

Penryn Surgery Patients Representative group 2016 survey results summary

Overall comments

The same basic questionnaire has now been used for the last five years. Last year we have added four new questions about online services. The sample demographics do not show any significant changes.

About the practice

Overall satisfaction remains high but does show a very small reduction across some parameters.

About the staff

The high overall satisfaction was again seen. The comments expressed, with a very few exceptions are general satisfaction with all staff.

About the health professional you saw

Overall the satisfaction with all the consultations remains very high. Again only 4% of patients, who minded who they saw, did not see the doctor of their choice. However the satisfaction rating of these consultations was very close to those patients who did see the doctor of their choice.

Summary of written comments

As before, the comments made on the questionnaires were all looked at and grouped to see the principle issues on our patient's minds. The overall impression was of a great degree of satisfaction with all the services and running of the surgery.

There were 384 comments (2015 - 365). Some of the comments fell into more than one category.

120 (20014 – 140) stated patients were pleased with the services offered and did not see any need for change. Other concerns were expressed:-

- 44 (2014 – 23) the 8am phone call block
- 6 (2014 – 18) lack of pre-bookable appointments
- 6 (2014 – 6) lack of book on the day appointments
- 8 (2014 – 4) not seeing the doctor of their choice or lack of continuity
- 14 (2014 – 23) late running of surgeries
- 17 (2014 – 13) parking issues
- 24 (2014 – 31) wanted extended hours opening – Saturday/ early and late weekday appointment
- 8 (2014 – 7) wanted longer appointments
- 7 expressed concerns about stopping repeat prescriptions by phone
- 7 asked about better access to dietary advice
- 4 suggested a phone stacking system with information as to where you were in the queue
- 4 asked about mental health services for teenagers
- 4 were concerned that the phone message was too long
- 4 requests for sexual health clinic
- 4 asked about on line booking for children
- 3 suggested better information on late running of surgeries

In the other comments there were four concerns about reception and fifteen about the general medical care.

Other comments

Photographic display of staff - 1

Concerns about counselling and mental health - 2

Concern about Out of hours services - 1

Help for young carers - 1

Nurse consultation interrupted by other nurse++ - 1

Information for bereavement services for the young - 1

More help to use online services - 2

Down stairs WR too hot - 1

Disabled chair for pt waiting to Rx at Stithians reception - 1

Display of doctors rota at Stithians - 1

One stop appointments – ie bloods on the day etc - 1

More explanation of results on the phone - 1

Confidentiality - 1

More nurse appointments - 1

Downstairs reception - 1

Contacting district nurses - 1

More activities in children's corner – 2

More information on surgery availability – 1

Medication to be in stock -1

Baby weight scales – 1

Pharmacy opening at w/e – 1

Afternoon opening at Stithians – 1

More magazines – 1

Waiting time to have app for coil fitting – 1

Routine advice for pelvic floor exercises post delivery -1

Access to acupuncture/ podiatry 2/ alcohol 2/ fibromyalgia services 1/ well woman 2/ general check ups
2 in the surgery