

Garswood Surgery Patient Questionnaire 2022

Following what was probably one of the most challenging periods General Practice has ever faced with the Coronavirus pandemic, Garswood Surgery conducted a patient questionnaire to get feedback from our patients and highlight any areas which our patients feel need improvement. Between the months of March and May 2022 we conducted a patient survey for patients of Garswood Surgery. This survey was available on-line and in surgery with the help of volunteers from our Patient Participation Group and we received a total of 130 completed surveys.

	N/A	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT
OVERALL SATISFACTION WITH GARSWOOD SURGERY	2%	5%	11%	22%	28%	32%
MAKING AN APPOINTMENT						
EASE OF MAKING YOUR APPOINTMENT	5%	25%	20%	18%	17%	15%
LENGTH OF TIME YOU HAD TO WAIT FOR AN APPOINTMENT	5%	25%	20%	18%	17%	15%
CONVENIENCE OF DAY AND TIME OF YOUR APPOINTMENT	2%	4%	16%	27%	26%	25%
SEEING THE DR OF YOUR CHOICE	25%	22%	15%	14%	12%	12%
EXPLANATION OF APPOINTMENT PROCEDURE EG DUTY DR OR URGENT CLINIC	23%	6%	10%	22%	21%	18%
OBTAINING A REPEAT PRESCRIPTION						
PRESCRIPTION READY ON TIME	9%	5%	8%	21%	25%	32%
PRESCRIPTION CORRECTLY ISSUED	11%	5%	6%	18%	25%	35%
HANDLING OF ANY QUERIES REGARDING YOUR PRESCRIPTION	16%	2%	9%	18%	25%	30%
THINK OF THE LAST TIME YOU NEEDED TO ASK FOR TEST RESULTS – PLEASE RATE THE FOLLOWING:						
WERE YOU TOLD WHEN TO CONTACT US FOR YOUR RESULTS?	26%	8%	10%	22%	13%	21%
YOUR RESULTS AVAILABLE WHEN YOU CONTACTED US?	27%	5%	11%	19%	16%	22%
LEVEL OF SATISFACTION WITH THE AMOUNT OF INFORMATION PROVIDED	24%	5%	11%	21%	14%	25%
THE SURGERY						
THE SURGERY OPENING HOURS	1%	2%	8%	33%	25%	31%
THE COMFORT AND APPEARANCE OF THE WAITING ROOM	1%	0%	4%	28%	29%	38%
THE CLEANLINESS AND SAFETY OF THE WAITING ROOM	1%	0%	2%	22%	27%	48%
RECEPTION TEAM						
THE HELPFULNESS OF THE RECEPTION TEAM	6%	1%	8%	22%	22%	41%
THE INFORMATION PROVIDED BY THE RECEPTION TEAM	9%	1%	9%	22%	22%	37%
CLINICAL TEAM						
WILLINGNESS TO LISTEN CAREFULLY TO YOU	22%	0%	4%	18%	17%	39%
TAKING TIME TO ANSWER YOUR QUESTIONS	22%	0%	4%	16%	19%	39%
AMOUNT OF TIME SPENT WITH YOU	22%	1%	3%	18%	21%	35%
EXPLAINING THINGS IN A WAY YOU UNDERSTAND	24%	0%	4%	14%	21%	37%
INSTRUCTIONS REGARDING MEDICATION/FOLLOW UP CARE	27%	0%	5%	15%	19%	34%

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Patient Feedback

Too long a time for telephone appts. As a non-high demand patient, I don't expect to call for an appt when I rarely need one to the told the next available one is 6 weeks away and its not with my preferred GP. Its not face to face.

We have been at Garswood for only 6 months but up to now the service has been excellent

Answer to Q4 - seeing Dr of your choice - written on questionnaire "Hopeless" & Q7 - Prescription correctly issued - "Given Wrong"

Reception Staff are always kind and listen to me. Clean area in waiting room

Just wish more emphasis on face to face appointments rather than waiting 2 weeks or more for telephone consult. Know it has to change - just prefer the old fashioned way!

I would like to express my thanks to the reception team. I was extremely distressed when I called to make the appointment for my daughter, the lady handled my call with care. This reflects many of my past experiences with this surgery

Difficult to see GP face to face. Don't feel like supported with mental health issues

Have consistently had excellent service from both doctors, healthcare staff, and admin staff during the 3 - 4 years I have been with the practice. Thank you

Nothing is ever too much trouble, always willing to help & offer advice if they don't know they will find out and contact you if can't sort it there and then.

I cannot praise the staff both reception and medical, high enough. The Doctors have always gone above and beyond to ensure a compassionate, informative, inclusive, top class standard of care. On the passing of my husband, I have felt so supported by the staff at this practice and will be forever grateful for their empathy, time and patience

I am completely satisfied with the surgery and have never had any issue. Well done team :-)

The surgery used to be excellent, but since covid and now afterwards it is very hard to get an appointment and speak to a Doctor. The surgery seems to prefer everything on line through chat.

Fantastic service, facilities and staff. Cannot fault!

Think that GP's should really be seeing patients face to face now! That is poor. Telephone consultations - when you can get one - are not good enough.

Find it impossible to get face to face with a Dr (always to busy)

Would like to be able to make appointments within a shorter time please

I haven't been often since moving here 2016 but its been fine when I've come

When needed the GP's and staff are always there

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Always helpful. Sometimes quite a wait for appt but can be seen quicker if necessary. The surgery in most parts is very good. The main difficulties are getting an appointment and seeing the Dr you would want to. But I must say I have always been seen to with skill and politeness and well informed.

3 years and still no further on with condition. Had to pay private for some answers. Submitted econsult with symptoms (which I had for 4 weeks) Completely by passed GP - physio rang me instead. Ended up in hospital with a kidney infection. Surgery up to 2/3 years ago was really good but I'm afraid this is no more. I am changing surgeries

I personally feel a follow up by the Dr would be an advantage to the patients who has had a serious problem. This is not happening

all good

Always received a good level of service and everyone is always helpful

I would not go anywhere else. This surgery is superb! Thanks

Once you are able to get an appointment to see someone then is excellent. I found being able to make general appointments on the internet much better if you did not need an urgent appointment.

Overall Garswood Surgery is good and we realise the problems caused by the coronavirus but when you are worried about something then being able to see someone quickly is very important.

Glad you are getting back to some normality. All staff deserve praise. I think patients, indeed everyone had to be understanding. Hurrah we came through.

Very difficult to get an appointment and a long wait for the phone to be answered

On telephoning the surgery I find the introduction message too long and unnecessary

Never had a negative experience in my time at Garswood Surgery, always helpful, professional and efficient

Staff are excellent as are the Dr's. Cannot fault the care

Excellent care, always quick replies to econsult service. Reception staff are very helpful at all times. Appreciate the facilities such as blood tests and prescriptions being sent directly to the pharmacy and ECG's on site saving hospital trips

When appointment made with specific GP, shouldn't be seen by a Student/Locum

lovely staff and they always get my problems sorted

could make appointment better when phone, waiting ages for someone to pick up

All the staff are friendly and helpful. I have always felt that I am listened to and in a safe pair of hands. Dr Lawson is an amazing GP. He is very caring and I trust him with my health needs. He is the best Doctor I have ever had contact with

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it would be excellent except for the difficulty in actually seeing a GP

Always been satisfied personally with surgery and also with current treatment. Have heard negative comments from others but mainly about getting appointments (non-urgent) during Covid. Covid less prevalent: need full work schedule & flexible opening hours for people at work. Saturday mornings? Consider GP role vis a vis visits to Emergency. Feel we need to try to take pressure off

New to the practice due to a housemove. I was very happy with my old practice so you had a lot to live up to. We have been delighted with the care so far. The practice seems to be coming out of Covid positively and that is reassuring.

It would be helpful not to wait so long for an appointment with the Doctor you are allocated to

Little or no appointments. It feels like you are always saying what you do don't do rather than how you can help ie No of patient not attending appt why not give % of patient that do attend

Excellent reception team. I've only been twice with my children, and once, today for myself but always had everything explained to me and not walked away feeling like it was a wasted trip. Very caring and professional

GP or Specialists to wear face shields for better communication for deaf patient

The biggest problem experienced is getting to see a Doctor - it seems as though every obstacle is put in way to ease the Doctors workload? When getting test results you need to get them from the Doctor not the receptionist.

No issues. Received same day emergency appointment previously. Very happy and much better than previous GP. Message on initial telephone answering service too long, option to ignore would be good.

All staff including Drs and Nurses go above and beyond the call of duty. Everyone is friendly and polite, always willing to answer questions.

Arrived on time for appt and waited 15 minutes...if a staff member is behind or running late, then inform the patient

Phone lines are poor