

SKERRYVORE PRACTICE QUESTIONNAIRE

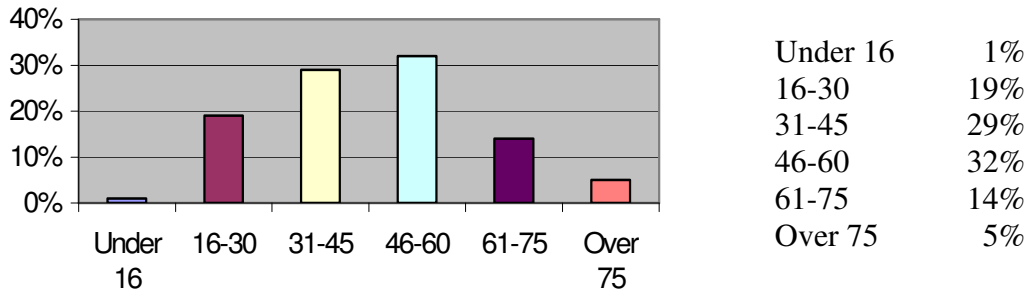
We carried out a patient survey during the last week of September 2002. Over this period we handed out 163 questionnaires to patients attending the Health Centre, with a return of 100 (61.34%)

The questionnaire (Appendix 1) was designed by the Practice to address the question of patient's satisfaction with particular areas of the Practice. Some of these questions had previously been asked in an earlier survey in June 1996 and we were interested to compare the 2 results.

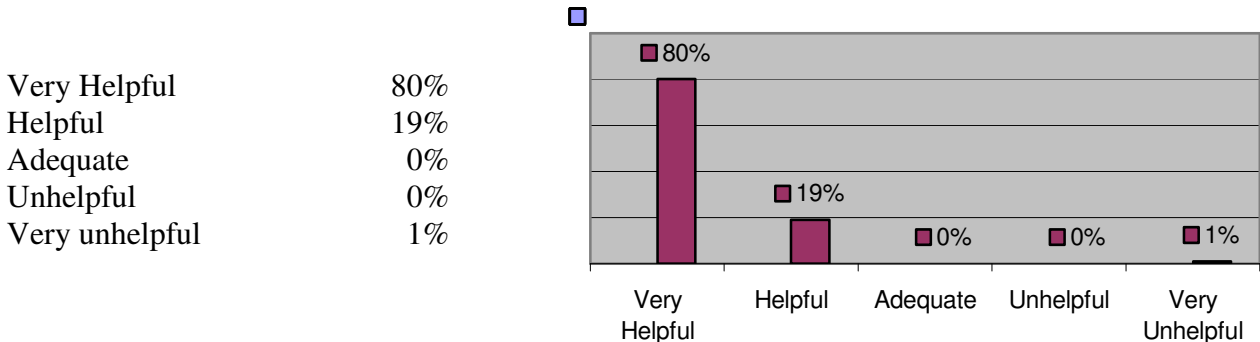
Of the patients who completed the questionnaire



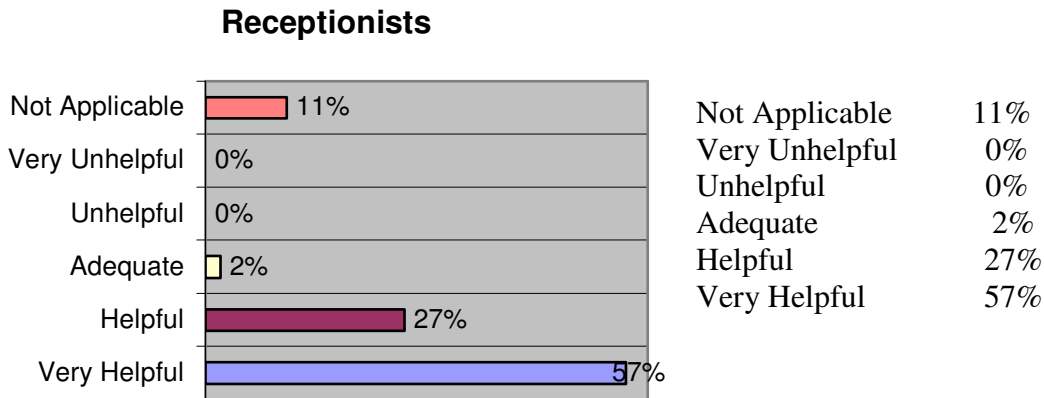
AGE GROUP



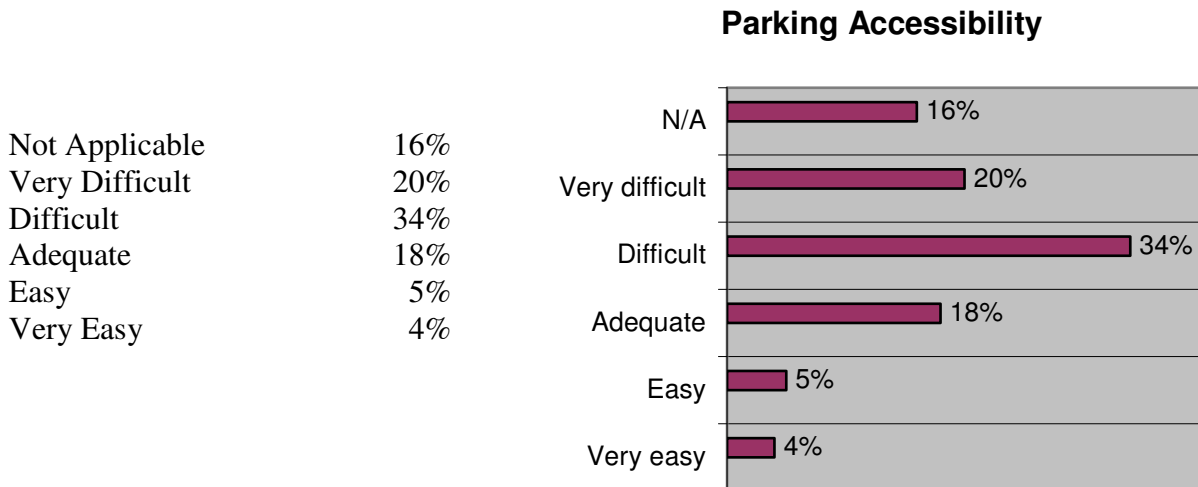
When you contact the Practice do you find the receptionists



How do you find the Receptionists if you wish to contact another member of the Practice Team?

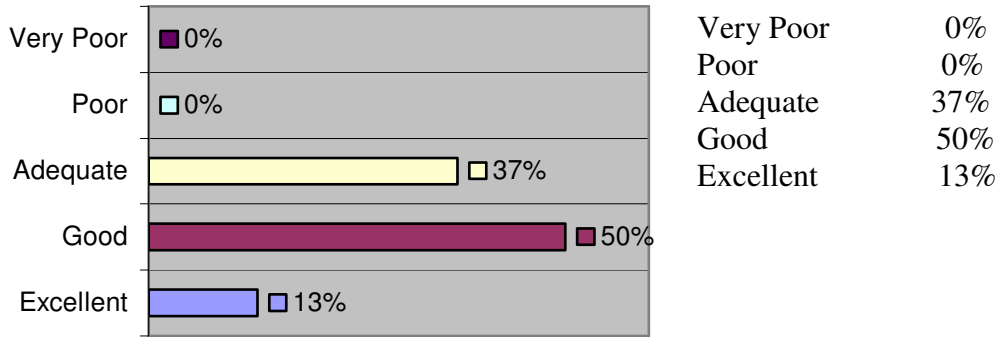


How easy or difficult is it to get a parking space near the Health Centre?



This continues to be a major problem for our current premises. The majority of patients felt that the problem was at it's worst at certain times of the day ie especially around the hospital visiting times.

Would you describe the Waiting Room as

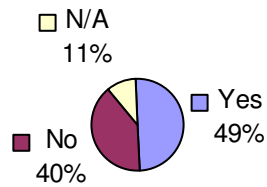


Comments were mostly made about wanting cheerier décor, more background music being played, a better seating plan (not wanting to sit back on to the clock) comfier chairs, the PA system being difficult to hear, and better signs to help access into the building through the front doors.

Do you feel the Health Centre could be improved?

Yes	49%
No	40%
N/A	11%

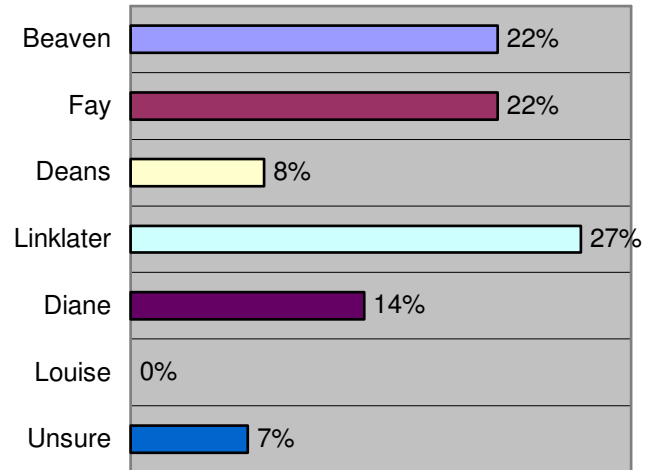
Room for Improvement?



The majority of comments concentrated around the subject of parking and improvements to the waiting room.

Who did you see today?

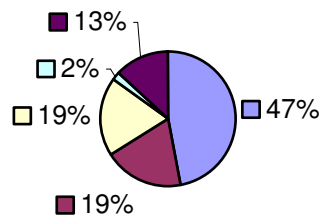
Dr Beaven	22%
Dr Fay	22%
Dr Deans	8%
Dr Linklater	27%
Diane	14%
Louise	0%
Unsure	7%



The patients who were unsure who they saw, answered their questions about their consultation as having seen a nurse. This is to be discussed with Diane and Louise and new approaches in how they introduce themselves to patients are to be adopted.

How long did you have to wait before you were seen?

Waiting Times



0-10mins	47%
11-20mins	19%
21-30mins	19%
31-60mins	2%
N/A	13%

We continue to be disappointed that 21% of our patients had to wait more than 20 minutes to see their Doctor. We periodically audit the GP's surgery starting times and these prove that the majority of surgeries start late. We continue to try and address this problem.

During your consultation did the doctor/nurse

Listen to your problem

Yes 85%
No 0%

Explain the Nature of your problem

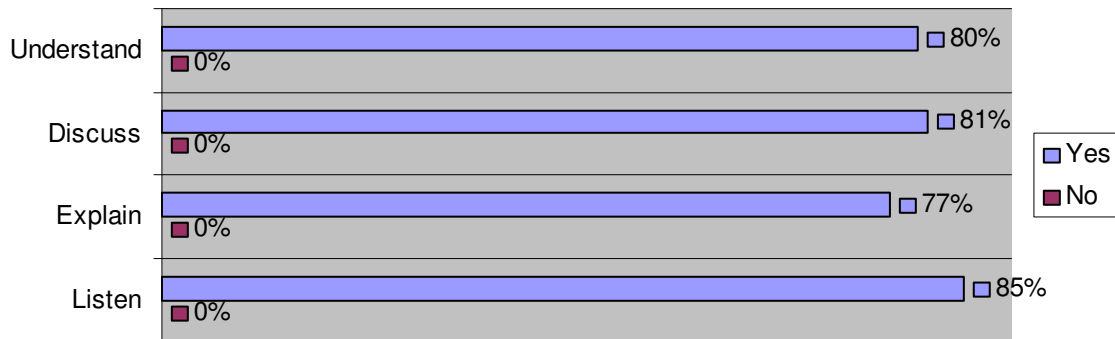
Yes 77%
No 0%

Give you the opportunity to
Discuss your problem

Yes 81%
No 0%

Did you understand their explanations

Yes 80%
No 0%



During your visit to the Health Centre were you treated politely and respectfully by:

Receptionists

Yes 98%
No 0%
N/A 2%

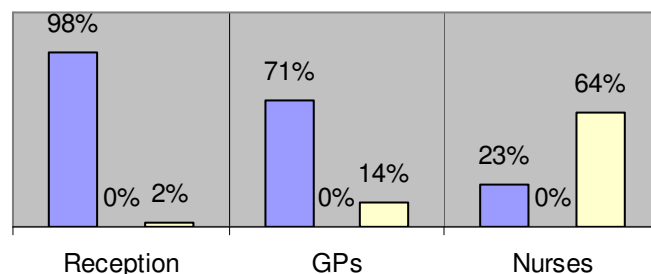
The Nurse

Yes 23%
No 0%
N/A 64%

The Doctor

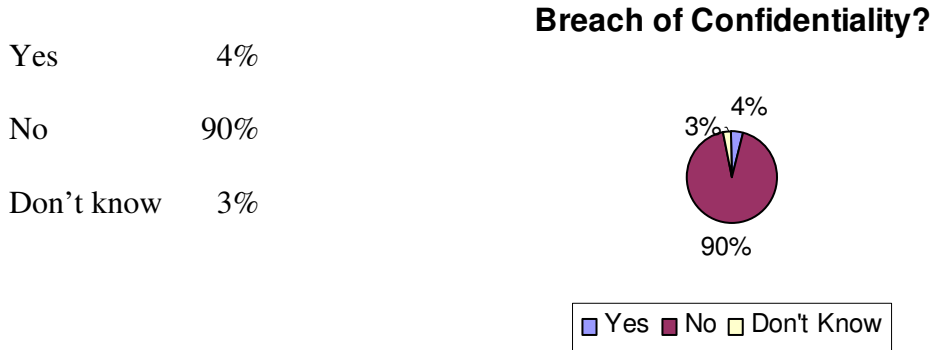
Yes 71%
No 0%
N/A 14%

Treated politely and respectfully



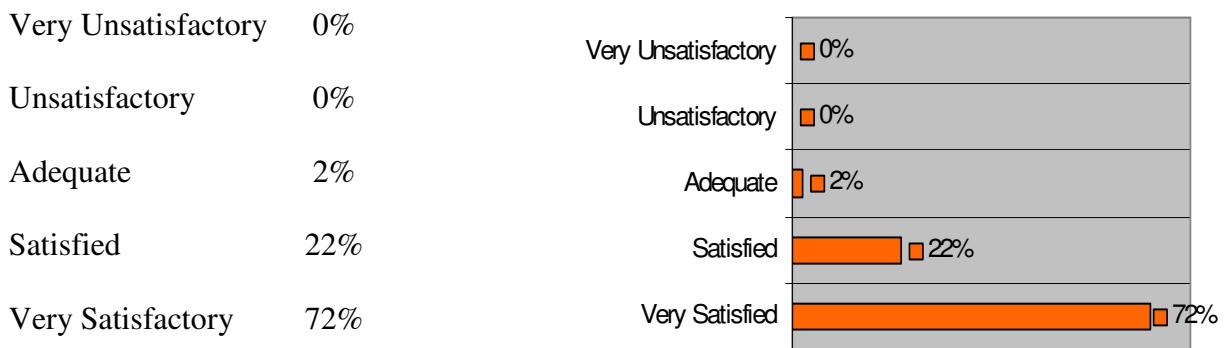
■ Yes ■ No ■ N/A

We treat patient information in the strictest confidence – has there been any occasion when you feel we have let you down?



We were very disappointed to see that 4% felt they had been let down. One of these patients however has stated her complaint more than once to the Practice in the past, which surrounds information being discussed at Child Protection meetings and has been discussed fully with her. One other comment was “Yes I had a wait of 40 minutes on my last visit”. We feel this patient may have misunderstood the question and unfortunately did not submit her name so we were unable to contact her. Of the other two, no contact names were given, therefore we are unable to address this further, though one of them commented they had been let down by a GP.

Were you satisfied with your consultation?



We were delighted to see such a high percentage of patients were satisfied with their consultation. It should be noted that a number of patients commented on Dr Linklater’s caring and attentive manner and, as she has only been a Partner with Skerryvore since the beginning of September 2002, this shows she has already become a valued member of our Practice Team.

Please add any other comments you would like to make about any of our services

The comments which we received were mainly

- Pleased with the Practice at all times
- I have received better care in this Practice than anywhere else in a long lifetime.
- Orkney is lucky not to have the overcrowding that is South.
- I have found everyone to be very helpful.
- I and my family have found the Practice to very good, keep it up!
- I was very grateful to be seen at such short notice.
- I have always been pleased with the service though sometimes can have a lengthy wait.
- Thank god for a free NHS that is not going down the road of privatization unlike the Dentists.
- Excellent services from all the Skerryvore Staff.
- I like the fact that you never have to wait for days to get an appointment and repeat prescriptions can be sent direct to the Chemists – GPs south should take lessons.
- Diabetic group meeting would be helpful.
- Times are not satisfactory – I work Mon-Fri 0800-1730 hrs and have to take a day off to go for an appointment.

This questionnaire shows that overall we are giving our patients a good service, although there are a few areas we can improve on. We will continue to strive to improve and introduce new services and to gauge how our patients perceive us as a Practice. This we feel will allow us to keep moving forward while maintaining a good and respected relationship between ourselves and our patients.