

This report was generated on 09/07/19. Overall 259 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

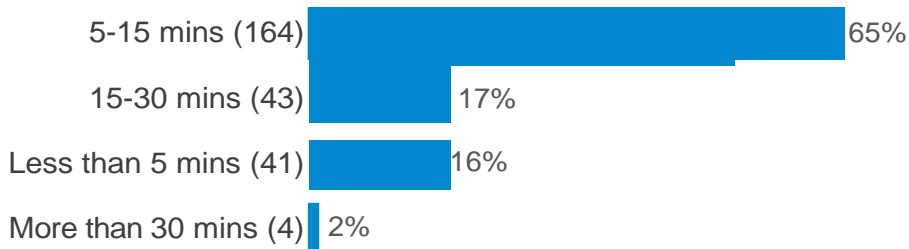
Q1



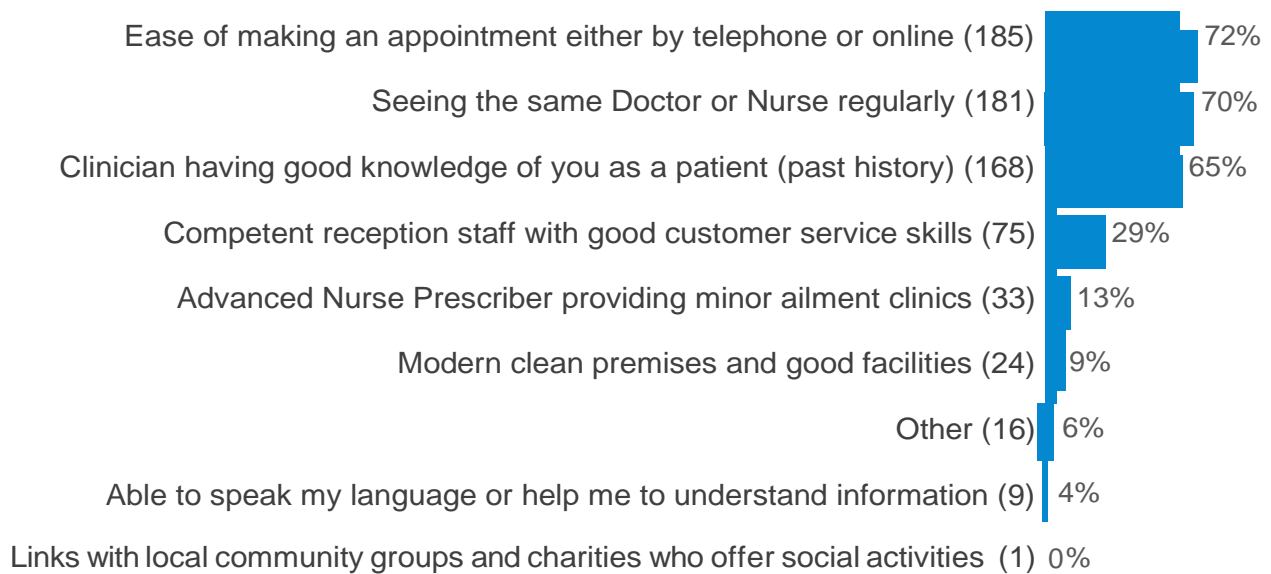
Please tick the main option which applies to you. I am;



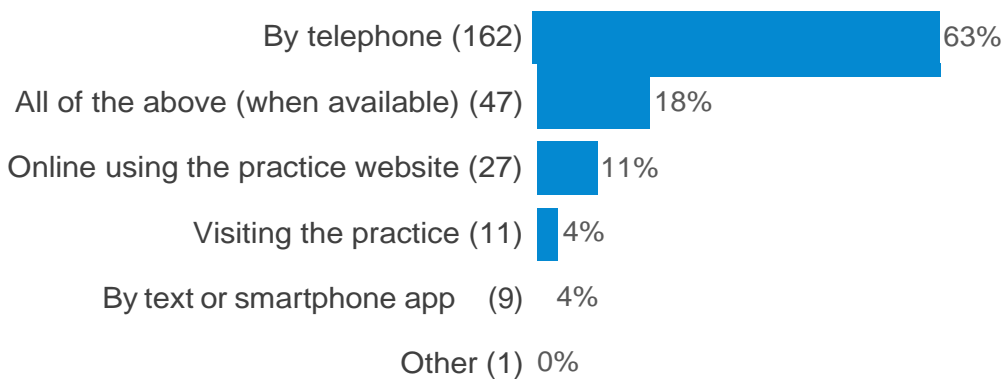
How long does it take you to travel to the practice?



What do you think is the most important thing when choosing a practice? Please choose up to three.



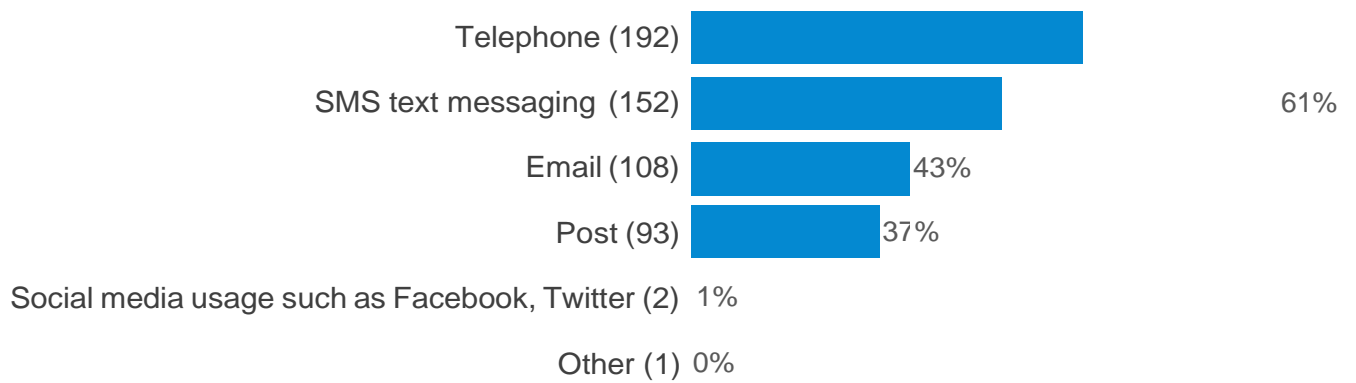
How would you prefer to make your appointments? Please tick your preferred option



What type of appointment would you like to see available at your practice? Please tick all that apply.



How would you like your practice to communicate with you? Please tick all that apply.



Other, please tell us

app

More below...

Thurmaston Health Centre Patient Survey Results - July 2019

Q6) What are the most important aspects to you when receiving care at this surgery?	Number of respondents
Doctors	
Seeing the same doctor who knows your history (permanent doctors not locum)	69
Follow up appointments with the same doctor	10
See the doctor once with multiple problems	10
Seeing a female doctor	2
Communications	
Good communications between staff, patients, family, carers. (staff to be kind, helpful, respectful and compassionate)	46
Doctor to take the time to listen to patients and make recommendations	42
Good communication between surgery and hospital/social care	5
Access to patient notes	1
Doctors to have empathy and understand the patient	29
Zero tolerance on abuse	2
Appointments	
Longer appointment time (exceeding 10 minute slots and not being rushed by the GP)	34
Same day appointments/promot appointments when required	23
Not to be kept waiting after appointment time	15
Getting appointments at a suitable time	18
Making referrals appropriately and quickly	11
Knowledge and skills	
Competent and knowledgeable staff admin and clinical (doctors to have up to date knowledge and experience)	30
Leaving the appointment feeling satisfied (good care, doctors understood, agreed mutual outcome)	26
Accessibility	
Easily accessible service (fit for people with wheelchairs, visual/hearing impairment)	4
Language issues, doctors to speak clearly, accents cause issues with understanding	11
Appointment booking	
Easy to book appointments (via the telephone, not waiting long on the phone to get through)	19
Reminders for when checkups, tests etc are due	1
Reception	
Good reception staff, efficient, competent and friendly/polite	23
Good clean reception area	6
Tv screen for appointments	1
Test Results	
Tests done timely	7
Follow up test results	5
Medicine and Pharmacy	
Repeat prescriptions, prescriptions and medication given correctly and in a timely manner	4
Pharmacy	2