



Castleton Health Centre Patient Participation Group

2014 Patient Survey Findings

The survey took place in the surgery on the 27th and 28th February 2014. Receptionists handed out questionnaires to patients attending the practice on these days. Copies were also placed on chairs in the waiting room.

A total of 150 papers were distributed of which 130 were returned.

The results are summarised below with the numbers indicating how many respondents ticked each box. In questions where comments were invited, a representative selection has been included. The results have been discussed in the practice and with the patient participation group and an action plan has been agreed.

Q1a what is a *reasonable length of time to wait* for a **ROUTINE** GP or Practice Nurse appointment?

Within three days?	76
Within four days?	17
Within a week?	18
Within 10 days?	5
Within a fortnight?	8

Q1b Were you able to book your most recent appointment within this time?

Yes	76
No	37
I don't know	8

Q2 How *easy is it to get an appointment for an URGENT medical problem* at Castleton Health Centre?

Easy	60
Difficult	37
I don't know	30
Yes	48
No	47
I didn't know about it	35



Q3 Have you found the automated appointment booking system useful?

Yes	48
No	47
I didn't know about it	35

Q4a Have you used the *automated blood pressure machine* in the waiting room?

Yes	21
No	93
Didn't know about it.	13

Q4b What do you think about it?

Helpful, saved time

V good idea as it can be accessed by all

Accurate

Good as can be used without bothering the doctor

Q5a We are considering sending text reminders for routine services such as flu jabs or BP clinics. Would you find this helpful?

Yes, it would be useful	104
No, I would not want it	14
Unsure	4

Q5b Which would be the best way to remind you about routine services (such as flu jab clinics)?

Posters in the practice	33
Message on practice phone line.	56
Written information on prescription slips	47
Posters in local businesses	7

Q6a *What do you like* most about Castleton Health Centre?

- Easy access
- Helpful doctors, staff, secretaries
- Always ready to listen and help
- Homely, welcoming, friendly



- Many docs available – I can choose
- Caring doctors and nurses
- Wheelchair –friendly
- Problems are resolved

Q6b *What do you most dislike* about Castleton Health Centre?

- Telephone system, Being unable to get through on phone
- No phones at lunchtime
- Time taken to get an appointment
- Having to resort to urgent appointment due to long times for routine
- Can't always get the doctor I desire
- Appointments cancelled when a member of staff off.
- Brusque receptionists, rude, angry staff
- Long wait when you arrive for an appointment
- Lack of privacy upstairs
- Some docs don't take things seriously