

Derby Road Patient Survey Results

Your Visit Today

Please rate your satisfaction with...[The doctors/nurses ability to listen to you.]

Answer	Count	Percentage
Excellent	94	53.41%
Very Good	50	28.41%
Good	22	12.50%
Fair	4	2.27%
Poor	2	1.14%
Unsure	4	2.27%

Please rate your satisfaction with...[The doctors/nurses understanding of why you are seeking help.]

Answer	Count	Percentage
Excellent	85	48.30%
Very Good	58	32.95%
Good	23	13.07%
Fair	4	2.27%
Poor	2	1.14%
Unsure	4	2.27%

Please rate your satisfaction with...[The opportunity our doctor/nurse gave you to ask questions.]

Answer	Count	Percentage
Excellent	89	50.57%
Very Good	49	27.84%
Good	28	15.91%
Fair	3	1.70%
Poor	4	2.27%
Unsure	3	1.70%

Derby Road Patient Survey Results

Please rate your satisfaction with...[The way our doctor/nurse explained things to you.]

Answer	Count	Percentage
Excellent	86	48.86%
Very Good	52	29.55%
Good	26	14.77%
Fair	7	3.98%
Poor	1	0.57%
Unsure	4	2.27%

Please rate your satisfaction with...[The manner in which the doctor/nurse spoke to you?]

Answer	Count	Percentage
Excellent	89	50.57%
Very Good	50	28.41%
Good	29	16.48%
Fair	2	1.14%
Poor	2	1.14%
Unsure	4	2.27%

Please rate your satisfaction with...[Overall satisfaction with the doctors/nurses communications skills?]

Answer	Count	Percentage
Excellent	89	50.57%
Very Good	50	28.41%
Good	28	15.91%
Fair	2	1.14%
Poor	2	1.14%
Unsure	4	2.27%

Derby Road Patient Survey Results

Access

Please rate your satisfaction with...[The ability to get an appointment when you need it.]

Answer	Count	Percentage
Excellent	35	19.89%
Very Good	42	23.86%
Good	37	21.02%
Fair	37	21.02%
Poor	24	13.64%
Unsure	1	0.57%

Please rate your satisfaction with...[The ability to speak to the GP?]

Answer	Count	Percentage
Excellent	41	23.30%
Very Good	48	27.27%
Good	42	23.86%
Fair	16	9.09%
Poor	13	7.39%
Unsure	15	8.52%

Please rate your satisfaction with...[The telephone system: are your calls answered in good time?]

Answer	Count	Percentage
Excellent	40	22.73%
Very Good	35	19.89%
Good	46	26.14%
Fair	31	17.61%
Poor	18	10.23%
Unsure	6	3.41%

Derby Road Patient Survey Results

Please rate your satisfaction with...[The opening hours of the practice.]

Answer	Count	Percentage
Excellent	35	19.89%
Very Good	60	34.09%
Good	49	27.84%
Fair	19	10.80%
Poor	8	4.55%
Unsure	5	2.84%

Please rate your satisfaction with...[Overall satisfaction based on your above answers.]

Answer	Count	Percentage
Excellent	46	26.14%
Very Good	47	26.70%
Good	43	24.43%
Fair	27	15.34%
Poor	8	4.55%
Unsure	5	2.84%

Derby Road Patient Survey Results

Reception

Please rate your satisfaction with our reception -[How effective and relevant was the service you received on the telephone?]

Answer	Count	Percentage
Excellent	51	28.98%
Very Good	48	27.27%
Good	42	23.86%
Fair	17	9.66%
Poor	11	6.25%
Unsure	7	3.98%

Please rate your satisfaction with our reception -[How effective and relevant was the service you received at the reception desk?]

Answer	Count	Percentage
Excellent	65	36.93%
Very Good	49	27.84%
Good	38	21.59%
Fair	13	7.39%
Poor	10	5.68%
Unsure	1	0.57%

Please rate your satisfaction with our reception -[The manner in which you were spoken to.]

Answer	Count	Percentage
Excellent	67	38.07%
Very Good	57	32.39%
Good	35	19.89%
Fair	7	3.98%
Poor	9	5.11%
Unsure	1	0.57%

Derby Road Patient Survey Results

Please rate your satisfaction with our reception -[Overall satisfaction with the reception service.]

Answer	Count	Percentage
Excellent	64	36.36%
Very Good	47	26.70%
Good	39	22.16%
Fair	15	8.52%
Poor	8	4.55%
Unsure	3	1.71%

Communication - Practice Team

Please rate your satisfaction with...[The information on our noticeboards.]

Answer	Count	Percentage
Excellent	31	17.61%
Very Good	56	31.82%
Good	56	31.82%
Fair	16	9.09%
Poor	2	1.14%
Unsure	15	8.53%

Please rate your satisfaction with...[The information you received about the practice (newsletters, events, news, health matters etc)?]

Answer	Count	Percentage
Excellent	24	13.64%
Very Good	40	22.73%
Good	51	28.98%
Fair	23	13.07%
Poor	10	5.68%
Unsure	28	15.91%

Derby Road Patient Survey Results

Please rate your satisfaction with...[Our ability to understand and deal with your needs and requests?]

Answer	Count	Percentage
Excellent	39	22.16%
Very Good	55	31.25%
Good	56	31.82%
Fair	13	7.39%
Poor	5	2.84%
Unsure	8	4.55%

Please rate your satisfaction with...[Our helpfulness on the telephone or in person??]

Answer	Count	Percentage
Excellent	41	23.30%
Very Good	53	30.11%
Good	56	31.82%
Fair	12	6.82%
Poor	6	3.41%
Unsure	8	4.55%

Please rate your satisfaction with...[Overall satisfaction with the practice team's communication skills?]

Answer	Count	Percentage
Excellent	42	23.86%
Very Good	57	32.39%
Good	48	27.27%
Fair	13	7.39%
Poor	5	2.84%
Unsure	11	6.25%

Derby Road Patient Survey Results

Practice and Premises

Please rate your satisfaction...[Overall satisfaction with the building?]

Answer	Count	Percentage
Excellent	74	42.05%
Very Good	55	31.25%
Good	35	19.89%
Fair	4	2.27%
Poor	2	1.14%
Unsure	6	3.41%

Please rate your satisfaction...[Overall satisfaction with the service we offer?]

Answer	Count	Percentage
Excellent	64	36.36%
Very Good	58	32.95%
Good	37	21.02%
Fair	6	3.41%
Poor	4	2.27%
Unsure	7	3.98%

Please rate your satisfaction...[Overall satisfaction with the doctors?]

Answer	Count	Percentage
Excellent	78	44.32%
Very Good	54	30.68%
Good	27	15.34%
Fair	6	3.41%
Poor	3	1.70%
Unsure	8	4.55%

Derby Road Patient Survey Results

Please rate your satisfaction...[Overall satisfaction with the nurses and healthcare assistants?]

Answer	Count	Percentage
Excellent	75	42.61%
Very Good	58	32.95%
Good	25	14.20%
Fair	4	2.27%
Poor	4	2.27%
Unsure	10	5.68%

Please rate your satisfaction...[Overall satisfaction with the practice team as a whole?]

Answer	Count	Percentage
Excellent	72	40.91%
Very Good	57	32.39%
Good	30	17.05%
Fair	6	3.41%
Poor	2	1.14%
Unsure	9	5.11%

Electronic Prescriptions

Would you welcome the switch to Electronic prescriptions?

Answer	Count	Percentage
Yes	116	65.91%
No	60	34.09%

Derby Road Patient Survey Results

Recommendations

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Answer	Count	Percentage
Extremely Likely	85	48.30%
Likely	58	32.95%
Neither likely or unlikely	12	6.82%
Unlikely	5	2.84%
Extremely unlikely	5	2.84%
Don't know	11	6.25%
No answer	1	0.57%

Please tell us the main reason for selecting your statement.

Excellent doctors and very good overall service in pleasant surroundings.

Best practice I have used.

Most of the staff are helpful.

I will never forget the support the surgery provided especially Dr Maskery with my sons addiction problems. Thank you.

Physical healthcare overall very good. Mental health care very poor to dire. Would love to see doctor/clinic specifically for mental health care.

The care and attention by Drs and nurses always very good, professional and very knowledgeable.

Service is poor, phone is always delayed, you can never get doctor when you need appointment.

Dr Roshni Said and Dr Crowe and nurse Tammy are amazing! Dr Said (usual doctor) is informative, caring and puts my mind at ease and she LISTENS. The reception staff are kind and efficient and always willing to help no matter what

On time, efficient, continuous and caring

Lack of understanding by reception staff about needs of pt. Eg when asked whether my meds could be synchronised I was told "no" and had to then ask

Boots pharmacy to sort. Also, lack of cultural awareness of nursing staff, speak with lack of dignity

Very difficult to get appointment. Opening hours poor. Not enough doctors @ time available

Have already done so

Depends what their problem is or what GP they are seen by. I feel some are better than others with understanding and explaining to the patient

I rarely use GP practice but in a convenient location for if & when I require

Quite likely dependant upon the people with whom I met and particularly the age group I would be speaking with

The staff are great, I have INR done regularly by extremely good nurses and can always get an appointment and very rarely kept waiting.

Always excellent service

Everything is fine apart from the dreadful telephone reception. You just do not answer calls in the afternoon. A no. of my friends have had a similar frustrating experience

Derby Road Patient Survey Results

Doctors, nurses + callbacks are excellent. Reception staff are disappointing - not welcoming, abrupt + sometimes rude.

Excellent service and understanding from all aspects of this GP surgery. Well done!

Easy and efficient appointment system and helpful staff

Very difficult to make appointment in day & talk to nurse

Good friendly practice

Have seen good doctors but also been told that I can only ask "one or two" things maximum at a time (after waiting over 40mins past appointment time).

However, saw very good today.

Most satisfied with the overall health Centre Facilities

Very good doctors. Time to get an appointment could be better. Good telephone booking service. Online prescriptions and bookings would be great.

Good location, good doctors, good service.

Overall the practice is excellent, but the time you have to wait to see your doctor is too long. 2-3 weeks is far too long to see your preferred doctor.

Been with Dr Hambleton over 20 years. She is amazing! All other Drs are very good too. I think some of the reception staff sometimes let the side down but certainly not all of them.

Amazing practice! Had huge concerns over changing to a new doctors when moving and DRHC has made me realise how poor my prev docs were. Not a bad word to say, keep it up!!

As a working (full time) patient I have found the practice team to go out of their way to try and fit emergency appointments in wherever possible. This is something that is not always accomodated at other practices and very of appts are booked up weeks in advance,. Thank you!

Helpful doctors, nurses. Polite. Not too crowded.

It's modern, clean, close to home and always a positive place to come. Having the pharmacy too is a real bonus

Overall a good GP service although appointments for "non-urgent" consultations are not readily available - wait time sometimes up to 3 weeks!

I am happy with the service.

Very good doctors/nurses.

Ladies on reception aren't very welcoming & waiting in the waiting room (especially upstairs) can be an "experience" but all the medical staff (nurses, doctors, locums) - everyone, have always been fantastic - sympathetic, understanding & helpful that's the main thing

I always have to wait 10 to 15 min for my appointment with my doctor in reception area.

My family lives abroad, all current friend are using similar service

My doctor is Dr Steve Jones, he is excellent and extremely helpfull. "well done you excell" as I have a long term health condition

Never had any problems accessing appropriate appointments.

Simple and easy to use system.

No answer when phoning reception - multiple times - left ringing for 5 min+. I was forced to go to walk in centre when unwell and in pain.

Efficient. Well run. Caring staff.

I am new to this practice, not had time to take advantage of the fascilities yet. Thank you

Positive reaction to answered questions previously.

Efficient staff and doctors, always willing to help despite increasing pressures on the NHS, would definitely recommend to others.

Always supportive and understanding. Excellent service.

Good service whenever used

Derby Road Patient Survey Results

Close to home.

I have always had an excellent service from the practice

An excellent all-round health practice

Lovely modern facilities, warm, bright. Friendly practice, easy to park, very convenient pharmacy. Wonderful staff.

Overall response to request

I do not really approve of this statement. I would report my experiences & let them decide. I think you are excellent.

Good practice

Waiting times are rubbish, my appointment was at 10:10, didn't go in to see doctor until 10:40.

Because I receive most excellent care from my doctor.

Personally the practice has taken very good care of me.

I am a new patient and this is my first appointment

There has never been anything but excellent service

I require to see the GP regularly for pharmaceutical management of my psychiatric condition, blood tests and general advice so am a periodic consumer of DRHC services.

Regard as a good Practice

My family are abroad so not likely

Overall good service provided

Always treated without delay and excellent service

Have always had good service been well looked after

Overall service

The surgery in general is satisfactory the biggest problem is the wait in reception which means that you can be late for your appt not me queuing for a long time

Professionalism friendliness focused on maintaining pts health. reception area not private

Been with practice since 1966 very good

Always had good experience the only negative would be the nurses who is abrupt and not very compassionate with babies during immunisations and the waiting time for appointments

A lot better than most

I am always confident that any problems I have will be efficiently and promptly addressed. I am sure others would appreciate this

Always helpful and would recommend to friends

Nice clean surgery friendly reception staff and DRs

Availability of appointments and the phone call waiting time

I have always received excellent service from this practice

we have been at the practice for over 30 years and have received excellent response and treatment

Providing good service

Service is very good occasional issue

Generally the service here has been pretty good apart from the problems getting my post partum check up booked

I am a long time coming this DRHC so I like it everything ok

Derby Road Patient Survey Results

Friendly clean enviroment helpful staff and doctors

To get an urgent app to see anyone is like having to know you will be ill in weeks time. I can see why A&E gets swamped.

Friendly staff, professional doctors and nurses. Jaqui Moon is an outstanding member of staff - very caring! Thank you!

Very easy to get an appointment. Quick or no waiting time.

Good care

All very good except for difficulty in seing chosen GP for continuity. 2+ weeks is to long for matter needing GP.

Always had a good experience

Overall a good experience. Friendly staff, easy access.

Cannot get same Dr each visit - wait weeks to get same person. Some Drs very dismissive, make you feel like wasting their time and dish out painkillers instead of x-ray. Totally inadequate and waste of person who is ill's time and prolongs problem. Delays disrupt home & work life when not neccesary. My case 18 months of painkillers & physion - despite saying no help - eventually needed op after xray.

Myself & family have received not only good medical care but compassion and empathy

I have never experienced any negative attitude or service from the staff or practice. Please continue the excellent standard.

I have been with the practice for many years and they have always looked after me, and in cases referreed me on proptly which as you get older is a bonus for your peace of mind. I thank you.