



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 answer 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: 364

About you

Q1. Are you

Male	Female	No Answer
112	252	0

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
9	21	31	44	58	82	76	30	13

Q3. Which Ethnic group do you belong to?

A: White	187	B: Mixed	1	C: Asian or Asian British	1
British	159	White and Black Caribbean	1	Indian	0
Irish	6	White and Black African	0	Pakistani	0
Black	1	White and Asian	1	Bangladeshi	2
Other White background	2	Other Mixed background	0	Other Asian background	2
No answer	1				

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
146	9	6	10	20	167	0	6

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

Yes	No	Don't know /can't say	No answer
209	134	18	3

Your Practice

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

Very easy 266	Fairly easy 78	Not very easy 10	Not at all easy 7	No answer 3
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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 257	Fairly clean 105	Not very clean 1	Don't know 0	No answer 1
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Reception

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

Very helpful 216	Fairly helpful 129	Not very helpful 12	Don't know 4	No answer 3
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Q10. In the reception area, can other patients overhear what you say to the receptionist?

Yes 226	No 50	Don't know 79	No Answer 9
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Q11. Do you find the automated book in screen useful?

Yes 314	No 27	Don't Know 13	No answer 10
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Appointments

Q12. In the last 12 months how many times have you seen a GP/Nurse at your practice?

Non 13	1-3 times 143	4-6 times 105	6 or more times 100	No answer 3
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Q13. How do you normally book your appointment to see a GP? (More than one answer was given for 101 patients)

In person 154	By phone 262	On-line 16	No answer 32
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Q14. How easy is it to get through to reception, at your GP practice on the phone?

Very easy 36	Fairly easy 184	Not very easy 105	Not at all easy 28	No answer 11
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Q15. How easy is it to speak to a GP or Nurse on the phone at your GP practice?

Very easy 32	Fairly easy 104	Not very easy 67	Not at all easy 21	NA 118	No answer 22
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Q16. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day 123	2-4 days 101	5 days or more 114	Don't know, never tried 11	No answer 15
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Q17. How often do you get to see your GP/Nurse you have requested?

Always 93	A lot of the time 122	Some of the time 111	Never 10	N/A 20	No answer 8
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Q18. How long did you have to wait for your consultation to start today?

Less than 5minutes 114	5-10 minutes 139	11-20 minutes 54	21-30 minutes 24	more than 30 minutes 12	No answer 21
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Q19. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes	No	Don't know, never tried	No answer
242	47	54	21

Q20. Have you ever missed an appointment because?

I recovered	I forgot	I was delayed	Too difficult to cancel	Could not get through on the phone	No answer/NA
20	22	13	1	11	297

Q21. Is your practice currently open at times that are convenient to you?

Yes	No	No answer
321	21	22

Your Consultation

Q22. 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	Very good	Good	Fair	Poor	Very poor	No answer
213	107	24	5	0	0	15

B: Make you feel at ease?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
211	100	30	6	0	1	16

C: Listening to you?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
219	96	26	7	1	0	15

D: Explaining treatment and tests?

Excellent 208	Very good 93	Good 33	Fair 9	Poor 2	Very poor 1	No answer 18
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E: Involving you in decisions about your care?

Excellent 188	Very good 105	Good 37	Fair 9	Poor 2	Very poor 1	No answer 22
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F: Treating you with care and concern?

Excellent 208	Very good 104	Good 28	Fair 7	Poor 1	Very poor 1	No answer 15
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G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 302	Very good 39	Good 3	Fair 2	Poor 0	Very poor 0	No answer 18
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H: Would you be completely happy to see this GP/ Nurse again?

Excellent 331	Very good 4	Good 12	Fair 1	Poor 0	Very poor 0	No answer 16
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Patient Experience

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

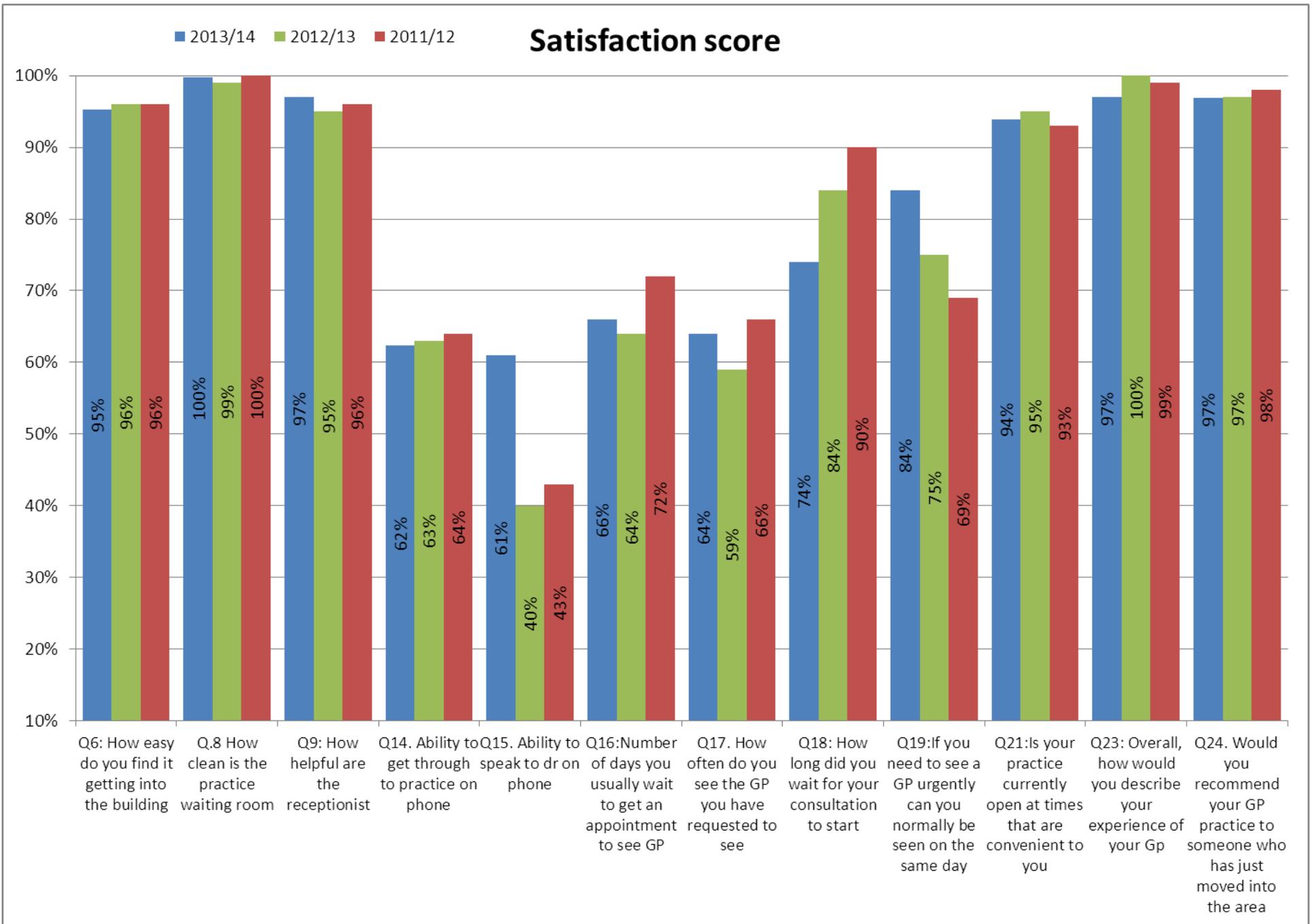
Excellent 175	Good 166	Fair 10	Poor 1	N/A 0	No answer 12
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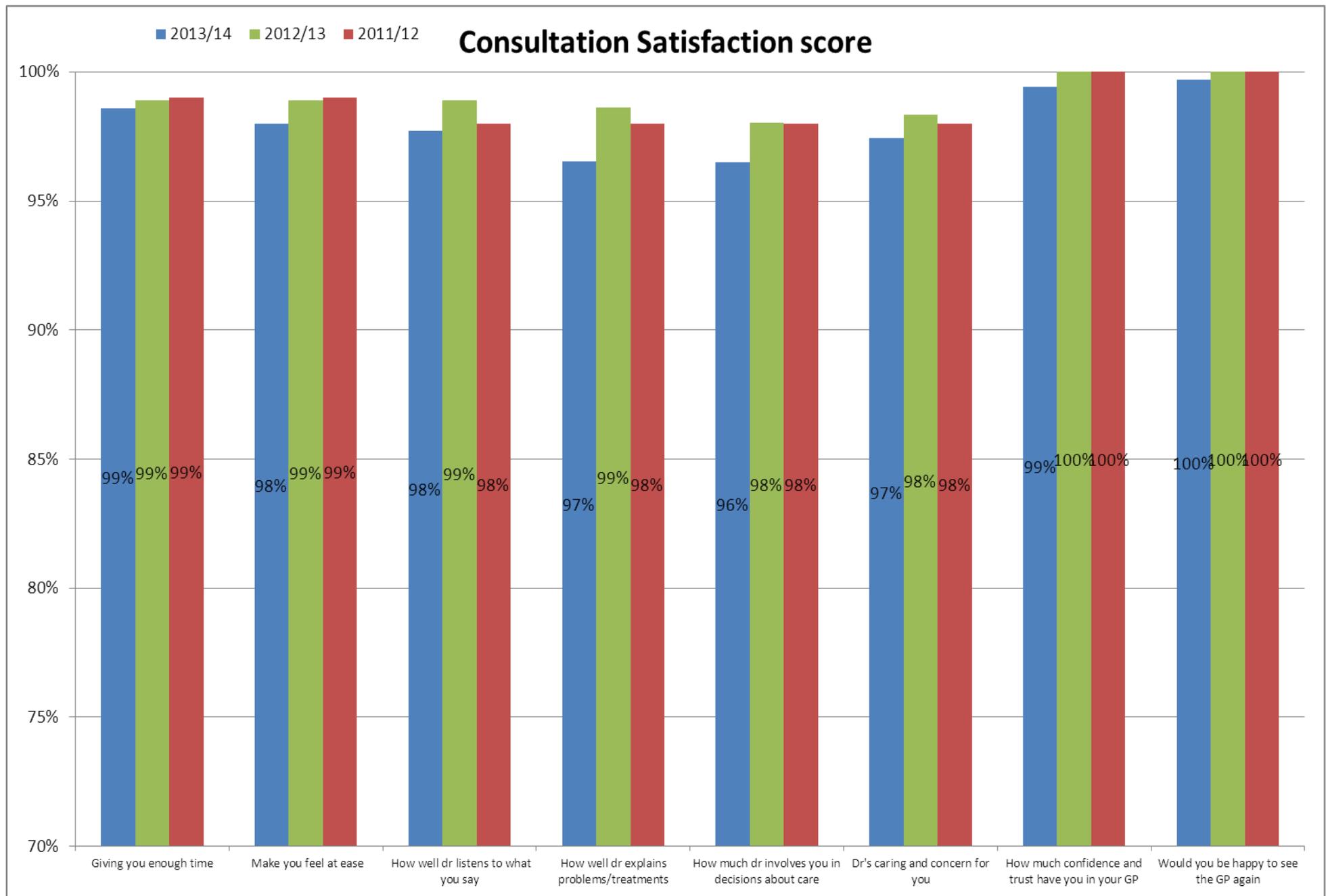
24: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes 337	No 11	No answer 16
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25: Would you give consent to share your clinical record with other health care professionals involved in your care?

Yes 126	No 26	No answer 212
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Comments for F81099 - Blackwater Medical Centre

Questionnaire: EQUIP

Number of returns: 364

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

Not the building as such but car parking!!

Don't know

I have no problem getting into the building

Access to building easy car park horrendous

More parking

Make car park bigger

Don't know

More parking spaces

No problems

Limited car parking space at the surgery, if all spaces are occupied you have to wait until one becomes available

More parking area

Better parking

Needs more car park spaces

Parking is limited

Need bigger parking area

More parking spaces

It is OK

OK at the moment

More car parking

Allowing more car parking so that I don't have to walk far. Car park always full

Parking

Automatic doors

Only problem is parking

More car parking

More parking

Larger car park

I think it is fine as it is

Parking is a nightmare

Better parking

Double doors and larger corridor – assuming space is available

Better parking facilities

Get the puddle by the entrance sorted

Straight run into the door, not too many corners

Better parking is vital
Get more parking spaces
More parking
Fine as it is apart from parking
Automatic opening or external 2 way door and internal door to waiting room/pharmacy?
Bigger car park
Lack of car parking
Parking is often an issue
Access for pushchairs, wheelchair user and mobility scooters
The building is fine but parking is a nightmare
More car parking
More car parking
Automatic door
More parking
Parking is very limited
Seems fine
Parking is usually difficult
The parking
Don't know
Needs more car parking
Insufficient parking spaces
More parking spaces would help enormously
More parking
Expand car parking (but difficult to see how) no problem for me – I park in Butt Lane car park and walk down to surgery
Awkward to manoeuvre buggy through first doorway
I think getting into surgery is easy enough. Thank you
Parking – atrocious!!
Better parking
Because of parking
Car parking is a nightmare
More parking
Take away ramps
Maybe patients could be advised to make non-emergency appointments later in the day if possible to try and ease the pressure on the car park
More parking spaces
More car parking
Better parking system or larger car park
Make it bigger
One way door
Car parking
Parking sometimes a problem
Better parking
Larger foyer
Better parking facilities

The physical walk in is fine but parking is a nightmare. I have never been and found a space straight off. I always have to fight for one.

Car parking a problem.

Parking is difficult.

Parking

Parking can be difficult!

More parking

Parking is awful, usually stressful to find a space in time.

Parking

If the Maldon Council could release some car parking spaces to the Blackwater Centre, then this would help getting in to see a GP.

Automatic opening door.

Parking appears to be a problem

Parking

More parking spaces

Parking is a huge problem.

22H: Your Consultation - Please add any other comments about this Doctor/Nurse:

Not my usual GP but a specialist dermatologist

Very hard to get an appointment with the lady doctors up to 6 weeks with Dr Cargill & Dr Lim

This is normally the only doctor who is available. It's not surprising.

Always listens

Dr Geranmayeh is always very helpful and very friendly

Some (mainly one) GP's seem to type most of the time and seem stressed

We are fully confident seeing doctor or nurse

Dr Roper is always very professional and has a very good bedside manner

Response to 22 – applies to the GP I've just seen. Does not necessarily apply to other GP's in the practice

I cannot speak more highly of Dr Roper. He was very kind and understanding. He reassured me and dealt with the practicalities with ease. I came out feeling much better knowing that my problem was being dealt with and that he had booked me an appointment to see him again within a few days

Very caring and good at listening to my concerns. Explains things clearly. Great Doctor.

Always pleasant and able to talk to about any problems

In order to get an appointment on the day I don't work, I had to wait 6 weeks to see the Doctor I feel most at ease with

Very understanding, knowledgeable and reassuring

Dr Roper – very understanding and sympathetic. An excellent GP

Always very caring and pleasant

An excellent doctor who always puts my mind at rest about any health problems that I might have

Always have time to talk and put you at ease

Great doctor!

Fitted in straight away after a hospital appointment to alter tablets

Well mannered, very helpful, very satisfactory Mrs B. J. Miller

Dr Teatino and the triage nurses are all way capable and I have confidence in their care

Saw my child today and is v. good with children. Often the only doctor we call see in an emergency – would like more choice. Don't find doctor so helpful with adult patients – me.

I suffer bad cramp at night. The tablets I was taking one at night, it lead to cramp and sore muscles. I ask him to give me some others, he said what do you want me to give you, I said you're the doctor

Parking could be better. It is sometimes hard to find a space. Having a late opening pharmacy is excellent.

I can usually get to see one of the two doctors I prefer. I will quite readily see either of the two nurses I can remember seeing. All round, service etc. is very good!

Dr Lim is excellent never feels rushed and listens. Acts very quickly if there is a medical problem

I do not always find things so good but lately access to Doctor/Nurse much better

All round first class

I have been extremely impressed by the care I've received from Dr Lim. She has been patient and compassionate at a very difficult stage in my life and she has provided good support and advice to my on-going condition which has now been relieved.

Dr Lim is a lovely Doctor and listens to you all the time

Dr Wright is everything you would expect a doctor to be. He is knowledgeable, patient, thorough, totally reliable, sympathetic, common sense and approachable.

It's not the doctors, they are excellent. The appointment phone in the morning at 8am is so crazy. I have been going online but it is hard if not well you cannot see anybody for days

Always very good treatment

My doctor has been hugely supportive and helpful to me during a prolonged and highly stressful situation involving my career. He has been ultra-professional throughout

I have always found any GP I have visited excellent in all areas

My G.P is the best in my reasonably long life – having lived in different surgery areas, he was recommended when I moved here (10 or so years ago) not that I have any difficulty if he is not available. Nurses are all very efficient always.

Doctor Wright would be a preferred doctor as he is always excellent – as is or Cargill

Dr Wright is very kind, helpful, listens and also Dr Haeger. Efficient

The doctor that I saw today, Dr Wright was good

He took the time to make sure he had all info about medication before dispensing a prescription

Great people doing a great job. Glad I don't have to see them too often, they do such a great job. Thank you

Parking is a bit short

Improve parking facilities at peak times

I am fortunate to be very healthy. However, I have had potential problems occasionally and even with quite vague symptoms Dr Wright has always been 100% accurate in his diagnosis

I saw Dr Haeger about my son. He is very nice, listens, puts you at ease and explains everything so you can understand. I would see him again.

Haeger – brilliant!

Dr Haeger is an excellent doctor. That is always worth waiting for. You are not hurried through an appointment

Always involves me in decisions of treatment. Always goes that 'extra miles'

Badly need larger surgery. Appointments to run on time, also like surgery to open on Saturday

Its normal to have to wait to see Dr Haeger but I don't mind because he takes the time to listen and he explains things

I always find Dr Haeger (who I normally see if possible) makes you feel very much at ease and gives you time to explain problem when visiting surgery. Also he involves you in decisions about health and explains various procedures

I could not wish for better treatment from Dr Haeger

Dr Haeger – excellent!

An excellent GP who combines professionalism with empathy. He treats you like an individual and never appears to be rushed

Dr H. always makes time to explain/advise on treatment and listens to you. As a G.P he is a very good example of the type of doctor you would wish to be treated by and is a good representative of his profession

First time I have seen this doctor and I would ask for him again

These comments relate to the doctor I request to see. (All excellent) This is sometimes difficult when no appointments are available.

I did not see a doctor today. I am filling form in referring to past year appointments.

Dr Cargill always listens and shows concern.

This Doctor is very kind and gentle. A credit to the Practice. This kindness has enriched my life.

I have always been treated with kindness

Dr Cargill is awesome

Dr Cargill is very professional, although always runs late.

Dr Cargill is very understanding and caring but hard to get an appointment with.

I have seen Dr Cargill today. She was approachable and I feel relaxed discussing personal matters with her.

I have always requested to see Dr Cargill as I have confidence in this Doctor and am never disappointed and am willing to wait for an appointment.

24: Patient Experience – Further comments:

None (except parking problems perhaps)

Having moved from Longfield Practice, Blackwater is superior in all ways

Car parking needs to be looked into nowhere to park so had to park down road and then have a 10 minute walk to surgery

Very good doctor. Always helps me. Dr Geranmayeh

One or two doctors letting down the rest, who can be excellent

Need more receptionists to answer phones at 8am.

Only downfall is shortage of appointments. (mainly to see Dr Roper and Dr Haeger)

Would always recommend your surgery

Yes but with qualifications RE which Doctor in the practice to see

I am more than happy with the practice as long as I can be selective in which GP I see. For example, DR Teatino although a good diagnostic has terrible, terrible bedside manner

I have said Yes above but would only recommend certain doctors in the practice

Would be nice to have much more suitable appointment times for people needing to use public transport

Only for certain doctors however who listen to your concerns without judging or making crass comments

Sometimes difficult to see your chosen GP

Okay

I missed the last meeting but I do attend the patients' group – very interesting and helpful

Car parking not adequate – when collecting prescriptions early mornings have to return again later!

Explains things carefully and thoughtfully

Not sure who is meant but within the practice or hospital OK, private no

The practice feels well led and responsive to my needs. I am only familiar with Dr Teatino so I would only recommend him to others. Receptionist needs to be a little more friendly and customer focused

So difficult to get appointment. Often wait 30 minutes or more to get emergency appointment. Also rarely get to see doctor of my choice

I am always extremely grateful for the repeat prescription delivery service and hope this continues 100%!!

If your old they don't seem to care, it's upsetting

I have found the doctors and nurses very helpful
Internet access to book appointments
Parking can be an issue
Parking is often a problem
More people – less time for patient unless more doctors, open long hours
Not sure what other practices are like
The automated booking service is a great help as it avoids the queue at 8am and makes the queue shorter for those who prefer not to use the automated service
It's reassuring to know that my Doctor of choice and continuity is willing to listen and advise with reassurance
Fortunately I don't need to attend the surgery very often but I have found Dr Wright to be a caring doctor
Yes but I would tell them to book appointment online not by phone or coming into the reception. You just get told to phone in the morning but you cannot get through, everybody else is going the same
As a professional public sector worker myself, I am very impressed by how well all the staff function at Blackwater Surgery. I know only too well the stress you work under daily. Everybody working there are a credit to all the NHS stands for. Keep up the exemplary work! My thanks
Yes but my GP who seems to have a high case load (I'm sure all doctors/nurses are in same position)
Great surgery. Very nice staff. My doctor is amazing!
Needs a good clean!
I don't see the same doctor every time
Merry Xmas to all staff
Some receptionist need to stop diagnosing over the phone and improve their attitudes
The pharmacy is excellent too
We have too many people moving into our local area
The only issue would be parking at the surgery and it's quite chaotic!
The big problem is the lead time required to see the doctor of choice
The only comment I would make that if I have to ring at 8am to make an appointment that it is very difficult to get through to the surgery
We don't agree with people booking up to 5 weeks in advance
Only problem is actually getting an appointment
Parking is difficult
No, parking is terrible!!! Receptionists are rude (mainly on phone). It costs nothing for manners.
Frustrating (by our experiences) trying to get telephone appointment on a Sunday night for a Monday morning – the system not working.
Parking
Yes, apart from difficulties getting appointment outside working hours.
More appointments in the evening and weekends.
One of your receptionists does not have a very good manner with patients and is very abrupt.
As already mentioned, parking is an issue. Trying to get an appointment when ringing at 8.00 am is always difficult.
I like to use the automated booking screen because it lets you know how many before you. Wasn't working yesterday and I missed it.

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

The telephone booking system is not fit for purpose
Parking is horrendous
Sometimes very difficult to find a parking space.
The busiest GP's are very difficult to get to see on my days off (1 shift work) even with notice. Also I have to do the 8am lottery call or to see my GP have to call in at or before 8am to make an appointment

With the amount of houses being built in Maldon. I think we could do with a new surgery, after all they all need to register with a Doctor

Dr Teatino needs to look at his people skills and let people speak, listen, then comment. He has good knowledge but lacks understanding!

Usual problems with parking

Please can we have a Saturday opening again or one late evening opening once a week. If you work locally, it is very difficult to get to late afternoon appointments using public transport

Always a job to find a parking space

Works well

Some strengths of this practice from my experience – the nurses are competent and caring. Dr Teatino is sometimes quite surly but v. capable. Text reminders for appt. are a great idea for me! The practice has an excellent pharmacy.

It is extremely difficult to get through on the phone at 8am to book appointments on the day but this is the only problem As I work in London I do sometimes find it difficult to get through to the surgery if I need an appointment the same day (I would normally leave long before 8am) Being able to use 'call back' would be helpful

Need better parking

How will this practice and others handle the Maldon Growth plan?

Parking is my main worry, I have no alternative way to get to the doctors other than by car

When I am working it is very difficult to make an appointment as I would need to phone surgery at 8am but would have been driving to work and then to phone later to find all appointments for that day have already been taken – very frustrating

Its good but sometimes have to wait very long

Very happy with all aspects of care and treatment

I would like to see the doctor sometime but you keep seeing different ones then you find another doctor you see them once or twice then you don't seem to see them. It's better since computers because the doctor has your notes so a bit better now as it is all there

No complaints at all. Thank you.

I find it extremely difficult to get an appointment

I found the receptionist today helpful and friendly, this is not always the case and can feel intimidated

Wonderful surgery keep up the good work

The Blackwater Medical Centre provides an excellent service considering the demands and pressure on its services

There are a couple of doctors, I would not see unless I had to. Especially one

Dr Haeger recognised a voice through problem when I had come in to see him for something else, which I am now receiving treatment

The open plan system makes the waiting room far too noisy and difficult to hear the tannoy system when the doctor/nurse calls you in, a problem for those with hearing problems (needs sorting) spoils the overall visit

Difficulty but parking is always an issue

I had to wait a bit long but that is my only criticism

Online booking is a huge asset – saves waiting for 8am when lines are constantly busy and must save receptionist a lot of time and hassle

Difficulty in making appointments is a problem – often when telephoning at 8am. There are none available for that day. To make an appointment that is not urgent with a particular GP can be weeks ahead

Some Doctors are disinterested and seem unconcerned about what I have had to say.

To make it easier for follow-up appointments when asked to by the same doctor.

Regarding visit, it is always stressful and time consuming trying to park at your surgery.

I refer to a couple of your longer standing receptionists, it would be nice to be greeted with a smile – sometimes very blunt sounding.

Could do with bigger car park.

Parking

Text service excellent!

Need to give more time to patients that need it. Therefore I wouldn't have sat waiting for 45 minutes after my appointment time.

I'm happy with the doctors, nurses and reception staff – they do a great job.

Overall I find the surgery good. I think one of the important things for me is to have a "friendly" surgery and I hope this can be maintained and improved on.