

# DERBY ROAD HEALTH CENTRE QUESTIONNAIRE RESULTS for 2012/13

This is about how effective our service is, in terms of our opening hours, telephone system and appointment system.

## 1.1 Ability to get an appointment when you need it?

Excellent	22.42%
Very Good	33.10%
Good	18.86%
Fair	14.23%
Poor	9.96%
Unsure	1.07%

## 1.2 The telephone system and getting to speak to someone when you need it?

Excellent	21.00%
Very Good	29.89%
Good	28.11%
Fair	11.74%
Poor	4.63%
Unsure	4.62%

## 1.3. The opening hours of the practice?

Excellent	24.20%
Very Good	36.65%
Good	28.83%
Fair	7.83%
Poor	1.07%
Unsure	1.43%

## 1.4. Overall satisfaction based on your answers above?

Excellent	26.33%
Very Good	33.10%
Good	26.69%
Fair	9.96%
Poor	2.14%
Unsure	1.77%

---

**This section is about how well the reception team deals with you on the telephone and in person at the practice.**

## 2.1. The service you received on the telephone

Excellent	30.60%
Very Good	30.96%
Good	23.84%
Fair	8.19%
Poor	3.56%
Unsure	4.98%

2.2. **The service you received in person at the surgery?**

Excellent	41.28%
Very Good	35.23%
Good	18.51%
Fair	3.20%
Poor	0%
Unsure	1.77%

2.3. **How effective and efficient the receptionist is at understanding and dealing with your needs or requests?**

Excellent	38.08%
Very Good	33.81%
Good	20.28%
Fair	4.27%
Poor	1.07%
Unsure	1.49%

2.4. **The manner in which you were spoken to (how polite and respectful was the receptionist)?**

Excellent	44.13%
Very Good	33.81%
Good	16.73%
Fair	3.56%
Poor	1.07%
Unsure	0.71%

2.5. **Overall satisfaction with the reception service?**

Excellent	40.57%
Very Good	34.16%
Good	18.86%
Fair	5.34%
Poor	0.36%
Unsure	0.71%

---

**This section is about how well the doctors and nurses deal with you and your health concerns.**

3.1. **The clinician's ability to listen to you?**

Excellent	36.30%
Very Good	34.52%
Good	17.08%
Fair	2.85%
Poor	0.36%
Unsure	8.90%

3.2. **The clinicians understanding of why you are seeking help?**

Excellent	35.94%
Very Good	33.45%
Good	17.79%
Fair	3.56%
Poor	8.90%
Unsure	0.51%

3.3. **The opportunity our clinician gave you to ask questions?**

Excellent	33.10%
Very Good	34.52%
Good	18.86%
Fair	3.91%
Poor	0.36%
Unsure	9.25%

3.4. **The way our clinician explained things to you?**

Excellent	33.10%
Very Good	34.16%
Good	18.86%
Fair	3.91%
Poor	0.36%
Unsure	9.61%

3.5. **The manner in which our clinician spoke to you?**

Excellent	35.94%
Very Good	34.88%
Good	17.08%
Fair	2.14%
Poor	0.36%
Unsure	9.61%

3.6. **Our ability to understand and deal with your needs and requests?**

Excellent	39.86%
Very Good	32.38%
Good	15.66%
Fair	3.20%
Poor	0%
Unsure	8.90%

---

**This section is about how well we keep you informed.**

4.1. **The information provided to you by the practice when you registered?**

Excellent	25.98%
Very Good	32.38%
Good	20.28%
Fair	5.69%
Poor	0.36%
Unsure	15.30%

4.2. **The information received about the practice (newsletters, news etc)?**

Excellent	17.44%
Very Good	24.20%
Good	22.42%
Fair	13.88%
Poor	2.49%
Unsure	19.58%

4.3. **Our ability to understand and deal with your needs and requests?**

Excellent	22.42%
Very Good	33.81%
Good	25.98%
Fair	7.12%
Poor	0.71%
Unsure	9.96%

4.4. **Our attitude to you when dealing with you in person or on the telephone?**

Excellent	25.98%
Very Good	34.88%
Good	23.13%
Fair	14.95%
Poor	0.36%
Unsure	0.71%

4.5. **Overall satisfaction with the practice teams communication skills?**

Excellent	28.47%
Very Good	31.32%
Good	24.56%
Fair	6.41%
Poor	0%
Unsure	9.25%

---

**This section is about the practice, premises and overall service received.**

5.1. **Overall satisfaction with building?**

Excellent	33.45%
Very Good	39.86%
Good	19.57%
Fair	2.14%
Poor	0.71%
Unsure	4.06%

5.2. **Overall satisfaction with the service we offer?**

Excellent	32.74%
Very Good	38.08%
Good	21.35%
Fair	2.85%
Poor	0.36%
Unsure	3.56%

5.3. **Overall satisfaction with the doctors?**

Excellent	42.35%
Very Good	32.03%
Good	17.79%
Fair	6.41%
Poor	0.36%
Unsure	1.07%

5.4. **Overall satisfaction with the nurses and healthcare assistants?**

Excellent	41.28%
Very Good	33.45%
Good	16.73%
Fair	6.05%
Poor	0%
Unsure	2.49%

5.5. **Overall satisfaction with the practice as a whole?**

Excellent	39.50%
Very Good	35.59%
Good	17.44%
Fair	6.76%
Poor	0%
Unsure	0.71%

---

6.1. **Would you recommend this practice to other family and friends?**

Yes	92.52%
No	2.85%
Unsure	4.63%

## Patient Comments – Is there anything you would change?

1. Waiting to see a doctor
2. No, it's great as it is thank you
3. Some times when I phone they say I can only get an appointment if I ring at 8am but then the rest of the time its fine. I think scrap the 8am rule, if you need a doctor the time is irrelevant
4. opening hours - why is there no Saturday morning surgery at least
5. ability to see a SPECIFIC doctor when being treated for an ongoing problem although I do not regard this as a major criticism as all the practice doctors seem to be very competent
6. I would recommend DRHC to friends. I can't think at present of any changes, the service is good, keep it up
7. I was 6 mins late for an appointment on my last visit as the receptionist did not have your grange practice to hand? She then held the line. By the time I got to the desk I was then over 10mins, meaning I could not be seen. I work Mon-Fri so appointments are hard as it is to get. Not happy for the receptionist to not make eye contact and be very rude. A better understanding if staff make you late they should make something done about it.
8. Timings for appointment when you need it urgently is very limited. Increase the number of appointments for children.
9. Nurses to go on the automatic appointment system
10. When I phone the automated appointment service I don't really expect to have to wait 2 weeks to get the next available appointment. Waiting up to 1 week isn't so bad. Is there any way you can keep an after hours' session free a couple of nights a week.
11. Sometimes have to wait a while to see personal Dr e.g. 3 weeks to see Dr Jones
12. The appointment system.
13. Appointment times ALWAYS running late. It is unacceptable. I am always waiting at least half an hour when I arrive on time. Time keeping needs to be addresses & a system put in place so this doesn't keep happening.
14. Being able to see the doctor you want to see
15. It is very difficult to get an appointment. I frequently have to use emergency ones to get to see someone.
16. More appointment slots
17. I would like to be able to see a regular doctor, feel more confident when explaining to someone I'm used to
18. Book appointment. Can't get through at 8 o'clock, phone busy in the morning. By the time through all appointments gone.
19. As an elderly patient I find the telephone options too quick & would prefer to speak to someone
20. To be able to see my own doctor sooner & not have to wait so long for an appointment
21. The entrance doors are very stiff. I have trouble opening them and I am fit and able. OAPs must find it very hard
22. Appointments don't always run to time - better punctuality, especially later in the day.
23. I'd like the practice to open on Saturdays
24. Please make more slots available for urgent and routine appointments. Also some receptionist (one) are very robotic!!
25. Fewer "part-time" clinicians for continuity and easy access to your own individual GP.
26. To enable consistency with one GP.
27. When making an emergency appointment, patient must be told if the doctor is a junior doctor. Last appointment dealt with by inexperienced doctor resulting in need for further appointment today.
28. Quick service. Sharp.
29. Getting an appointment same time the same day you wanted is difficult. Specially your own doctor is still to wait 2 weeks or more.
30. Reduce the time to see your own doctor to 2 days, which is difficult all the time. Some time more than 2-3 weeks which is impossible.
31. Open on a Saturday
32. They don't give appointments as soon as we want, they will give it a week later.
33. Open on a Saturday
34. Be able to book appointments close to time want to see doctor, not just on the day, but be able to book for later that week or in couple of days.
35. To long to wait for an appointment.
36. Unable to make appointments easily. Called at 8.03am once and they had run out. Unable to make appointments in advance means I cannot plan at work. This reason only I would not recommend to friends.
37. Appointments are not available on time. I call many times to get an appointment.

38. If you would send out letter for vaccines/immunizations our children need, even for adults these reminders would be helpful.
39. Excellent Service.
40. Increased opening hours, telephone answering more promptly.
41. Would like the service of the health visitors at the clinic to be more promoted to patients
42. The booking time off peak made more obvious
43. I feel it would be very useful if some sort of provision is made at weekends, even if only a Saturday morning clinic.
44. Late hour opening to be available more often or Saturday morning opening for single full time working parents.
45. Having to call up on the day for appointments and not being able to book in advance - not ideal for full time workers.
46. Saturday a.m availability of doctors & nurses.
47. More receptionists. It seems whenever I come in to book an appointment I am queuing for a long time because there is only one receptionist available
48. Maybe being able to see the Doctor of your choice sooner than the appointment offered.
49. We all register here
50. More availability of appointments with chosen GP
51. Appointment system
52. More appointments
53. Reception staff can be v. abrupt on the phone + not particularly helpful when trying to get one of the limited appointments
54. No. This practice is a lot better and a lot more friendly than any other practice I have been part of (London)
55. The receptionist didn't order my prescription that I ordered. Had to wait another 3 days and the medication dose was to be reduced from the hospital advice.
56. To see the same doctor every time
57. Add more services like chiropody and physio. Fix screen for more knowledge in waiting room
58. In waiting area if is possible fix a screen to give more information about the new things and call name for different doctors. Appointment still you can not come in next 4 working days
59. Everything seems fine at the moment.
60. Less feeling of being rushed when phoning for appts. Most time I've tried to make an appt I've had to wait at least 2 weeks before an available one.
61. The logging in to book appointments fails quite a bit
62. On the day appointments are very difficult & options of speaking on the phone to a doctor are limited
63. Do not play music in the waiting rooms, save the cost of a PRS licence.
64. More availability of appointments - especially if needed, proper diagnosis reassurance & more options available & more explanation
65. I don't think so. Probably not.
66. The waiting times when I book an appointment at example 12:20 I would expect to be seen at that time or close to it not half hour past it
67. More available appointment times
68. The nurses always seem too busy so don't have time to answer questions as they say "we only have a 10 minute slot"
69. Saturday & later opening hours of pharmacy.
70. it would be good to have later times and earlier times as I work full time.
71. Why do we have to phone at 8pm to see my doctor?
72. Drs should keep to time
73. Overall good.
74. Was spoken to very rudely on phone by female receptionist.
75. Some people don't seem as knowledgeable as others, especially when I asked about travel jabs at reception. Nurse however was great! Reception staff quality varies greatly.
76. I rarely need an appointment but when I do I would like to be seen more quickly and not have to ring at 8am.
77. Yeah to get into a doctor when you phone up
78. To be able to see the doctor you want sooner. "Of your choice" quicker.
79. Pressured to have to say you are very ill to get an appointment soon. This is very intimidating especially for students away from home.
80. The only thing is getting appointment sooner
81. Offer appointment more readily. Better reception area.

## Patient Comments – Is there anything you particularly like about the service we offer?

1. Respectful staff
2. It's like one big family
3. Everyone who works there are so lovely and helpful
4. Close to home
5. Being able to book an appointment online. Very hand to have Burrows & Close opposite surgery.
6. Consideration and attitude of all the staff - doctors, nuses, reception
7. All round good quality of doctors and nurses and staff in general
8. Friendly yet professional
9. Care of children - especially under 5s
10. Overall quality of staff at all levels
11. Everything
12. Pleasantly surprised when telephoned about latest INR result
13. I think its great that you can get a same day appointment if you phone at 8am every day. really good to have a chemist on site too.
14. Overall is good
15. Being able to see the same doctor.
16. Very friendly people
17. You have excellent understanding staff
18. Very good rapport with staff/doctors. They have a very good sense of humour when needed by the patient.
19. How friendly it is
20. Very efficient & always willing to listen & help.
21. Friendly. Clean premises. Variety of appointment times.
22. yes, the kindness of all the staff
23. Staff members are very polite.
24. Pharmacy on site. Can always get an appointment with a nurse within a few days. Generally no waiting time to book an appointment.
25. The quality of the doctors and nurses
26. Very helpful in every way
27. The speed at which things like blood tests and other nurse related things are done
28. All service is excellent
29. The staff and both of the pharmacy staff are always polite in their manner of being able to help you in a problematic situation and in their overall way in dealing with you. In general very courteous and hope they maintain their hard work in future.
30. GP S. Jones - excellent, up to speed with all new health issues, proactive always goes that "extra mile" - one of the best in the county.
31. Continuity of care with a known doctor familiar with your condition - needs.
32. Doctors explain everything you need to know.
33. being treated quickly.
34. Doctors one way too good. They understand the problem and refers to hospitals when is necessary. All nurses are very nice. Blood test, injection, dressing, other tests every single job they do is excellent.
35. Every service is very good. Any blood tests, diabetes tests, injections dressings all the jobs is excellent. Doctors are (way too) excellent. Automatic check in computer is good idea. Saves you queuing.
36. The doctors and nurses are polite and kind.
37. Able to book appointments on the day.
38. Doctors are excellent
39. Modern, Warm and probably amongst the best we have experienced
40. Friendly/approachable
41. Friendly/approachable
42. Staff are polite and friendly. The services are very good and I'm very happy.
43. Very hands-on doctors who take an interest and put in extra work/apply additional assistance.
44. Easy to arrange appointment.
45. Appointments.
46. Pharmacy is here. Staff is very polite and caring.
47. On-line booking system.
48. Excellent building
49. The overall service is very good. Continue what you're doing now, its great
50. Understanding of situations
51. Attitude of staff generally v. good. Pharmacy on site excellent idea

52. I find it's pretty accessible
53. Friendly staff. Flexible hours.
54. There is always good availability
55. The option now to phone and get a same day appointment. This is excellent and really useful.
56. The service offered is exceptional; I have been a patient here since being a baby (65yrs now) and have always found the service given very good.
57. Its local
58. Offer lots of services under one roof making it easily accessible to full time working patients.
59. Good Doctors. Very good service of podiatry.
60. Good, clean building, relatively efficient response and waiting time
61. Online system
62. Doctors + nurses all v. good + nice
63. Good range of clinics means you don't have to travel around the city
64. Comfortable waiting rooms & consulting rooms
65. I always get the right treatment
66. The doctor to be patient and give more time to express ones self
67. Excellent service from Steve Jones - informative, direct, re-assuring & thorough manner
68. Test reminders by mobile phone
69. All the nurses and doctors are very good. Very helpful and experienced
70. All the staff (except one) very helpful + polite. Doctors need a medal they are very good. (illegible) are excellent
71. Reminders of appointments by text.
72. Online system.
73. Online appointments
74. Appointment times are good
75. Being able to book appointments online
76. Chemist right next door
77. I have been with this practice for nearly sixty years. My wife (now deceased) and I have been very grateful for the care we have received. When we moved home we made sure we stayed within range of the practice. We had no wish to leave it.
78. Your website & information about the doctors were very helpful. Information about signing on as a new patient very clear.
79. The overall service is very efficient
80. The fact that you listen & then work towards dealing with problems.
81. Doctors v. friendly and always listen.
82. Service first class in all respects
83. Service provided by doctors and nurses is brilliant
84. Personal approach
85. I don't use it that frequently to comment.
86. Good wide range of services catering to different needs.
87. Everyone is friendly and helpful
88. Website - booking online
89. The receptionist was excellent
90. Good
91. The DRHC is the best health centre that I have been too and I cannot praise it enough.
92. The Doctors here are excellent.

### **Patient Comments – Is there anything else you would like to tell us?**

1. The younger reception staff are fine. The older ones are terrible. Bad mannered, rude and generally feel they can talk to you however they wish.
2. I came in with a shoulder complaint that I've had for 16 months and was referred by a doctor to an external shoulder consultant and was told I'd be contacted within 2 weeks. It's now been almost 3 months and when I phoned reception to enquire I was told to sit tight and wait. I'm still waiting!!
3. Open at weekends?
4. This has gone on for years. I'll take myself to another doctor if it continues.
5. Saturday opening time would be ideal for people who work
6. keep up the good work
7. Thank you for looking after me!
8. Less waiting time

9. Yes. Carry on & not too many changes.
10. Yes, I like to think I'm god.
11. After fourteen years we have found the practice to be very satisfactory in every way
12. Pleased that opening hours are now clarified and that there is transparency - in other words easily understood by patients in the leaflet
13. People with long term mental health problem should be treated fairly and equal to any patient. Doctors should apologise more often when keeping the patient waiting.
14. People suffering with chronic diseases should be informed any new medicines & newsletters. Review their medicines sooner when possible. Some time taking such medication its side effects are so bad. Not everybody have the knowledge.
15. If is possible to fit screens in waiting areas to inform system for appointment to understand. Any other information. Save the money on leaflets.
16. The receptionists need to improve on passing messages to doctors, and telephone calls.
17. Don't close down!
18. Have not seen a GP for a long time - can only respond in terms of nurses. (Nurses have been very good)
19. Poor health visiting service
20. Thank you for your support over the years. Though I don't use you very often thank you anyway.
21. Nothing I can think of at the moment
22. You provide a truly excellent service - thank you!
23. The telephone is not answered quickly enough
24. More lady doctors for delicate women's problems and intimate matters
25. Have been here once!!!
26. Receptionists are very helpful. Great job.
27. You are doing a great job, keep it up.
28. More availability of evening (after 6pm) + early morning appointments
29. Service going down the tubes
30. Keep to appointment times as given. If I was late they would cancel but OK to keep me waiting for 30mins after my appointment time
31. I find the service good on the whole
32. hard of hearing : therefore it is difficult to use the phone
33. Less waiting time
34. I am very happy to be registered in this clinic
35. Please still sort out the appointment system. Is getting better. I am happy about it
36. Great job.
37. Have a good Christmas and New Year.
38. THE DRHC is not listed in the telephone directory.
39. Some greater discretion on the part of some staff would make for greater comfort and confidentiality
40. I have always received an excellent experience with the doctors, nurses, midwife and reception staff. Thank you.
41. Simply we appreciate the help the NHS has given us. We would never criticise it adversely. The NHS has its problem we know. The problem confronting every organisation: administration. Not always easily solvable.
42. I would like if I had the opportunity to book a double appointment now and then
43. You're a breath of fresh air!
44. Sometimes some receptionists are very rude which for no reason and need you to explain why you need to book an appointment (e.g. main reason which I think is between me and doctor).
45. Great Job
46. Logon - booking online function not obvious for new users of website
47. Great service. Thank you.
48. Poor cycle parking facilities. "Sheffield" type stands, preferably covered, would be a great improvement. The Big Wheel may be able to help.
49. The Doctors here are excellent.