

North House Surgery Patient Satisfaction Survey

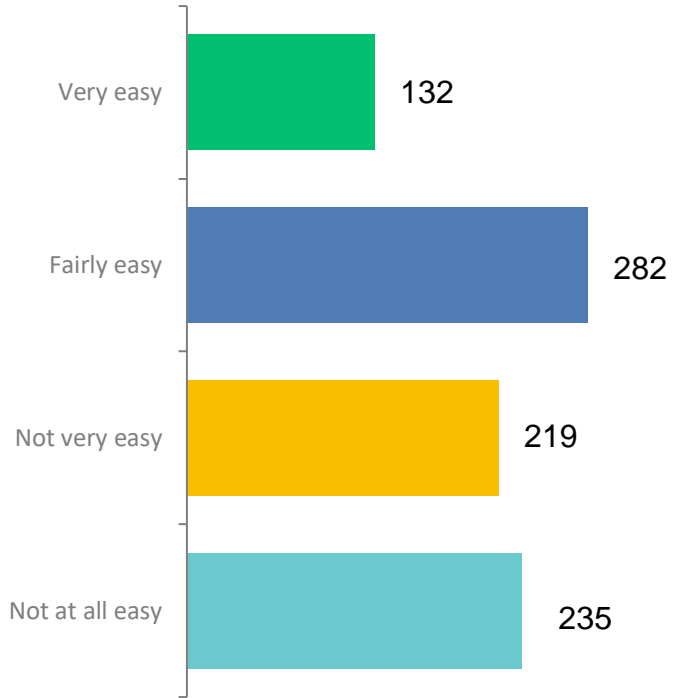
July 2023

Response Statistics

Total Responses 878
(877 online survey, 1 paper response)

Q1: How easy is it to contact the practice by telephone?

Answered: 868 Skipped: 10



Q1: How easy is it to contact the practice by telephone?

Summary Of 628 Comments

Negatives

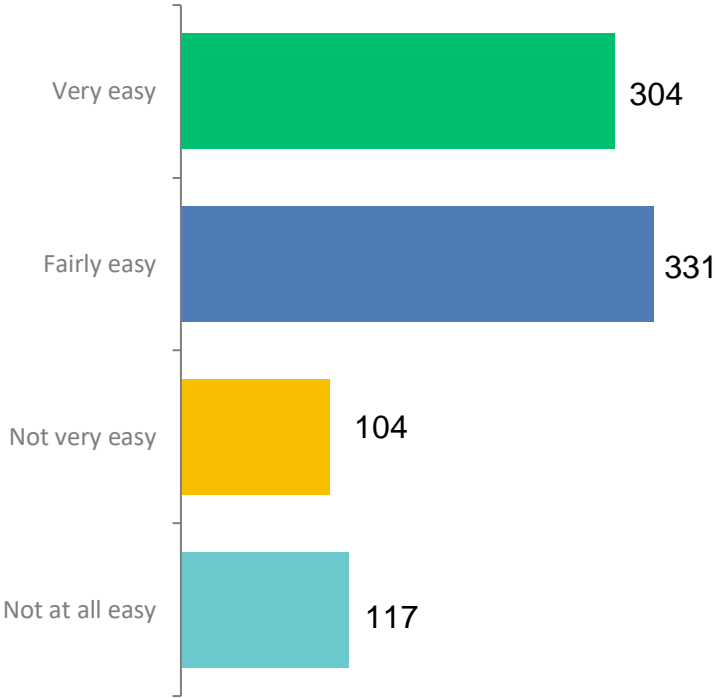
- Long waits in the queue, particularly at 8am
- Costly phone charges whilst in a long queue
- Line cuts out
- Difficulty getting through, phone lines always busy, particularly at 8am
- Overly long/frustrating greeting message with very loud music and very quiet voices
- No call back when this option was selected
- Patients that work struggle to get through/answer call back due to commute/work commitments

Positives

- Always get through, even if have to queue
- Call back option is good

Q2: How easy is to contact the practice face to face?

Answered: 856 Skipped: 22



Q2: How easy is to contact the practice face to face?

Summary Of 456 Comments

Negatives

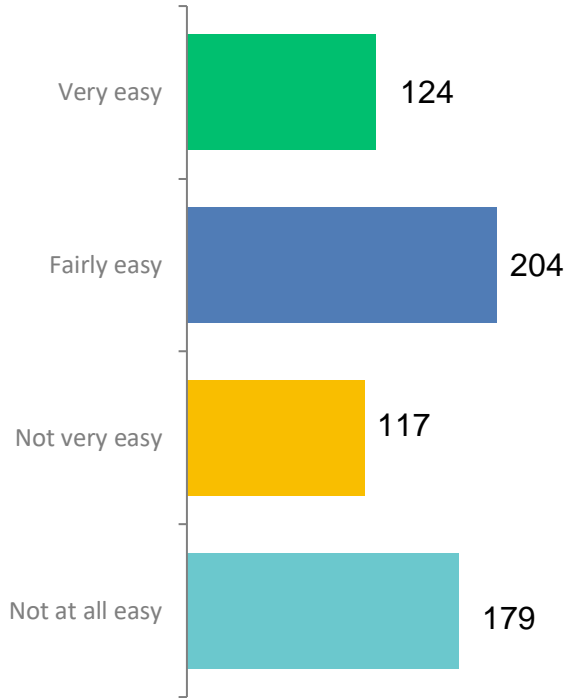
- Rarely see a doctor face to face
- Frustrating receiving correspondence asking you to contact the surgery to find that specific doctor is unavailable
- Getting a face to face appointment proves difficult

Positives

- Opening hours accessible and the surgery is in a central location (if you are mobile)
- Easy to walk in and speak to a receptionist face to face
- Nice to see who you are speaking to
- Always staff at reception to help
- Usually a small queue but don't wait too long to be seen. Quicker than phoning
- Nurse face to face appointments work well

Q3: How easy is it to contact the practice online? e.g.via the website or via e-consultation?

Answered: 624 Skipped: 254



Q3: How easy is it to contact the practice online? e.g.via the website or via e-consultation?

Summary Of 509 Comments

Negatives

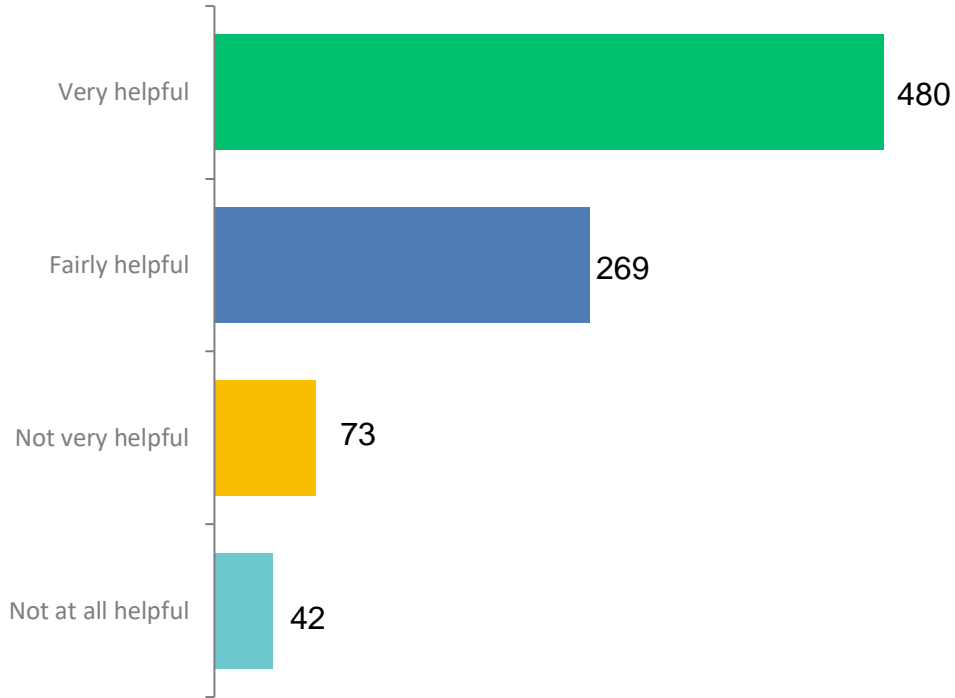
- No availability of online appointments
- Didn't know you could
- A large majority have never tried
- Can find it confusing

Positives

- Works very well to order prescriptions

Q4: How helpful do you find the receptionists?

Answered: 864 Skipped: 14



Q4: How helpful do you find the receptionists?

Summary Of 417 Comments

Negatives

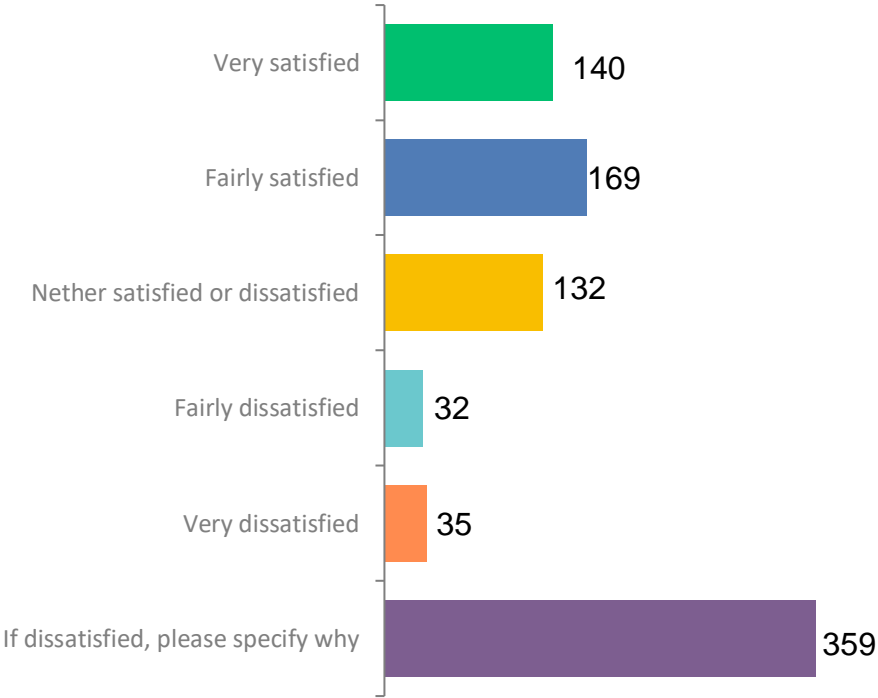
- Very helpful but can often sense frustration due to restrictions of what they can offer
- Sometimes too many personal questions can be asked
- Can be brusque at times

Positives

- Vast majority of comments stating that receptionists are very friendly, helpful, polite, easy to talk to, amazing, understanding, wonderful, professional and lovely staff
- Always try to do their best in difficult and demanding circumstances
- Very good at advising alternatives, e.g. chemist, overflow clinic etc

Q5: How satisfied are you with the appointment times that are available?

Answered: 867 Skipped: 11



Q5: How satisfied are you with the appointment times that are available?

Summary Of 359 Comments

Negatives

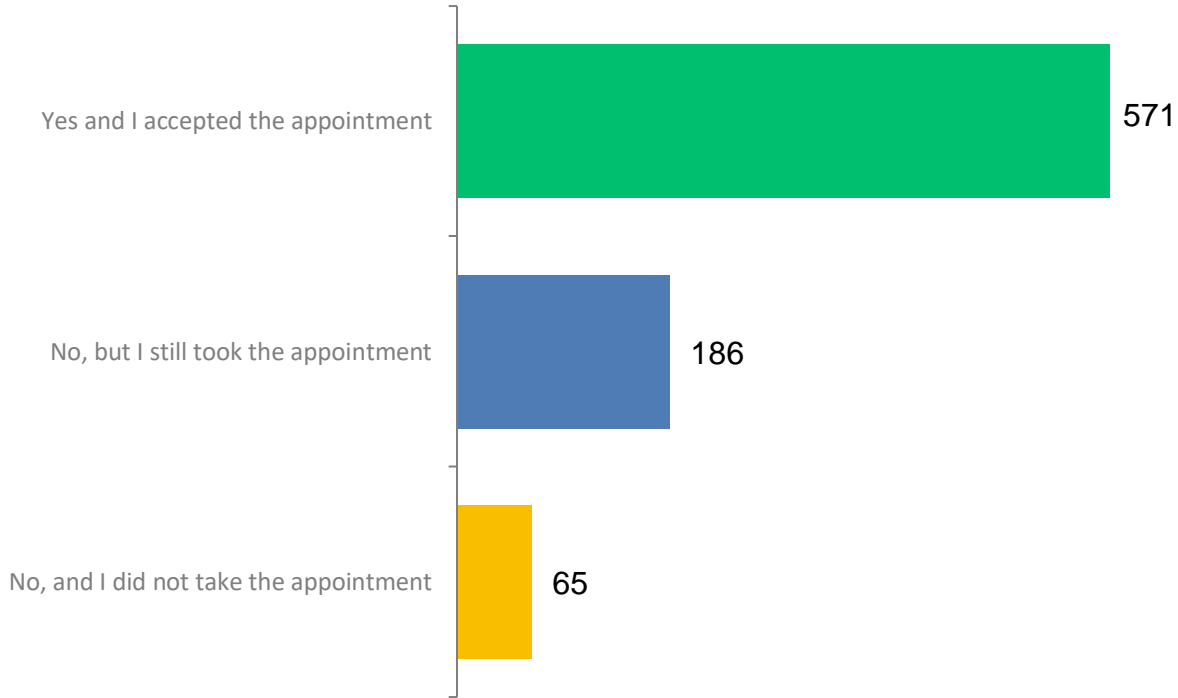
- Find it difficult to get an appointment, particularly if you work or have children to get to school
- No time given for telephone appointment which is difficult when you work
- No option to pre-book routine appointment
- Often asked to travel to Bishop Auckland
- Cannot get a nurse appointment before 08:30
- Cannot get face to face appointment
- Never see the same person twice so entire consultation is taken by retelling medical history
- Have to wait weeks for blood tests
- Unable to book online

Positives

- Very small percentage state that they have managed to get an appointment when needed
- GP Overflow clinics have been a great addition, making it easier to get an appointment
- Call back is fast and if you need to be seen you get a time that suits you

Q6: Were you satisfied with the appointment offered?

Answered: 822 Skipped: 56



Q6: Were you satisfied with the appointment offered?

Summary Of 309 Comments

Negatives

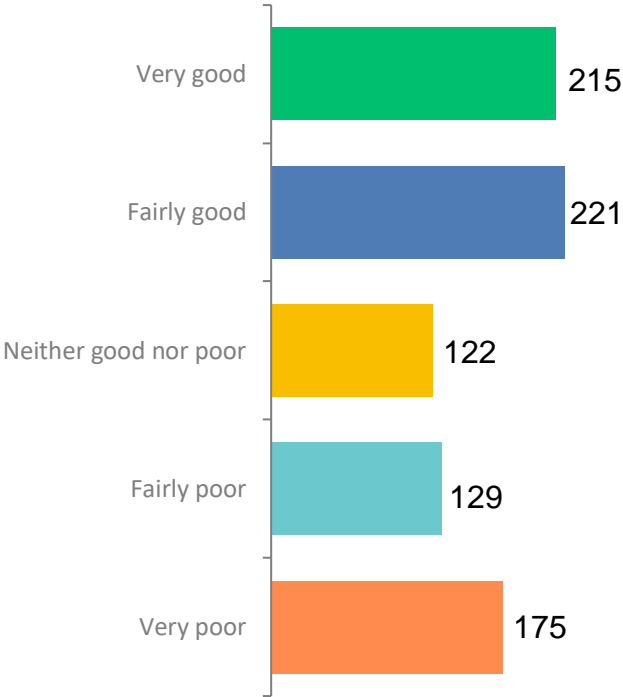
- 50% of comments stated that they couldn't get an appointment
- Took an appointment as only appointment available, not offered choice of date/time
- Had to travel to Bishop Auckland, 6 miles away
- Appointment availability does not cater for working people
- Time could not be given for a telephone appointment making this difficult for the working person

Positives

- 50% of comments stated that they could get an appointment

Q7: Describe your experience of making an appointment?

Answered: 862 Skipped: 16



Q7: Describe your experience of making an appointment?

Summary Of 377 Comments

Negatives

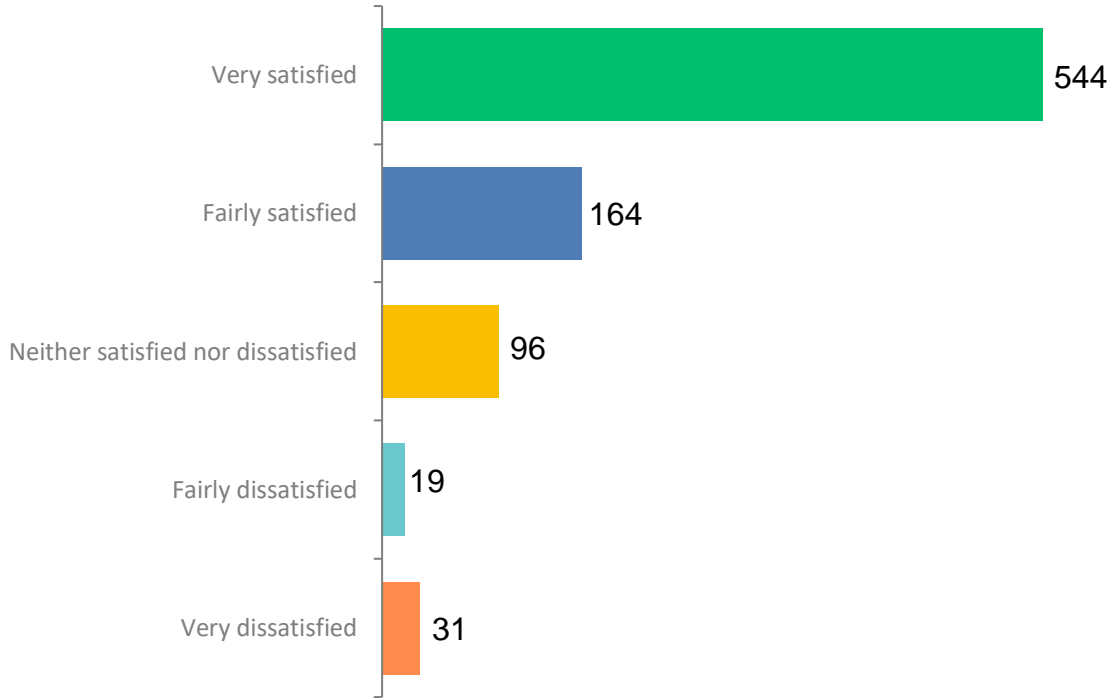
- Difficult to make a face to face appointment with a doctor
- Can't pre-book/make routine appointment with a doctor
- No time given for telephone appointments
- Need online appointment booking system
- Impossible to make an appointment when you work
- Long queues when trying to contact the practice by telephone

Positives

- Can make an appointment, following long wait in telephone queue
- Can make appointment if attend the practice in person at 8am
- Fairly easy to make telephone appointment

Q8: Were you satisfied with amount of time you were given with the healthcare professional at your last appointment?

Answered: 854 Skipped: 24



Q8: Were you satisfied with amount of time you were given with the healthcare professional at your last appointment?

Summary Of 265 Comments

Negatives

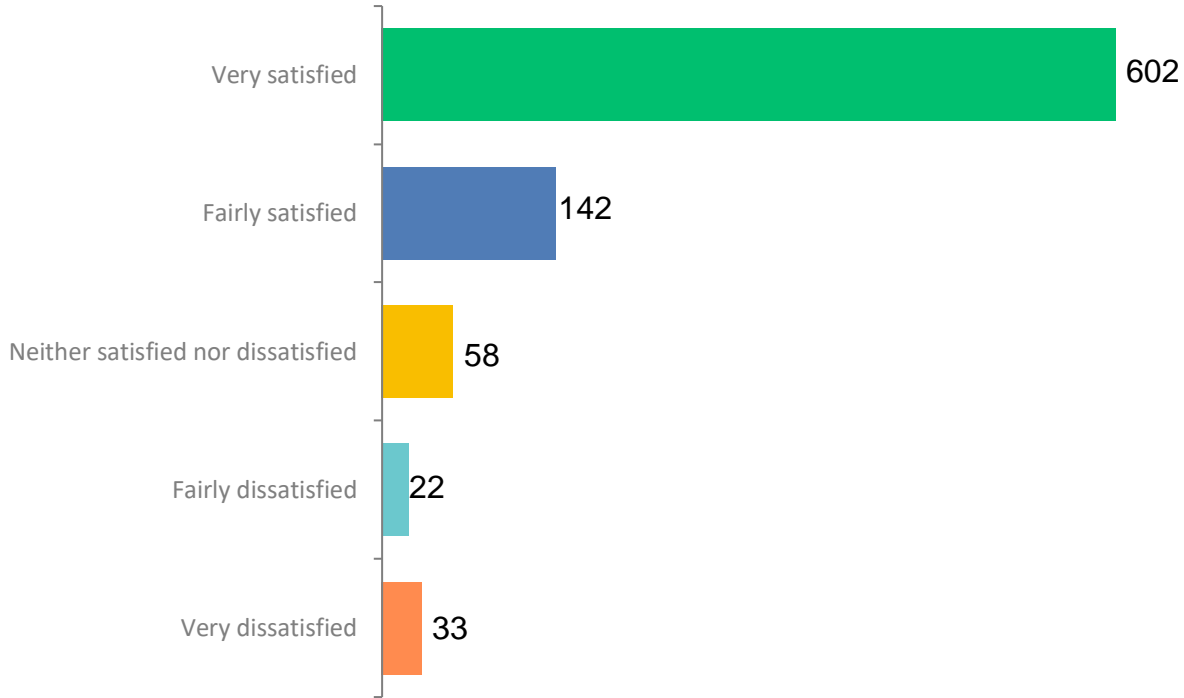
- Feel rushed, particularly during telephone appointments, impersonal.

Positives

- Always listened to, had all of the time needed, answered all concerns.
- When you get an appointment, the time given is sufficient

Q9: Were you satisfied that the healthcare professional listened to you during your appointment?

Answered: 857 Skipped: 21



Q9: Were you satisfied that the healthcare professional listened to you during your appointment?

Summary Of 214 Comments

Negatives

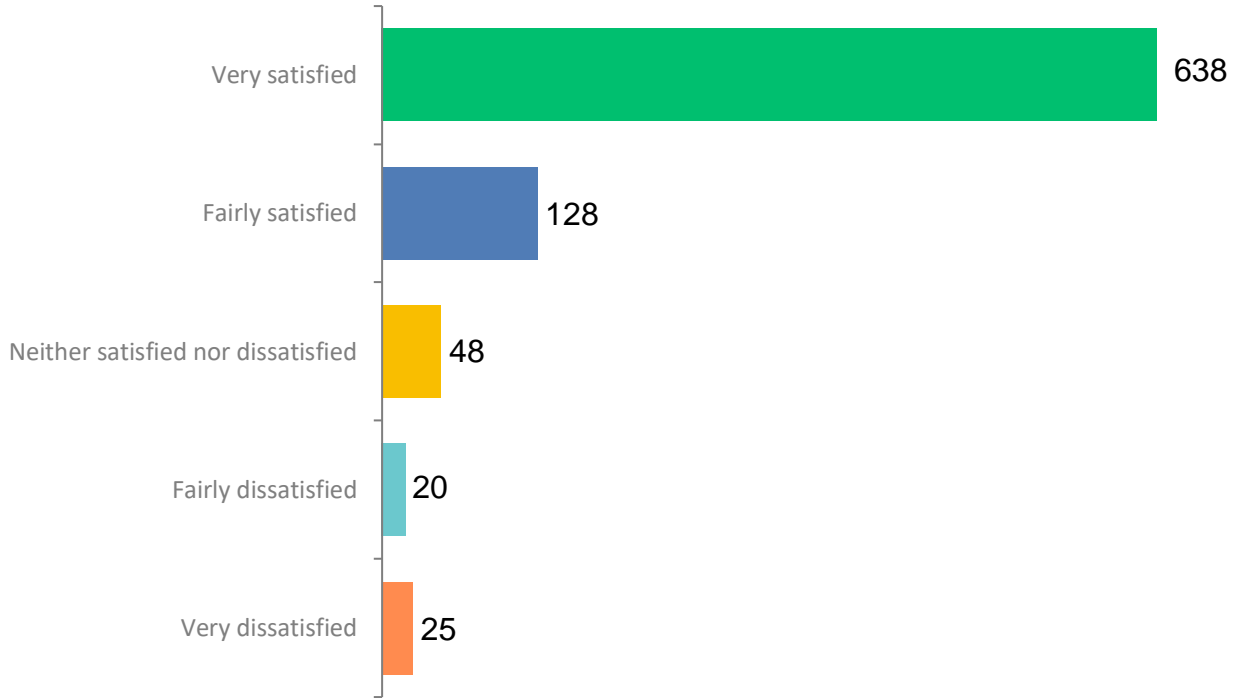
- Can feel rushed but aware there are time constraints

Positives

- The doctors and nurses are always friendly and very professional
- Excellent care, very understanding, very attentive, polite

Q10: Were you satisfied that the healthcare professional treat you with care, concern and respect during your appointment?

Answered: 859 Skipped: 19



Q10: Were you satisfied that the healthcare professional treat you with care, concern and respect during your appointment?

Summary Of 177 Comments

Negatives

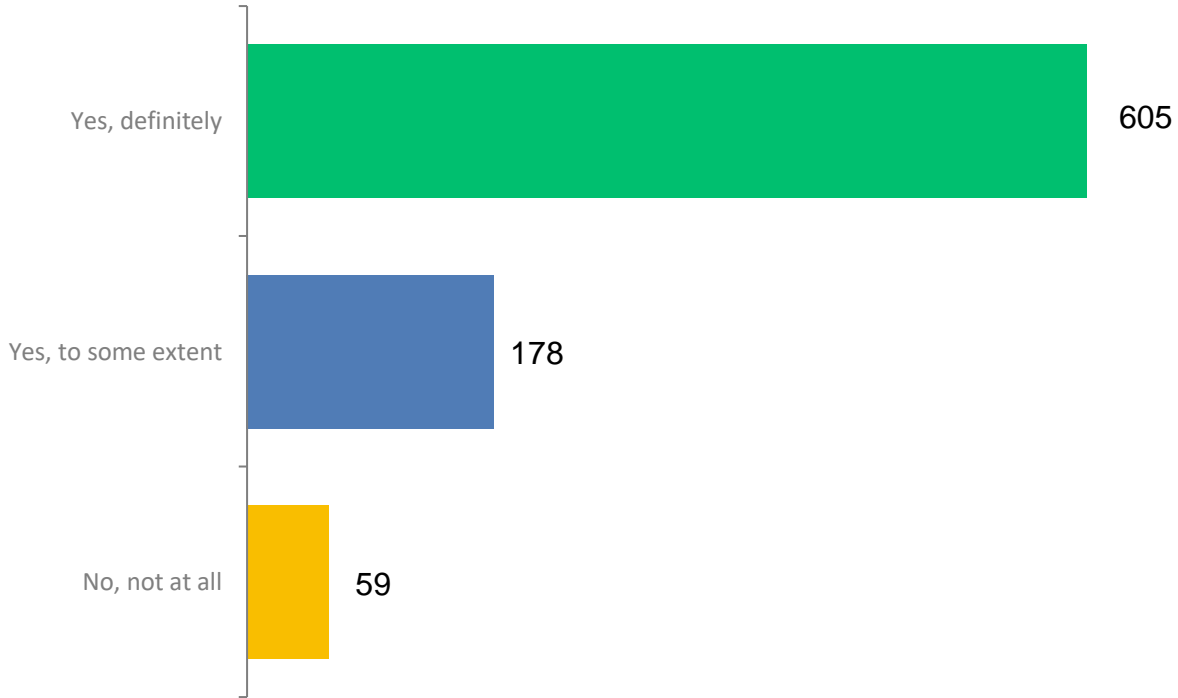
- Can feel rushed but aware there are time constraints
- Felt like a number and not a person/felt fobbed off

Positives

- The doctors and nurses are reassuring and sympathetic
- Empathetic, very caring, very attentive, listened, respectful

Q11: Were you involved as much as you wanted to be in decisions about your care and treatment during your last appointment?

Answered: 842 Skipped: 36



Q11: Were you involved as much as you wanted to be in decisions about your care and treatment during your last appointment?

Summary Of 156 Comments

Negatives

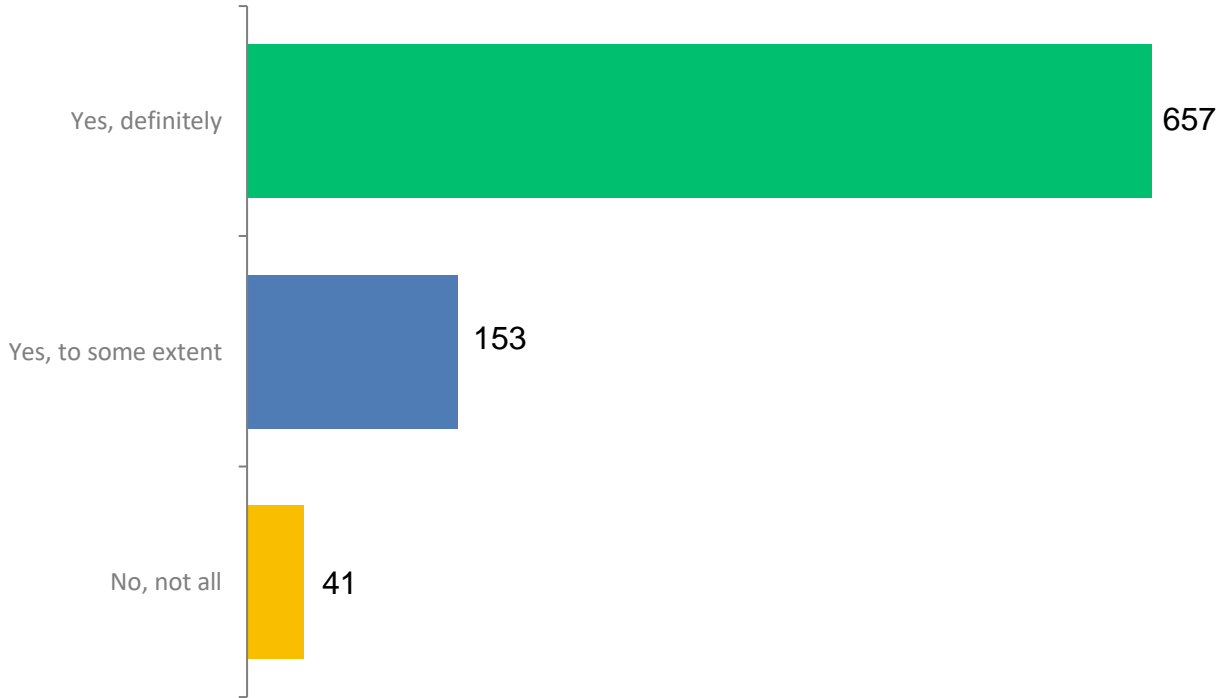
- Wasn't listened too
- Follow ups don't often happen

Positives

- Given specific info to make informed decision
- Always given choices and involved
- Received clear information and treatment proposals
- Very understanding, always listens

Q12: Did you have confidence and trust in the healthcare professional that you saw or spoke to during your appointment?

Answered: 851 Skipped: 27



Q12: Did you have confidence and trust in the healthcare professional that you saw or spoke to during your appointment?

Summary Of 154 Comments

Negatives

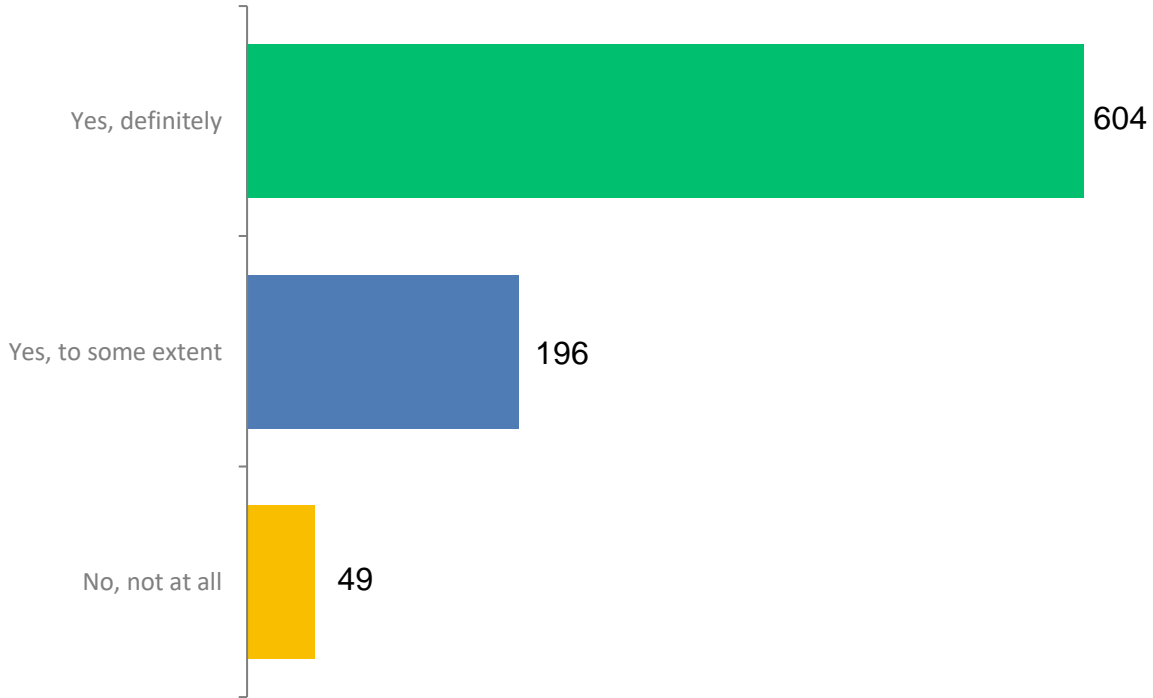
- Depends, never get the same doctor
- Only when face to face

Positives

- Always willing to listen
- Professional and knowledgeable
- Always able to trust them

Q13: Did you feel your needs were met during your appointment?

Answered: 849 Skipped: 29



Q13: Did you feel your needs were met during your appointment?

Summary Of 137 Comments

Negatives

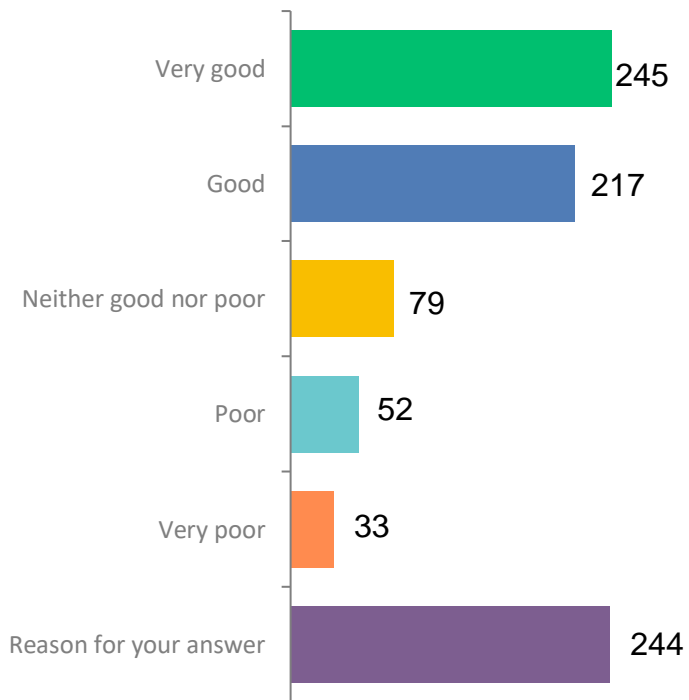
- I keep having to go back to square one all of the time, no consistency
- Yes, when you eventually get an appointment

Positives

- Issues resolved
- Annual appointment for condition and that is what I received
- Excellent care
- Given reassurance
- Needs are always met

Q14: How would you describe your overall experience of this GP Practice?

Answered: 870 Skipped: 8



Q14: How would you describe your overall experience of this GP Practice?

Summary Of 244 Comments

Negatives

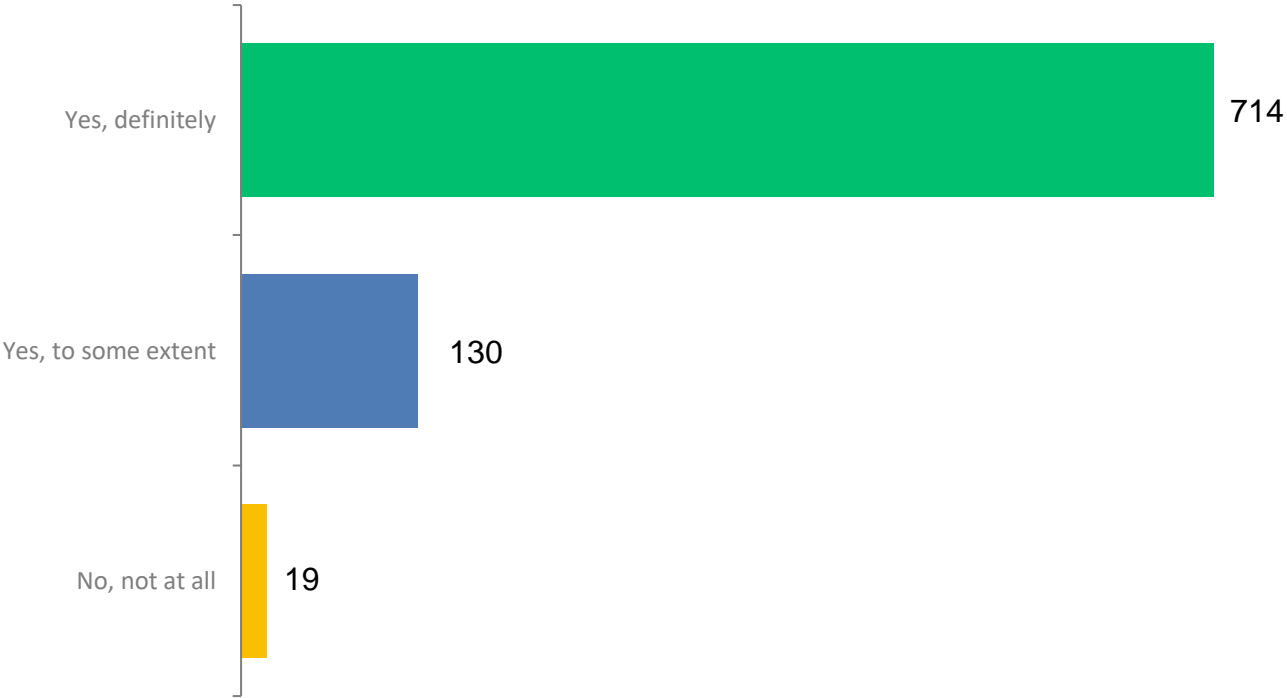
- Still needs work to sort out appointments/very difficult to get an appointment
- Poor follow up
- Long waiting times when trying to get through on phones
- Lack of appointment availability/difficulty in accessing the service
- Not enough staff/doctors

Positives

- Generally good just needs to offer more face to face appointments
- Doctors have always been helpful and understanding
- Once you get to see someone all are very helpful, caring and considerate
- Always found practice helpful

Q15: When you last visited the practice, was respect shown for your privacy and confidentiality?

Answered: 863 Skipped: 15



Q15: When you last visited the practice, was respect shown for your privacy and confidentiality?

Summary Of 122 Comments

Negatives

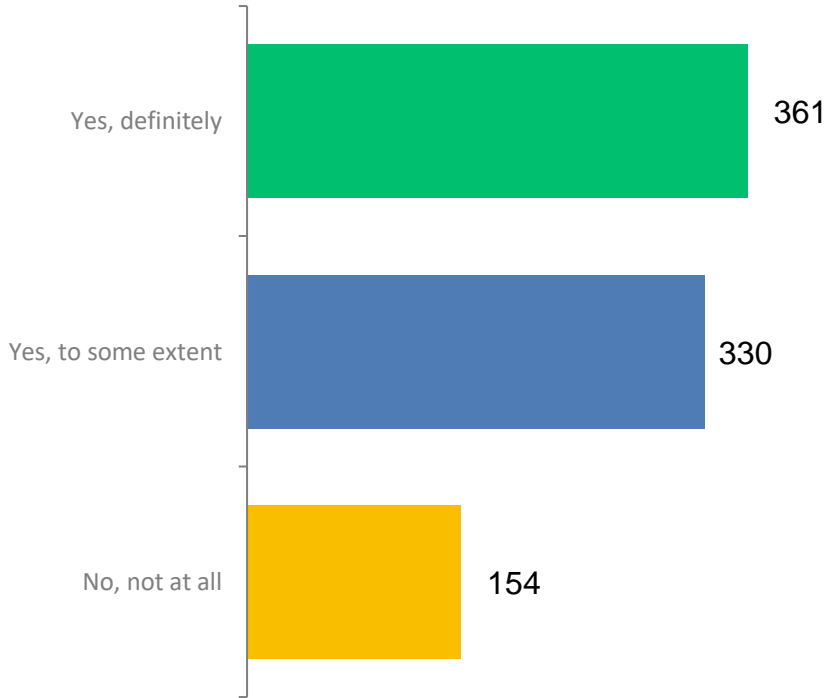
- No privacy in reception, difficult to have a conversation without people sitting and listening
- You are asked what is wrong at the reception desk, not confidential/private
- Reception desk far to open/public, no private area if issue is sensitive
- Someone came in the room when I was being dealt with, unprofessional

Positives

- They do their best to ensure privacy/confidentiality is respected within the limitations of reception area
- Medical need was seen to in a private room
- Both privacy and confidentiality are respected on visits to the surgery

Q16: When you last contacted the practice, were you provided with/could you see information displayed about the services that the practice provides? e.g. ordering prescriptions online, how the appointment system works etc.

Answered: 845 Skipped: 33



Q16: When you last contacted the practice, were you provided with/could you see information displayed about the services that the practice provides? e.g. ordering prescriptions online, how the appointment system works etc.

Summary Of 135 Comments

Negatives

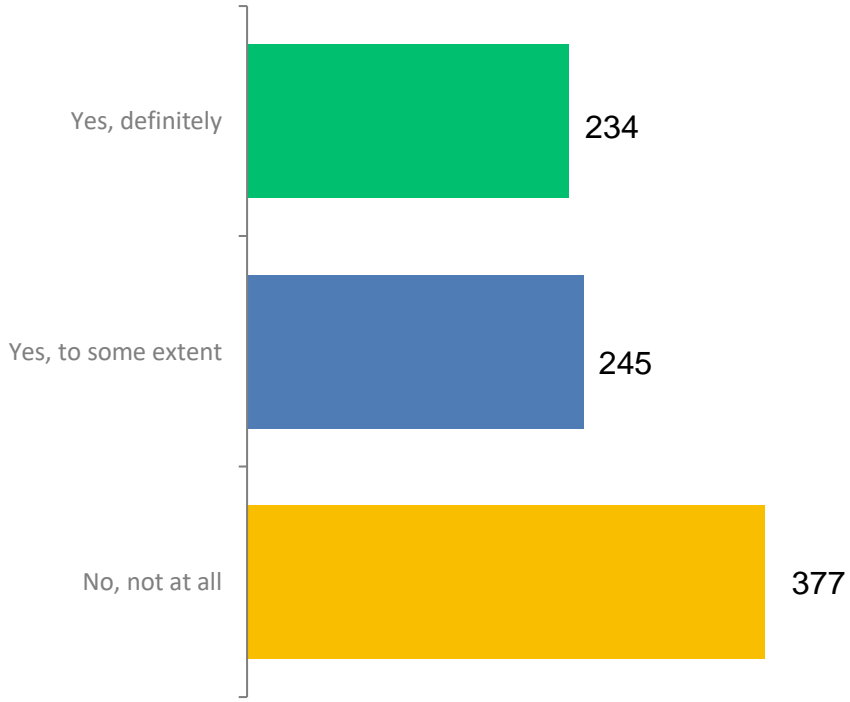
- Some posters aimed at older people, nothing to support younger generations
- Didn't look/notice
- Didn't know about online services
- I'm visually impaired and the notices are busy and small print
- Don't assume everyone can read

Positives

- Some information visible/notices available to read
- Various posters on walls and leaflets
- Well organised boards in waiting area
- I have found all I needed to know on the website
- Info on walls and TV are all very clear

Q17: Do you know how to make a compliment or complaint to the practice about the service that it provides?

Answered: 856 Skipped: 22



Q17: Do you know how to make a compliment or complaint to the practice about the service that it provides?

Summary Of 144 Comments

Negatives

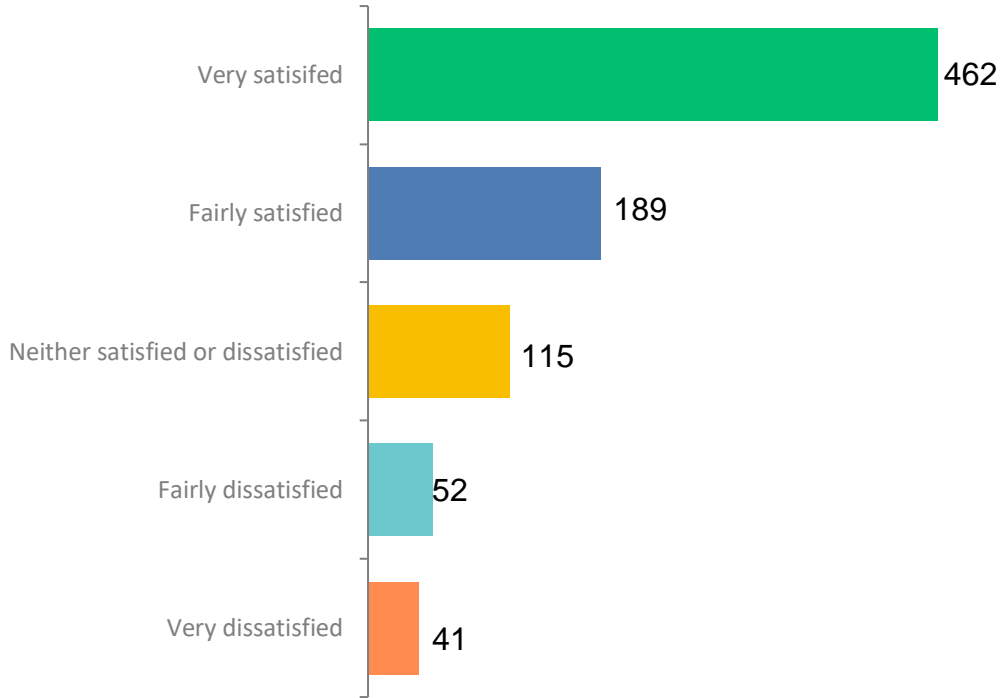
- No idea what the procedure is
- Would like to know how to make a compliment

Positives

- Never had to
- Aware of both
- I know I could find it on the website
- Information online and displayed
- Yes I have had reason to compliment staff and have handed cards in at reception
- I would ask at reception

Q18: Are you satisfied with the reminder systems in place for general appointments, health checks, long term condition annual reviews etc?

Answered: 859 Skipped: 19



Q18: Are you satisfied with the reminder systems in place for general appointments, health checks, long term condition annual reviews etc?

Summary Of 197 Comments

Negatives

- Need an option on phone to cancel appointments rather than waiting in the queue so that someone else can have the appointment
- Haven't received any/not sure what these are
- Never been offered an annual review

Positives

- Always a text reminder for appointments
- Text is an easy way to communicate and gives flexibility for the service provider to reply
- Received a letter need to make an appointment
- It's improved a lot
- Text service is very good