

# TRINITY & BOWTHORPE MEDICAL PRACTICE

## Patient Experience Survey – Bowthorpe Surgery

Results are based on 168 responses between 1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016

### Q1 How satisfied are you with the opening hours at the surgery?

Very	81	48.5%
Fairly	70	41.9%
Neither satisfied nor dissatisfied	7	4.2%
Not satisfied	6	3.6%
Don't know open hours	3	1.8%
Number of responses	167	

### Q2 How clean is the GP Surgery

Very clean	146	88.0%
Fairly clean	19	11.4%
Not very clean	1	0.6%
Not at all clean	0	0.0%
Don't know	0	0.0%
Number of responses	166	

### Q3 In the Reception area, can other patients overhear what you say to the receptionists?

Yes, but don't mind	106	63.5%
Yes and am not happy about it	16	9.6%
No, other patients can't overhear	15	9.0%
Don't know	30	18.0%
Number of responses	167	

### Q4 How helpful do you find the receptionists at the surgery?

Very	132	79.5%
Fairly	33	19.9%
Not very	1	0.6%
Not at all	0	0.0%
Number of responses	166	

### Q5 How easy was it to get an appointment for the time you wanted?

Not very easy	33	19.9%
Fairly easy	98	59.0%
Very easy	35	21.1%
Number of responses	166	

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**Q6 How easy was it to get an appointment with the GP you wanted to see?**

Not very easy	38	24.7%
Fairly easy	91	59.1%
Very easy	25	16.2%
Number of responses	154	

**Q7 How easy was it to get an appointment with the nurse?**

Not very easy	10	6.6%
Fairly easy	86	56.6%
Very easy	56	36.8%
Number of responses	152	

**Q8 How important is it to you that you see a specific GP when coming to this practice?**

Prefer not to say	13	7.9%
Not at all important	39	23.8%
Fairly important	75	45.7%
Very important	37	22.6%
Number of responses	164	

**Q9 How easy is it to speak to a GP on the telephone?**

Not very easy	22	15.8%
Fairly easy	80	57.6%
Very easy	37	26.6%
Number of responses	139	

**Q10 How long after your appointment time do you normally wait to be seen?**

I don't normally have appts at a specific time	11	7.2%
I am normally seen on time	44	28.8%
Less than 5 minutes 5 to 15 mins	73	47.7%
15-30 mins	19	12.4%
More than 30 mins	1	0.7%
Can't remember	5	3.3%
Number of responses	153	

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### Q11 How do you feel about how long you normally have to wait?

I don't normally have to wait long	117	76.0%
I have to wait a bit too long	24	15.6%
I have to wait far too long	5	3.2%
No opinion/doesn't apply	8	5.2%
Number of responses	154	

### Q12 Are you happy with the services provided at the surgery?

Yes	150	97.4%
No	4	2.6%
Number of responses	154	

### Q13 Do you feel your wishes regarding consent are appropriately respected?

Yes	40	93.0%
No	3	7.0%
Number of responses	43	

### AGE

Under 16	0	0.0%
17-24	8	6.6%
25-34	24	19.7%
35-44	30	24.6%
45-54	15	12.3%
55-64	23	18.9%
65-74	18	14.8%
75-84	3	2.5%
Over 84	1	0.8%
Number of responses	122	

### GENDER

Male	44	36.1%
Female	78	63.9%
Number of responses	122	

### How would you describe how often you come to the practice?

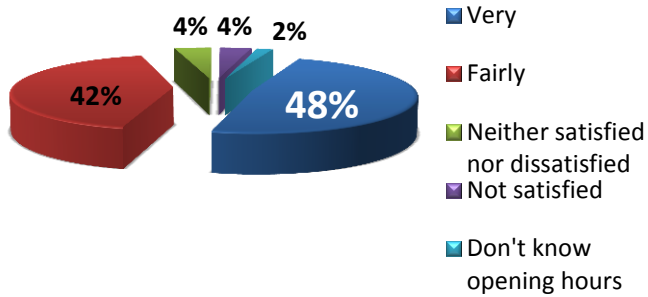
Regularly	32	26.2%
Occasionally	65	53.3%
Very rarely	25	20.5%
Number of responses	122	

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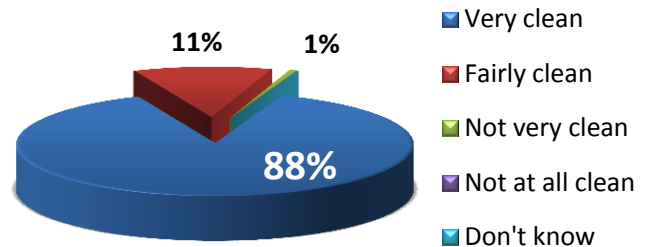
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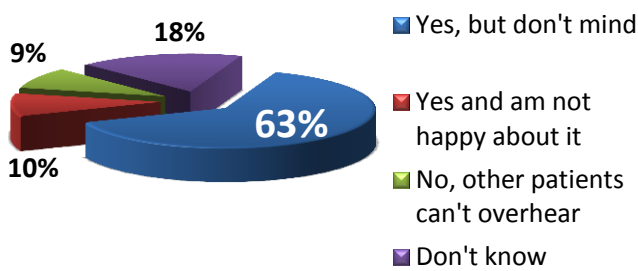
**How satisfied are you with the opening hours at the surgery?**



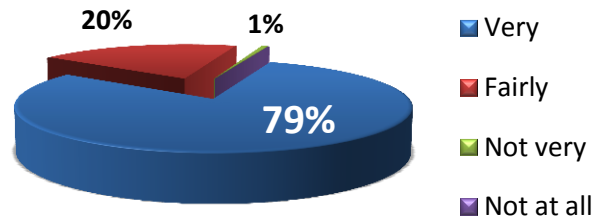
**How clean is the GP Surgery?**



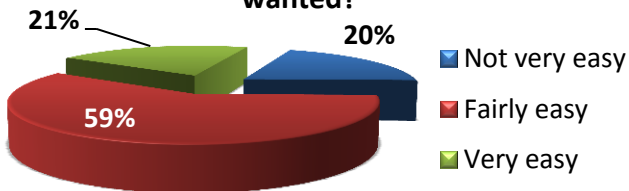
**In the reception area, can other patients overhear what you say to the receptionists?**



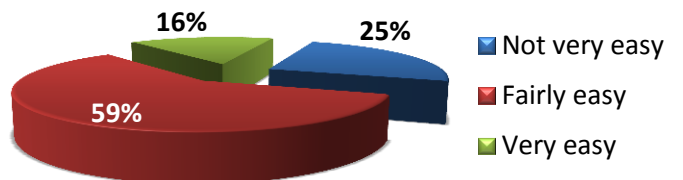
**How helpful do you find the receptionists at the surgery?**



**How easy was it to get an appointment for the time you wanted?**



**How easy was it to get an appointment with the GP you wanted to see?**

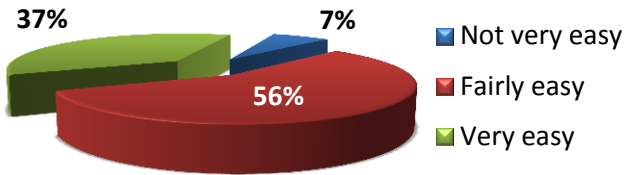


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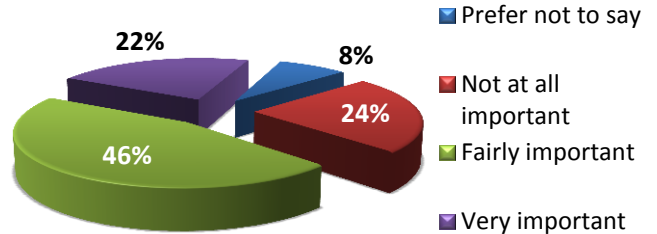
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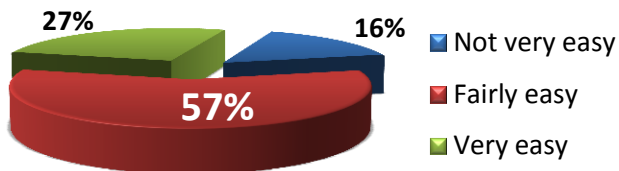
**How easy was it to get an appointment with the nurse?**



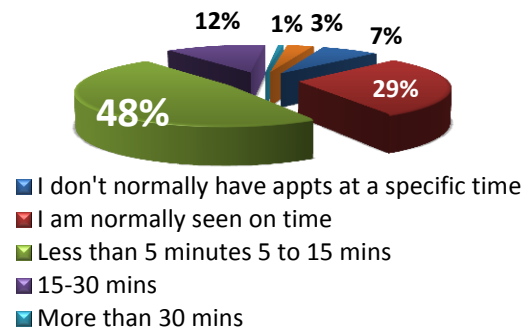
**How important is it to you that you see a specific GP when coming to this practice?**



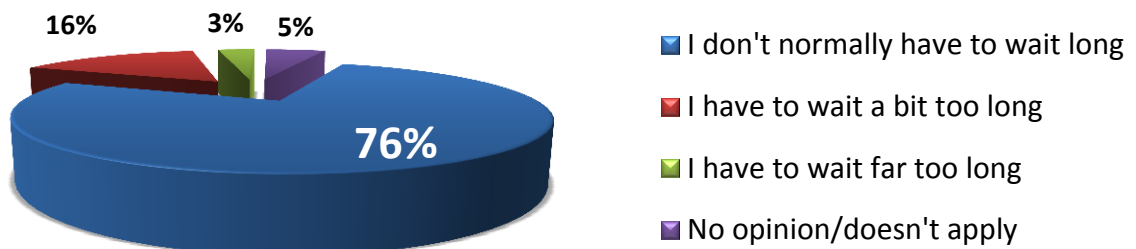
**How easy is it to speak to a GP on the telephone?**



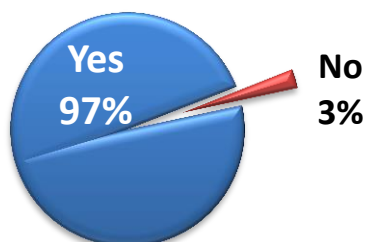
**How long after your appointment time do you normally wait to be seen?**



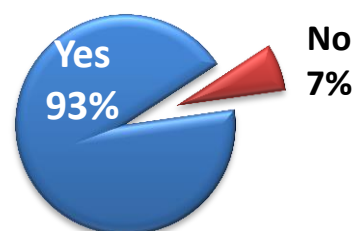
**How do you feel about how long you normally have to wait?**



**Are you happy with the services provided at the surgery?**



**Do you feel your wishes regarding consent are appropriately respected?**



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# COMMENTS

*Are you happy with the services provided at the surgery? If answered 'No'*

Appointment system is difficult to use around work times.

Finally, please add any other comments you would like to make about your GP practice	Suggestion/ Good/ Negative	Theme
An excellent practice. Thank you	G	
Such a helpful, friendly environment. Nothing too much trouble. Made to feel like I'm not wasting anyone's time.	G	
The staff are always very friendly	G	
I feel lucky to be a patient at Trinity Street and to see doctors sometimes at Bowthorpe. I feel confident that they get to the route of problems quite quickly and would refer me to a specialist if necessary. All the advice and treatment I have had has been successful and because of this I am in good health. I often recommend the practice to friends.	G	
Lovely receptionists	G	
Very happy in all with the GP practice	G	
Always pleasant and helpful.	G	
Always making steps to offer best service to patients.	G	
My experience of the Bowthorpe practice is very good with no problems at all. I am more than satisfied with the service all round. Thank you all.	G	
Have recently moved here. Have been very happy with all the staff and doctors.	G	
I find doctors and staff friendly and helpful	G	
Recommendable. Approachable doctors and staff.	G	
Good standard of care, very pleasant staff. Feel "looked after". Just difficult to get appointment - but under pressure as whole of NHS.	G	
Don't change you are doing fine.	G	

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Finally, please add any other comments you would like to make about your GP practice	Suggestion/ Good/ Negative	Theme
Sometimes difficult to get on to the system when making an appointment by telephone i.e. you have to call 08.30 and wait. Sometimes appointments all gone when you get through.	N	Appointments
I would prefer to be able to book an appointment in advance instead of the lottery system that ensues at 08.30 each morning	N	Appointments
I needed an ECG and bloods taken and had to wait nearly 2 weeks for that appointment. Not very good as it has made me anxious.	N	Appointments
GPs at this practice vary considerably - range from abrupt to reasonably interested! I am used to a smaller practice and so don't have a lot of confidence here. The offer of seeing a specific GP has not been made. Feels a bit hit and miss! The receptionists and nurses are very good.	N	Doctors
Most of the time I come here, I go away with what I feel is not an effective level of care. I do not come very often because of the difficult appointment system. When I do, I may have several issues I need to talk about. But I feel as though the practitioners are rushed for time and do not want to explore all issues. This is frustrating and leaves me feeling that they do not care about finding the best solution.	N	Level of care
Should be open Wednesday afternoon	N	Opening times
During Summer months it feels stuffy with no ventilation in waiting area.	N	Waiting area
Should open 8am latest	S	Opening times