



Re: General Practice Questionnaire

Please find enclosed the report of your individual practice survey results for the current year.

The calculations on the report and charts are made as follows:

No Answer: The number of patients who did not complete the question.

Patients responding NA, Unknown or No are excluded from the percentage satisfaction score.

Satisfaction: The percentage of patients who responded Good, Very Good or Excellent.
Very easy and Fairly easy

We hope you find the layout easy to read and the calculations helpful. We would appreciate any comments that you would like to make.

Yours sincerely

Jill

Jill Warn, Audit and IT Lead
EQUIP



Primary Health Care
General Practice Questionnaire

Practice Code: Blackwater Medical Centre

Number returns: 379

About you

Q1. Are you

Male	Female	No Answer
143	236	0

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
20	31	27	38	65	88	75	20	12

Q3. Which Ethnic group do you belong to?

A: White	150	B: Mixed	2	C: Asian or Asian British	1
British	207	White and Black Caribbean	0	Indian	1
Irish	7	White and Black African	0	Pakistani	0
Black	1	White and Asian	0	Bangladeshi	1
Other White background	6	Other Mixed background	0	Other Asian background	1
No answer	2				

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
153	9	18	14	18	157	4	6

Q5. Do you have a long-standing health condition?

Yes	No	Don't know /can't say	No answer
203	147	22	7

Your Practice

Q6. How easy do you find getting into the building?

Very easy 267	Fairly easy 88	Not very easy 10	Not at all easy 5	No answer 9
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Q7. How do you think getting in to the building can be made easier?

Number of suggestions

For suggestions on how getting into the building please see attached.

Q8. How clean is the practice waiting room?

Very clean 267	Fairly clean 97	Not very clean 2	Don't know 1	No answer 12
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Reception

Q9. How helpful do you find the receptionists at your surgery?

Very helpful 232	Fairly helpful 113	Not very helpful 10	Don't know 10	No answer 14
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Q10. In the reception area, can other patients overhear what you say to the receptionist?

Yes 207	No 55	Don't know 102	No Answer 15
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Appointments

Q11. In the last 12 months how many times have you see a GP/Nurse at your practice?

None	1-3times	4-6 times	6 or more times	No answer
13	142	120	92	12

Q12. How do you normally book your appointment to see a GP/Nurse?

In person	By Phone	Online	No answer
47	291	2	39

Q13. How easy is it to get through to reception, at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
33	196	105	29	16

Q14. In the reception area, can other patients overhear what you say to the receptionist?

Very easy	Fairly easy	Not very easy	Not at all easy	NA	No answer
29	111	65	14	135	25

Q15. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
142	90	108	20	19

Q16. How often do you get to see your GP/Nurse you have requested?

Always	A lot of the time	Some of the time	Never	N/A	No answer
80	136	108	5	38	12

Q17. How long did you have to wait for your consultation to start today?

Less than 5minutes	5-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes	No answer
105	131	58	31	24	30

Q18. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes 271	No 34	Don't know, never tried 54	No answer 20
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Q19. Have you ever missed an appointment because?

I recovered 13	I forgot 34	I was delayed 10	Too difficult to cancel 1	Could not get through on the phone 11	No answer/NA 310
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Q20. Is your practice currently open at times that are convenient to you?

Yes 345	No 18	No answer 16
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Your Consultation

Q21. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent 212	Very good 120	Good 30	Fair 4	Poor 0	Very poor 0	No answer 13
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B: Make you feel at ease?

Excellent 211	Very good 120	Good 31	Fair 4	Poor 0	Very poor 0	No answer 13
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C: Listening to you?

Excellent 210	Very good 122	Good 28	Fair 4	Poor 0	Very poor 0	No answer 15
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D: Explaining treatment and tests?

Excellent 196	Very good 130	Good 32	Fair 5	Poor 0	Very poor 0	No answer 16
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E: Involving you in decisions about your care?

Excellent 183	Very good 121	Good 46	Fair 7	Poor 0	Very poor 0	No answer 22
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F: Treating you with care and concern?

Excellent 208	Very good 117	Good 31	Fair 6	Poor 0	Very poor 0	No answer 17
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G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 325	Very good 35	Good 4	Fair 0	Poor 0	Very poor 0	No answer 15
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H: Would you be completely happy to see this GP/ Nurse again?

Excellent 360	Very good 1	Good 3	Fair 0	Poor 0	Very poor 0	No answer 15
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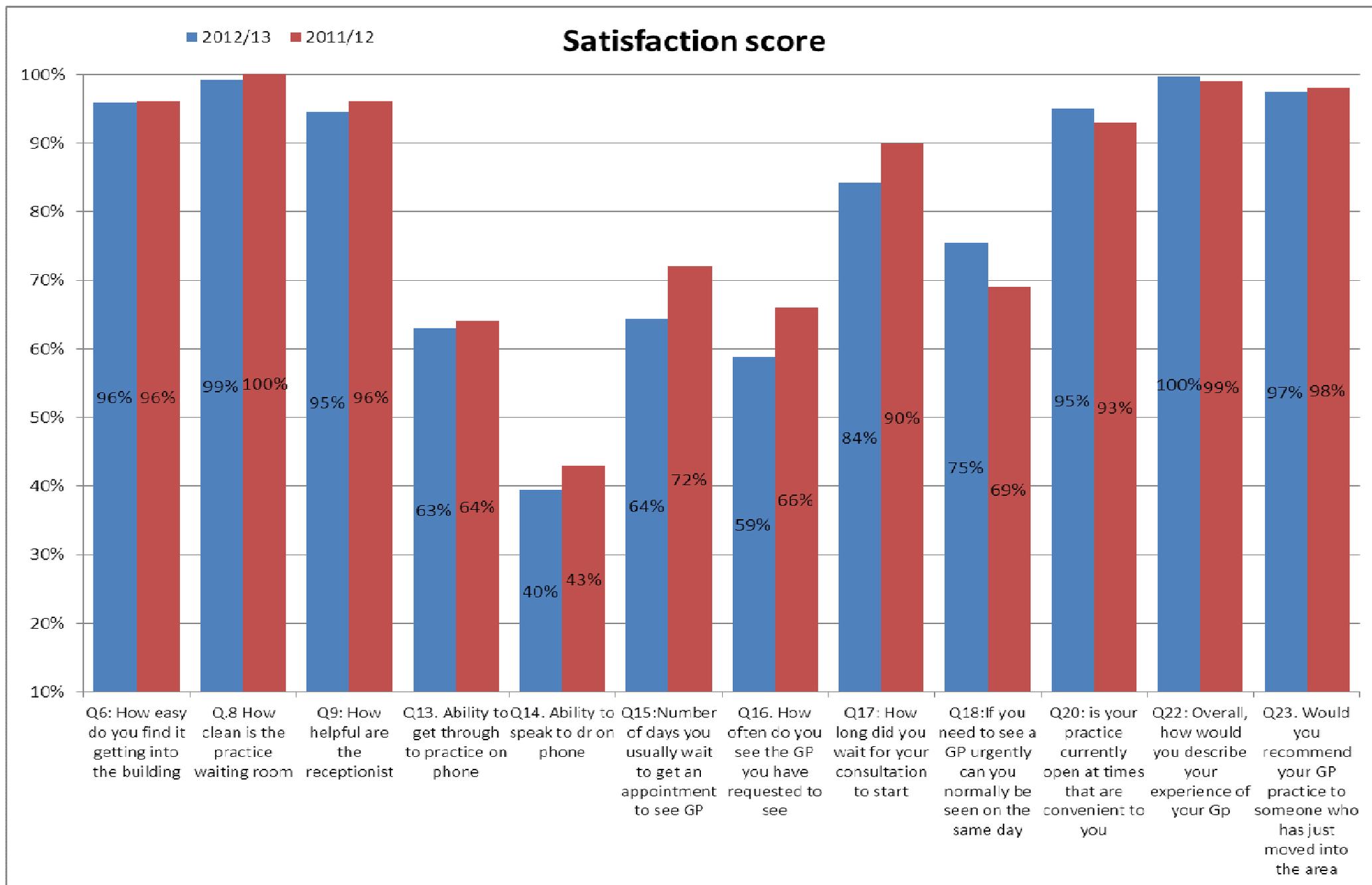
Patient Experience

22: Overall, how would you describe your experience of your GP practice?

Excellent 174	Good 171	Fair 10	Poor 1	N/A 0	No answer 23
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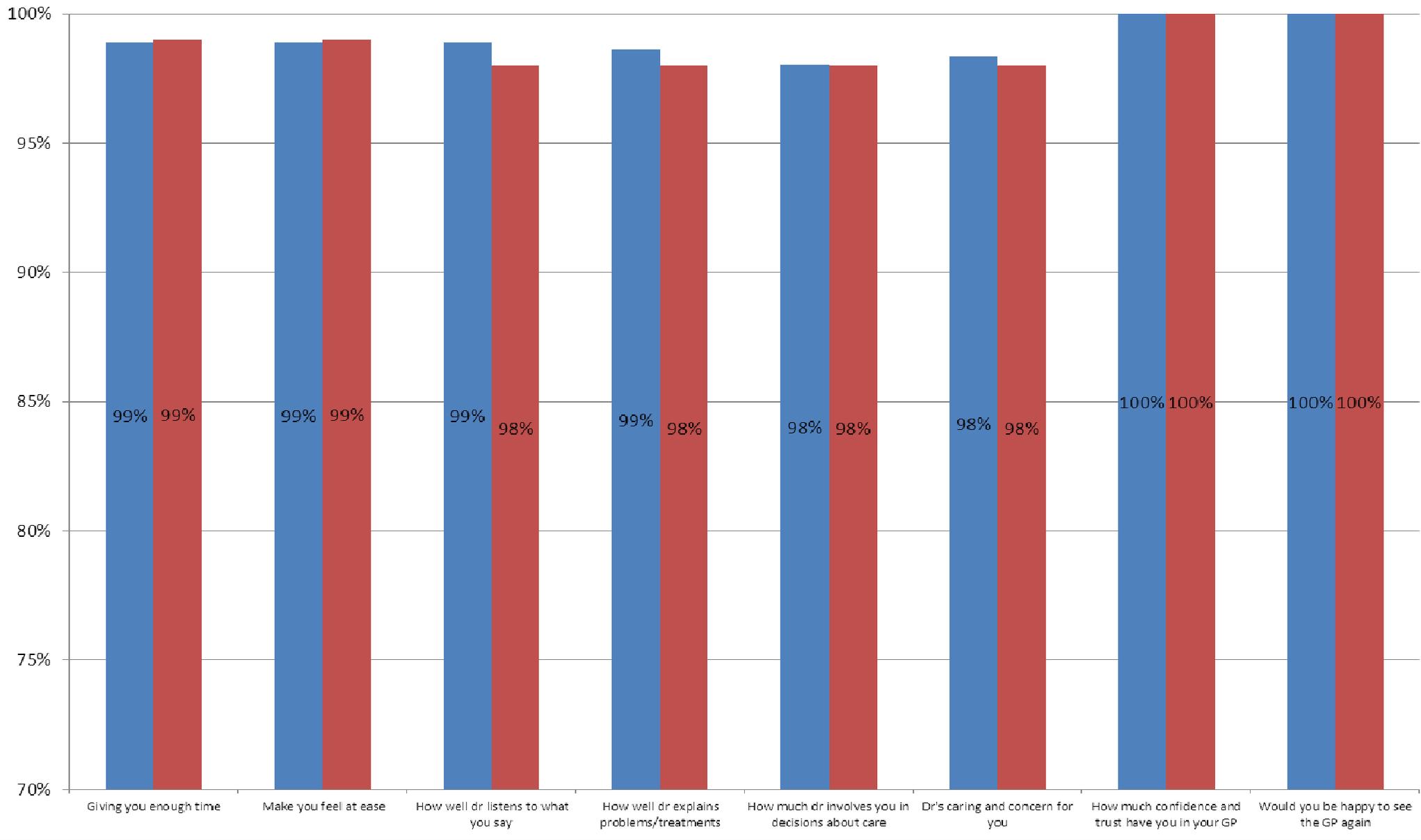
23: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes 347	No 9	No answer 23
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Consultation Satisfaction score

■ 2012/13 ■ 2011/12





Comments for F81099 - Blackwater Medical Centre

Questionnaire: GPAQ Consultation version
Number of returns: 376

7. How do you think getting in to the building can be made easier?

Parking
N/A
Automatic Door
Parking – more spaces
Wider door
More parking
Not sure
Car parking
More parking space
Better and more parking
More parking spaces
N/A
Lack of parking spaces to then access the building
Automatic entrance doors
Parking – It's a nightmare
More available car parking space.
More parking
It's the parking that is the problem.
Car parking is difficult
Parking
OK as it is.
More parking.
Wider door access and automatic doors.
Parking at Maldon surgery!
More parking.
Fine for myself.
More parking
In to building is excellent but to get parking/place is extremely poor.
More car parking needed
Better parking
Easier doorway.
More car parking
More parking space.
Seems fine for all abilities
N/A
More car parking spaces
Door quite heavy into waiting room.
OK.
Car parking can be a problem.
Auto doors.
OK as is.
Not sure.

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08/03/2013

Only problem is with finding a parking space in the surgery car park.

Car parking is a problem

N/A

Improved parking

More car park spaces.

More parking spaces.

Parking

More parking

Although not relevant to me, the right angle turn at the top of the ramp is not ideal. Had you also considered a sliding electronically activated door? (By Sensor)

Better car parking.

More parking

More parking

A straight ramp.

More car parking space is a must.

Maybe automatic doors for disabled.

N/A

N/A

Doesn't need to be made easier.

Can be a problem.

More parking.

For myself, no change.

Parking.

Good the way it is now.

More parking spaces.

More parking spaces.

Parking often a problem

No

More parking

Automatic door

More parking.

More car park spaces.

Possibly widen the slope.

More land for car parking.

Bigger car park!

N/A

More parking spaces

The ramp and door entrance is awkward for people with disabilities/pushchairs.

Don't know.

More parking spaces

More parking spaces

N/A

Automatic doors

N/A

Easy enough

Better lighting outside. More parking for patients.

I cannot think of anything.

Always difficult to park the car.

Car park

N/A

Limited parking can be an issue.

More parking

Larger car park

Not enough parking spaces.

I don't think it can.

Only thing is the car parking is very difficult.

More parking

Parking – not enough spaces. Selfish patients parking in entry/exit spaces.

It is good.

Electronic front door.

EQUIP

08/03/2013

More parking space.

Better parking.

N/A

By moving the surgery completely, therefore hopefully making a larger car park.

21H. Your Consultation - Please add any other comments about this Doctor/Nurse:

Reassuring

Previous experience with this doctor meant I was sceptical about how I would be received today.

Best GP for skin.

Both my Doctor and Nurse keep a close watch over my general health, for which I am most grateful.

Dr Geranmayeh – I have so much faith in him. He has always been there for me. He was the Doctor who sent me for an X-ray and found I had cancer and always came home to me, treating me with respect and care.

Dr Geranmayeh is always kind and helpful whenever I have seen him.

The care I have had from this practice has been excellent.

Very efficient.

Too long waiting time.

Always long wait times.

This doctor is a credit to the Surgery

Dr Cargill is always kind and listens to your concerns. I would always like to see her.

Feel comfortable and able to discuss my problems with this Doctor.

New patient and was worried about moving, but great.

Dr Cargill is an excellent Doctor, very kind and caring. Have to wait some time in reception but I do not mind – she is worth the wait.

Always treated kindly.

A very well run practice. Thank you.

This Doctor was marvellous, very caring. I'd like to see this Doctor every time. This Doctor will get me better.

I had to wait over 30 minutes to see the doctor, but I understand this was due to weather conditions delaying the doctor's arrival. She was very helpful when I did see her.

Very good asthma advice.

Dr Cargill is a brilliant doctor. I always try to see her if she is available.

Dr Cargill always listens and understands. Her continued help and support has been invaluable.

Happy with my treatment with Dr Cargill and Nurses as approachable and professional☺

I attend Surgery quite often so I see quite a number of the Doctors and Nurses and I am very happy with all and include the Reception Staff in this.

Very efficient and helpful.

Dr Lim is excellent. Nurses are always helpful and give you time to ask questions.

I find Dr Lim very professional and caring – she is definitely my first choice when trying to see a Doctor.

Very good, very efficient and took time to listen.

I have always found Dr Lim easy to talk to and she has always given considerate and precise advice. She gives me confidence in her abilities.

Dr Lim is excellent, kind and caring.

7.00 am start very good as no need to take time off work.

Dr Lim takes time to listen, explain and interact as does Dr Haeger. Dr Teatino ok. Dr Geranmayeh – I prefer not to see.

You ask the wrong questions. The problem is not with current personnel. The problem is with difficult in getting things done.

The examination was very thorough and I felt very happy that my symptoms were checked with a clear diagnosis.

Doctor Haeger is excellent. Would not be happy or confident with any other doctor.

Excellent manner. Gives feeling of compassion and concern.

Good service today, without waiting too long.

A very good, caring Doctor.

A very good, caring Doctor. *(not duplication)*

Dr Haeger is an excellent Doctor. As You can see by my marking – all excellent.

Dr Martin Haeger is very, very good. Unfortunately it is not always easy to get an appointment to see him. Other GPs are also very good, however, he is my first choice.

Very thorough but makes waiting time longer!

Overall, I am very pleased and satisfied with this practice.

EQUIP

08/03/2013

Dr Haeger is a very caring Doctor who takes time and care to listen to his patients' ailments, no matter how big or small they are. You do have to wait longer to see him, but he is worth waiting to see. I always come out of his room feeling a little better because he cares about his patients' health and well-being.
Brilliant Doctor. (Haeger)
Very good.
Dr Roper has been thorough, polite, not off-putting.
I have the utmost faith and trust in Dr Roper.
Really good.
Always given time and explained clearly. Listens and responds calmly.
Dr Roper is an excellent Doctor, very helpful and caring.
Always treated with care and respect and GP is always pleasant!
Very good.
Very friendly and with a very good manner.
Dr Roper was most helpful
Dr Roper is a top doctor, but it is always a problem to get to see who you want. It all depends on an appointment due to certain receptionists.
If I can I try to see Dr Roper but if not, do not mind other doctors.
In my experience, one of the very few doctors who takes time to listen and treats you with compassion and understanding and as a person.
Very good.
Always helpful and puts you at ease.
Always treated with respect.
Dr Teatino is fairly easy to understand.
Only been with this practice one year but very happy with the way I have been treated. (Old practice for twenty years, and could not say that about them!)
Dr Teatino – excellent GP!
Always listens.
It is quite difficult to get an appointment on the phone. Sometimes the computer doesn't work or weekends the doctor is not available who you saw before. I quite often get up early and get the surgery before the phone line has been put through in the morning. That way I get better choices – I dread having to book an appointment because of this and I put off seeing a Doctor sometimes.
Although serious about information concerning the reason for appointment, jovial in general which I appreciate.
Very good.
All doctors and Nurses do a very good job. I respect and like them. Thank god we have them – God be with them all.
Cannot fault the consultations I have had with Dr Teatino.
Asked for flu jab but Doctor refused.
I do have my "special" doctors but am happy to be seen by all others apart from one.
Dr Wright – brilliant GP
The Doctor made me feel that I was not wasting his time and that I was not making a fuss about nothing.
Very satisfied – professional and caring. Thank you.
I find Dr Wright a very caring person who listens and has a dry sense of humour. I feel quite at ease with him.
I know he will do his best for me.
The doctor was very helpful and was listening carefully to what I was saying. Excellent.
Treats patients as adults and tells them relevant information.
Dr Wright listens and doesn't rush you. Dr Cargill is good too.
Will answer any questions to the best of his ability.
GP/Nurses very helpful.
The doctor always has time for me.

23. Patient Experience – Further comments:

If the subject arose, I would certainly recommend my Doctor.
Most of the receptionists are very helpful. But I must say every time I have seen Wendy, she always seems to have time for us. She has concerns for patients, nothing is too much trouble for her.
I would definitely recommend and have done so in the past.
I don't find the new chairs in Reception particularly comfortable or supportive.
Parking is such a problem
Parking of course is difficult, especially if you are unaccompanied. Spent 15 minutes on Monday from 8.00 am to be connected for an appointment by phone. However, saw doctor of choice the next day.

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08/03/2013

No, not because of the surgery or Doctors, etc., just mainly the parking, if you can't get a space, it's a nightmare. Don't like being in full view of other patients when at Pharmacy – no confidentiality!

Doctor was very kind and took time explaining things to my elderly mother.

Have been with this practice since 1975 and have full confidence.

Blackwater Pharma wonderful. Need a bigger car park.

I am always unable to get an appointment on the day for my children and usually for myself and husband. All round excellent service.

Satisfied with the Surgery and Doctors.

I consider myself very lucky to have such a good practice all round. I include the staff of the pharmacy in this.

We were sacked from Longfield and have found the service here far superior.

The female doctors are very helpful but it is hard to get an appointment with them. You can hardly ever get an appointment on the day you want. It has got worse. The other doctors there are only a few welcoming male doctors.

I try to avoid coming to the doctors.

Used the automatic booking service this time. Found it very easy and efficient.

I now find booking by automatic internet makes booking very easy.

Parking is a problem, especially during 9-5. Not sure what the answer is though!

I appreciate the opportunity to have continuity with the GP I "started" with.

Yes, except for getting an appointment in the first place.

Would like further facilities at the surgery: Blood Tests done in house/ Warts & Small Lesions burnt off in house.

No – not for me to do so.

Just the parking arrangements which need to be improved.

Re Qu. 19 above: I have never missed an appointment. Sometimes I have had to wait for 90 minutes to be seen after arriving on time. I know that delays cannot be avoided and so this is not a strong complaint.

Just takes too long to find a parking space.

Yes, provided the appointment system is improved.

The quality of care at the surgery is good, but trying to get an appointment can often be a real issue and reception staff can be very unhelpful and almost rude at times. (with the exception of the young man on reception – always very helpful)

The staff all have a friendly manner.

I think the service provided is excellent, well done!

Best I've seen at this Doctors'

The only downside if you want to see a particular doctor, you have to wait 3 – 4 weeks and you never get in if you ring the next morning.

Since completing questions, I have tried to book another appointment to discuss results of X-rays and blood tests and have been unable to do so either with a receptionist or the automated service.

Making appointments / easier to make appointment with GP of your choice.

Parking is an issue. I left my house half an hour before appointment to ensure I could park.

In 1945 my parents joined the practice of "Hall and Phillip" when they arrived in the area from Scotland. My daughter and family are also with the practice – the fourth generation to be well served.

Secretary, Sian, is a very pleasant and efficient person to deal with and deserves to be mentioned.

Yes, certainly my doctor (Dr Roper). Limited or little experience with other doctors.

Automated booking system good when it works. Main fault says it is unable to verify details.

Keep it up Blackwater.

Would like weekend appointments.

Very good.

Yes, the out of hours service is not good though. To explain to a switchboard operator when you are ill is exasperating – especially more when left on hold. The only option given is the ambulance service.

Well done. Keep up the good work.

I believe the good standard of care provided by the practice is far outweighed by the inability to get an appointment at a suitable time. I spend up to 25+ minutes trying to get through sometimes but after 8.15 normally all appointments are filled for that day.

I often find it difficult to get an appointment and have to tackle reception staff who are not medically trained and whom I do not wish to discuss my problems with.

It's difficult to get an appointment at times.

Since moving to Maldon in 1979 I have had just one GP who has treated me as "a neurotic woman" (it was implied and "felt").

A 10-15 minutes wait for prescription.

My visit to the Practice today has been a good experience. On other occasions, my family have not been so lucky and some doctors in the practice are quite unapproachable.

Very difficult to get an appointment. Eventually made one on the telephone automated system.

EQUIP

08/03/2013

No, because it can be difficult to get an appointment and it is not always convenient to phone at 8.00 am for an appointment.

Main problem is lack of out of hours support.

Receptionists, GPs, Nurses and Medical Secretaries at my practice are normally very good, depending who I see.

My family has been well served by this practice over many years.

Yes perhaps – booking problems put me off.

Very good surgery and pharmacy.

We are interested in any other comments you may have about your experience:

Not open evenings or weekends

Preferred old system when Surgery had Night Doctor and weekends. Had trouble getting help recently for night emergency.

Be nice if you could see a Doctor/Nurse up to 7.00 pm once or twice a week.

Saturday mornings would be good.

Saturdays would be helpful.

Possibly doors widened for wheelchair users, although not affected personally.

Generally speaking, I find my dealings with the Blackwater Medical Centre very amicable and very helpful on most occasions.

I am also impressed by the efficiency and thoroughness of your pharmacy.

Always very helpful at all areas of pharmacy, doctors, nurses and reception.

Extra telephone operators/lines for attempting to book an appointment between 8.00 am - 9.30 am.

Cannot hear your name called by Pharmacy when prescription ready.

No complaints.

Good nurses.

A long wait but worth it for the excellent care.

I would say the pharmacy area is quite open and you can be overheard by those in waiting room - perhaps a screen could be installed?

Parking is always a problem but now seems worse since the Pharmacy opened. There are naturally more visitors to the practice. Not sure what the solution is!

I think the receptionist (only some) could be a bit more sympathetic and compassionate. There is one in particular that I find very rude.

All staff, including pharmacy, are very caring.

Pharmacy staff excellent, can't say enough about them.

I cannot get an appointment to see the Travel Nurse at any time. When I asked what I was to do, the Receptionist said, "Go private!" Then said try next Wednesday.

The new "Pharma" is a boon – parking is never easy. Could some MDC spaces be allocated to the surgery? This would help.

The addition of the Pharmacy to cover all of Maldon has been a great benefit to those just out of the centre.

We are, as a family, registered with your practice since 1994. I can see the improvements and appreciate the service you are providing. Many thanks.

I would like to see better parking. Every time I have to come to this surgery (The Heybridge surgery is not too bad) I have a struggle to park. Everything else is fine.

Never anywhere to park. Mum makes us walk.

Sometimes hard to hear if it's your "turn" to see Doctor, especially if waiting area busy.

My wife and myself are very pleased we joined your Medical Centre

The online booking experience is awful

An efficient, caring practice.

Automated booking service can be unreliable particularly on weekends.

Car parking is limited and can be a problem. The pharmacy is a wonderful asset – particularly being able to access on Bank Holidays and out of hours. Living in a rural community, we previously had to drive to Pitsea in an emergency and cannot thank you enough for this provision. An outstanding service.

If I need an appointment I cannot always pre-book and I do not work locally.

Lots of people moaning about long waits in the waiting room. It was full, very bad leg room for elderly people in places. Seating needs a re-think. Perhaps you should square the building off at the front and even go up a floor, so all admin. staff could be upstairs. The doctors and patients would be comfortable, as you seem to have a lot of wasted space.

Car parking can usually be a problem.

Practice waiting room needs a paint and wall boards at back of chairs, as the chairs are marking the walls.

I find I have to leave in plenty of time as parking is a problem.

EQUIP

08/03/2013

I do not wish to waste any Doctor's time, however, it is very frustrating when I need to make an appointment and am told to ring again tomorrow – there will be an appointment. Then when you ring the next day, you are told the same thing.....

I've rarely had to wait more than 20 minutes for an appointment, but that has never bothered me because it meant (to me) that the doctor needed more time with the patient.

Would like more time. Sometimes feel you are being rushed, which is not acceptable especially if you have difficult issues to discuss. It's not always easy to have courage to speak to a doctor, etc. if you feel you are being a nuisance. Also, I feel not always listened to, or believed. If I say I have a pain, then I have a pain. Bit too dismissive sometimes.

Some of the Reception Staff are rude.

The new automated booking process is an improvement but I would rather speak to a receptionist.

I am very pleased the Surgery has changed back to an "01621" telephone number.

Appointments seem to be ALL GONE even first thing in the morning.

Some of the reception staff are very understanding and approachable and others are definitely not!!

Everybody, including Pharmacy, has been very helpful and caring for my needs.

The most frustrating thing is not being able to see a doctor the same day or the following week when you ring the surgery. You are told to ring on the day and the cycle begins again, although we are told that we can book 6 weeks in advance. You cannot always do this because you don't know if you are going to be ill in 6 weeks' time and when you are ill, it would be nice to know you can see a doctor without delay. We do not ask to see a doctor unless we need to.

No negative thoughts. Everything excellent.

Excellent.