**THE HEALTHCARE CENTRE - PATIENT SURVEY 2016**

**General Information**

**Male 93**

**Female 110**

16-24 19

25-33 28

34-44 35

45-54 29

55-69 44

70+ 48

**Repeat prescriptions**

Are you aware that you can order your repeat prescriptions on line?

Yes 158

No 45

If not, would you like to register for this facility?

Yes 47

No 85

Not Answered 71

**Appointment booking**

Did you know that you can book/cancel routine (non-urgent) appointments with the Doctor online?

Yes 96

No 105

Not Answered 2

Would you prefer to be able to see your Doctor or Nurse in the evenings or at weekend? (even if this means there is less available during usual surgery hours)

Yes 140

No 60

Not Answered 3

**Services**

Overall, how would you rate the service you receive from the practice?

Poor 1

Fair 2

Average 11

Good 100

Excellent 89

Are there any services which you would like to have which the practice does not currently provide?

Yes 37

No 154

Not Answered 12

**If YES, which services would you like to see at the practice?**

* Dressing clinic
* For routine appointments to see a doctor takes at least a week. For some of us who work it’s difficult to get an appointment after 16:30 hours. I feel GP’s need 7 days/week opening because going to A & E is a nightmare these days. I appreciate the good service you give when I get the appointment.
* Baby Clinic (3)
* Chiropodist, one who cuts your nails and hard skin, thank you (6)
* Blood tests (15)
* Physiotherapist (2)
* 12 month check-up for over 75 years of age
* Venepuncture
* Ability/functionality to test blood pressure
* Member/patient access online
* Possibility of tests once you turn 70
* Listening service for bereavement (2)
* To talk to someone after a death
* Call-in nurse facilities
* Physio
* Routine medicals for over 65’s male & female
* Minor surgeries
* More advice on Anxiety, empty nesting syndrome, more leaflets and help on that.
* Advice on how to deal with stress, tension and headaches

**Communication**

Overall, how would you rate our patient/practice communications systems? For example: how helpful do you find our team in dealing with your requests?

Poor 2

Fair 4

Average 15

Good 98

Excellent 83

Not Answered 1

**General**

**Any other suggestions or constructive criticism:**

* Good service
* Very good service
* Building could do with an update
* More weekend appointments/doctors on at weekends
* Suggestion box
* Very good service
* It will be better to provide services like taking bloods at surgery because it difficult to get bloods if appointment is in the afternoon as most blood clinics closes before you get to them in the afternoon.
* It would be nice to be contacted when lab results are in
* Certain receptionists are rude
* I think you should leave evening and weekend to workers
* Nothing to add, very good surgery
* Always found this to be a great practice. Always try to accommodate, good staff
* I have nothing but praise for my practice
* No complaints at all
* My husband has difficulty in walking, therefore he finds it very hard to go to the usual blood testing facilities
* Think some people on reception can be a little abrupt
* Really like the practice
* Excellent services
* Communication – I have been checking the website for 7 years now hoping on-line appointment booking would be available. I last checked 3 weeks ago and it wasn’t available then. Good to hear it is now. Tuesday evening surgeries work well for me
* I haven’t had much contact with the practice since moving to Preston, but the contact I have had has been very good. I am happy with the service, it meets my needs!
* A blood clinic would be fantastic. Congratulations to the warfarin nurses
* No I think they do a great job
* Need the toilet mending upstairs – one is not enough
* Waiting rooms need a freshen up
* I am very happy with the service provided overall
* The windows at reception aren’t clearly labelled. I find the slatted window communication a bit hostile. The colour scheme is drab and incredibly depressing. Get some plants
* Remove the screens from reception area, customer care training for front counter staff, staff to be more responsive to helping those with IT issues for prescriptions, ensure the notice boards are managed weekly – lots of out of date info
* Maybe more sit and wait appointments as working full time and getting an appointment can sometimes be an issue
* I have seen on the computer screen that so many missed the appointment particular week. Have you ever enquired why they have missed the appointment like whether they have ended up in A & E or admitted to hospital? You need to assess this situation whether this could have been avoided
* I have always been happy with the service I get from the surgery
* We are happy with the practice, of course we want more appointments, but who doesn’t
* Very happy with the clinic
* Would like to be able to check opening hours online (weekend & evenings are not shown fully)
* Keep up the good work!
* In my opinion the admin staff do not communicate properly with each other. I have had MANY instances of information not being passed correctly/if at all
* Receptionists are sometimes quite rude would be nice if they treated patients with more respect – Doctors and Nurses are wonderful though
* More evening/weekend appointments
* Some receptionists are really friendly and helpful, some are not! The doctors and Janet are really nice!