

Survey Results

Patient Reference Group

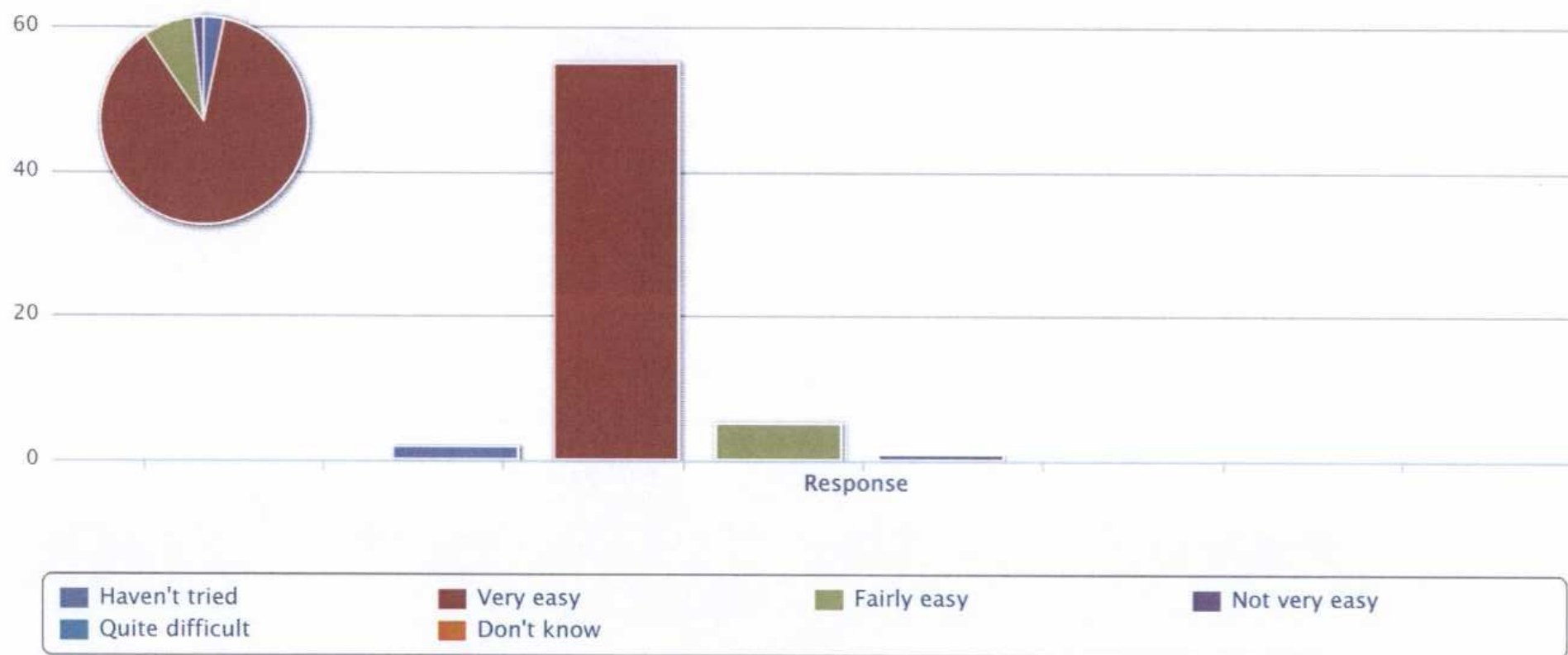
Questions

Number of Responses

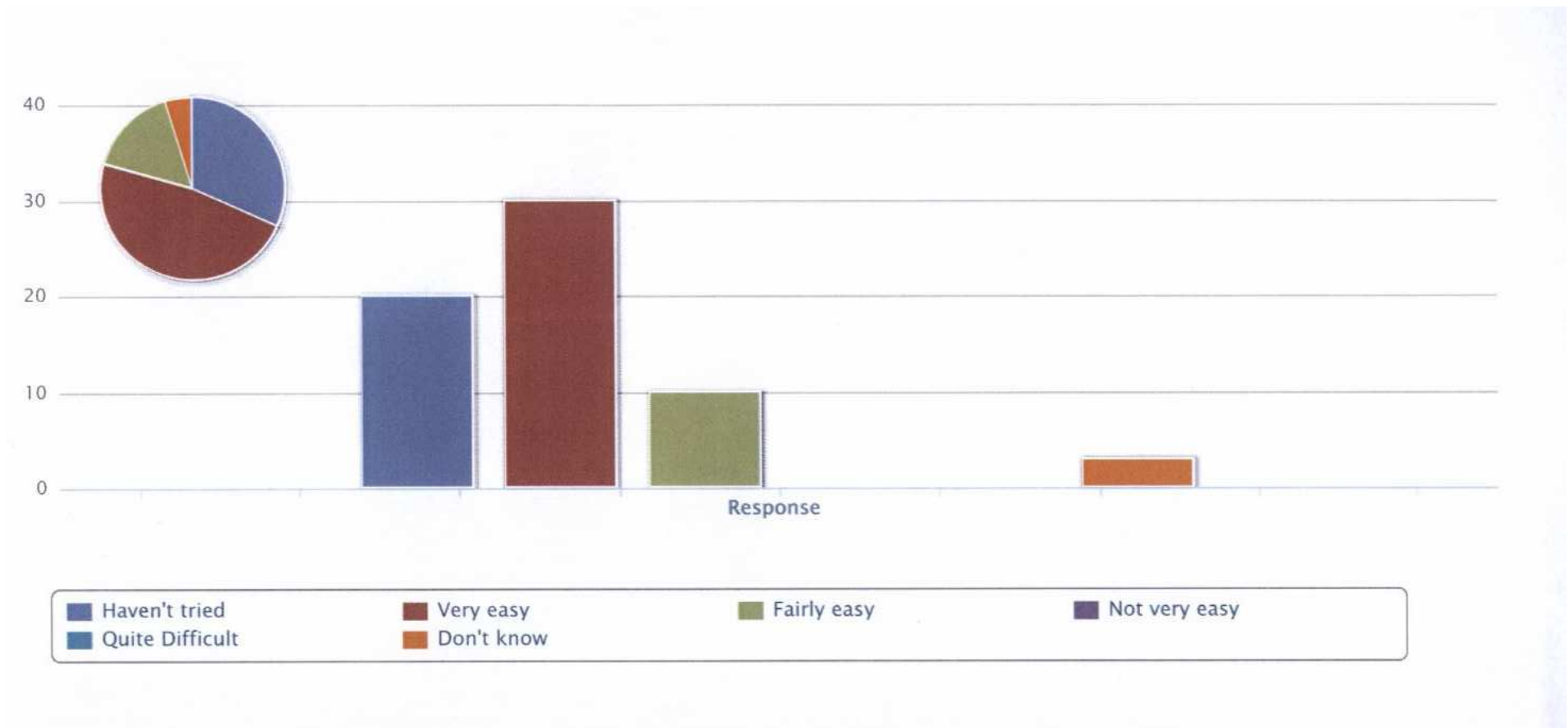
1. <u>How easy do you find getting through on the phone?</u>	63
2. <u>How easy do you find speaking to a Doctor on the phone?</u>	63
3. <u>How easy do you find speaking to a Nurse on the phone?</u>	63
4. <u>How easy do you find obtaining test results by phone?</u>	63
5. <u>If you experienced difficulty getting through on the phone, what time of day was this?</u>	15
6. <u>Were you confident that the person who answered your phone call was able to help you?</u>	61
7. <u>Please comment on the approachability and attitude of the Receptionists</u>	63
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9. <u>Please comment on the approachability and attitude of the Nurses</u>	60
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17. <u>How would you rate the ease of use of information provided by the Practice?</u>	37
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Responses

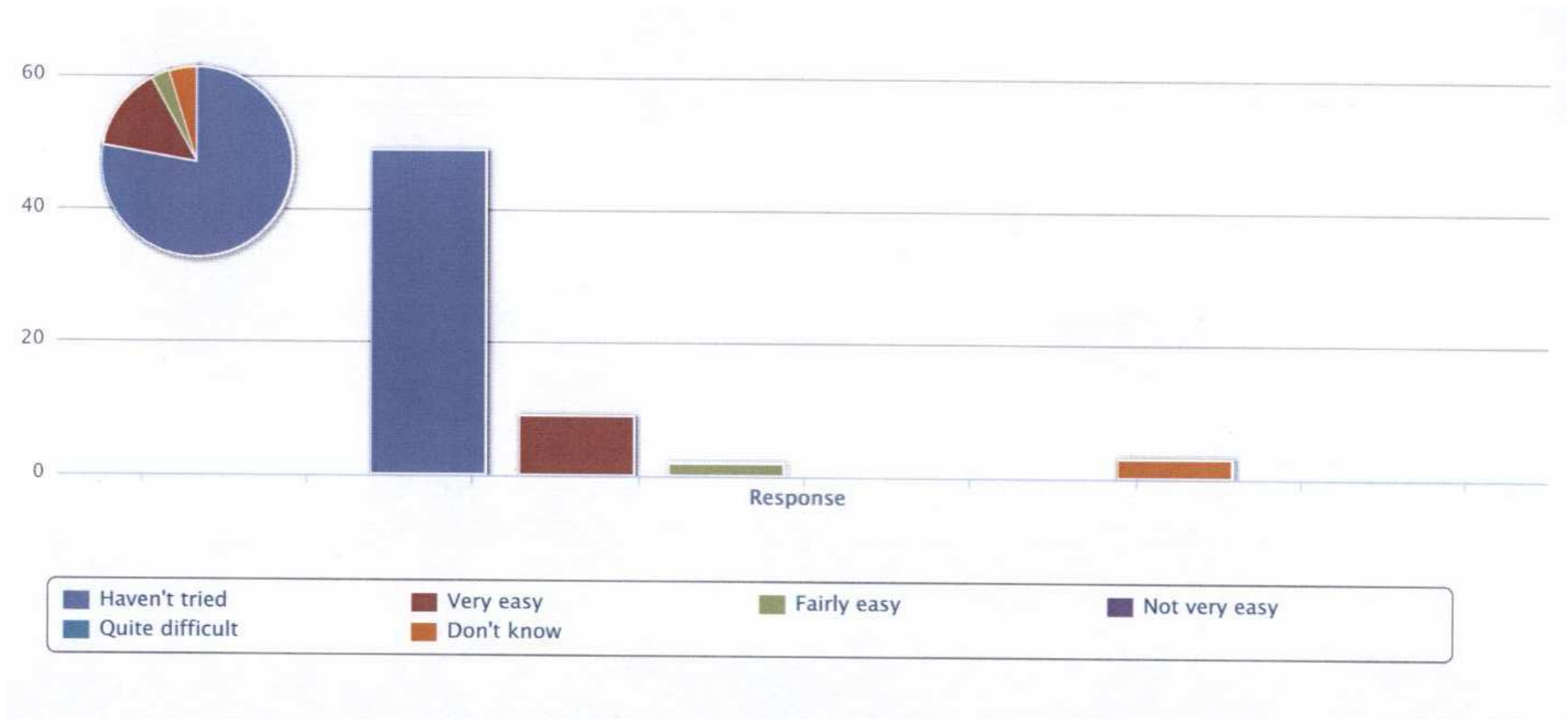
How easy do you find getting through on the phone?



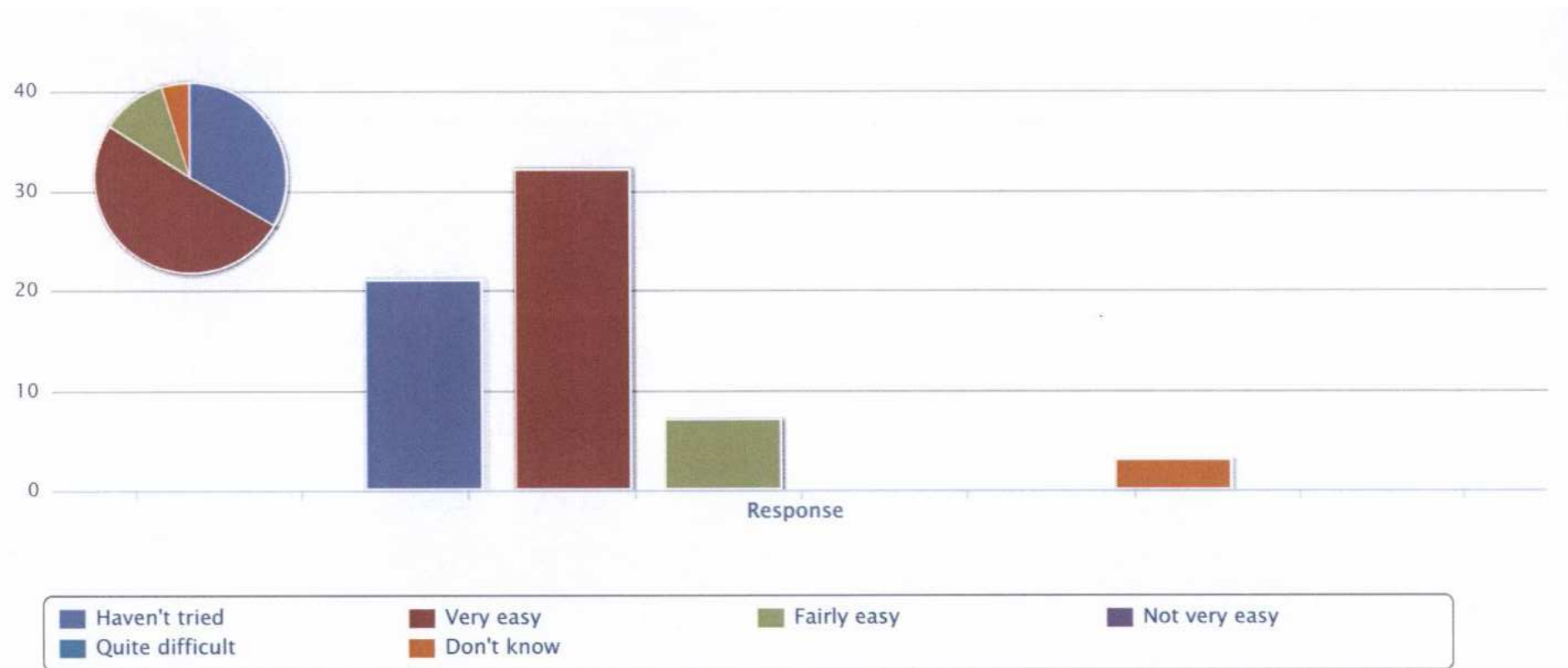
How easy do you find speaking to a Doctor on the phone?



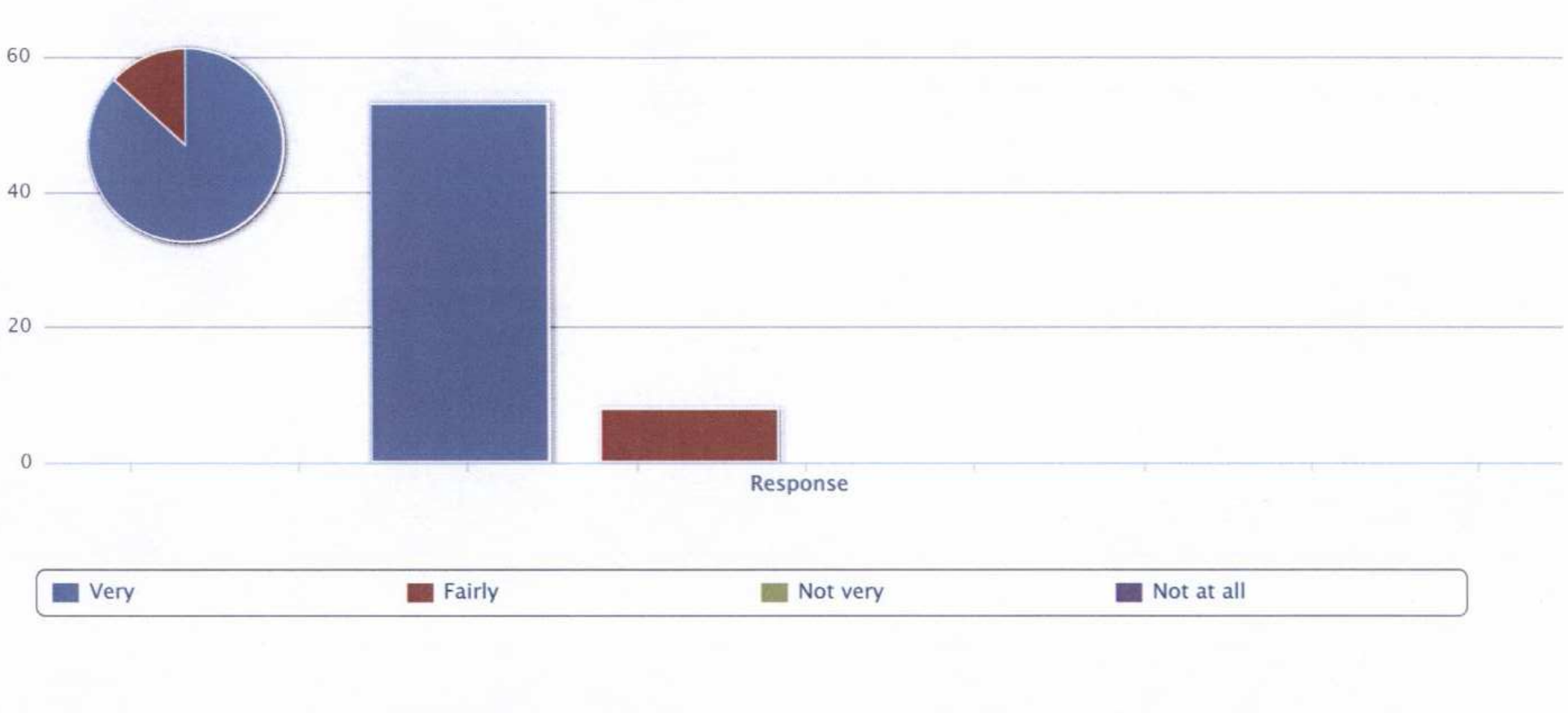
How easy do you find speaking to a Nurse on the phone?



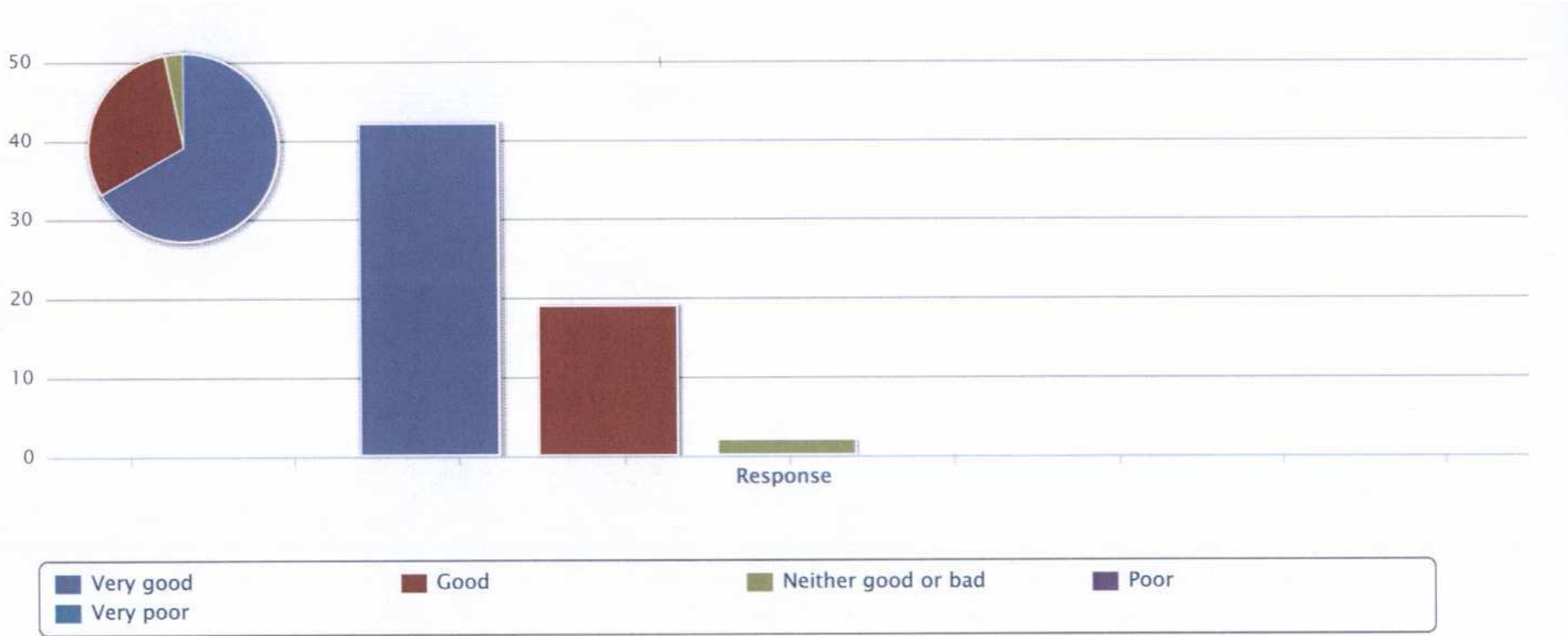
How easy do you find obtaining test results by phone?



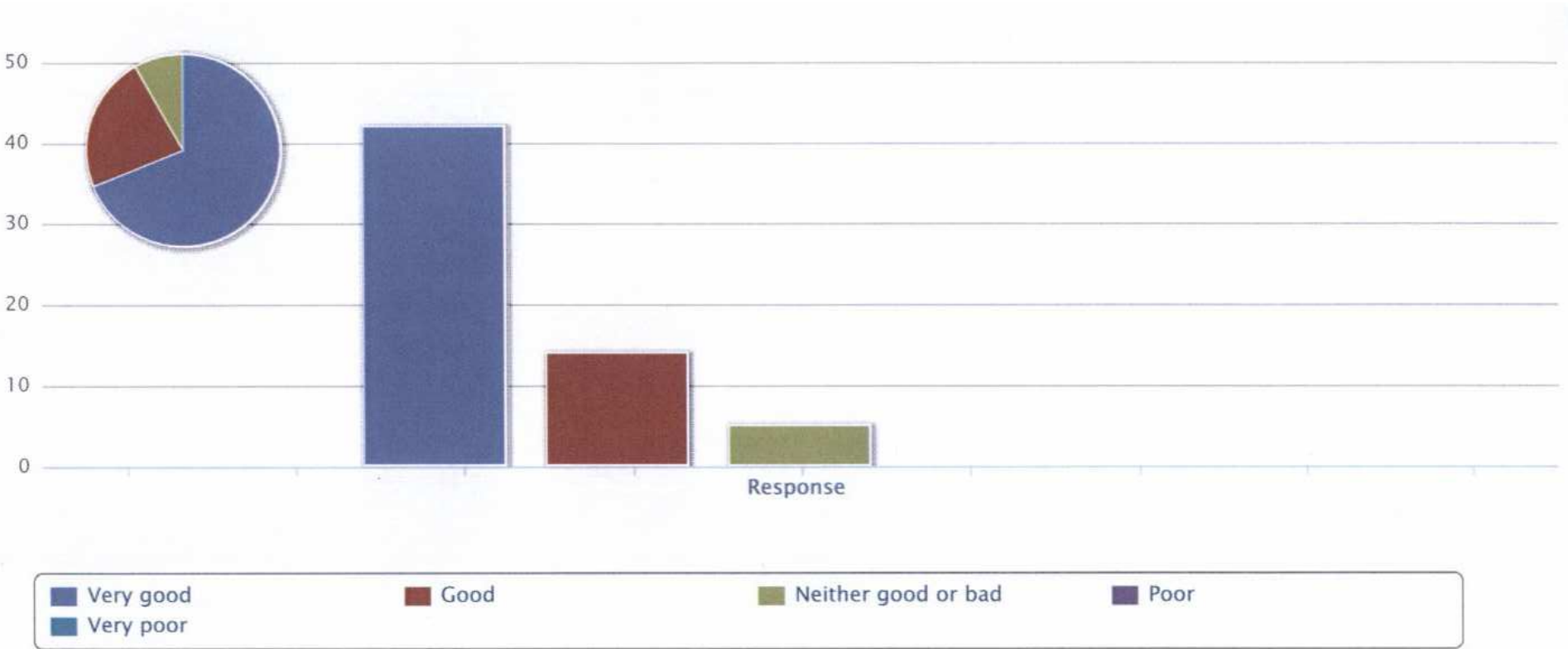
Were you confident that the person who answered your phone call was able to help you?



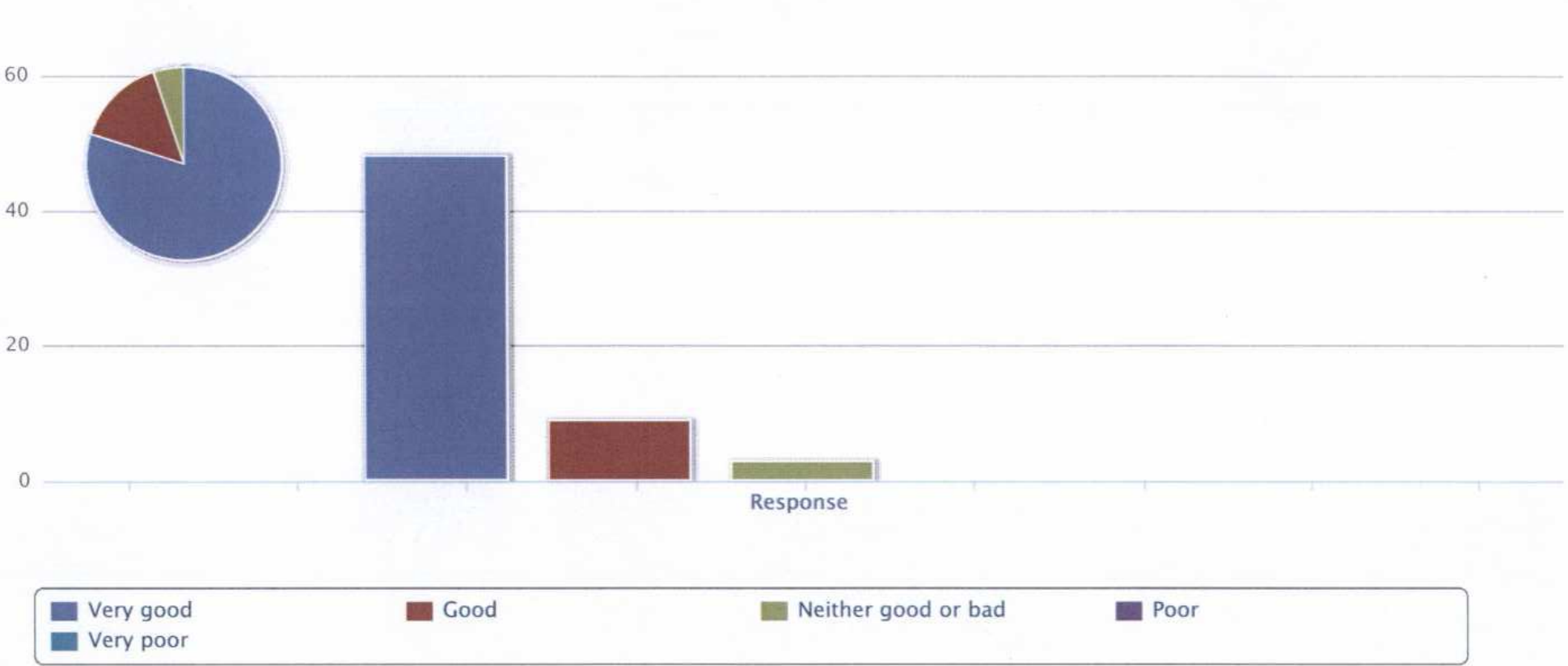
Please comment on the approachability and attitude of the Receptionists?



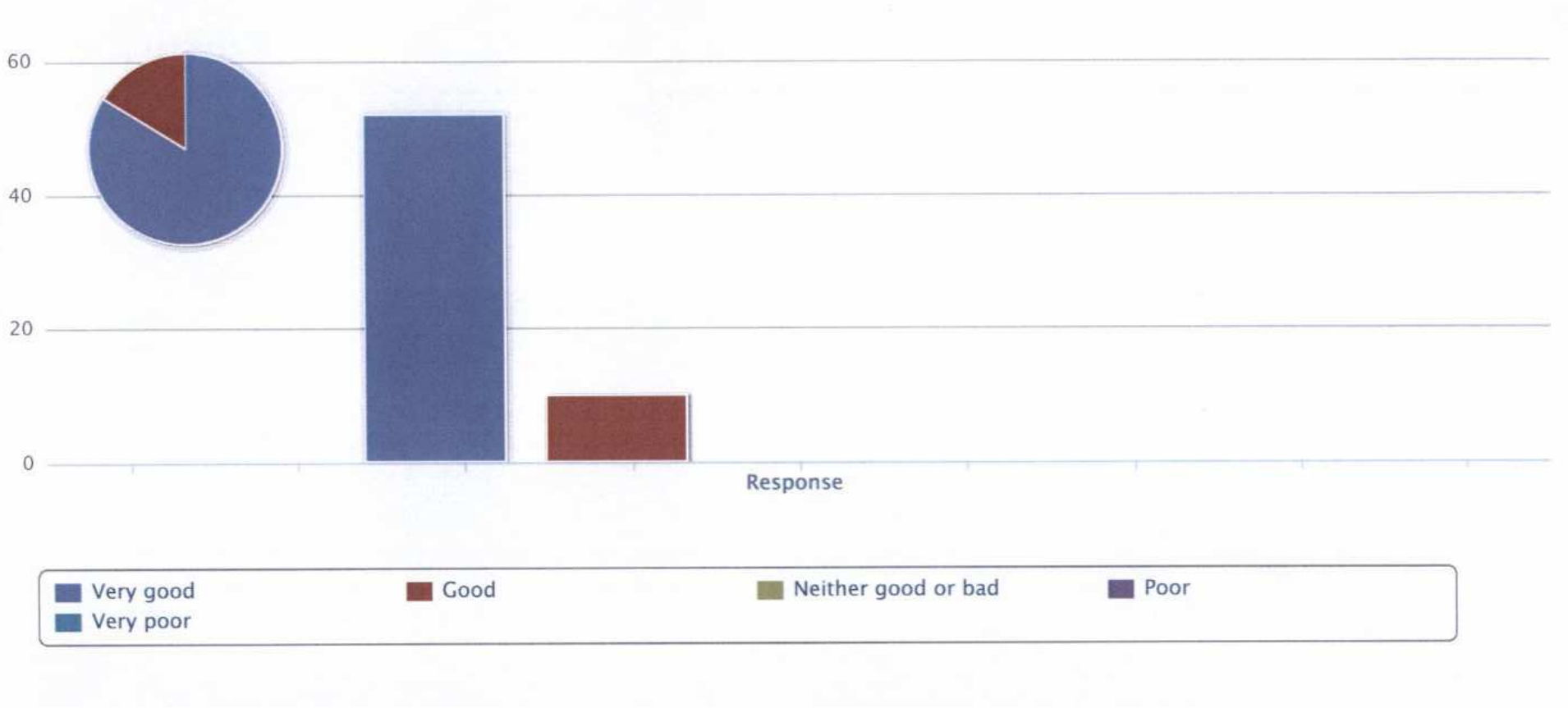
Please comment on the approachability and attitude of the Dispensers?



Please comment on the approachability and attitude of the Nurses?



Please comment on the approachability and attitude of the Doctors?



If you would like to make a comment here please do so (Approachability of staff)

One of the nicest and most friendly surgery I have been to.

whenever i have called or left a message all the staff have been very helpful or got to me as soon as possible, im very happy with the service!

Dr Burnham is consistently friendly, reassuring, down to earth and professional. Have every confidence in his diagnoses and prescriptions. Cannot comment on other doctors .

Excellent responsive service with telephone consultation available when I've needed advice. Waiting times and appointment availability have been excellent. Using this service has been joyful compared to my recent experience of using an inner city GP practice!

Sometimes the dispensers can appear distracted and one particular lady (who I have only seen once) did not engage well at all.

The dispensers generally have their backs to the counter whilst working at their bench. I have on occasions had to let them know I am there. Could we have a bell or something to draw their attention.

I have never had a poor experience with any of the doctors or staff at the surgery . In fact, I am repeatedly impressed by the doctors' willingness to explain any questions I have about medical conditions and to listen to any concerns I may have .

I fairly recently joined the practice and have been very pleased with all aspects of the surgery and staff. I like the arrangement of 'turn up' appointments in the morning and booked afternoon sessions.

Being female I see Dr Boyle and I find her very approachable. I feel I can offload anything that worries me and I will receive honest feedback.

My answer to Q's 7 & 8 reflect the very small number of occasions when somebody perhaps "got out of bed on the wrong side!" Me never!!!

Only really dealt with Chris who is an excellent doctor.

We both feel very lucky to have such excellent and professional care from our doctor .

a professional service. well done

Responses continued

Approachability of staff (continued)

Fortunately, I have not had reason to visit the practice too often but on any occasion that I have, there has been nothing to complain about – all involved have been polite, efficient etc.

no comment

I have seen two of the three doctors and strongly prefer one to the other.

Best Surgery we have ever dealt with – and there have been many (this is our fifteenth house!)

I have had nothing but the very best from Dr Burnham especially throughout my cancer care recently. How lucky we are in this area to have a reliable and pleasant place to be attended to.

I have a slight concern (based on only one visit, so perhaps unfair) that the attitude was a little laissez-faire – i.e. you will get better with time, and if not you will come back – a reactive rather than proactive approach. Borne out in my case, though I was unwell for a further two weeks, and would have welcomed a follow-up call. I would hope that in more serious cases the doctor would be an advocate for the patient, and a navigator through the system.

we are fairly new to your surgery but we are very pleased to have chosen it and have always been very impressed with the care we have received.

I have not had the need to speak/deal with Nurses or Dispensers yet, so cannot comment.

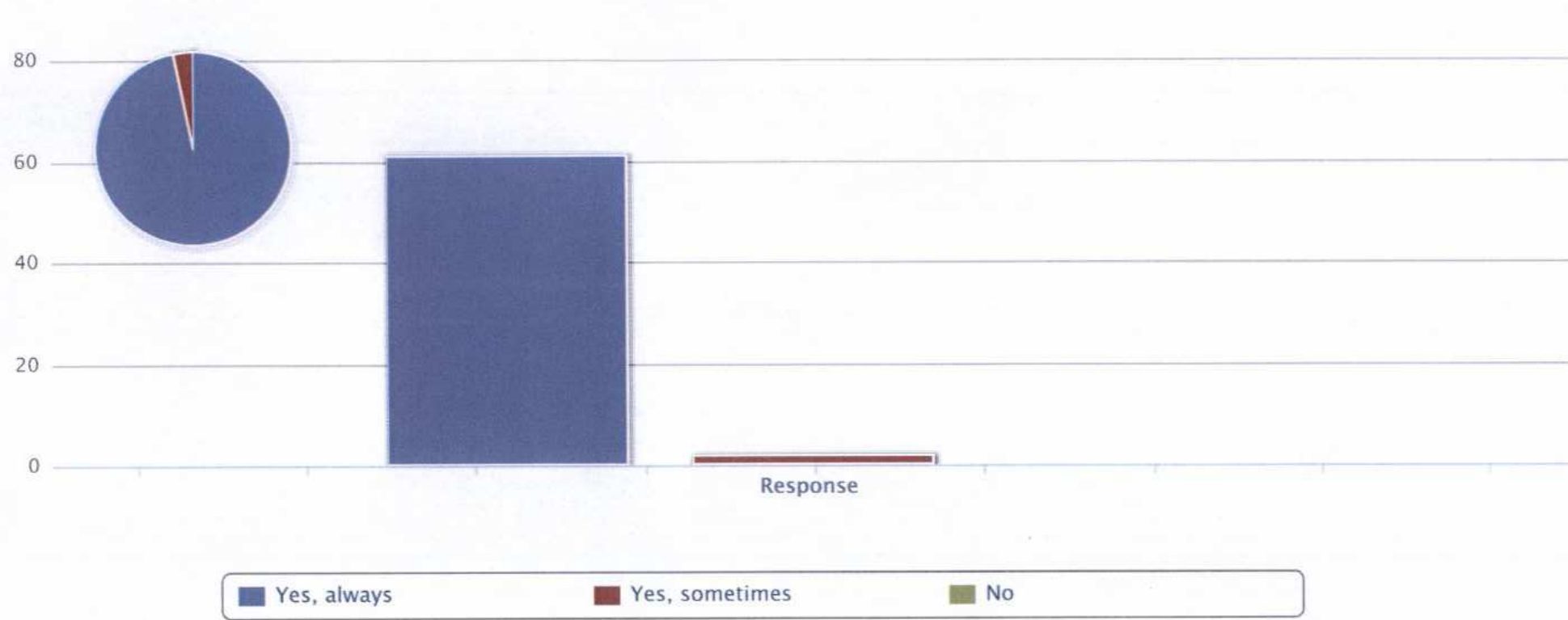
Having just returned to UK after several years abroad, we were worried about the service we might receive from NHS. We need not have worried at all – we receive first class friendly attention and are delighted with our local practice. Keep up the good work!

On the last couple of visits I have been quite disappointed in some of the reception and dispensing staffs attitude. On my last visit the receptionist was chewing a sweet so large she couldn't actually speak to me. I also found her dress code rather inappropriate (she was wearing a very low cut top revealing her underwear). On this visit I also asked a question of the dispensing staff who referred me to the receptionist who then referred me back to the dispensing staff saying there advise was wrong !! There was clearly some friction between the two departments and I was caught in the middle. I have never ever had cause to complain about anything to do with the surgery in my 20+ yrs of being registered with you so writing this does not come easy but I feel you should know.

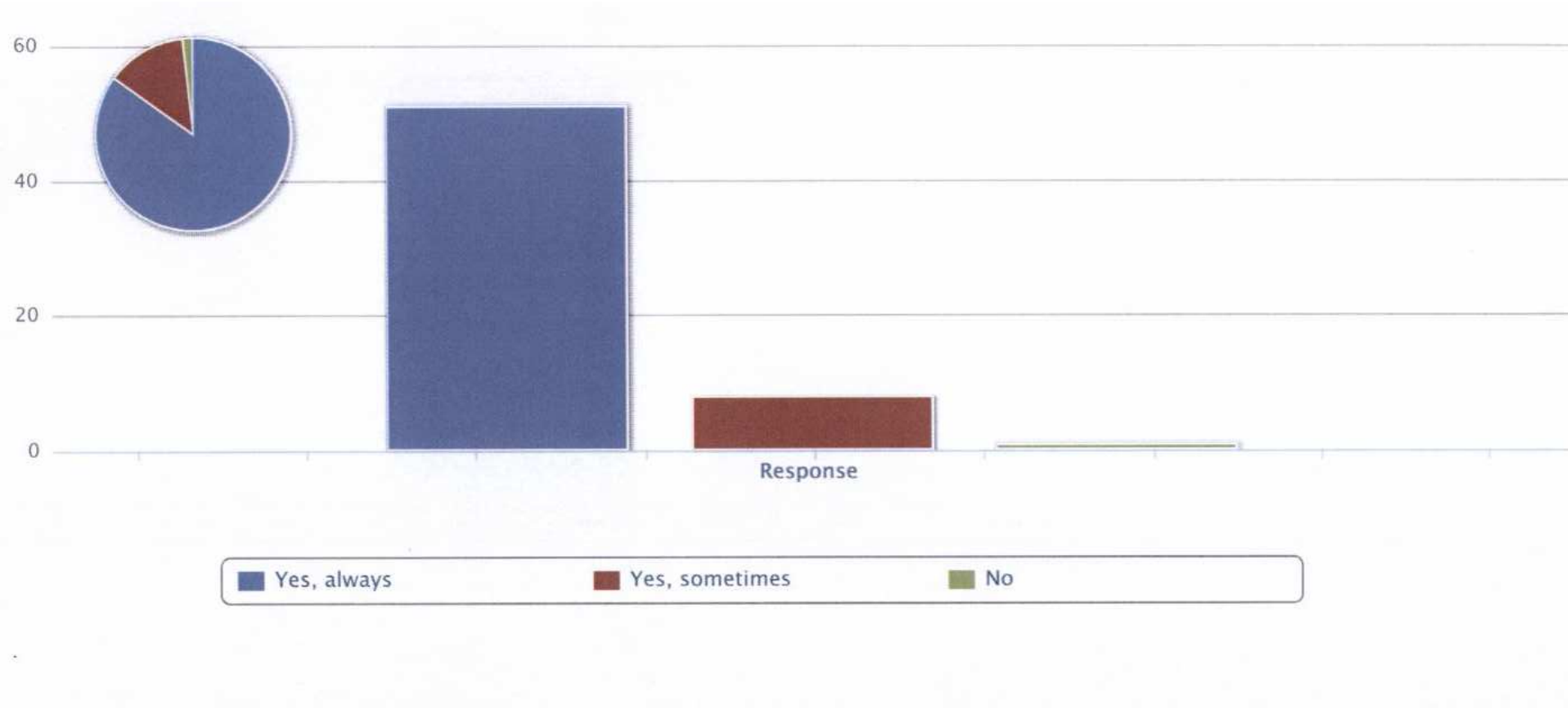
Reception has noticeably improved over recent months. Dispensary has improved but needs to acknowledge when it makes mistakes.

Total Responses: 24[Back]

Did you feel you were treated with dignity and respect while you were in the Surgery?



Did you feel that all the people who work in the Surgery give consistent advice?



Responses continued

Dignity and Respect/Consistent Advice

If you would like to make a comment please do so

all staff very helpful

Liaison between doctors/pharmacists and nurses occasionally create minor hitches but generally service is excellent.

Basic advice is consistent – sometimes different personnel have alternative suggestions for managing individual health issues, but this enhances the service

I have never had inconsistent advice

I haven't visited all the doctors, but those whom I have have seemed consistent in their advice and approach.

It depends if one is speaking with the right person relating to the subject matter, but in general advice is consistent.

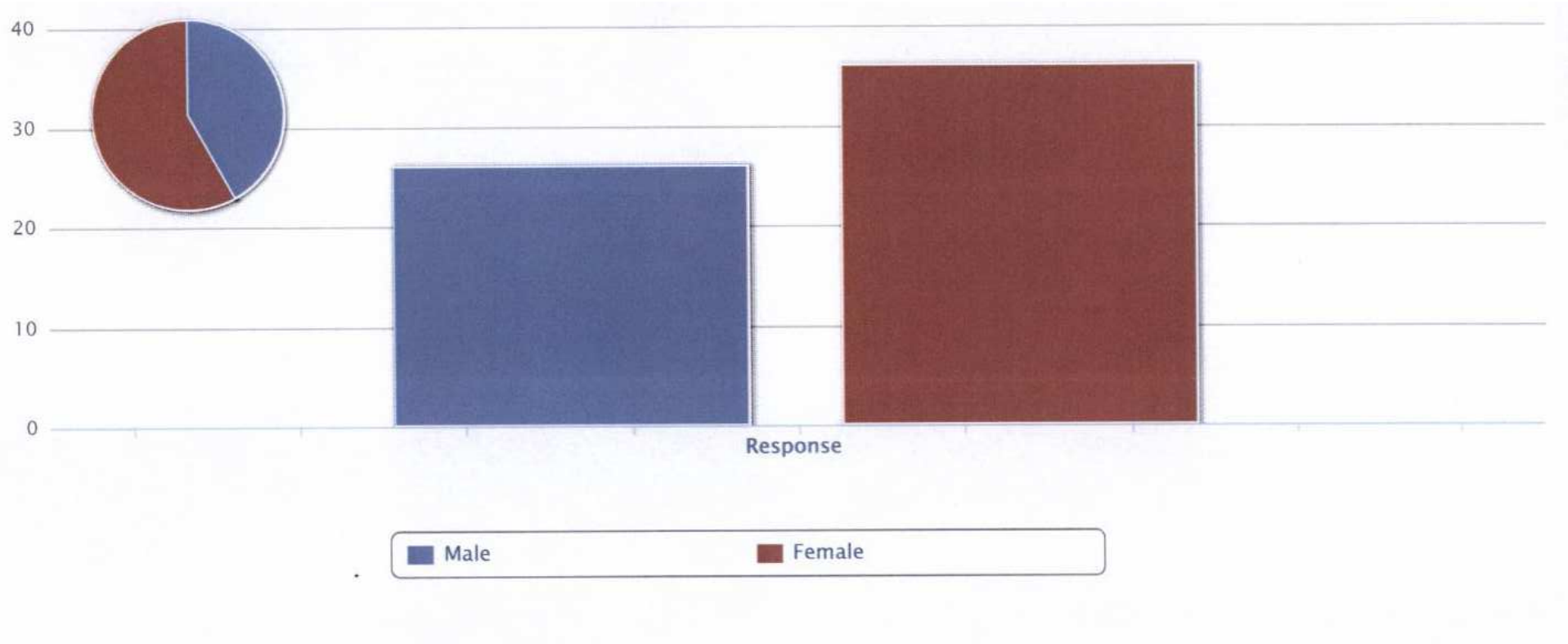
n/a

It's a bit hard for me to comment as I haven't had to use the surgery that much and so haven't had a great deal of interaction with many of the staff. All of those I have seen though, have been helpful and polite.

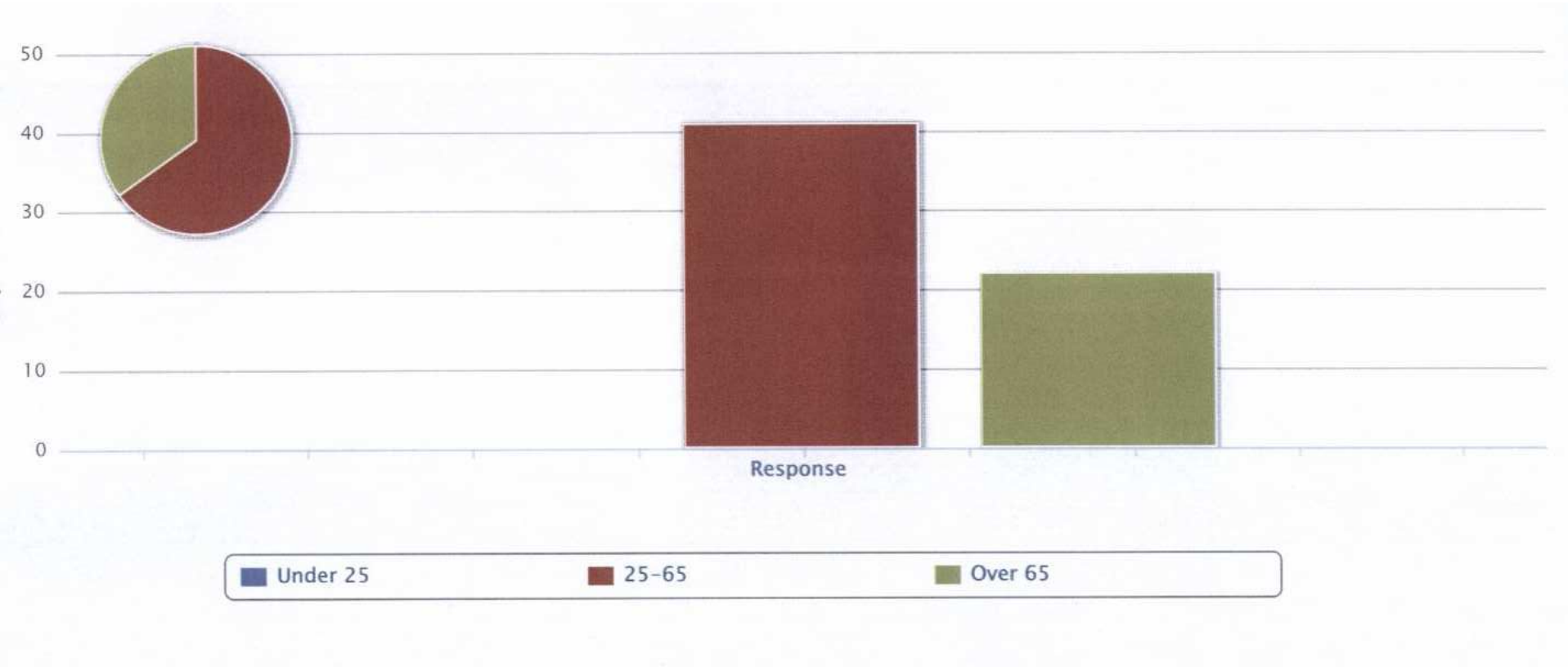
Willingness to refer my wife to a private consultant after Dorchester General failed her, was impressive – and successful!

Question 12 and 13 the sometimes only refers to the above comments regarding reception and dispensing staff.

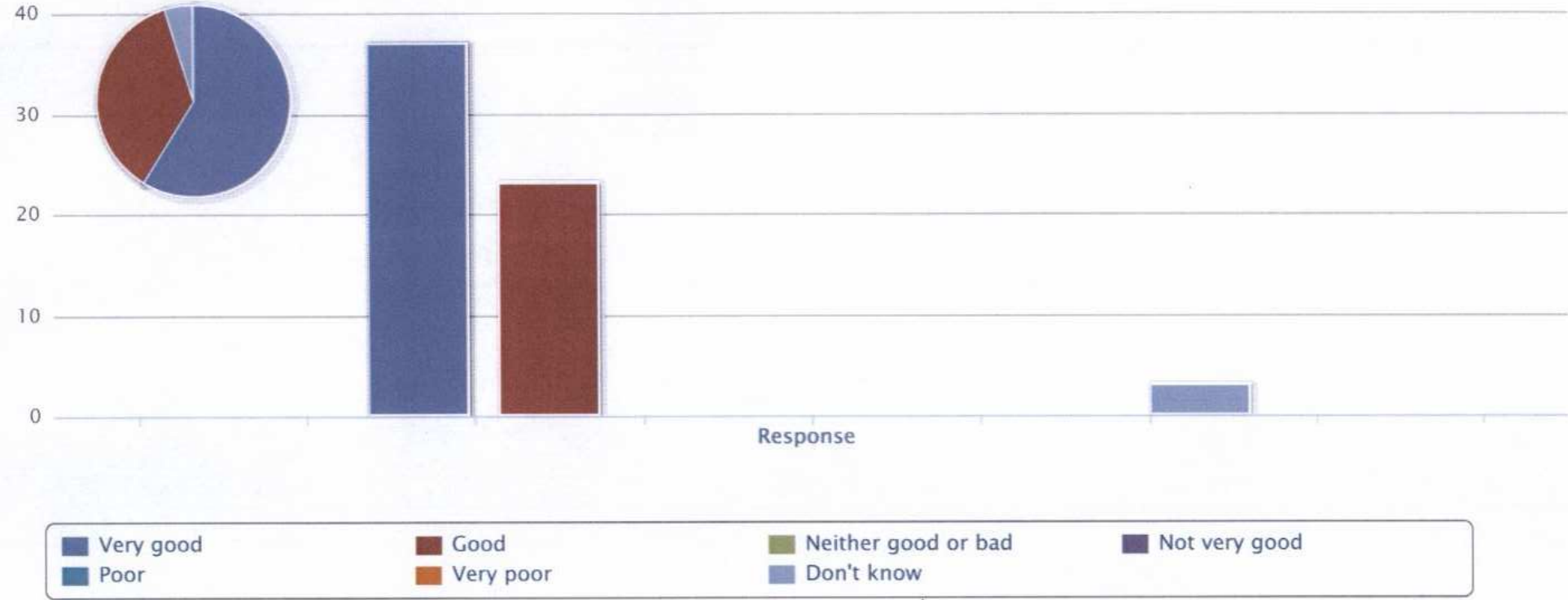
The following question will help us to see how experiences vary between different groups of population. We will keep the answer confidential. Are you male or female?



The following question will help us to see how experiences vary between different groups of population. We will keep the answer confidential. How old are you?



How would you rate the ease of use of information provided by the Practice?



Was there anything particularly good about your visit to the Surgery?

Helpful and efficient staff and services

everything is good, its always clean and tidy, hardly any queuing time, telephone service excellent, very good all round!!

Calm, efficient and reassuring atmosphere in an exceptional new surgery.

High quality environment, nice selection of books for my four-year-old daughter

Receptionists are always friendly and polite and will take time out to accomodate as far as appointments are concerned. Even to the point where I have been telephoned back after the receptionists have sorted an appointment out for me.

All staff always seem very professional and helpful whenever I visit

easy to park

Good parking Good waiting room Up to date magazines Internet contact with GP

On my last timed appointment I never had the opportunity of sitting down. It was virtually walking through the door, registering and my name was called.

flexibility of appiontment options. iE phone appointment, and the morning walk in .

I especially appreciate the doctors' willingness to listen and explain all options available, and always without a sense of being hurried in what must be a very busy practice.

Pleasant atmosphere and surroundings and curtious staff.

Of course the new surroundings are very pleasant. The background music is good though I wouldnt have thought so if asked in advance! The atmosphere is friendly and relaxed.

Was there anything particularly good about your visit to the Surgery? (continued)

Appointment kept to time.

easy to park clean and pleasant facilities

Staff are very approachable, friendly and helpful.

everyone very helpful, waiting time not long and all in all a good surgery

Made welcome – comfortable waiting area – nothing to complain about

We both feel that the doctor always seems to have time to explain every question we have. He is very approachable, knowledgeable, positive and caring.

I am very grateful to Dr Bond for phoning me at home after an appointment as he noticed that my daughter's behaviour was strange and she has since been diagnosed with ASD.

lovely friendly team of staff providing fabulous service in a lovely building

Friendly, yet professional, atmosphere and helpful staff give me confidence.

Comfortable, efficient, simple

Very efficient and friendly staff.

Loads of waiting room seating.

I particularly like the option of not needing an appointment in the morning. Although I may have to rush, this ensures that I can get to see a doctor when necessary. I appreciate this may sometimes cause time management problems but I hope you will be able to continue with the present system. With most other practices I here about , it is necessary to see into the future so that you can book in advance. We are very lucky – thank you.

Was there anything particularly good about your visit to the Surgery? (continued)

peaceful but, would prefer quieter music please.

I was received in a friendly way, the new surgery has a pleasant atmosphere and I felt that the doctor was willing to spend as much time as necessary with me.

Friendly greeting every time

I liked not having to make an appointment, and the waiting time was not too long

I have regular INR blood tests, I can't fault this service, I never wait very long , the nurses are always friendly and professional and on one occasion when I had forgotten to make the next appointment I was fitted in without any problem.

The new surgery is spacious and clean. I was seen on time and the Doctor call for me rather being 'buzzed' in by the receptionist.

We are rarely kept waiting more than a few minutes and I look forward to reading your magazines while I do so. The new surgery is very pleasant, airy and light and I love some of your art work, too.No complaints at all.

Time given by the doctors, never feel rushed Always contactable by phone Always feel problem is followed up space and layout lovely and accessible parking brilliant

Very Good Surgery

Good surroundings

The environment of the new building

Total Responses: 37[Back]

Was there anything that could be improved?

Maybe the possibility to book an appointment more than a day ahead

not really i feel this surgery is spot on compared to what i had to put up with in london this is very good!

Nothing significant.

No.

times of surgeries for working people

I doubt it.

Not that I can think of.

Maintain training of staff as and when required.

Can't think of anything.

nothing needs improvemen

Can't think of anything !!

smaller waiting list

The finish on the exposed wood work is not as good as the old surgery! (Well, you 've got to look at something while you wait!)

No

Was there anything that could be improved? (continued)

No I'm very happy with the service I receive.

Not that I can think of.

If I was being 'very picky' – as we have animals and a very strict AM & PM routine , it is sometimes difficult to make the surgery times particularly during the winter months. For a rural practice, I wonder if this is also the case for others. I doubt that it is possible to make the surgery times any more flexible and as I said, we are already very lucky – just something to consider?

I would like medication to be checked in our presence as on two occasions we have not been given all items, but staff were very opologetic.

Last time I visited morning surgery I had a long wait but I've had worse elsewhere !

Pity whiskey is not prescribed to counter mild depression.....

The glass entrance doors can be confusing!!!

No.

Not really, although I would prefer repeat prescriptions to be for two months rather than one as now. (not a big problem)

Not that I have come across

No, carry on as you are !

Evening appointments need to be later to cater for those working.

Any other comments

Thankyou for a wonderful service, Im a very happy patient.

I used to live in Bournemouth and feel that everybody at Puddletown Surgery could teach the Bournemouth Surgeries a lot in patient care and attitude towards patients

Very happy with service overall.

it is an excellent surgery, with good facilities

Keep up the good work.

Very happy with my doctors and the practice which I have attended since birth.

I like the inclusion of information about the surgery in the Parish Magazine and feel lucky to live in Puddletown!

In general Puddletown Surgery is probably one of the best in the Region.

In general, very happy with services provided at the surgery, although we only moved into the village last autumn. I have unfortunately had to make rather more visits to the surgery than I might have anticipated twelve months ago, but always been met with courtesy

It is good that you don't have to make appointments to see the Doctor in advance .

Thank you. Delighted to take part in the survey and help in any way I can.

As GP surgeries go you are definitely in the top tier, a credit to your teamwork and professionalism. Thankyou.

Have always had the highest standard of care and help from all staff

Happy with service.

Our village is a lucky to have the practice.

Any other comments (continued)

I do wish that Dr Burnham wouldn't go on about me being overweight. I know this and try to avoid seeing him now.

no

As you can see, I have no complaints at all. Talking to people registered with other practices, we are very lucky to have what we have and who we have – we seem to get a much better service than many!

Slightly off the path here but of the very few times I have used the surgery the root of the problem I have found elsewhere. There is (no time? Will? Money? to discover the real problem. Example Problem: constant migraines. GP Solution: daily medication which made me feel drowsy. Eventual source of problem found: Certain foods. I personally do not consider General Practice first when unwell/injured.

Have been with you two years having transferred from a outer London practice which we felt was good. Even better. We are totally happy with your service. To be recommended .

I have always been dealt with in a friendly and professional manner from booking in at reception to seeing the doctor and then collecting my prescription.

ALWAYS BRILLIANT !!!!!!!

I don't visit very often but I am always telling people how lucky we are at Puddletown . Prince Charles has visitors to Poundbury to show how it should be done.....

We would like to see more regular call ups for health checks when on prescribed medication and in the older age bracket, 65years plus.

Keep it up!

Love having the surgery and practice in the village

Any other comments (continued)

We feel safe and confident with the care from Puddletown surgery, thank you all !

Thank you for asking me

I have always been so grateful to have such a fantastic service available to me and my family and never had any cause to moan or complain, However I just feel that since the move and possibly with the increase in number of staff and staff changes that some of the professionalism has been lost

Very lucky to have excellent Doctors

Excellent Doctors

I have found the practice to be very friendly with a reassuringly professional approach

Total Responses: 32[Back]