

TRESCOBEAS GP SURGERY

Our Patient Participation Group has identified a number of areas they feel could be improved. To assist us in assessing the viability of these suggestions could we request you complete this short survey.

Please circle your response

Survey comprises 6 questions on 2 pages

Please hand in to a Receptionist or return to Practice Manager, Trescobeas Surgery, Falmouth, TR11 2UN

Final figures, patient comments and PPG/Surgery response highlighted in RED

Total questionnaires completed: 171

Your Gender: Male (61) Female (110)

Your Age: Under 16 (2) 17 – 24 (6)
25 – 34 (10) 35 – 44 (13)
45 – 54 (19) 55 – 64 (22)
65 – 74 (43) Over 75 (46)

Q1. Car Parking

How do you travel to the Surgery: OWN CAR (90)

TAXI (12)

DROPPED OFF (10)

PUBLIC TRANSPORT (BUS) (0)

WALK (21)

Have you ever encountered problems with parking? ALWAYS (2) OCCASSIONALLY (109) NEVER (56)

General Comments / Areas for improvement

Whilst not a significant problem, 66% of patients said they had encountered a problem with parking.

Of note, 71% of the patients used their own car yet despite being on a main bus route none used public transport.

Discussed with PPG:

Little more surgery can do (has already removed staff parking , better mark bays and traffic control during busy times. Will look at advertising public transport more.

Q2. Opening Hours / Extended Hours

In addition to our core Surgery opening hours of 0800 – 1800, we currently offer an Evening Extended hours facility.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Where you aware of this facility?	YES (42)	NO (115)
Have you ever used this facility?	YES (25)	NO (133)

When would you most likely use an Extended Hours facility?

Mornings (0700 – 0800) (26)

Evenings (1830 – 1930) (67)

Saturday Mornings (62)

General Comments / Areas for improvement

It is apparent that we need to better advertise our out of hours facility as only 74% were aware it existed. This is despite it being advertised on the website and Practice Brochure.

We currently do Evening sessions. As 44% prefer this option (as opposed to 42% for the next most preferred) then we will stick with Evening extended hours

Q3. Internet Booking

Would you use the Internet to book a telephone call back?	YES (49)	NO (93)
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Which would be your preferred method of booking an appointment?	TELEPHONE (109)	INTERNET (31)
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General Comments

Whilst telephone booking remains the preferred option, 34% said they would use Internet to make appointments. This is an increase on the previous survey and warrants further investment and more internet appointment slots.

Q4 – Access

Are you Disabled?	YES (29)	NO (141)
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How do you rate access to the building?	GOOD (137)	SATISFACTORY (29)	POOR (0)
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General Comments:

The patients agree that access to the Surgery is good and there are few problems with it. Only area identified was the our waiting room doors. These were heavy and difficult for disabled patients or those with young children

Q5. Are there any other services we could provide? If possible please list the services you would like us to offer.

Patient comments include:

Outer waiting Room doors could be improved

Better toys in waiting room

Waiting Room is sometimes too hot

No improvements possible

Water cooler in Waiting room

Some drivers need more training

Prescriptions for longer than a month

Weight loss clinics

Q6. Overall Service:

How do you rate our service?

Excellent (81)

Good (72)

Satisfactory (13)

Poor - Needs improvement (1)

Very Poor – I would consider moving to another practice (1)

General Comments:

92% of patients rated our overall service as Good or better. This is an improvement from previous survey