

157 Questionnaires were completed out of 249

ESCRICK SURGERY – PATIENT REFERENCE GROUP SURVEY

All these questions relate to Escrick Surgery and the services it provides and does not relate to any Out of Hours services.

Staff

1. How do you rate the way you are treated by staff at your practice? (please circle)

Receptionists	Poor		Fair	2%	Good	13%	V Good	85%		
Nurses	Poor		Fair		Good	14%	V Good	79%	No comment	7%
H/C Assistants	Poor		Fair		Good	11%	V Good	62%	No comment	27%
GP's	Poor		Fair		Good	13%	V Good	72%	No comment	15%

Comments/Suggestions

<ul style="list-style-type: none"> • Well chosen staff • I am surprised that the receptionists ask detailed medical reasons for seeking an emergency appointment. • Keep it up. • Great Practice • Can't praise your receptionists enough – after being with Monkgate Surgery for many years and speaking to friends at other surgeries, receptionists are always kind and accommodating. • Dr Hanly is just brilliant. • Screen check in has improved access to receptionists. All staff are friendly and approachable. • I am always delighted with the service here. No suggestions – could not be better. • Always found receptionists very helpful. Supportive GP's spend time as necessary and don't make me feel rushed. • I have recently registered here and have found it one of the efficient, friendly services I have used. • District Nurses tend to put cost before care. • Saturday morning or a late night surgery. • Very much depends on who is manning reception. Some GP's are more approachable than others.

Appointments

2. Thinking of times when you want to see a **particular** doctor

a) How quickly do you usually get to see that doctor?

Same Day	11%	Next Working Day	10%	2-3 Working Days	39%	More than 3 Working Days	35%	N/A	5%
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b) How do you rate this?

Poor	5%	Fair	23%	Good	34%	Very Good	32%	N/A	6%
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Comments/Suggestions

- Some Doctor's are very heavily booked and that is a little difficult if you need continuity for a mental health problem.
- I don't mind waiting. If it's for my child it's usually same day or next day.
- Time often longer for Dr Hanly
- Depends upon the urgency, usually not urgent.
- I find seeing a different Doctor each time a little contradictory regarding diagnosis and treatment.
- One cannot expect a specific Doctor to be available on demand.
- We have never asked to see a particular Dr all are excellent.
- Internet appointment booking system is very useful.
- Can be a problem if Doctor says they want to see you in a week to assess how treatment is progressing.
- Maybe re issues of Doctor's note could be left at reception.
- Like to stick to one Doctor. Very busy lady. Feel they are in touch with me as a person.
- One expects to wait to see popular/ specialist GP's.
- At times during Dr's holidays it can take up to 2 weeks to see usual Dr.
- Dr's have seen me outside of hours when my depression was serious. I shall always appreciate their care.

3. Thinking of times when you are willing to see **any** doctor

a) How quickly do you usually get seen?

Same Day	55%	Next Working Day	26%	2-3 Working Days	16%	More than 3 Working Days	3%	N/A	
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b) How do you rate this?

Poor	1%	Fair	5%	Good	22%	Very Good	68%	N/A	4%
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Comments/Suggestions

- Emergency service excellent. It is alright to wait 3 days but tricky if something is acute but not an emergency.
- All Doctor's are great and the registrar.
- Can always see someone if urgent.
- We have never had a problem even with last minute appointments.
- Once or twice I have needed to be seen very quickly because of breathing difficulties and I have been seen extremely quickly. Thank you.
- The Doctor's are over worked therefore this is unavoidable.
- If you are ill enough to need a Doctor it needs to be then, not in 3 days time!

4. If you have needed to see a GP **urgently**, have you normally been seen on the same day?

Yes	84%	No	2%	Don't know/never needed to	14%
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Comments/Suggestions

<ul style="list-style-type: none"> • Almost always. The 5 minute appointments are good for this. • Urgent appointments are generally for my children and you always do your best to get them seen the same day. • Seen or spoken to on the phone. • Always go above and beyond to fit us in. • I have used this facility twice early in the day. I do not know how it would work if needed any other time. • Only call Doctor out if urgent.
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5. Thinking of times you have **phoned** the practice, how do you rate the following:

a) Ability **to get through to** the practice on the phone?

Poor	4%	Fair	13%	Good	43%	Very Good	34%	N/A	6%
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b) Ability to seek telephone advice that day?

Poor		Fair	3%	Good	25%	Very Good	49%	N/A	23%
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Comments/Suggestions

<ul style="list-style-type: none"> • Would not seek advice from a receptionist • Sometimes have to try at least 5 times to get a reply. Phone is ringing, not engaged but regularly not answered. • Once or twice I have hung up as obviously receptionists have been too busy to answer. • Can be slow at 08:00am for obvious reasons. • Couldn't be better!! Doctor's have always phoned. • An answer phone may be helpful. • Reception staff very helpful. • Phone often rings out with no reply. • Often phone engaged so I use ring back which is good.

Premises

6. How do you rate the access to the building:-

Escrick	Poor		Fair	5%	Good	24%	Very Good	67%	N/A	4%
North Duffield	Poor	1%	Fair	4%	Good	8%	Very Good	23%	N/A	64%

Comments/Suggestions

- North Duffield a bit tricky for a pushchair or wheelchair. Lots of doors, very little space inside. Escrick has a good automatic door outside but needs better doors inside.
- Except last winter in the snow and ice when paths, slope to entry and car park were not kept clean and salted.
- I always use North Duffield surgery. Chris the Nurse is very professional and is always willing to help.
- Door to waiting room needs to be automatic for wheelchair access, Doctor's always greets and opens the door to consultation room, which is great.
- Present parking on the corner that limits vehicle access to the car park.
- I sometimes find the touch panels that open the doors don't seem to work.
- Not the surgery's fault – A19 to cross.

7. How clean and tidy do you find the premises:-

Escrick	Poor	1%	Fair	2%	Good	13%	Very Good	80%	N/A	4%
North Duffield	Poor		Fair		Good	5%	Very Good	27%	N/A	68%

Comments/Suggestions

- Escrick a bit dusty sometimes.
- Sometimes the notice leaflets are a bit out of date.
- Escrick waiting room door needs painting.

On line Facilities

8. Do you have access to and are willing to use the internet?	Yes	64%	No	31%	N/A	5%
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If yes please answer the following:-

9. Do you book appointments on line?	Yes	28%	No	45%	N/A	27%
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10. Do you order repeat prescriptions on line?	Yes	26%	No	46%	N/A	28%
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11. Do you access the practice website?	Yes	28%	No	41%	N/A	31%
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12. Did you know the above facilities were available?	Yes	50%	No	20%	N/A	30%
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Additional Comments

- Escrick Surgery is wonderful.
- The Escrick Surgery is a great example of the National Health Service at its very best. The receptionists are always cheerful, efficient and very helpful. The Nurses are very professional, pleasant and make you feel very much at ease. My own Doctor and the others I have come in contact with are most caring, very approachable and give generously of their time. I believe the people in this area are very fortunate to be served by such a professional and dedicated team of people.
- Would like to be able to book appointments and order prescriptions on the internet for my family members the same as myself but this is not possible.
- This Practice has served my entire family since 1966. Mum and Dad were always cared for and likewise me. Sister Penny is very professional but very approachable about diabetes, as is Dr Lenthall. Whenever I have seen Dr Hanly in an emergency it has been a pleasant experience.
- I work full time and am on medication for Hypertension. It is difficult to be able to get in to pick up my medication before or after work. I pay for my prescription and do not waste my medication but am not able to order 2 months supply of my medication. Being able to get here every month is difficult.
- Whilst I feel internet access is a good idea. I believe a lot of people like to speak to a receptionist to book. The receptionists have always been excellent in my opinion. There have been times when I couldn't speak when I have telephoned (due to upset/ depression) after my husband's death. All the ladies have calmed me down and reassured me until I could talk. They were wonderful when I was bad. The Doctor's have also been superb with me and seen me through some horrendous periods. A BIG THANK YOU TO EVERYONE AT THE SURGERY.

Thank you for taking the time to complete this survey.