

# NEW CROSS HEALTH CENTRE

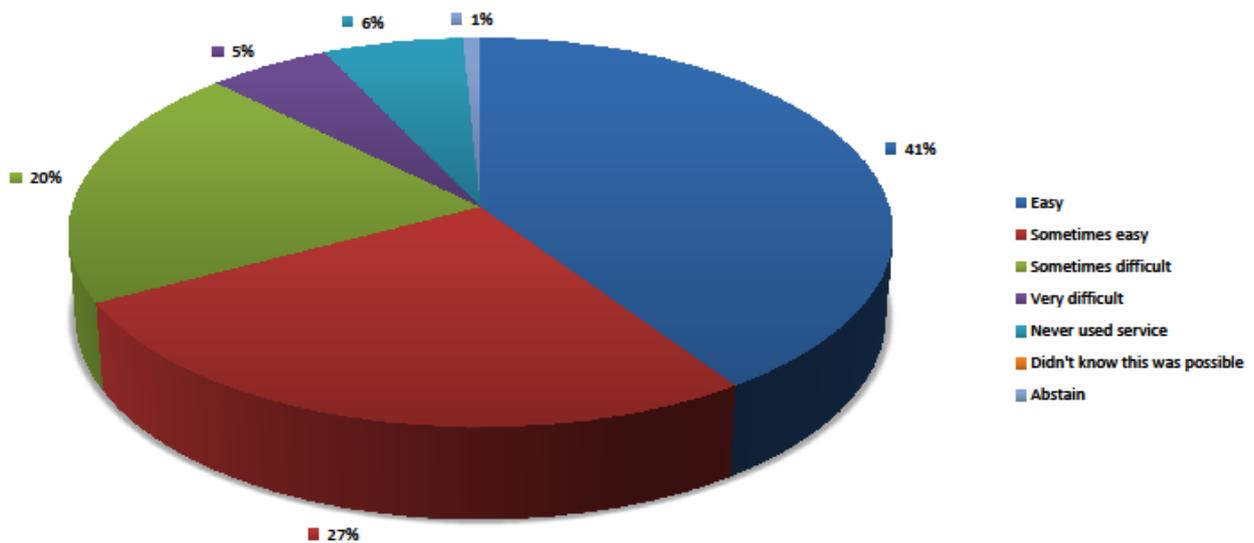
## Patient Survey 2014

We started the 2014 patient survey on the 22<sup>nd</sup> January 2014 and ended on the 12<sup>th</sup> February 2014. The survey was available online via our website and in paper form in the waiting area of the surgery. All patients over 16 received a text message informing them of the survey. We had a total of 39 completed online and 89 completed in the surgery. The statistics were collated by the practice and online by Survey Monkey and then the New Cross Health Centre incorporated all the statistics into the graphs below.

### 1. Booking Appointments

#### a) How easy do you find it to get an on the day appointment?

67.2% of patients found it easy/sometimes easy  
25.8% of patients found it sometimes difficult or very difficult  
6.3% of patients had not used this service  
0.8% of patients did not answer this question



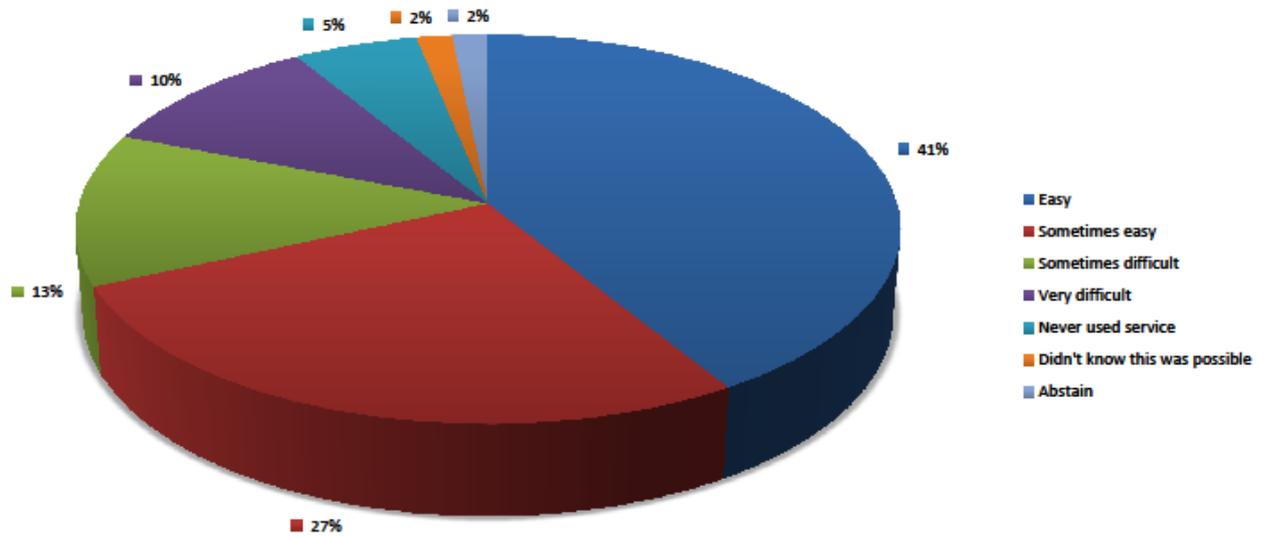
**b) How easy do you find it to get advance appointments?**

67.2% of patients found it easy/sometimes easy

22.7% of patients found it sometimes difficult or very difficult

7.0% of patients had not used this service

1.6% of patients did not answer this question



## 2. EMIS Access

**Are you aware of the EMIS Access online system used at the surgery?**

41.4% of patients said Yes

57% of patients said No

1.6% did not answer this question

**Those who answered 'Yes' were asked to answer the following questions:**

**a) Have you ever booked an appointment using EMIS Access?**

24.5% of patients said Yes

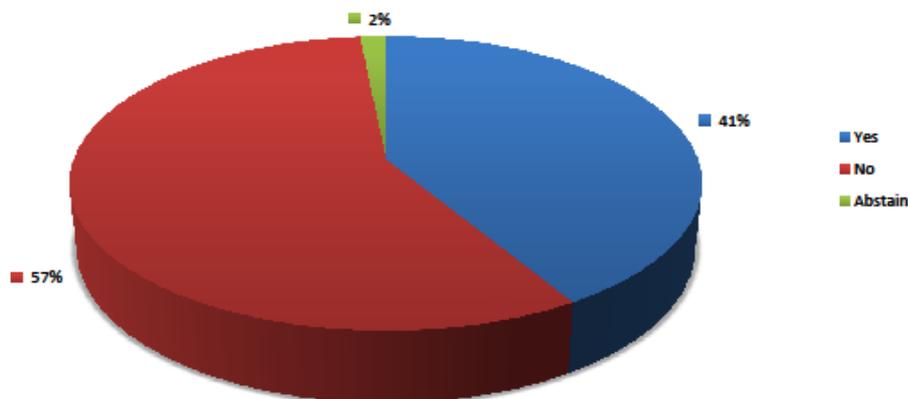
**b) Have you ever looked at your medical history using EMIS Access?**

11.3% of patients said Yes

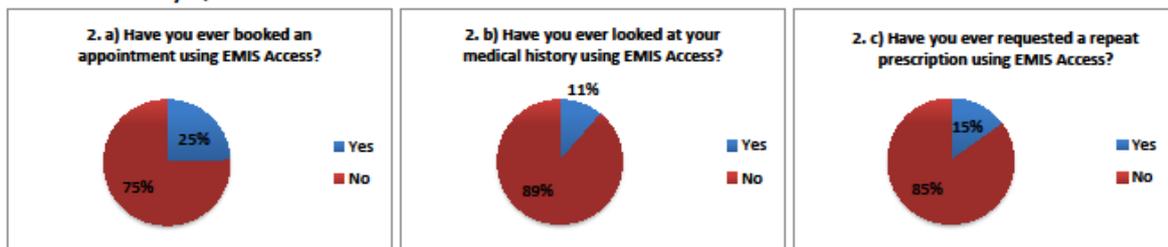
**c) Have you ever requested a repeat prescription using EMIS Access?**

15.1% of patients said Yes

### 2. Are you aware of the EMIS Access online system used at the surgery?



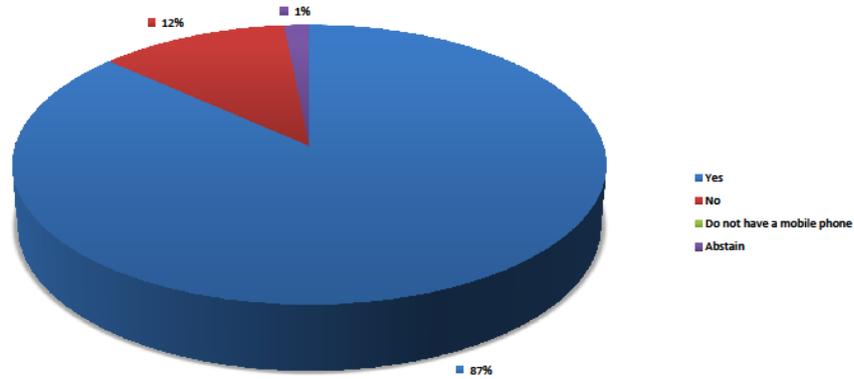
Those who answered 'yes';



### 3. Text Messaging

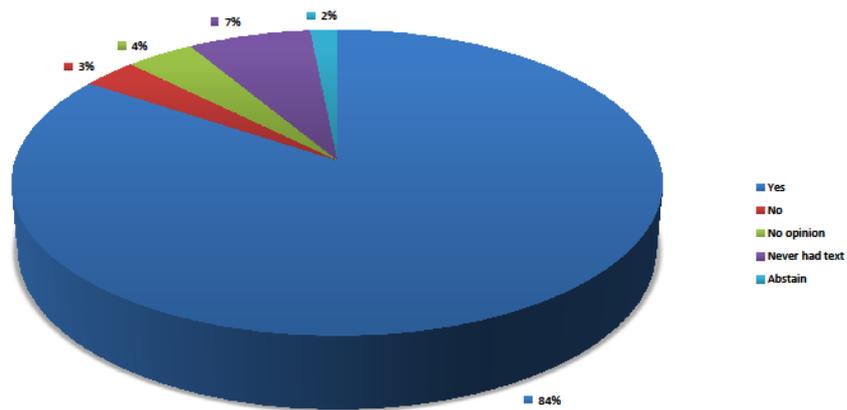
a) Do you receive text messages from the practice?

86.7% of patients answered 'Yes'



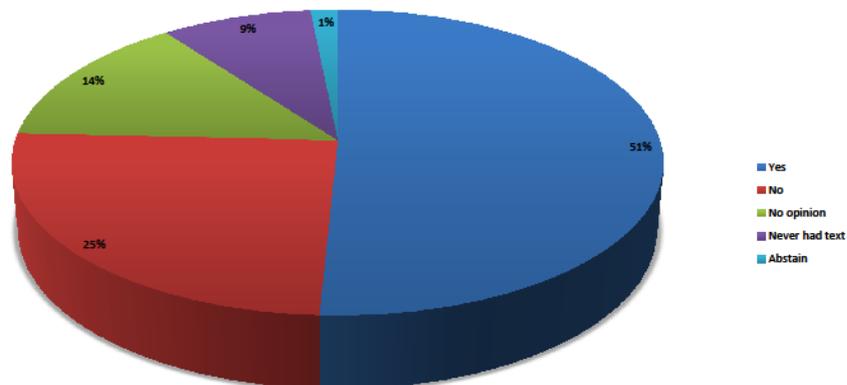
b) Do you find text appointment reminders useful?

84.4% of patients answered 'Yes'



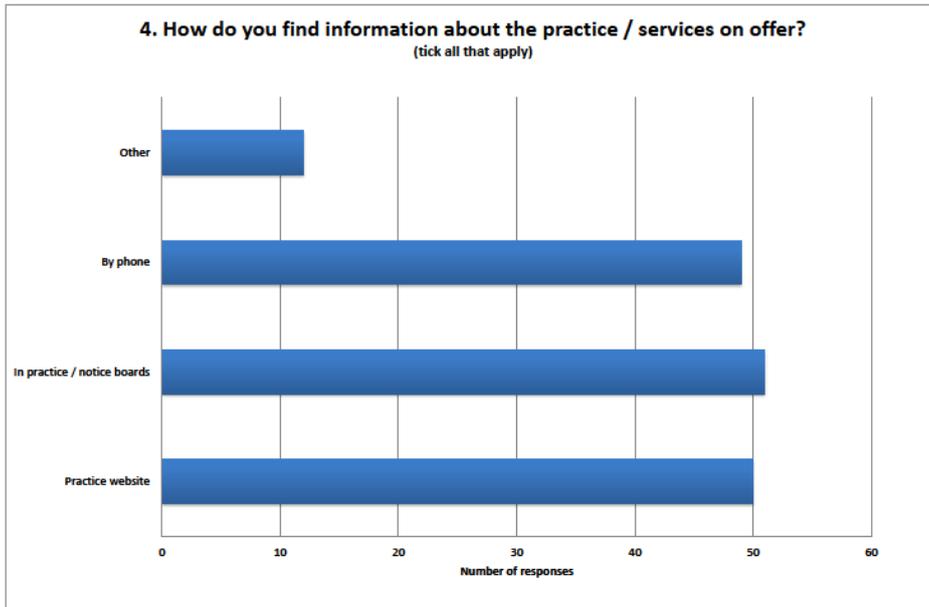
c) Do you like receiving general practice information by text?

50.8% of patients answered 'Yes'



**4. How do you find information about the practice / services on offer? (tick all that apply)**

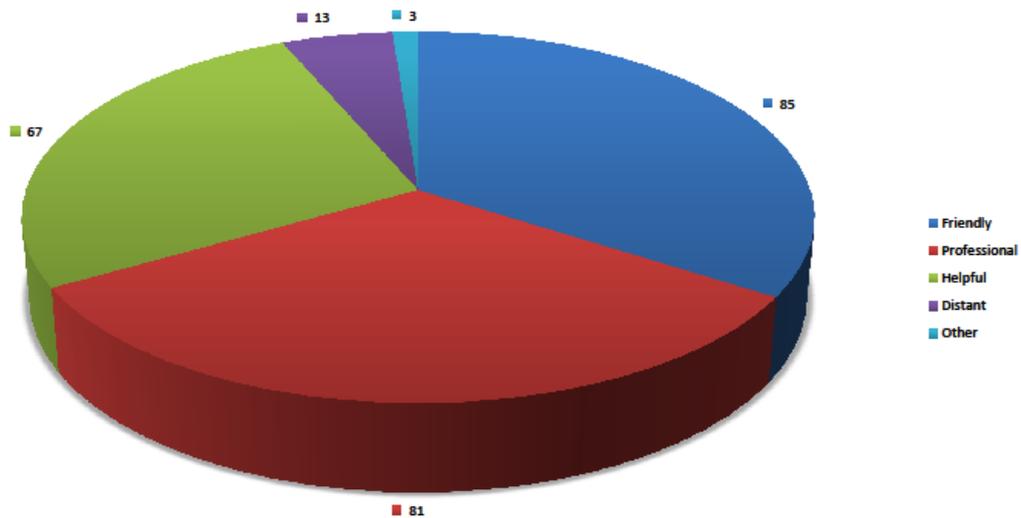
Practice website	39.1%
In practice / notice board	39.8%
By phone	38.3%
Other	9.4%



5. How do you find the practice staff? (tick all that apply)

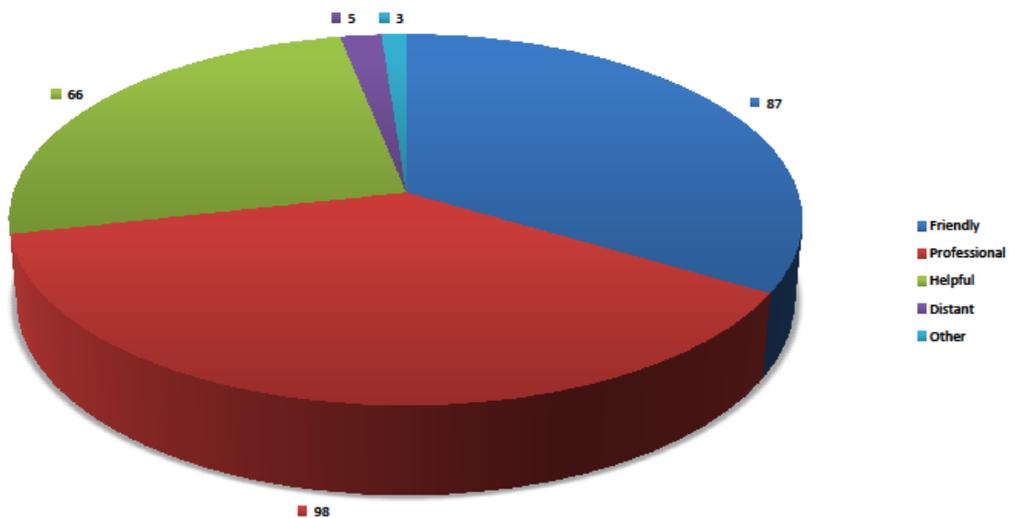
**Reception Staff?**

127 people answered this question with a total of 249 ticks.  
66.9% of patients answered that the reception staff are friendly.  
63.8% of patients answered that the reception staff are professional.  
52.8% of patients answered that the reception staff are helpful.  
10.2% of patients answered that the reception staff are distant.



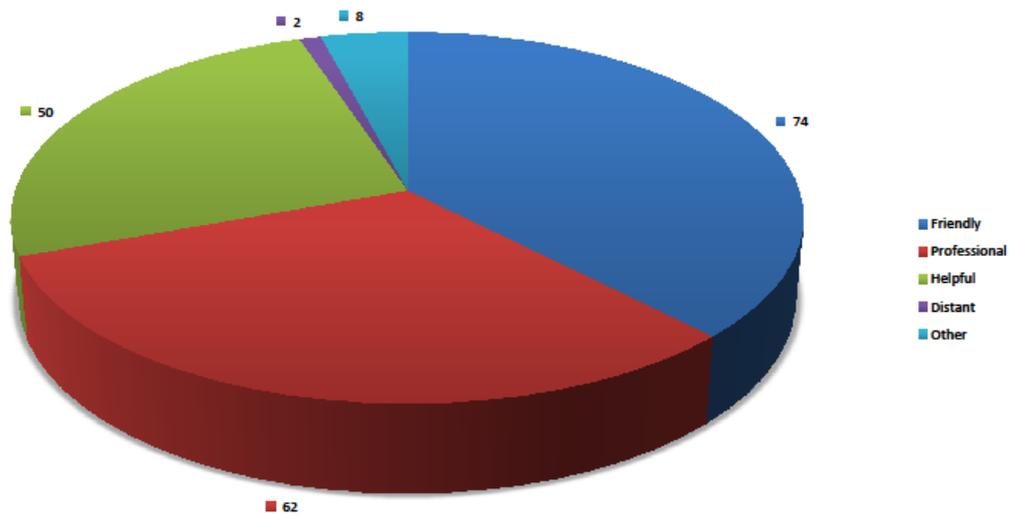
**Doctors?**

126 people answered this question with a total of 259 ticks.  
69% of patients answered that the doctors are friendly.  
77.8% of patients answered that the doctors are professional.  
52.4% of patients answered that the doctors are helpful.  
4% of patients answered that the doctors are distant.



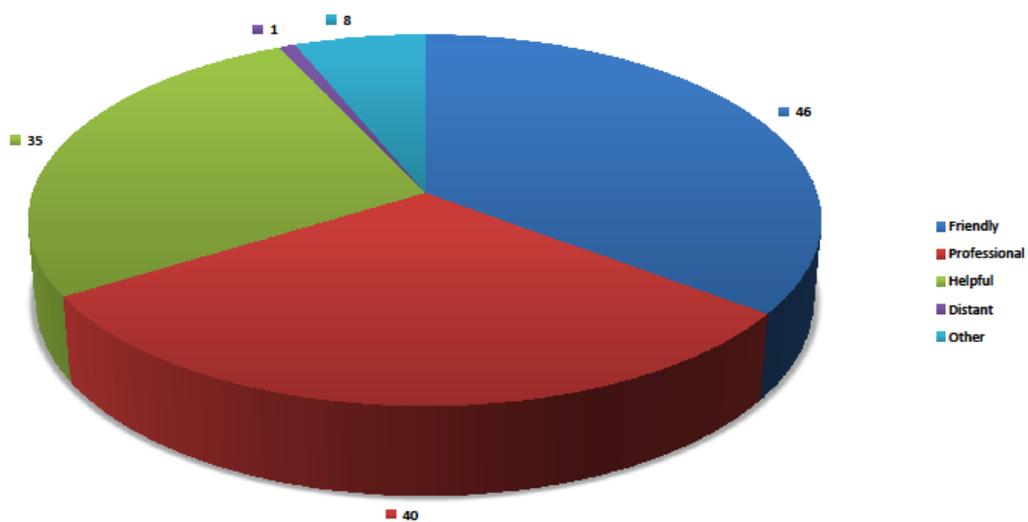
### Practice Nurse?

107 people answered this question with a total of 196 ticks.  
69.2% of patients answered that the practice nurse is friendly.  
57.9% of patients answered that the practice nurse is professional.  
46.7% of patients answered that the practice nurse is helpful.  
1.9% of patients answered that the practice nurse is distant.



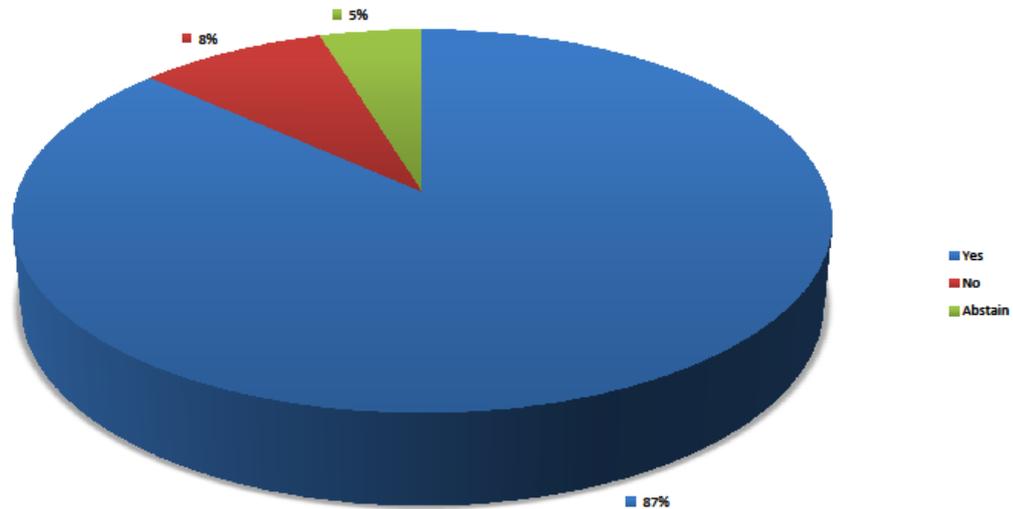
### Health Care Assistant?

85 people answered this question with a total of 130 ticks.  
54.1% of patients answered that the health care assistant is friendly.  
47.1% of patients answered that the health care assistant is professional.  
41.2% of patients answered that the health care assistant is helpful.  
1.2% of patients answered that the health care assistant is distant.



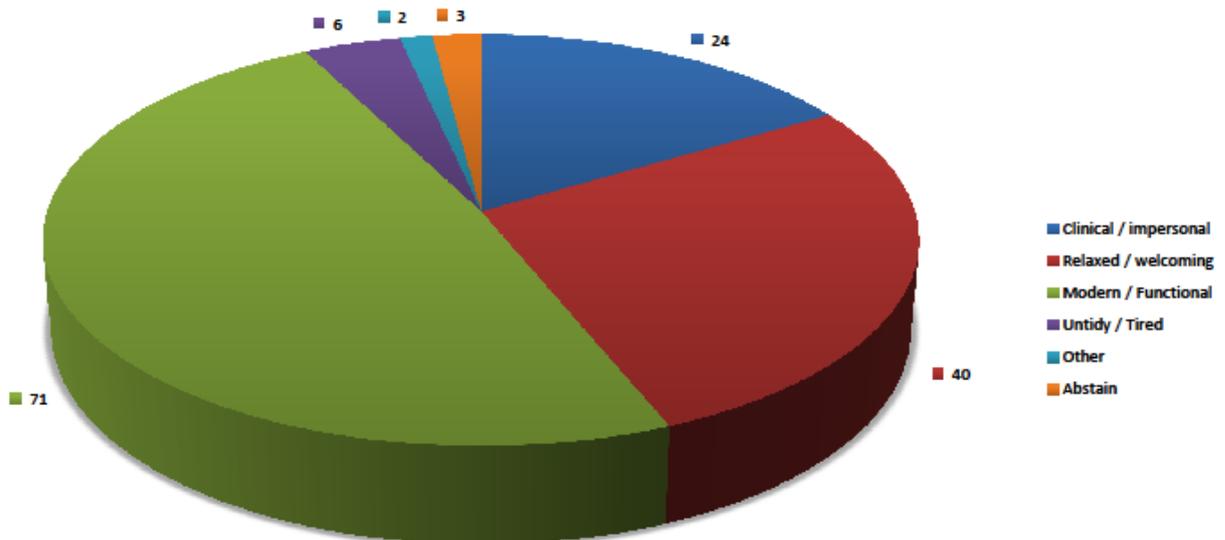
6. **Do you feel that you are listened to and given sufficient time by the medical staff?**

Over 86% of patients answered 'Yes'.  
6 patients did not answer this question.



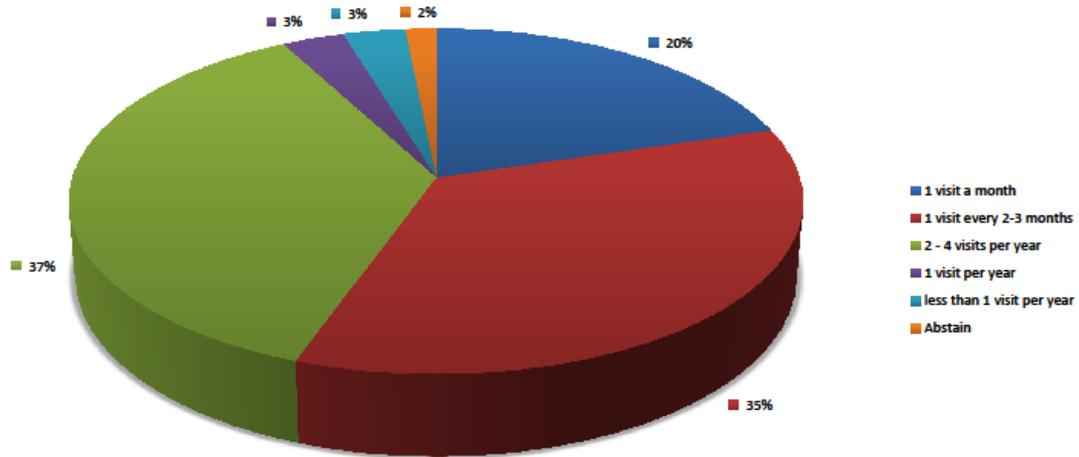
7. **What is your overall feeling about the practice building (including waiting areas/consulting rooms)? (tick all that apply)**

125 patients answered this question with a total of 143 ticks

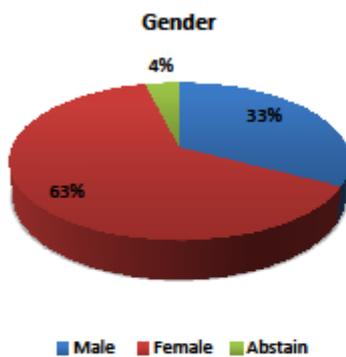
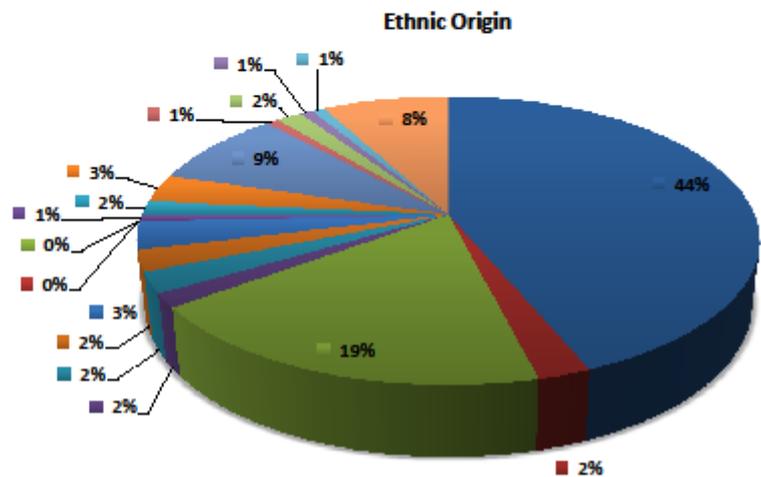
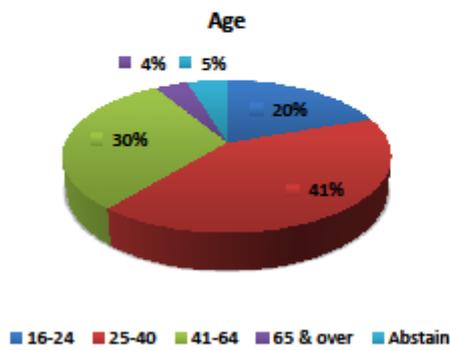


### 8. How often do you use the surgery?

35.2% of patients visit every 2-3 months.  
 36.7% of patients visit 2-4 times a year.



### 9. Demographics



- White British
- Other white ethnic group
- Black African & white
- Other ethnic / mixed origin
- Pakistani
- Other Asian ethnic group
- Black African
- Chinese
- Unknown
- White Irish
- Black Caribbean & white
- Other ethnic Asian/white origin
- Indian
- Bangladeshi
- Black Caribbean
- Black other non mixed origin
- Other ethnic
- Abstain

## 9. Comments

- I often find that when I come into the practice, and walk up to the reception, some of the staff on reception, will just continue to tap away on their keyboards and pretend to 'not have noticed me standing there! And as I myself work in Healthcare and sometimes on reception, I find this to be extremely rude and very unprofessional! As whatever they are doing on the computer, can wait for a few seconds so that they can deal with the patient stood right in front of them.
- Had to see the nurse as there were no doctors available which was a complete waste of time as she was unable to do anything. Doctors have always been friendly and helpful. Reception staff are sometimes rude, Understandably they are busy but it wouldn't hurt if they acknowledged you were there whilst you wait for them to see you.
- I'm very impressed with this surgery and am sad that I'll be moving away and will have to find another one soon!
- Doctors rely on google too much to diagnose,
- I really like this surgery - I am always able to get an appointment and am treated very well by both the reception staff and also the GPs who are very kind, considerate and always listen to my needs and concerns.
- It would be useful to be told which GP you are booked in to see. It would be helpful to have a queue system on the phones rather than having to keep ringing for on the day appointments.
- I have been very impressed with the level of joined-up care I have received, with this surgery being the first point of contact. I felt like I was being listened to, and that my concerns were taken seriously. Both my doctor and the practice nurse made me feel relaxed and were professional, attentive and thorough.
- I have been with the surgery for a very long time & am dismayed how it has changed from a family practice to a corporate one. Why I have not moved is because of the commitment of the doctors & nurses and my own loyalty to the practice. Reception can be a patchy service with too many different staff who do not seem to know when to help a patient waiting to be booked in for their appointment when they are answering calls at the same time. Surely the patient standing at the reception desk should be booked in as arrived so they are not late in seeing doctor?
- Since the surgery has been taken over its very hard to get an appointment, my dad had a stroke and I called the surgery for an appointment or Home visit and was told a GP would call back which they did 3 hours later no GP visited and no follow up appointment was made... There is a great lack of care for the patients now ..... For this reason my whole family 7 of us will be changing GP surgery.
- Overall very happy with the service I received especially when I hear nightmare others experience.
- Quite often at the moment due to problems! and guess will continue to do so but the matter does need sorting out!
- Most visits are for my infant daughter. They are really good with her. Thanks

- There is not professional behaviour by doctors and reception staff. They do not listen to the patient they are more worried about rebooking an appointment for the following week!!!! well if the patient is lucky.
- I found the practice in general quite friendly and helpful. Since I have joined the practice I have not had problems booking appointments and also doctors have provided the right solution and advice to the problem. In the previous practice I was registered it was very difficult to book an appointment and doctors were not very helpful.
- I've had some issues in the past year which meant I had to come to the surgery often and the doctors were extremely helpful, friendly and reassuring. It's made my experience very pleasant.
- I am hopeful of improvement in the attitude of reception staff. Even if busy on pc they should at least acknowledge patients – some could do with customer service training. It would also be helpful if Saturday opening was available or one/two late nights/early mornings. Difficult for working people otherwise.
- Excellent
- Only had two appointments
- I do not find the reception staff friendly and helpful. Even on the very few occasions I come to see my GP
- I find the lighting in the waiting area much too bright/harsh – especially towards the window at the back of the room. Some of the chairs have dirty marks/spills which is a bit off putting. It might also be useful to spread the chairs out a little more – when people come in wrapped up in big coats with bags and things it can be a bit cramped . The notice board and leaflets are good. A list of services provided by the surgery on the notice board and perhaps at reception would be useful.
- Really friendly practice. I'm very happy with this service
- No complaints about service provided
- Time slots given are too short sometimes I get the feeling that the doctor doesn't have enough time to get to the bottom of things. There is also a certain reluctant attitude to prescribe further tests or refer to specialists.
- I am so far very satisfied with the practice and the NHS in general. Viva la NHS!
- Very friendly staff, helpful and good wait times
- Just to say is a very good health centre
- The most doctors are unfriendly
- To end on a positive note a fantastic service from a fantastic team