Opportunity to see any doctor within 48 hours.	73%
❖ Opportunity to see the doctor of your choice.	66%
❖ Opportunity of speaking to a doctor on the telephone for medical advice.	68%
❖ Length of time waiting in the practice to see the doctor or nurse.	67%
❖ The information provided by the practice about how to prevent illness and stay healthy (eg. Alcohol use, health risks of smoking, diet etc.)	75%
❖ Information provided by the practice about services provided by them. (eg: repeat prescriptions etc.)	75%

About the staff

❖ The manner in which you are treated by the Receptionist.	85%
❖ Respect shown for your privacy and confidentiality.	84%
❖ Warmth of the greeting	85%

About the doctor's/nurse's	Generally	CMP	JH	IWP	HP	MAM	MP	AC	CT	CR	SB
❖ Overall satisfaction with the visit today	85%	87%	84%	79%	83%	92%	84%	83%	88%	91%	80%
❖ On this visit I would rate the doctor's/nurse's ability to really listen to me as..	87%	93%	88%	81%	88%	92%	85%	89%	89%	89%	81%
❖ The doctor's/nurse's explanation of things to me	87%	93%	88%	80%	84%	90%	87%	88%	84%	90%	84%
❖ The extent to which I felt reassured	85%	91%	86%	79%	86%	91%	83%	85%	83%	90%	79%
❖ Respect shown to me by the doctor/nurse	88%	94%	89%	86%	83%	92%	88%	91%	87%	93%	81%

Finally

- ❖ All things considered, how satisfied are you with the practice in general.

85%

We welcome any comments that you may have about how this practice can improve their service to you.

Below are the comments made:-

- Always pleased with warmth of service.
- "Receptionists are not Doctors!!"
- More information available regarding diet, health risks etc in the waiting rooms.
- Excellent practice, blessed with non-judgemental friendly staff and doctors.
- Grateful for evening and weekend commuter clinics.
- Practices cater for my well-being.
- Extremely kind – "I think they are brilliant".
- Always very helpful and kind.
- Always very helpful to my families needs.
- Have always found the practice excellent and know that other family members feel the same.
- Friendly practice – wait sometimes to long to see doctor, otherwise happy.
- Dr Pauli always does her best to make me feel at ease.
- Dr Pauli - Excellent doctor – very helpful/caring.
- Constantly told to phone back in the morning for an appointment.
- Very satisfied.
- No areas of improvement needed.
- Longer opening from 7.30am.
- Warmth of greeting – "3 gold stars".
- Reception welcome – great.
- Very helpful reception staff – friendly – Always satisfied.
- Can always pick up the phone and get understanding staff.
- Always seen when needed.
- Always very happy with the service.
- Service can't be failed – deepest regard for all.
- Very patient/empathetic person – listens well.
- No improvement necessary – always receive excellent service.
- All very good.