

Ferry Road Health Centre - Patient Survey

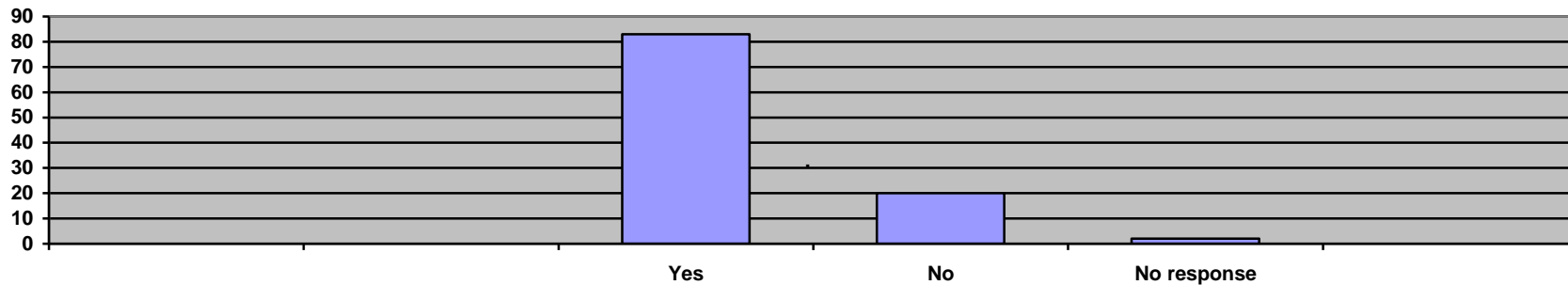
**Ferry Road Health Centre patients were surveyed over 2 days
in March 2016.**

In total 105 patients were surveyed.

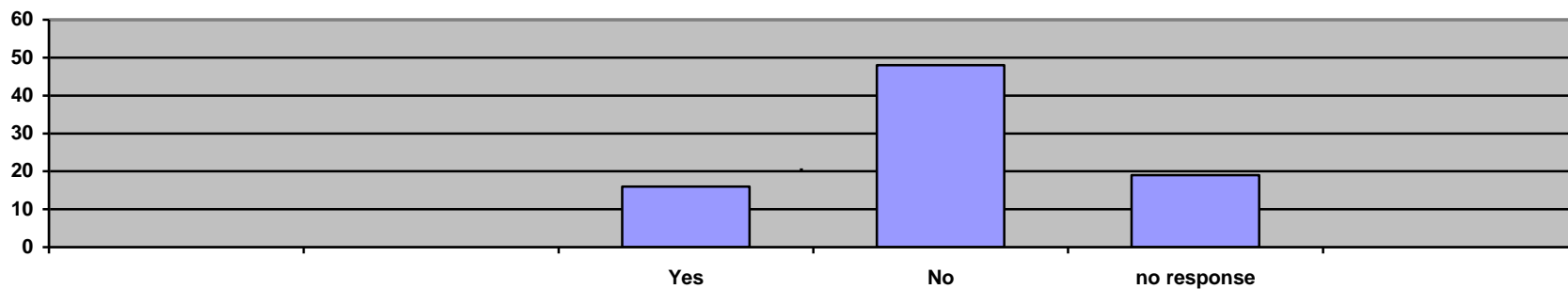
**The Practice would like to thank the Patient Participation Group for their
help and assistance in carrying out the survey.**

Results

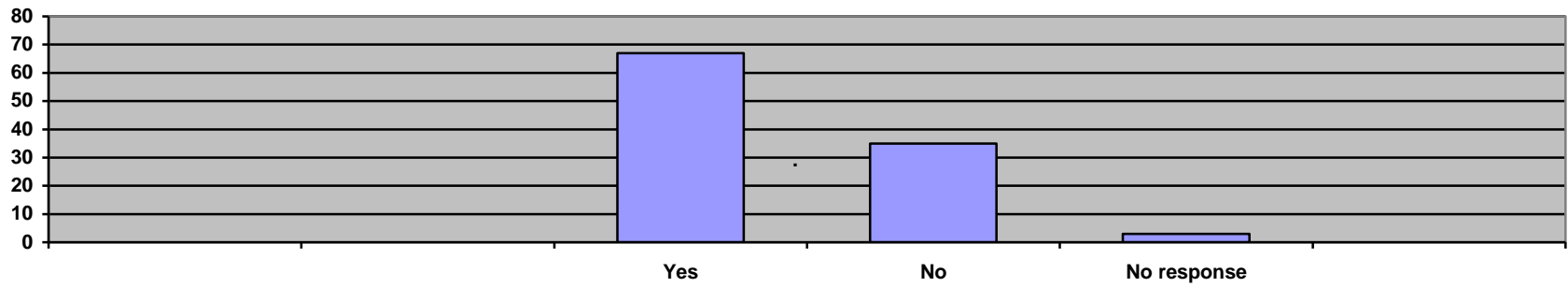
Did you know that you can book appointments and order prescriptions on line?



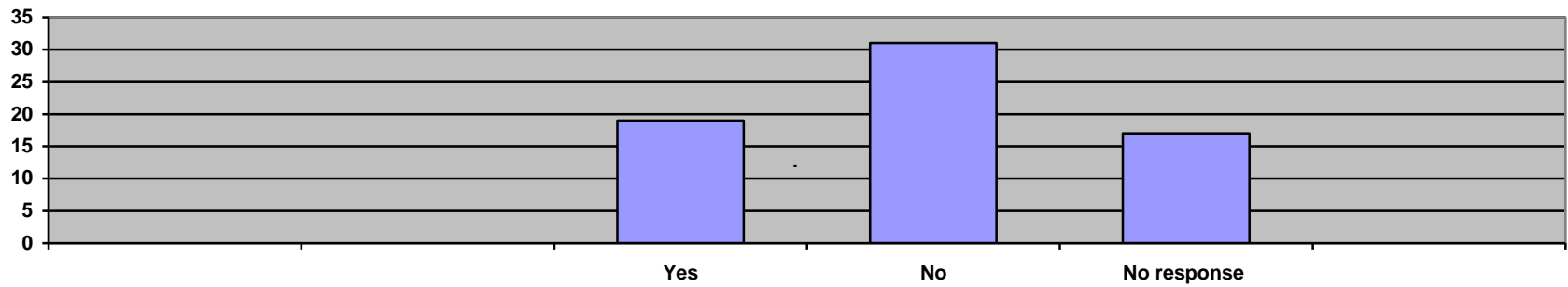
If you answered yes, have you ever used this service?



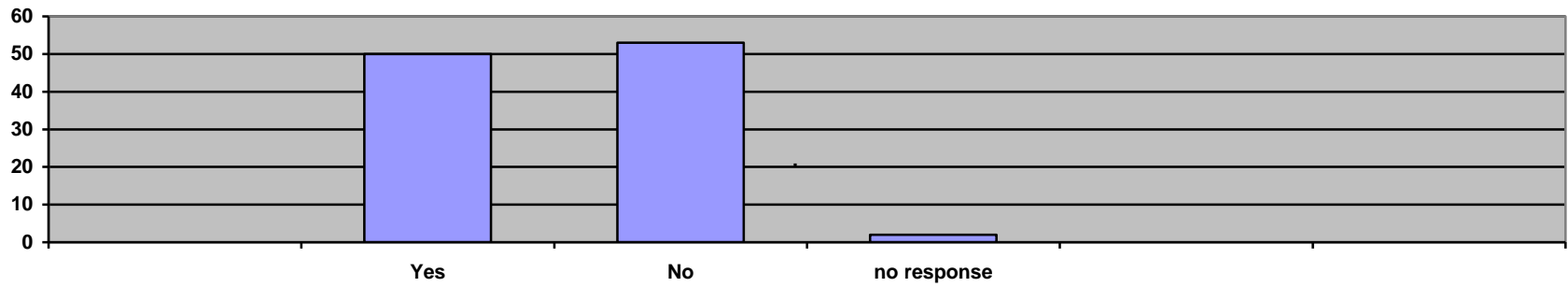
Did you know the surgery has a website?



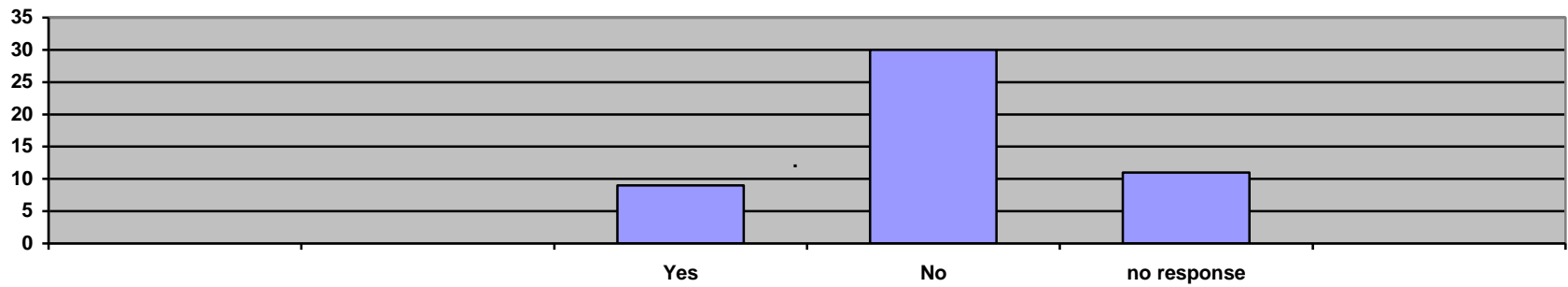
If you answered yes, have you ever visited the site?



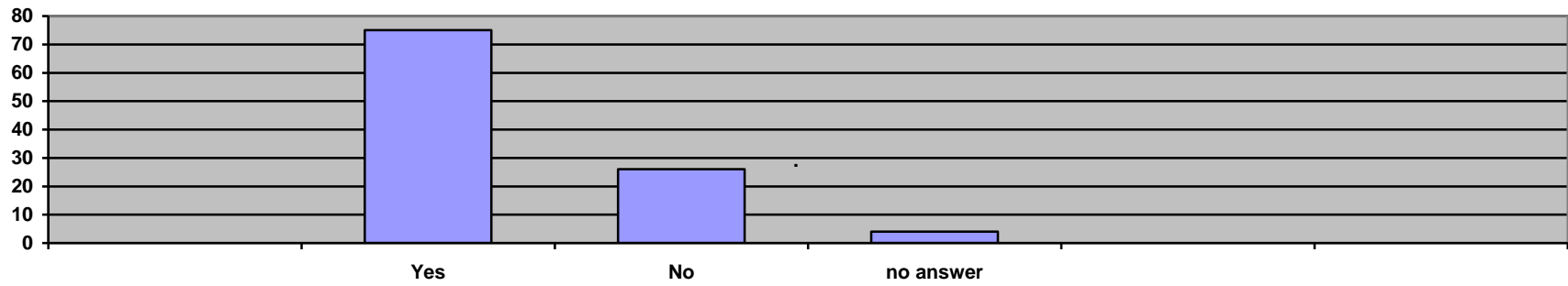
Did you use the surgery car park today?



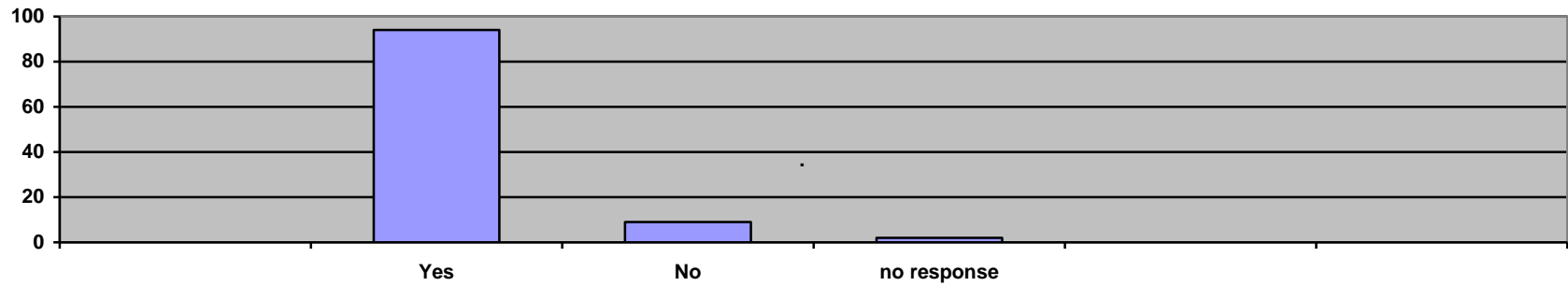
If yes, did you have any problems parking?



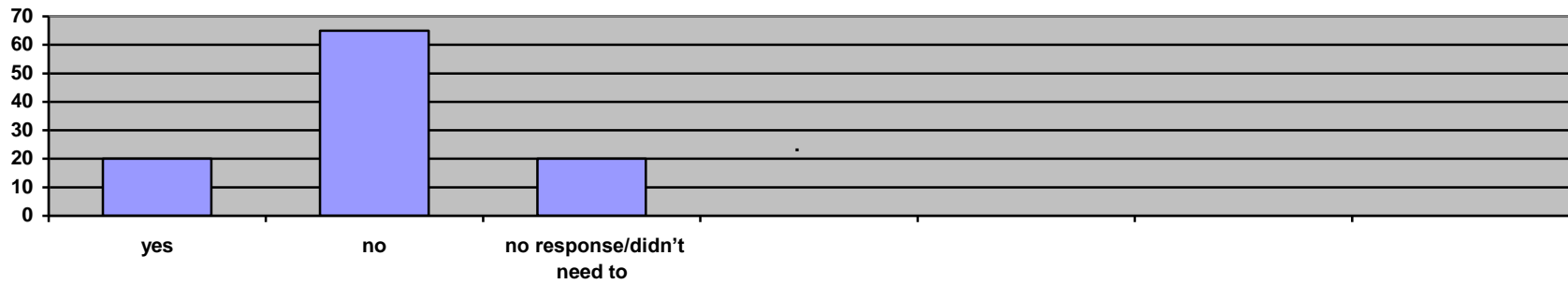
Did you use the patient self-check in system today?



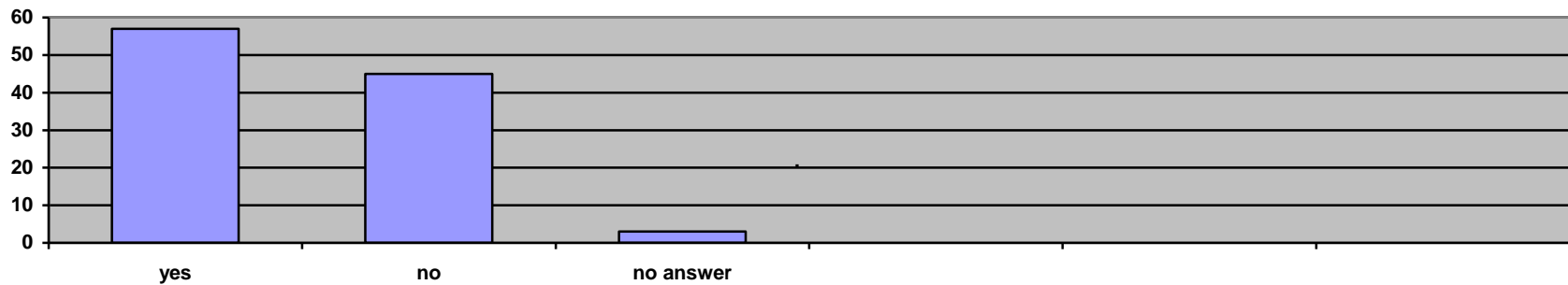
When you arrived was the reception desk attended?



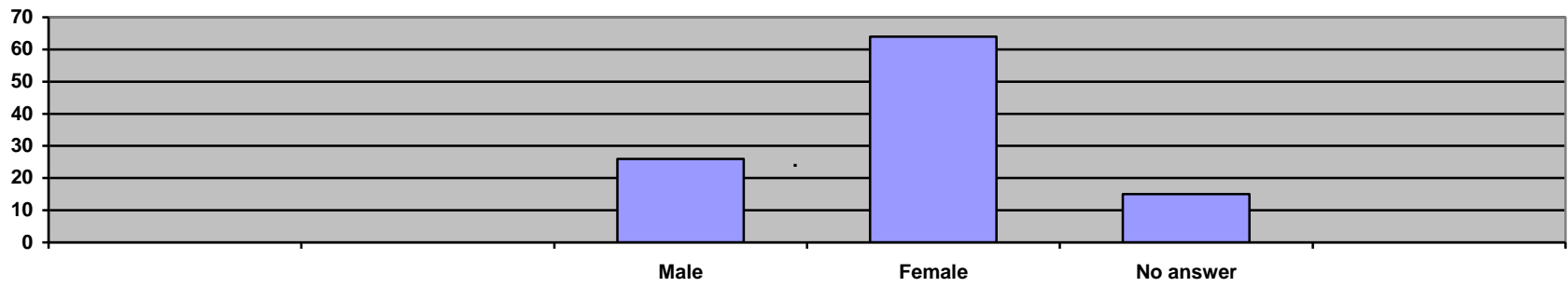
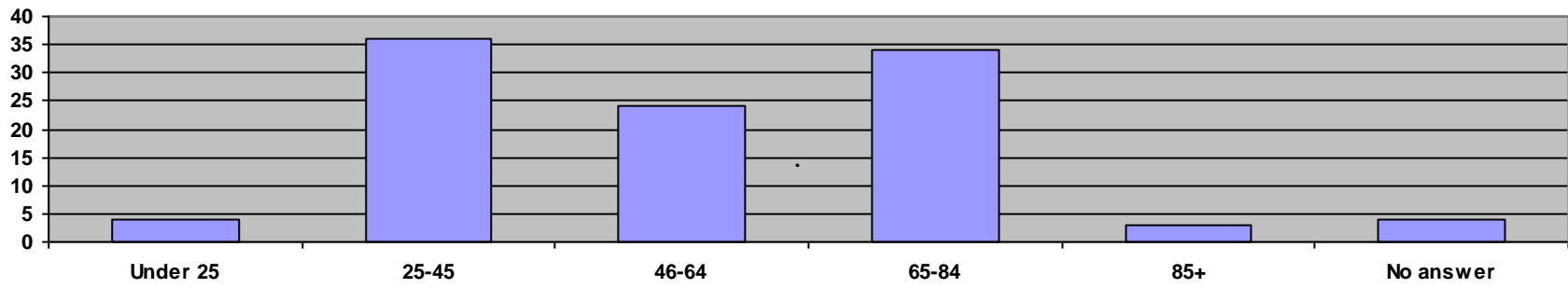
If you wanted to speak to the receptionist did you have to wait for her to become free?



Did you know the surgery has a patient participation group who organise talks & fund raising events?

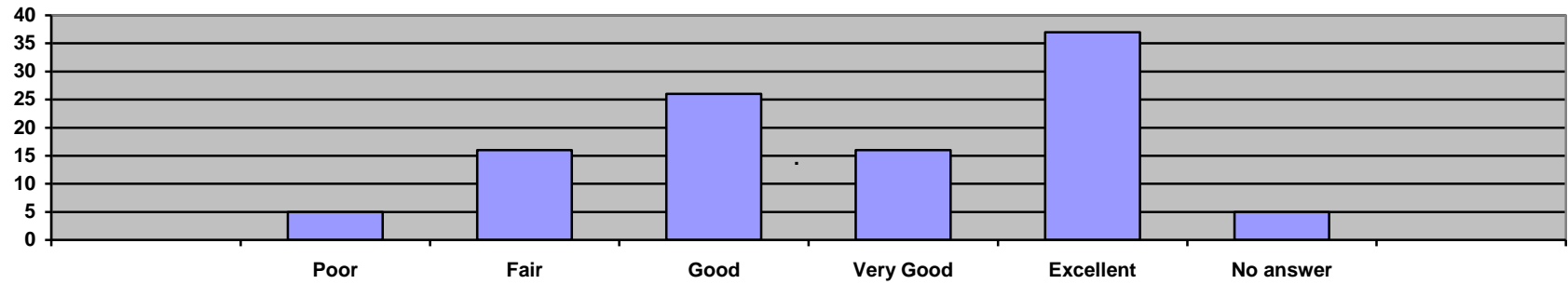


People surveyed

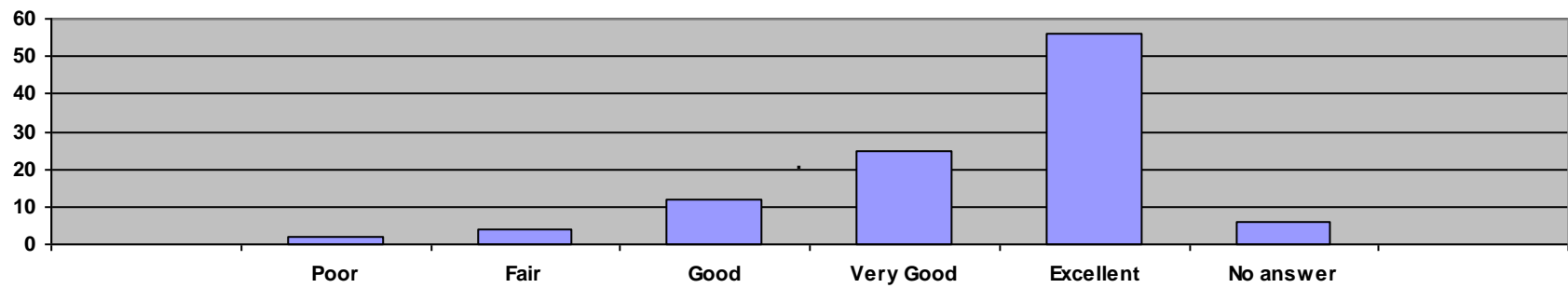


Please rate each of the following areas

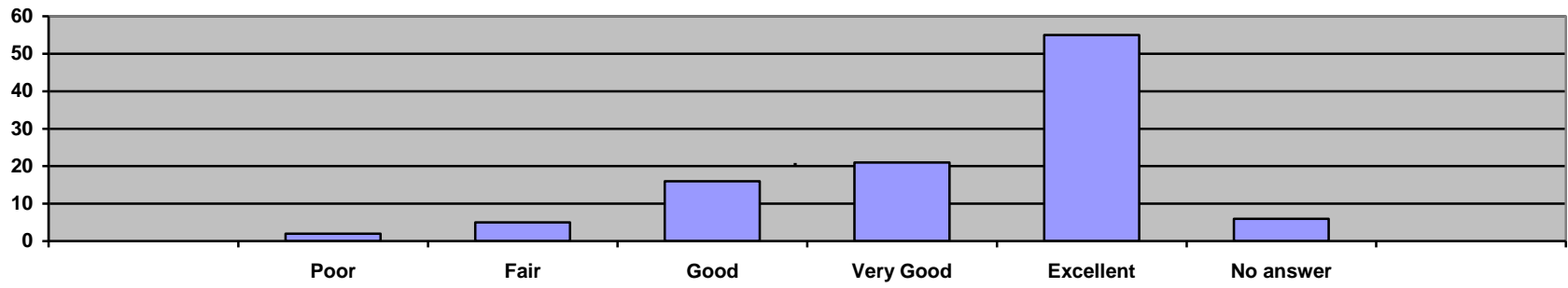
1. Waiting time



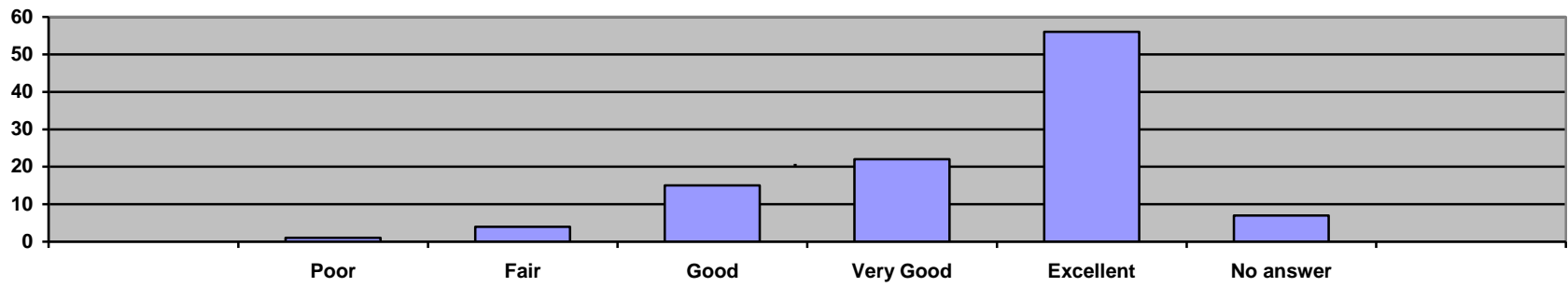
2. Ability to listen



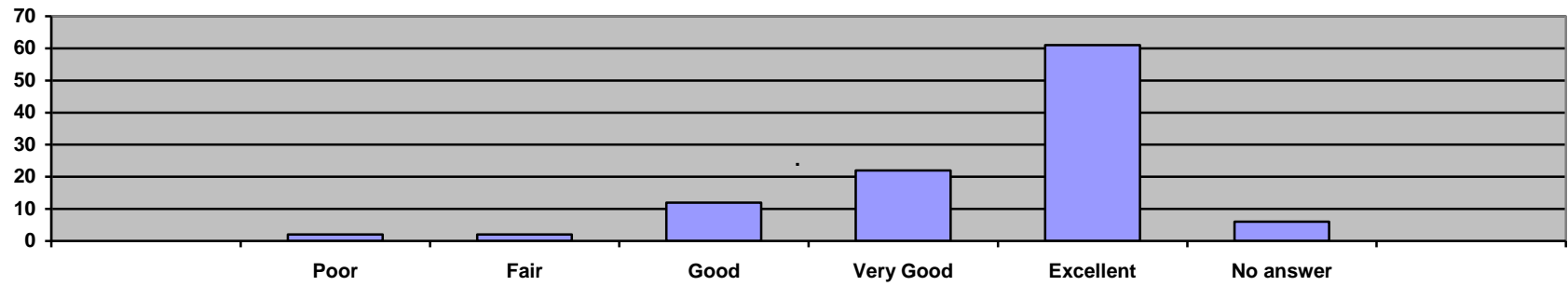
3. Explanation of treatment



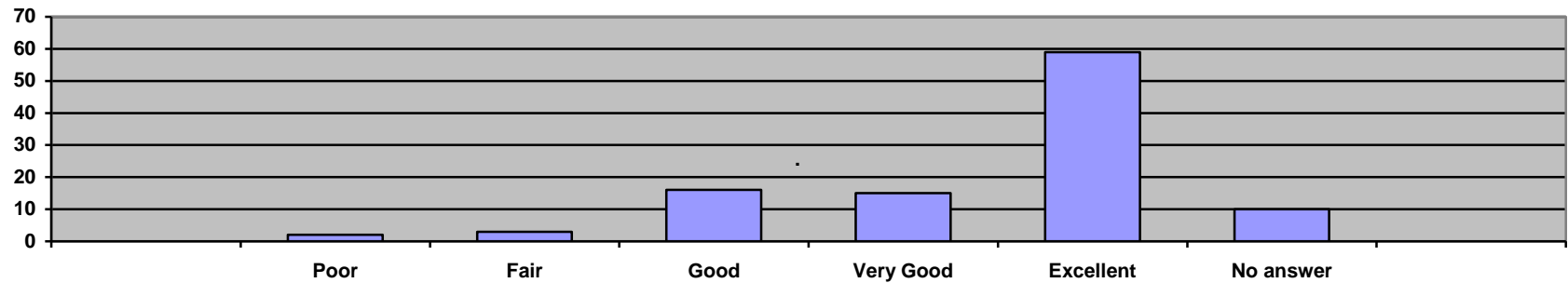
4. Confidence in ability



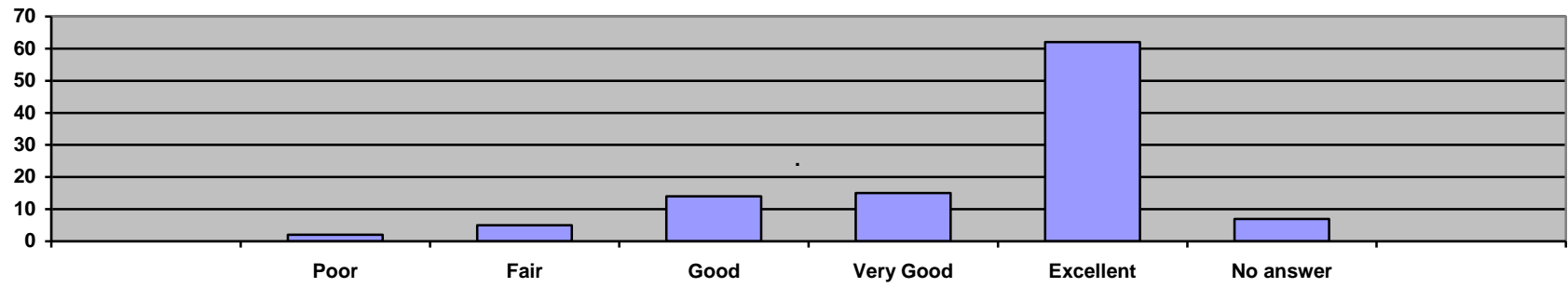
5. Respect shown



6. Concern for patients



7. Time taken with you



Are there any additional services you would like to see offered here at the surgery?

Need another Doctor to ease pressure

A water machine would be nice

Contraception (coil/implants)

Why can't I get my prescription from the surgery? I have to go to the town when you have a pharmacy here

Appointments before 8 am

Evening surgeries for people who work

A tea machine

Physiotherapy

Have you any suggestions on how we could improve our services/surgery?

Get an answer machine so you can leave a message

Photos of staff and Doctors for identification

Excellent surgery

Very satisfied

No other suggestions, it's a very good surgery

Softer music

Waiting times when you are in the surgery are too long

Politeness!

Patient check in system is too slow. Move chairs away from it so easier to get to

More pre-bookable appointments

Receptionist should tell patients having blood tests to drink lots of water on the day of test as it makes process easier for someone with small veins

Certain Reception staff are not overly nice which is a shame compared to my last surgery when you would get asked how you are etc.

Doctors waiting time too long and then too little time with Doctor

More bookable appointments on the day

Prioritise people for appointments

Already a great service

Parking sometimes a problem

Bedside manners of GPs sometimes leave a lot to be desired

Would you like access to any self-help groups? If yes, what type of group?

Alzheimer's

Stop smoking

Heart problems

Gut problems

Epilepsy

Post-natal mental health

Mental health

Invisible illness - Fibromyalgia and chronic pain