

Stuart Road Surgery

Patient Survey 2013/2014 (2)

Number of Responses:114

Patient Survey 2013/2014

Q1. OPENING TIMES The Surgery is currently open 08:00 – 18:30 Mon-Fri. The Government is very keen for this to be extended by local practices operating in cooperative ways. This means at times you may need to be seen by Drs from other practices. Which do you think would work best for you;

Stuart Road Surgery Alone **71%**
The 3 pontefract Practices **29%**
A larger Group of Local Practices **14%**
The Whole of the Wakefield Area **8%**

Q2A. APPOINTMENTS We have been required to make more 'same day' appointments available to take the pressure off local A&E services. This has resulted in a reduction in A&E attendances of 6.6% year on year but has meant we have less appointments available to book in advance. We would like your views on how this has worked. When you need to see a particular GP, how far in advance are you able to get an appointment with him or her?

Same Day **31%**
Within 3 Days **21%**
5 Days or more **32%**
Would you like to try and alter this (select to say yes) **37%**

Q2B If you are less concerned about which doctor you will see, how quickly have you normally managed to get an appointment?

Same Day **50%**
Within 3 Days **26%**
5 Days or more **7%**
Would you like to try and alter this ? (select to say yes) **30%**

Q3. SERVICES We offer a range of additional services from our premises including physiotherapy, ultrasound and blood testing. What other services if any would you like us investigate providing?

Diagnostics Investigations **52%**
More Minor Surgery **57%**
Consultant Led Outpatient Clinics Lifestyle Advice (exercise,diet, etc) **63%**
Talking Therapies (help with depression) **50%**
Benefits and Budgetary Advice **22%**
Aternative Therapies (Hypnotherapy) **34%**

OTHER WAYS OF OBTAINING ADVICE The Government is keen to increase the use of technology in general practice and plans to put this in place in all GP surgeries. Which of the following do you think is the priority for Stuart Road?

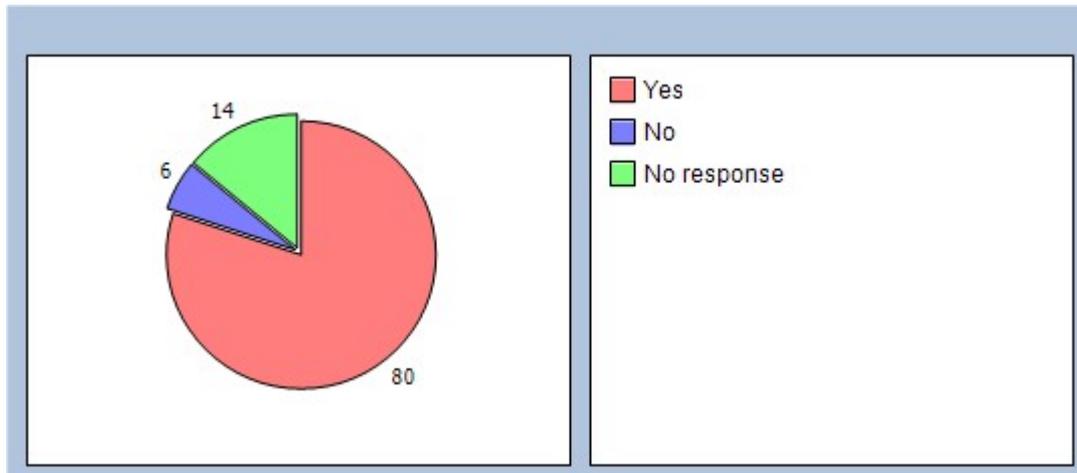
Telephone consultations with GP **74%**
Email consultations with GP **27%**
GPs getting hospital advice by email **42%**

Q5. TELEPHONING THE SURGERY We have installed a new telephone system this year which enables you to identify the service you want, and has enabled us to take more calls simultaneously. Can you provide feedback on how this has worked? Is it much easier to get through to The Surgery by Phone now ?

Much easier **34%**
A bit easier **23%**
About the same **23%**
A bit worse Much worse. **8%**

Q6. FRIENDS AND FAMILY Would you recommend Stuart Road Surgery to your friends and family?

Yes **80%**
No **6%**
No response **14%**



Q7 About You We offer services to a wide range of people , and we need to make sure we are meeting the needs of all groups. To help us do this , we would like to be able to see if different groups have different views, which is why this question is being asked Are You ?

Male **16%**
Female **35%**
aged 12-20 **0%**
21-40 **24%**
41-60 **34%**
61-70 **17%**
71-80 **12%**
81+ **1%**
Carer for a Child **16%**
Carer for an Adult **9%**
Not a Carer **25%**
Employed Full Time **30%**
Employed Part Time **8%**
Not Employed **8%**
Retired **33%**