

Village Patient Participation Group Survey 2014

Gender	Total
Male	37
Female	86

Age	Total
Under 17	0
17 – 24 yrs	5
25 – 44 yrs	37
45 – 64 yrs	43
65 – 74 yrs	31
75 – 84 yrs	6
Over 85 yrs	0

Ethnicity	Total
White British	127
White Irish	
Any other white	
Mixed - other	
Mixed Caribbean	
Mixed African	
Mixed Asian	
Indian	
Pakistani	
Bangladeshi	
Asian - Other	
Caribbean	
African	
Chinese	
Any other background	

APPOINTMENTS

WHEN NEEDING AN URGENT APPT

Were you able to see a clinician on the same day or in the next 2 days of the practice being open	Total
Yes	99
No	29
Haven't tried	20

COMMENTS

Impossible to get appointments especially if working

Have often called at 8.40 to make an appointments and they have all gone

I usually go down and wait at the surgery to get an appointment as you can't if you ring

Emergency only on the day slots available

Virtually impossible to get an appointments

Very hard to get in a week

Sometimes get told to ring back tomorrow

Terrible at getting emergency appointments

Very difficult

Been more efficient in getting appointments in the last year

I tried a couple of times and it's been a 2 -3 week wait

Improve appointment waiting times

Have to see any usually 2 weeks wait

What is urgent to me is not always urgent to you

But you have to wait anything up to 10 days for a non urgent appointment

Your head needs to have fallen off to see the doctor on the same day accident and emergency is quicker

Usually have to visit doctors to make an appointment can't always get through before all the appointments have gone

PREFERRED CLINICIAN

How easy is it to get an appointment to see your preferred clinician?	
Very Easy	8
Easy	32
Not Easy	52
Very Difficult	23
Have Not Tried	12

COMMENTS

Difficulty in getting through on the phone

Have to wait about 2 -3 weeks for appointments

I usually need a same day appointment so have no choice who I see

Long waiting lists for some doctors

Takes forever to get seen by a doctor

Because I like a lady doctor

You may have to wait a while though

Sometimes have to wait when booking appointment for a specific doctor

Have always been able to see my preferred doctor

Very hard to get an emergency appointment even when its 5 minutes past the time you can ring

If you want to wait 3 – 4 weeks

Easy when you book direct with GP however reception are like guard dogs holding the crown jewels

Quicker appointments for preferred doctors same ones seem to be easy good ones very hard

CLINICAL CARE

How satisfied are you with the level of care provided by our doctors and nurses in helping with your condition	
Very Satisfied	45
Satisfied	72
Dissatisfied	11
Very Dissatisfied	3
No Opinion	3

COMMENTS

Some doctors more caring than others

Medication checks are irregular and checking my blood pressure is non-existent yet I am on blood pressure tablets

Found that I have to keep coming back with the same problem

Some of the doctors could be a bit more caring about people's problems

Not able to talk about more than 1 or 2 medical concerns

How satisfied are you that your appointments with the Dr/Nurse were long enough to give sufficient time to fully discuss and help treat your condition	
Very satisfied	37
Satisfied	88
Dissatisfied	4
Very dissatisfied	3
No opinion	4

COMMENTS

Feel rushed when in appointments

Quicker appointments needed for certain doctors

Think you need more than 10 minutes for consultation

I feel that they give you time if necessary done feel rushed

Take time to listen not rushed

Often feel rushed when you do eventually get an appointment

Not long enough

Very good

Compared to my last doctors where they never listened and rushed you Pinxton is very good

I saw Dr Maclachlan and she gave me all the time I needed and made sure I was satisfied

OPENING HOURS

How satisfied are you with the practice opening times	
Very Satisfied	22
Satisfied	78
Dissatisfied	23
Very Dissatisfied	5
No Opinion	9

Comments

Need longer opening hours

Not enough capacity for appointments or to cater for those working irregular hours like shift workers

Not work friendly hours although helps now the hub open later

Should do a couple of early mornings and late evenings for people who work

Working parents can never get an appointment before or after hours

Not open long enough for people who work

Need to realise people go to work and open earlier and later

Open longer hours

Difficulty in getting appointments at the end of the day

Later opening hours

Difficult to attend when you work 7am – 4pm Mon – Fri and don't drive as I work in Alfreton and I have to catch the bus

Think they should be open longer for people who work

Not sure what the opening hours are

Further appointments available before 8.30am and after 5.00 would help when you have to go to work

Working full time often causes difficulty as I cannot sit on the phone for half an hour in a morning to get an appointment as I start work at 8.15

Weekends would be nice

STAFF

How helpful do you find the Reception staff	
Very Helpful	70
Helpful	56
Unhelpful	1
Very Unhelpful	2
No Opinion	0

Comments

Teach courtesy to reception staff

Reception very helpful and caring

Reception miserable unhelpful and chat between themselves

Staff are helpful and kind when I have been

They are great at the hub

Very good staff helpful

Very good staff

Depends who it is some helpful some not

It would seem that the staff are extremely overworked

I think they are very frustrated

Teach courtesy

Miserable, unhelpful chatter amongst themselves when waiting at reception. No medical training however wish to know details when it should be private

The staff have always been polite and helpful especially when I rang for my blood and urine results

Especially Mary she is extremely friendly and helpful as well as polite. Whatever you are paying her isn't enough

FACILITIES

Are you satisfied with the facilities at our surgery	
Yes	120
No	6
Not applicable	9

Comments

Bigger car park at Pinxton

Sometimes have difficulty in getting through on the telephone

Phone at 8am and phone always engaged

I think the car park is too small and the door is confusing

Nursery so I can go to the pub and leave the kids there and some lego

Have more car parking

ACCESS

If you have a disability; how do you find the access to the building and inside the building itself?	
Very Satisfied	25
Satisfied	34
Dissatisfied	0
Very dissatisfied	1
No Opinion	50

Comments

ADDITIONAL FEEDBACK

Comments

Hospital and surgery information should be shared

To be informed when doctors running behind

Hospital and surgery blood tests should be shared information instead of separate tests for each establishment

Everytime I ring for appointment always told its 2 -3 weeks before I can get in

Tea and biscuits in the reception for patients or cadburys fingers