



Bentley Medical Practice

Patient Survey Report 2013-14

In February 2014, Bentley Medical Practice asked visitors to the practice to complete a patient survey.

We asked about experiences at the surgery over the last 6 months.

The survey was also distributed on-line to our patient participation group members.

We received 106 completed surveys.

The results are summarised below.

Some visitors to the practice chose not to complete every question.

Bentley Medical Practice, Redcar

1. Did you have difficulty getting through to the surgery on the telephone?

Yes	No	Unknown
13%	85%	2%

2. Did you get an appointment at a time you wanted?

Yes	No	Unknown
77%	20%	3%

3. Did you speak to the clinician (GP / nurse practitioner) you wanted?

Yes	No	Unknown
76%	23%	1%

4. Are you aware you can choose a time when you can speak to a clinician (GP / nurse practitioner) in the practice?

Yes	No	Unknown
45%	54%	1%

5. Were you satisfied with your contact with the clinician (GP / nurse practitioner)?

Yes	No	Unknown
90%	7%	3%

6. Did you feel the clinician (GP / nurse practitioner) listened to you?

Yes	No	Unknown
88%	10%	2%

7. Do you have access to the internet?

Yes	No	Unknown
77%	23%	0%

8. Are you aware the practice has a website?

Yes	No	Unknown
70%	30%	0%

9. If yes, have you used it?

Yes	No	Unknown
28%	72%	0%

10. Are you aware you can book telephone consultation appointments online?

Yes	No	Unknown
42%	57%	1%

11. Are you aware you can arrange your prescription online?

Yes	No	Unknown
48%	51%	1%

12. Would you be interested in consulting with a clinician in a virtual environment e.g. Skype, Face time?

Yes	No	Unknown
16%	83%	1%

13. Do the present opening times meet your needs?

Yes	No	Unknown
93%	6%	1%

14. Are you aware we open on a Saturday morning and appointments are available at Bentley Medical Practice on Monday and Thursday late nights?

Yes	No	Unknown
67%	30%	3%

15. Are you aware the practice has a patient group?

Yes	No	Unknown
29%	68%	3%

16. Are you aware the practice has a virtual patient group who communicate over email?

Yes	No	Unknown
18%	77%	5%

17. Would you be interested in joining the group?

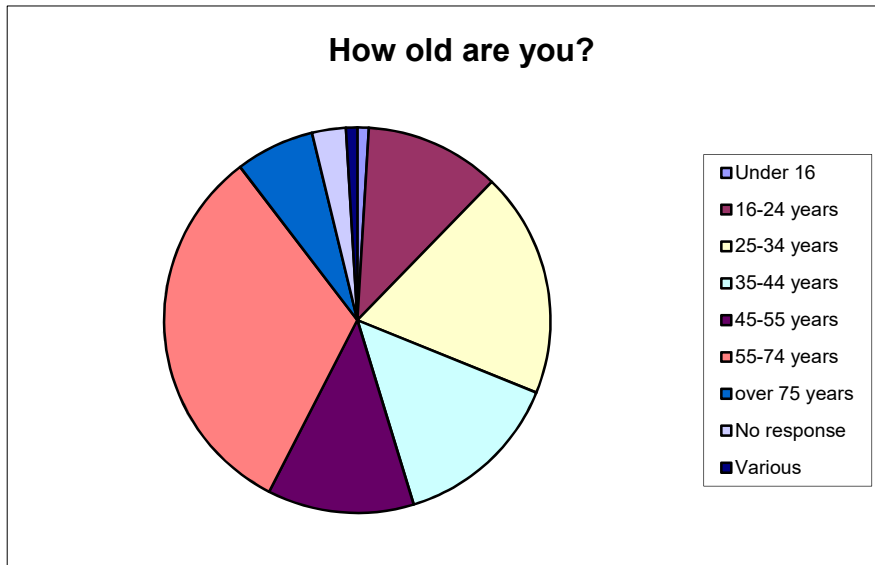
Yes	No	Unknown
7%	88%	5%

18. How old are you?

Under 16 years	16 – 24 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 74 years	Over 75 years
1%	11%	19%	14%	12%	32%	7%

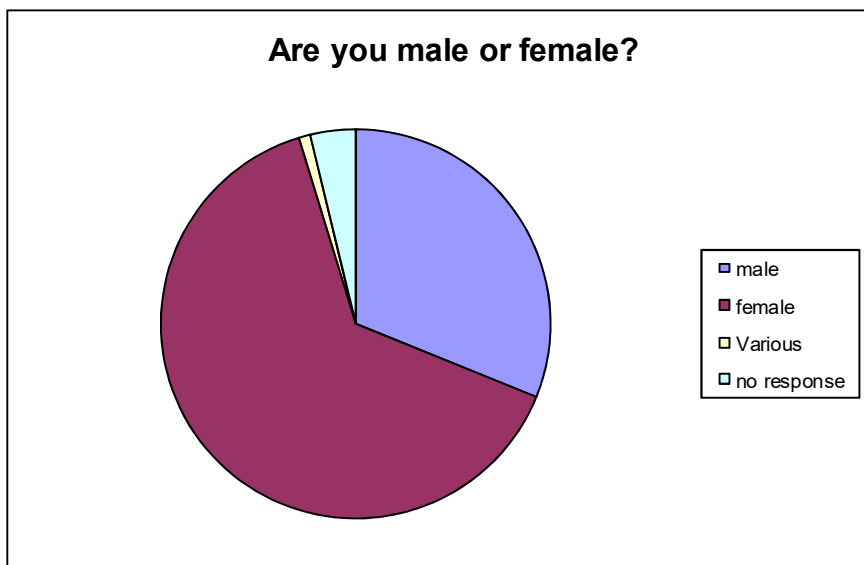
3% - Unknown, 1% - Various e.g. Nursing Home

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19. Are you male or female?

Male	Female	Representing more than one respondent e.g. care home	Unknown
31%	64%	1%	4%

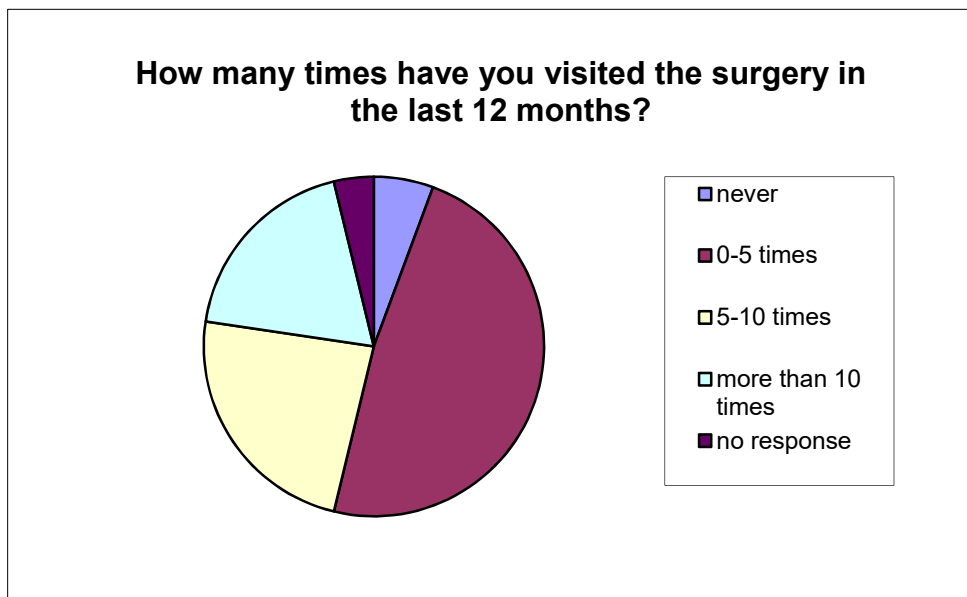


20. Do you have a long standing illness or infirmity?

Yes	No	Unknown
34%	60%	6%

21. How many times have you visited the practice in the last 12 months?

Never	0 – 5 times	5 – 10 times	More than 10 times	Unknown
6%	48%	24%	19%	3%



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Additional Comments

Very happy with the service	Thank you
Don't like the self-check in (touch is a problem because of hygiene?)	We provide alcohol gel for patients to use at the self-check in. We will however add some signage to this area to highlight when and how to use the alcohol gel. The self-check in cleaned daily
Do not like the telephone before appointment system, I know when I am ill and require appointment!	Thank you for your comments. Many ailments can be treated safely and effectively following a telephone consultation. Please read our leaflet on telephone consultation. We are happy to discuss your concerns regarding the new appointment system at your convenience
Pleased with the way the practice is run	
Very satisfied with availability of all services thank you	
Being pregnant I've been a lot	
Dr XXXXX is / has been brilliant with my daughter	
Happy	
Don't like telephone consultations	
Why do we have to speak to the doctor over the phone before we can make appointment, I like to speak face to face!	The initial telephone appointment allows our clinicians to make quick contact with our patients. This in turn allows any investigations to be completed before follow up. The telephone contact also means our clinicians can interact with more patients on a daily basis
Nice to know the opening times	Our opening times and services are detailed in the practice leaflet, available at reception
Hope, through good health I don't need to use the surgery often	

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Brilliant service very nice staff also XXX and XXX are very good also receptionists	
I have visited so much as I been pregnant, I have been very happy with the care I have received	
Brill service, staff lovely	
Don't really like the new phone system. But nurses and doctors are always really helpful and easy to talk to	
Always excellent service	
Excellent service – no complaints what so ever Happy with the services given	
I am happy with the initial telephone discussions. Each time it has results in me getting an appointment with a doctor or nurse and a satisfactory conclusion	
If a face to face discussion is required, Skype is no substitute for a physical examination. I would not want this type of consultation and I am computer literate	Thank you for your comments. This area is only in discussion phase and it would not be suitable for everyone
I also have strong reservations about telephone consultations unless they are for very minor illnesses or for feedback and advice following previous investigations or consultations e.g. discussing blood results and further tests	
Don't like the phone consultations don't seem personal enough	
You have a great crew running the practice – keep it up	
Great service	
Dr XXXX and most staff have generally always done their best for me – being a difficult patient!	
Not got email, add as now, but in the future will endeavour to be connected thank you	

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<p>Staff are brilliant and helpful. Couldn't ask for better! Except they look a bit scruffy and could do with new uniforms</p>	<p>I am sorry you think our staff look scruffy our practice manager is addressing this</p>
<p>The only thing I don't agree with is the telephone consultations they say you need to get first</p>	
<p>For quit smoking but it has been a lot of problems regarding appointments</p>	
<p>The receptionists are very rude and treat you as if you are senile. They even told lies about a water sample sent in!</p>	<p>I am sorry you think our receptionists are rude. We endeavour to give the best possible service. All our reception staff have recently completed customer service training.</p> <p>We would be happy to discuss your concerns about our reception staff at your convenience</p>
<p>MRI results are too slow. I have waited for 6 weeks still no results</p>	<p>Unfortunately we do not have much control on services provided by others however please contact us at the surgery as this is not acceptable</p>
<p>Not always possible to give yes / no as it varies from the particular issue you wish to discuss with reference to tel. calls. I appreciate the pressure of time constraints but tel. internet and Skype are sometimes too impersonal. Depends on what you wish to discuss</p>	
<p>I have marked question 3 as a No because I have hearing problems which make telephone awkward and prefer face to face contact</p>	<p>Please let reception know so that we can address this for you.</p>