

Stone Cross, Pevensey Bay and Westham Surgery

Oct-Jan 2012/13 Patient Questionnaire

1. **Are you aware that the DGH significantly overspent its 2011/12 budget (by £20 million) and that this overspend is being funded by all local GP practices from their 2012/13 allocated budgets?**

Yes - **96**

No - **295**
2. **Did you know that from April 2013, GPs will have greater / sole control over NHS budgets?**

Yes - **231**

No - **167**
3. **Did you realise that hospital services and facilities, such as appointments, admissions, operations, A&E attendances and hospital tests (e.g. X-rays, blood tests), will have to be paid for out of your surgery's budget?**

Yes – **121**

No - **286**
4. **Are you aware that following attendance at A&E a report is required to be sent to your GP?**

Yes - **289**

No - **104**
5. **If you have attended any A&E departments in the last 6 months, did you contact a surgery or other NHS provider such as:- Walk-in-Centre / Out-of-Hours Service / NHS Direct / Pharmacist or other NHS service for advice first?**

 Yes - **56** (go to Questions 6 and 8 - missing out question 7 as it does not apply to you)
 No - **60** (go to Questions 7 and 8 - missing out question 6 as it does not apply to you)
 278 (I have not attended A&E in the last 6 months)
6. **As you contacted a surgery or other NHS service first, what were you advised to do?**

 I was advised to go direct to A&E - **35**

 I was offered an appointment but chose to go to A&E anyway (please add further information in the box directly below) - **24**

 Other advice given (please add further information in the box directly below) - **76**

7. As you did not contact a surgery or other NHS service first, can we enquire why was that?

Please tick one box only

- Surgery was closed so I went direct to A&E - **10**
- The surgery was open but I thought my condition would be better dealt with by A&E rather than by a doctor / Nurse or any other NHS services or health professionals. **5**
- I thought my condition was urgent / semi-urgent and that I would be seen quicker or more appropriately (or both) by the A&E department staff. **18**
- I was not aware that the out-of-hours service / NHS direct / Walk-in Centre / Pharmacist or any other NHS services were able to help or advise me about my condition. **5**
- Other **8**(please explain) *on holiday, thought Seadoc was in A&E, extreme pain and had fractured arm, lost ability to move neck after card crash*

8. Looking back, do you think that A&E was the most appropriate choice for you that day?

- Yes - **84**
- No - **9**

9. Which Clinician did you see today:

Dr Tasharrofi - 31 Dr Reva – 24 Dr Harrison -28 Dr Maung-29
 Dr Van Wyk-30 Dr Bansel-29 Dr Baig-27 Dr Tran -40
 Hazel -16 Jo 16 Catherine-17 Nahed-20
 Jessica- 21 Katie- 16 Trish -16 Julie - 16
 Phillipa - 19

10. Thinking about your consultation with the Clinician today, how do you rate your consultation today?

(1 = Poor - 10 = Excellent)

clinician	1	2	3	4	5	6	7	8	9	10
Dr Baig						1	3	2	3	17
Dr Bansel						1	2	4	7	15
Dr Tasharrofi						2	4	6	5	14
Dr Van Wyk						1		2	1	26
Dr Harrison								3	8	16
Dr Reva							2	6	3	12

Dr Maung	1				1	1	1	5	6	17
Dr Tran				1			2	3	9	25
Trish (HCA)						1		2	3	12
Julie (HCA)								1	2	13
Catherine (Nurse)								1	9	7
Nahed (Nurse)									1	16
Jessica (Nurse)									3	18
Philippa (Phlebotomist)						1	1		3	14
Jo (First Contact Nurse)								4	5	7
Hazel (Nurse Practitioner)									5	11
Katie (HCA)						1		1	2	12

Dr Baig Comments:

Very professional, explicit and listens

Clear, understanding and resolved my problem, he asked how I was in general and made me feel if I did have any other problems I could go through them with him.

Informative and clear

Dr Bansel Comments:

Helpful and always has time to listen has a reassuring manner.

Keep going as you are.

Just such a nice chap

Very knowledgeable, caring and reassuring

He listened to me and my reason for visiting him today, I did not feel rushed which I feel is very important

Excellent doctor who takes time with his patients. He actually cares.

Dr Reva Comments:

Spends time explaining, unrushed, caring and knowledgeable

Took her time and considered my care

Dr Tasharrofi Comments:

Explains things clearly and is helpful. A good listener.

Always a pleasure to see Dr Tasharrofi

Excellent manner

I like Dr Tasharrofi

Listens and has a professional approach

Happy with my doctor and his service

Dr Van Wyk Comments:

Always understanding and compassionate

Excellent with our 4 year old

Seen many times and has always been nice, polite correct in diagnosis.

Great with children
I feel heard and excellent care. Thank you.

Dr Maung Comments:

Always helpful, understanding, sympathetic and non-judgemental
Always helpful – Dr Maung is great
Offers appropriate advice and care
Lovely doctor genuinely interested in my bouts of depression
Very helpful, properly consulted with me not at me
Took the time to listen
Efficient, thorough, clear explanation regarding my symptoms and not rushed. He explained and reassured me with what he had said.

Dr Harrison Comments:

Very helpful and understanding
Very polite and considerate. She dealt with my problem easily
Spends time listening before coming to a conclusion
Would like Dr Harrison to return to Westham Surgery
Fantastic at listening to issues regarding my son and gave good advice. As a first time mum it is reassuring to know that such good service is provided. Thank you.
A great doctor who really cares and takes considerable thought in tackling the problem

Dr Tran Comments:

Totally on the nail, brilliant doctor
Caring and thorough
Discusses a problem, gives his opinion but also asks for mine before proceeding with treatment and looks at me and not the computer. Thank you
Friendly. However not sure how much he took me seriously though, brushed it off and sent me away. Feel more emotional than before. Also 8 months pregnant.
Helped a lot with my problem which has been ongoing and he is a good doctor.
Reassurance after accident and explained why I was feeling like I was.
Answered every question and was helpful and understanding

Katie (HCA) Comments:

Great smile, made to feel at home, very gentle and spot on accurate with a needle
Friendly and gave me a good explanation
Very relaxed, friendly and efficient
Very friendly

Hazel (Nurse Practitioner) Comments:

Very kind and knowledgeable.
Very helpful
Very thorough and informative

Catherine Nurse Comment:

Very nice lady and very helpful

Very good service received by the nurse who was kind and informative

Jo Sansom Nurse Comments:

Very polite and helpful thank you

Very understanding and listened to my problems

Julie (HCA) Comments:

Professional and caring

Very caring and efficient

Easy to talk to and informative

Jess (Nurse) Comments:

Very caring and productive. Took the time to listen

Discussed alcohol with me, very easy to talk to and she took time to explain

Nahed (Nurse) Comments:

Always pleased with treatment received

Very good in women's health

Trish (HCA) Comments:

Everything was excellent

Philippa (Phlebotomist) Comments:

Professional and skilled. Unhurried and relaxed atmosphere

Gentle and kind

Always manages to get my blood with no hassle

Surgery Positive:

Service at the surgery is always excellent

Surgery staff are always professional – just keep doing what we are doing

Excellent service at the Practice from Doctors and Staff

Surgery always helpful

Big thank you to Jess, Nahed and all of Reception. For the last five months I have been attending weekly. You have all been a pleasure to see, where nothing is too much trouble.

No improvements needed

First class surgery, well done

Surgery Negative:

Message when you ring through is too long

Feels as though we are uncaring when asked to call back the next day

Several occasions unable to get an appointment- surgery under resourced and in dire need of a PCT review. I feel sorry for the staff who are stuck between a rock and a hard place

Had to wait 30 minutes to be seen (Hazel clinic)

Needs to be easier to make an appointment

Had to wait 40 minutes to be seen unacceptable (Dr Tran Clinic)

More to staff to answer phones 25 minutes of phones being engaged – I tried over 40 times

On phone for an hour from 8.30 trying to get through
Never enough appointments
Difficulty in booking an appointment at Westham
Waiting room at Pevensy Bay can often be smelly
STX seating in waiting room, knee to knee sometimes when busy - ?infection control issue
Notices to be less dictatorial. We are patients not inmates
GP didn't know my sons history

Suggestions to improve the surgery:

Just one surgery not three – as surely the cost of running three sites impacts on quality of services being offered
2 comments to say to let patients know when surgery is running late (e.g. put a sign up)
2 comments for Touch screen self booking in system with suitable hand cleaner
Helpful if phone lines were opened earlier for parents doing the school run
More phone lines
More Staff in Reception
Open until 7pm
Seeing different GPs all the time no continuity of care
The NHS needs re-management not a reform – NHS needs people who know how to manage not figure heads.
GP didn't know history
More pre-bookable appointments
Ability to make appointments over the phone in advance
Open at weekends
How about a “no children waiting room” sometimes a peaceful place aids the visit with nervous conditions