

## Beechwood Surgery

### Patient Survey Autumn 2013 ( by email)

### RESULTS

1. Think about the last time you tried to see a doctor fairly quickly. Were you able to see any doctor on the same day or in the next 2 days the surgery was open?

**5 YES      5 NO**

2. If you could not be seen within the next 2 days, what was the reason?  
Please tick all the boxes that apply to you.

There were no appointments available

The times offered did not suit

The appointment was with a doctor I did not want to see

3. In the past 6 month, have you tried to book ahead for an appointment with a doctor more than 2 days in advance?

**9 YES      1 NO**

4. When you tried to book in advance, were you able to get an appointment with a doctor more than 2 days in advance?

**9 YES      1 NO**

5. The last time you booked any appointment were you able to see the doctor you preferred to see?

**8 YES      2 NO**

6. Were you satisfied with how you were treated – please tick in the box

	V. Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	V Dissatisfied
<b>On the phone</b>	<b>3</b>	<b>2</b>	<b>1</b>		
<b>At Reception</b>	<b>7</b>		<b>1</b>		
<b>By your doctor</b>	<b>8</b>	<b>1</b>			
<b>By your nurse</b>	<b>3</b>				

7. How satisfied are you with the hours the surgery is open?  
(We are open Monday – Friday 8.30am-6.30pm and Saturday 9am – 12pm)  
Please tick appropriate box

V. Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	V Dissatisfied
<b>6</b>	<b>3</b>		<b>1</b>	

8. Would you like us to open at additional times?

**5** **YES** Please go to question 9

**5** **NO** Please go to question 10

9. Which one of the following additional times would you most like us to open?  
Please tick appropriate box/boxes

<b>Before 8.30am</b>	<b>After 6.30pm</b>	<b>On Saturday pm</b>	<b>On a Sunday</b>
<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>

10. In general, how satisfied are you with the care you receive at the surgery?  
Please tick appropriate box.

<b>V. Satisfied</b>	<b>Satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Dissatisfied</b>	<b>V Dissatisfied</b>
<b>6</b>	<b>3</b>			

**We welcome any additional comments you might like to make about the clinical care and treatment you receive from this surgery.**

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Surgery should open to suit working people, hence asking for Sat and Sun opening

Opening times are prohibitive

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Would like to use Community bus that goes from High St and turns round in Clements Park

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Receptionists are curt and unfriendly

Very happy with reception staff, always helpful and do their best to make appointments

Nurses always friendly and efficient

All staff from reception to Drs are extremely professional

Exceptional service from a doctor who called one evening to offer patient advice after being copied in on patients email to Queens.

Too many doctors, want to see specific one of my choice and ideally at weekends

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Complaint about GP that was rude and dismissive